



Healthwatch Plymouth
Annual Report 2013/14



Knowledgeable today,
powerful tomorrow



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Foreword

“Healthwatch is the new consumer champion for health and social care, to give local people a strong voice to influence and challenge how services are provided in the city.”

In 2012 the Health and Social Care Act set out that each local authority should establish a local Healthwatch. In 2013, Plymouth City Council undertook a competitive tender process and awarded the contract to an established local organisation called Colebrook (SW) Ltd.

Experienced in public and patient involvement, Colebrook launched Healthwatch Plymouth in April 2013, ensuring independence through its governance structures and a memorandum of understanding between those working in and delivering the services, and the organisation itself.

In its first year, Healthwatch Plymouth has been establishing its office, systems, governance and footprint in the city, collecting thousands of local views through a strong engagement process. It also launched the first of its annual grants programmes to support consultation within communities in the city.

Local Healthwatch has a number of activities set out in law which are reported on in this annual report.

Staff and volunteers have ensured Healthwatch Plymouth is built on a strong foundation and this annual report reflects the hard work and success of its first year.



Vicky Shipway

Colebrook (SW) CEO





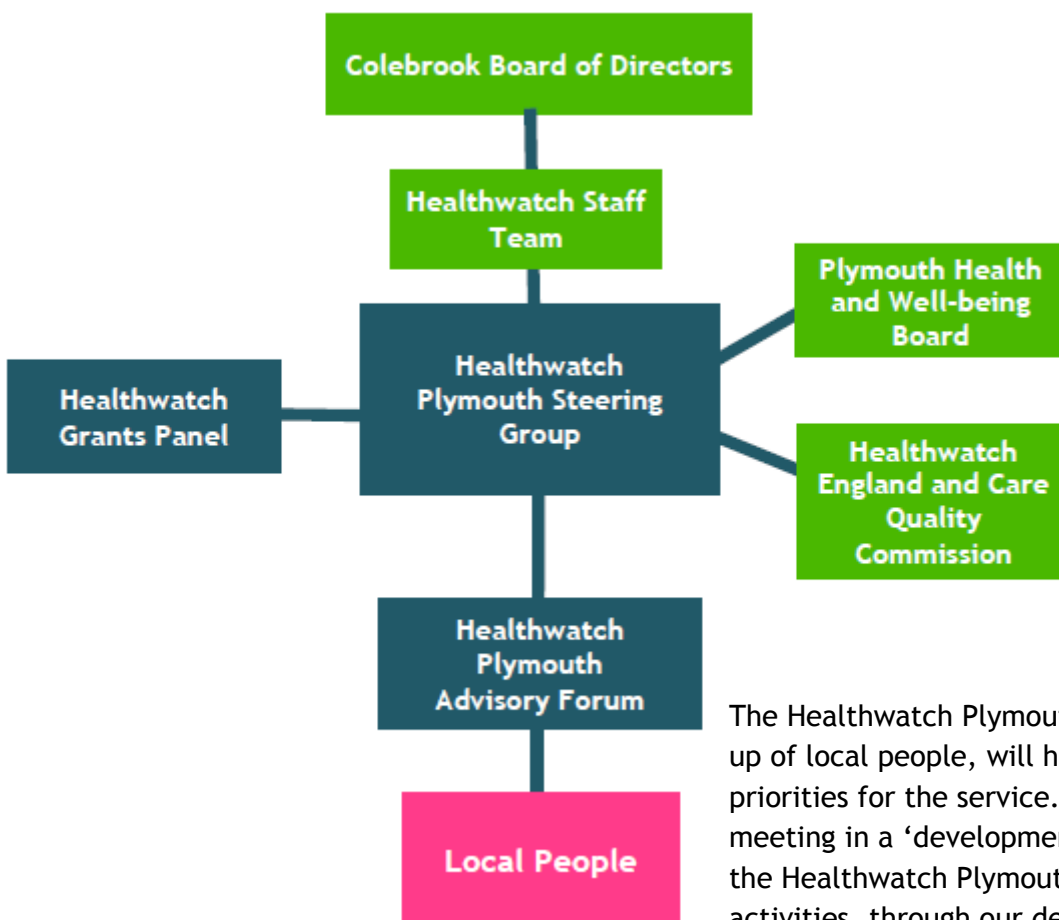
Healthwatch Plymouth

Following its inception in 2013 Healthwatch Plymouth has been busy introducing the service to the local community, gathering and collating information to form an evidence bank, representing local people at strategic forums and developing and implementing its governance structure.

Healthwatch Plymouth is based in the HQ Building on Union Street, and operates several weekly 'drop-in' sessions from this venue.

We have small team of staff complimented by a dedicated group of volunteers, all of which are committed to representing the views of the wider public.

To enable the service to have the local voice at its core, a governance structure was devised, through consultation with our volunteers, that would support meaningful involvement from local people.



The Healthwatch Plymouth Steering Group, made up of local people, will help to set the work priorities for the service. The group, currently meeting in a 'development' capacity, will oversee the Healthwatch Plymouth work plan and agree activities, through our decision making process.

Karen Morse

Healthwatch Plymouth Manager

Engaging local people

Healthwatch Plymouth seeks to engage local people in a variety of ways, including attending public events, delivering talks/presentations to local community groups and holding a series of 'drop-ins' across the city.

Local people are also involved in representing the service, and the public at many forums, committees and groups, both locally and regionally.



Armed Forces Day 2013

It was a sunny day on Plymouth Hoe that Healthwatch Plymouth made its first 'big' public appearance. We brought an army of volunteers and staff to collect experiences of health and social care. The banners announced 'Your Voice Counts'. We found over 400 voices willing to share their experience. Over 200 people were signposted to relevant organisations and agencies.



In our first year Healthwatch Plymouth...

Attended 26 events

Held over 170 drop-in sessions

Engaged with 2809 people

Face of Healthwatch Plymouth

The Face of Healthwatch Plymouth aims to involve local people in our advertising and marketing. The ongoing campaign sees local people used as models for our image bank...with their consent of course! Healthwatch Plymouth branding and marketing is now truly local!

Respect Festival

The Bi-Annual Respect Festival aims to celebrate the diversity of our City. Healthwatch Plymouth spent two days consulting with local people, from many different communities and gathered over 140 pieces of feedback.



Healthwatch Plymouth is represented on a number of groups/committees across the city including:

NHS England Citizens Assembly

During 2013 NHS England introduced regional consultation forums. Healthwatch Plymouth has two representatives on the regional citizen's assembly. One of them is Anne Miskelly. "The role of the assembly is to make sure the views of local people throughout the region are heard when the regional commissioners make decisions on how and where services are being delivered. Being a member of the assembly means I make sure the view from Plymouth is listened to, and meeting with other Healthwatch representatives we can discuss issues and learn from each other about different ways of working."



NHS England Clinical Senate

Once the assembly has a consensus view, four assembly members are tasked with advising the regional senate what those views are. One of those chosen to represent the assembly is John Miskelly from Healthwatch Plymouth. "Presenting the views of local people at a senate meeting means we influence strategic decisions affecting the whole of the South West. The sorts of issues we can influence range from hospital discharge to mental health services, and specific issues like complex spinal surgery. We also work together to identify issues which are raised by local people across the region and make sure the regional commissioners understand what those are and what changes local people would like to see."

Pledge 90 Review

Healthwatch Plymouth was invited to join the local authority panel review process, to assess the work undertaken during its pledge to 'conduct a wide ranging review of the adequacy of mental health services and support in the city'. Healthwatch Plymouth made five recommendations as part of this review with the final report being presented to the Health and Wellbeing Board. Future projects include consultation around children and young people's mental health services.



NHS England QSG

The local Quality Surveillance Group (QSG) plays an important part in safeguarding the quality of healthcare people receive in the area. Healthwatch Plymouth is a member of this group and regularly feeds in data based on the feedback we receive as well as providing the patient perspective to discussion. We have reported a range of issues including poor waiting times to register for an NHS dentist and the struggle for service users to be allocated a dentist in their area. This has led to further investigation by NHS England, in addition to Healthwatch Plymouth taking a seat on the Local Dental Network for the region.



Approximately 9 out of 10 comments shared with us are related to Health services

4% of the feedback is about Social Care services

69% of comments about Social Care services are negative

Almost 50% of experiences shared by people from Ethnic Minorities about Health and Social Care services are negative

Healthwatch Plymouth has an evidence bank of 2293 pieces of feedback collected since April 2013



Of comments regarding health services, 43% were negative...

...and 46% were positive

Healthwatch Plymouth spoke to 2809 people in 2013-14



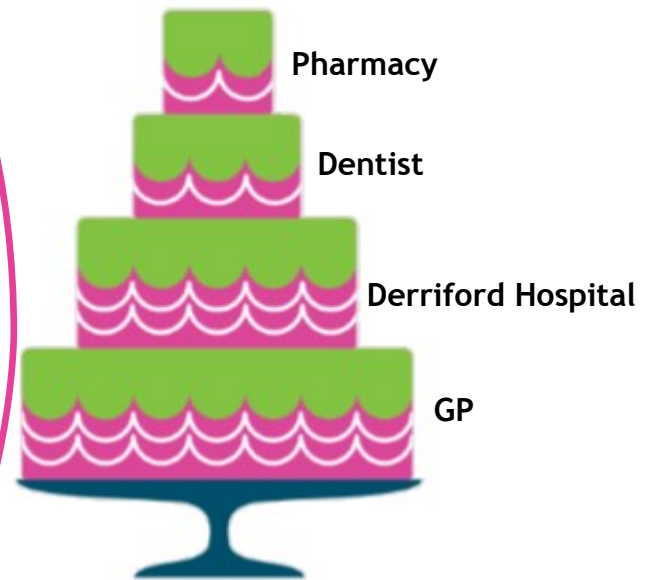


Healthwatch Plymouth has spent considerable time over the last year introducing the service to local people and gathering the views of those using local services to develop a credible evidence bank.

Information is shared anonymously, and is anonymised further if necessary, creating a safe and trusted feedback mechanism.

Once collated and analysed, particular themes and trends that emerge are used to inform our forward work plan, provide intelligence both locally and regionally/nationally, and to affect improvements in service. To achieve this we report to Plymouth Hospitals NHS Trust Safety and Quality Committee and NHS England Quality Surveillance Group to name just two.

The majority of the people we speak to tell us about their experience with...



Healthwatch Plymouth, as part of its contract from Plymouth City Council, ran a grants scheme during the year aimed at funding consultation projects within communities of interest.

Some of the projects funded will see events run for carers, consultation with those suffering from eating disorders, projects to engage individuals and families affected by learning disabilities, as well as a young peoples consultation. These will be delivered by local organisations and include the LGBT community and areas of health inequality.

“My doctor listens to not only what I am saying, but also what I’m not saying.”

A comment from a local service user about their doctor.

How we carry out our statutory activities

The statutory activities of local Healthwatch	Healthwatch Plymouth
<p>Promoting and supporting the local involvement of people in the commissioning, the provision and scrutiny of local care services;</p> <p>Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;</p>	<p>Representation at NHS England Quality Surveillance Group, service provider Safety and Quality Committees and Patient Experience Committees, has allowed us to be involved in developing, and challenge where required, standards and plans for improvement. Proactive projects include a Care Home visiting project in collaboration with the Local Authority.</p>
<p>Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;</p>	<p>Healthwatch Plymouth has sought to gather views of local health and social care services in a variety of ways, including over 170 drop-ins at venues citywide, and various events/workshops/presentations to community groups/organisations/clubs.</p> <p>Views of local people are represented at various settings across the city, including the Health & Wellbeing Board.</p>
<p>Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England;</p>	<p>Views and experiences are periodically fed into services and commissioners through service provider meetings and contract monitoring. Specific themes and trends are identified and raised with the most relevant contact within the service, and are reported through NHS England Quality Surveillance Group, at which we have a seat. Currently, we are heavily involved in the design of a new service specification for Out of Hours GP provision, which has seen captured views feed directly into a design process, by way of committed volunteer representation at the Clinical Consensus Group.</p>
<p>Providing advice and information about access to local care services so choices can be made about local care services;</p>	<p>Healthwatch Plymouth provide a 'useful contacts' leaflet so individuals can keep contacts of main agencies to hand. It includes contact details for relevant PALS, NHS England, Healthwatch England, Care Quality Commission, Advice Plymouth and the service commissioned to deliver Health Complaints Advocacy. We have signposted 921 individuals to services (excluding signposting given to groups and attendees at meetings).</p>



The statutory activities of local Healthwatch	Healthwatch Plymouth
<p>Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England;</p> <p>Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations, and to make recommendations to Healthwatch England to publish reports about particular issues;</p> <p>Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.</p>	<p>Healthwatch Plymouth has made no requests to Healthwatch England to conduct a special review or investigation. We have, however, responded to calls for evidence/information, and are currently gathering evidence to feed into the Healthwatch England Special Inquiry.</p> <p>As detailed below, further information was supplied directly to the Care Quality Commission.</p>

Enter and View

Healthwatch Plymouth have visited health and social care services, including secure mental health units, community hospital, specialist dementia unit and acute settings, on 17 occasions as part of projects and collaborative processes. We are yet to carry out visits using our Enter and View powers.

Care Quality Commission

Healthwatch Plymouth provided information directly to the Care Quality Commission, as part of ongoing investigations on two occasions. We received a response within the appropriate timescale.

Requests for information

No outstanding requests. All requests received a response within the appropriate timeframe.

Healthwatch Plymouth involves local people in making decisions in relation to its activity in various ways. We regularly consult at events and presentations to ask what local people would see as a priority for a service.

Healthwatch Plymouth activity is driven by the 'local voice', and may include making decisions regarding consultation, recommendation, Enter and View visits or the way in which an activity is carried out.

The previous Healthwatch Transition Group, and going forward the Healthwatch Plymouth Steering Group, have involvement in setting our goals. A copy of the decision making process is available upon request.

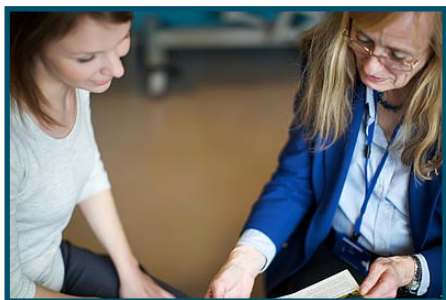
Patient Led Assessments of the Care Environment (PLACE)

“Good environments matter. Every NHS patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account.”

NHS England

Healthwatch Plymouth has been heavily involved in PLACE assessments during the past year, helping to put local people at the heart of this comprehensive assessment process.

PLACE is designed to assess how the environment supports patients' privacy and dignity, food, cleanliness and general building maintenance. PLACE, to put it simply, views a care environment through the eyes of a patient. Local people become 'assessors' and work collaboratively with 'staff assessors' from within each service. Staff assessors range from frontline care delivery and site services staff, to matrons and dieticians.



The process happens on an annual basis, but due to changes in the date for assessment, the assessments for 2014 were brought forward, and meant some environments have been visited twice in the reporting period. This gave Healthwatch Plymouth an opportunity in some cases to observe improvements from the previous assessment.

Prior to the commencement of the process in 2014, Healthwatch Plymouth delivered a training session to 17 potential 'staff

assessors' at Plymouth Community Healthcare.

Healthwatch Plymouth patient assessors are fully trained and supported in their role, and over the course of the year, the Healthwatch Plymouth PLACE team spent approximately 200 hours carrying out assessments at local facilities.

The PLACE team comprised of 18 trained volunteers and 3 members of the Healthwatch Plymouth staff team.

For Healthwatch Plymouth, PLACE is much more than an annual assessment. We have worked intensively with Plymouth Hospitals NHS Trust, attending a monthly focus group, both pre and post assessment, to help plan, share good practice and reflect and evaluate once the assessment has been completed. Healthwatch Plymouth made observations and recommendations regarding meal service, privacy and dignity and the care environment during 2013 assessments. Following implementation of improvements, we visited the environment again to observe the improvements in practice.





Collaborative Care Home project

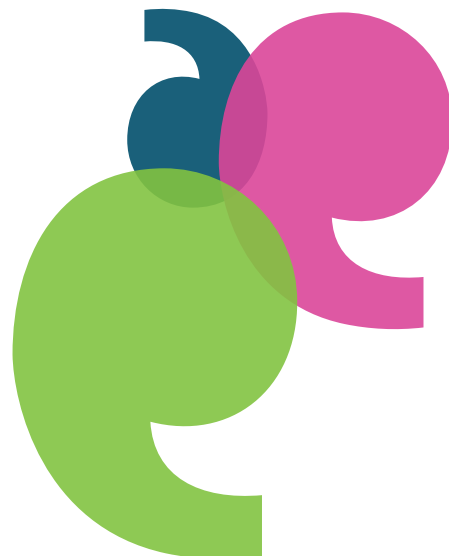
Healthwatch Plymouth is always seeking ‘the unheard voice’, and the collaboration with Plymouth City Council Care Home Practitioners has enabled us to seek the views of residents of nursing and residential homes across the city.

We have offered residents the opportunity to share their thoughts about the facility they live in, feeding these, confidentially, directly into Plymouth City Council’s Quality Review process. In addition, we’ve gathered experiences from care homes themselves about the challenges they face when complex health needs require involvement from many professionals.



Initially a pilot project, running for six months, the visits have also given Healthwatch Plymouth the opportunity to build relationships with owners, managers and staff at a number of residential locations.

As we go to print, another busy quarter of gathering views from care home residents awaits us.



Health & Wellbeing Board Representation Report

I joined Plymouth Link as a volunteer just at the point of transition to the new Healthwatch. I was interested in the potential of Healthwatch to support the wellbeing of the people of Plymouth and beyond. Being a 'new boy' in an established group is always challenging but I was made very welcome by the team - who listened very politely to my ideas and even agreed with some of them...

The transition has not been easy - it is difficult to keep focused on our core purpose when working to set up new governance structures. But in the end both are important and we seem to be getting to the point where we can devote all our energies to the real business - care services in our city.

The key challenges remain. Working as the (newly appointed) Health & Wellbeing Board Representative means trying to understand the scope and detail of social and health services of all kinds. Underlying this are matters such as fairness, good housing etc. - which are also vitally important to our welfare.

This is an exciting challenge - only one of many facing us, which would be simply impossible without a team of committed staff and volunteers to pull together the range of information needed to do our job. As I see it, that job is to talk with the people of our city and to listen to their

concerns and ideas about how their care is provided, and how it should develop. We also need to build partnerships of trust with those who commission and deliver care, so that we can pass on what we learn.

I am really looking forward to working as a member of the team over coming months and years to see just how much difference we can make for the good of those who matter most - the people who need and deserve the best possible care to make their lives better.

Peter Edwards



Health & Wellbeing Board (HWBB) representatives are supported with regular discussion prior to meetings, allowing the opportunity to share local and national intelligence as well as focus on both the HWBB and Healthwatch plans.



Involvement of volunteers and the general public

Volunteers and the involvement of the public in, and around Plymouth is an integral part of our work. Volunteers bring together different experiences, motivation and commitment to one common goal; improving services for the future.

Healthwatch Plymouth exists to make sure the local voice is heard, at the right time, by the right people.

This year has seen considerable time devoted to Good Practice in Volunteering, with the implementation of a set of policies and procedures designed to engage and support individuals in their Healthwatch volunteer capacity.

A volunteer information pack and tailored induction programme supports new volunteers through the first periods of involvement. An ongoing programme of informal review and buddying/mentoring will support our dedicated volunteer team into the future.

Healthwatch Plymouth volunteers have been involved at the core of the service in many ways, and will continue to be as we move into our second year.



Volunteer representation at:

- Health and Wellbeing Board
- Local Dental Network
- Plymouth Hospitals NHS Trust Safety of Quality Committee
- Plymouth Hospitals NHS Trust Patient Experience Committee
- Plymouth Hospitals NHS Trust Patient Led Assessment of the Care Environment Working Group
- NEW Devon Clinical Commissioning Group Out of Hours GP Clinical Census Group
- Plymouth Community Healthcare Service User and Care Forum
- NHS England Citizens Assembly
- NHS England Clinical Senate

In addition to the examples above, we have supported volunteers to represent the local voice at various public consultation events including 'Transforming Community Services', 'Mental Health in the Peninsula' and involvement in processes such as the Blue Badge parking facility at Derriford Hospital, and Patient Transport.

Healthwatch Plymouth has also benefited from the time and skills of an East Cornwall based volunteer, allowing issues facing East Cornwall residents using Plymouth services to be represented.

My experience as a Healthwatch Plymouth volunteer

Since joining Healthwatch as a volunteer in November 2013, when I was lacking in confidence and feeling that my contribution would be of little value to Healthwatch, I have been welcomed, encouraged and supported, and now have more self confidence and the belief that my role is useful and valued.

Wendy, as the Volunteer Co-ordinator, has been a great support and is always encouraging, she has faith in my abilities when I have doubts that I can fulfil the next assignment that she has lined up for me!

I have been data inputting and doing various office admin, and have become a PLACE assessor, visiting hospitals, checking on health and safety.

These visits have been interesting, and I feel privileged to have been part of the team that go behind the scenes to ensure that health and quality standards are being maintained and are fit for purpose.

Since joining Healthwatch as a volunteer I have been given opportunities I would never have envisaged, visited new places and met lovely people. It has been a rewarding and interesting eight months, and I am proud to be a volunteer for this organisation.

Barbara Howden, Healthwatch Plymouth Volunteer



My hopes for Healthwatch

The first months of Healthwatch have been a hectic mix of training, learning and gathering information. There have been consultations and hefty documents. I have attended conferences, meetings and even public events. I have assisted with inspections of hospitals and a care home.

What has been most enjoyable? Undoubtedly, meeting people. Firstly, I have been privileged to hear members of the general public share their many and varied experiences. Secondly, I have met a wide range of dedicated people working for service providers who are enthusiastic about change, willing to respond to patient/user experiences and who stress the ideals of person-centered services.

What do I wish for in the future?

- For Healthwatch to be as well known as the Coca Cola advertisement!
- For Healthwatch Plymouth to have 50+ active volunteers and many “friends”.
- For Healthwatch to act as the eyes and ears of the public as an “alerter” and improver.
- For Healthwatch to be a watchdog both to protect the individual and to “sniff out” trends and concerns.
- For Healthwatch to overview social care services and health services as they begin working together so resources are not needlessly duplicated and treatment is consistent without “gaps”.
- For Healthwatch to encourage best practice and shared knowledge.
- For Healthwatch to use the lived expertise of ordinary people, to guide direction.
- For Healthwatch to work with services as a critical friend and maintain a watchful eye to encourage their progress towards this change.
- For Healthwatch to retain its independence.

I will be happy if I can contribute something towards this and continue networking and collaborating.

Carol Rose, Healthwatch Plymouth Volunteer



Plymouth Hospitals NHS Trust

Healthwatch Plymouth has continued to work closely with Plymouth Hospitals Trust to listen and act on concerns expressed by the public. The Patient Experience Manager attends regular meetings at Healthwatch Plymouth Headquarters to provide feedback on themes and trends raised through feedback to the Trust, for example, issues relating to access and waiting times for investigations and treatment.

Many people want to speak to someone about a question or concern but do not always know where to start and will sometimes prefer not to speak to the organisation direct.

Healthwatch hold regular events within the Community, notably the Healthy Plymouth Open Event which included 6 stands from Plymouth Hospital NHS Trust. Through representation on the Patient Experience Committee Healthwatch Plymouth provide anonymised feedback on themes and trends which are a concern to the public. This feedback is used in conjunction with the learning from formal complaints to the Trust, Patient Advice and Liaison (PALS) enquiries, national surveys and the Friends and Family Test results and amalgamated to provide a clearer picture of any emerging hot spots as they occur.

Healthwatch Plymouth and Plymouth Hospitals NHS Trust will be involved in a range of joint projects in the year ahead.

**Jayne Glynn, Patient Experience Manager,
Plymouth Hospitals NHS Trust**



New Devon CCG

Commissioners working in the Western Locality of Northern, Eastern and Western (NEW) Devon Clinical Commissioning Group (CCG) have been working with Healthwatch from its inception. Our relationship started with their launch event and has continued from there. Our staff regularly seek out their advice and support for a range of engagement events and involvement opportunities and this has made for a positive and mutually beneficial partnership epitomised by the support Healthwatch has given working with both Health and Social Care around hearing the voices of people living in Care Homes.

The Healthwatch team of volunteers work with our providers too and help them to deliver the services commissioners need them to deliver by ensuring that the people using those services are given a voice. Without the support of Healthwatch and the positive relationship we have built together many people in Plymouth would not have had an opportunity to influence the shape of care in the city. We value that and look forward to continuing in the same vein and developing ever more opportunities for joint working.

**Sally Parker, Community Relations
Manager, NEW Devon CCG**

“Dislike parking- it's dreadful, it's expensive.”

A comment from a local service user about parking facilities at Derriford Hospital.

Plymouth Community Healthcare

Plymouth Community Healthcare (PCH) values the contribution of Healthwatch in supporting us to ensure we deliver services which place the person receiving them, and their families, at the heart of our approach to care.

Services from PCH exhibited at the Healthy Plymouth event organised by Healthwatch, in April this year and services shared it was a great success. Through the organisation and coordination of this event Healthwatch have contributed to reducing health inequalities across the city.

PCH holds quarterly PCH Service user and Carer strategic forum meetings of which Healthwatch provides representation and values their contribution to the future direction of the organisation.

Over the last few months Healthwatch have supported PCH in providing independent assessors to undertake the annual, Patient-led assessments of the care environment (PLACE).

Wendy Hill, Patient Experience Manager, Plymouth Community Healthcare

Plymouth Octopus Project

At Plymouth Octopus Project we are always seeking new ways to work with others to support the voluntary and community sector and to contribute towards improved quality of life outcomes for the citizens of Plymouth. We have joined the Healthwatch Steering Group with this in mind and look forward to making a difference together.

Susan Moores, Plymouth Octopus Project

“My local pharmacy has set up an automatic 'repeat prescription' process. I now only have to go to the pharmacy at the appropriate time to collect my prescription. I no longer have to go to the doctors surgery to get it arranged and sent to the Pharmacy.”

A comment from a local service user about their Pharmacy.

Next steps

As we go to print, Healthwatch Plymouth is looking ahead to a year full of opportunity.

- The Steering Group, currently meeting in a development capacity, will begin meeting in earnest to set priorities for the coming months, based around local feedback
- The Healthwatch Plymouth Advisory Forum will commence giving local people, the community, voluntary sector and service users, a platform to share not only experiences but hopes and ideas



Income and expenditure for Healthwatch Plymouth 2013-14

Income	£
Funding from Plymouth City Council	159,955.48
Grant Income from Plymouth City Council	20,000.00
Healthy Plymouth Contributions	8,500.00
Launch Event	500.00
Total Amount for 2013/14	188,955.48



Expenditure	Spent and committed £	Total £
Direct staffing costs <small>(including on costs- pensions, NI, staff travel, training and conferences etc.)</small>	63,999.93	63,999.93
Direct delivery costs <small>(Including events, volunteer expenses, website and information system development etc.)</small>	40,403.02	40,403.02
Grant expenditure <small>(Including grant beneficiaries, funded projects, consultation)</small>	20,000.00	20,000.00
Office space and central services <small>(Including utilities, room hire for activities, service charge etc., IT/ marketing/ finance/ HR/ management)</small>	64,167.23	64,167.23
TOTAL	188,570.18	188,570.18
Underspend	385.30	





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Use of trademark statement

When undertaking activities Healthwatch Plymouth uses the Healthwatch trademark. The trademark comprises the Healthwatch logo and the recognisable branding.

Healthwatch Plymouth have used the trademark on all leaflets, posters, reports, signage, banners, uniforms and formal documents as well as marketing materials.

This report is available to download from www.healthwatchplymouth.co.uk
Hard copies are available on request from the address above.