

healthwatch
Plymouth

Annual Report 2017/18





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Message from our Chair

Welcome to the Healthwatch Plymouth 2017 / 18 Annual Report

In my third full year working with Healthwatch Plymouth it is an honour and a privilege to be a part of the Healthwatch network and to be introducing our 2017/18 Annual Report.

Over the past year we have spent a great deal of time meeting with a wide range of patients, carers, staff and members of the public who are committed to making our health and care services as good as they can be. By utilising the skills of Healthwatch staff and volunteers we have been able to ensure that the views of the public have been presented to those shaping the future of these services in the city of Plymouth.

This Annual Report summarises the activities of Healthwatch Plymouth during 2017/18 (our fifth year of operation) as we have continued to build upon the momentum previously gathered in our role as consumer champion in ensuring that the voice of the public is represented and heard in the provision, review and development of health and social care across our city.

‘simple but powerful concept’

At Healthwatch Plymouth we base our understanding on how services are performing and how they should aspire to improve upon what we hear from the communities and people that they serve - this is a simple but powerful concept.



Healthwatch has a statutory requirement to monitor and make recommendations for improvement, accordingly we have been progressing our working relationships with Commissioners, Providers and the Care Quality Commission in our aim to drive up standards. In doing so believe that we are making a positive difference to the delivery and future planning of services across the city of Plymouth whilst, at all times, maintaining our independent and objective stance.

We have continued to work collaboratively with other Healthwatch organisations, this has been typified in our contribution to the Sustainability and Transformation Partnership where we are pleased to be working closely with Healthwatch Devon and Healthwatch Torbay. We believe this makes good use of our limited resources and, more importantly, gives a collective and stronger voice on key issues.

As Chair, I want to ensure that every person in Plymouth can raise their views and concerns with Healthwatch Plymouth and that we take the collective voice directly to those who can improve services.

It remains for me to thank fellow Steering Group members, the staff team and the volunteers who work with us for all their commitment, hard work and team spirit. Lastly, but most certainly not least, I would like to thank the many people who's feedback is at the heart of our work. We look forward to 2018/19.

Nick Pennell

Message from our Manager

Welcome, to the fifth annual report of Healthwatch Plymouth.

Healthwatch Plymouth has now been in operation for five years, but it only seems like yesterday we were nervously opening the doors as Healthwatch for the first time on 1st April 2013. For the first few days, prior to new staff starting, I was the frontline and back office of Healthwatch! With so many unknowns across our own network it was a rather daunting task. Five years later and not only is the health and social care landscape almost unrecognisable, so is the Healthwatch network and the Plymouth service.

The local Healthwatch network nationally has strengthened, likewise here in Devon the three local Healthwatch have continued to build a strong relationship and have worked collaboratively throughout the year to ensure that the public and patient voice is heard within the Sustainability and Transformation Partnership areas of work. You can find more details about how we are doing this later in this report. As we commented last year, the health and social care economy is more challenged than ever with phrases such as 'do more for less', 'ageing population' and financial deficit' still regular headlines in both local and national media.



This year we have carried out targeted engagement, finding out about the topics you told us concerned you most. Elsewhere in this report you can read about this work.

We have continued a strong presence across the city at various locations, allowing us to hear your experiences. With the integration of health and social care in Plymouth and the Sustainability and Transformation Partnership across Devon, hearing your voice is now more important than ever.

It's YOUR VOICE that allows Healthwatch Plymouth to represent the patient view as these strategies are developed and implemented.

Our dedicated team, both staff and volunteers, who are passionate about involving local people in decisions about their health and social care services, enable us to do this. I am, as ever, hugely grateful to our volunteer team who give us many hours of their time and experience to help us to achieve our aims.

We continue to hear about exceptional care delivered across our great City by inspirational individuals.

Karen Marcellino
Healthwatch Plymouth Manager

Highlights from our year

This year we've potentially reached **9,905,817** people on social media



Our volunteers help us with everything from data entry to service visits



We've visited **21** local services



Our reports have tackled issues ranging from GP Access to services for Sarcoidosis sufferers



We've spoken to **3159** people

We've given **760** people information about other services to help them



Who we are



You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Our vision - to have people in Plymouth actively involved in shaping their health and social care services, with Healthwatch Plymouth being recognised, reputable and achieving results.

Our mission - to be an independent, resourceful consumer champion for health and social care, driven by the voice of local people, working closely in partnership with services and commissioners.

Our core values - to be an inclusive, non-discriminatory service that champions the voice of all groups and communities in the city; to involve people positively in the work we do.

The Healthwatch Plymouth service is delivered by Colebrook (South West) Ltd, with funding from Plymouth City Council.

Our priorities

Healthwatch Plymouth work priorities are agreed by the Steering Group based upon public feedback, local strategic knowledge and any national priorities that have been identified during the course of our extensive engagement.

Our work plan during the last year aimed to balance larger strategic projects alongside short term operational goals.

The health and social care landscape is in a period of almost constant change, which in turn has demanded a flexible approach to our work.

Meet the team



Karen Marcellino
Healthwatch Manager



Tony Gravett
Healthwatch Deputy Manager



Ally Hood
Community Engagement
Officer



Wendy Hill
Community Engagement
Worker



Lisa Stewart
Volunteer Co-ordinator



Wendy Harvey
Administrator



Your views on health and care





Listening to people's views

Gathering the views and experiences of local people is at the centre of our work.

Healthwatch staff and volunteers have delivered a varied outreach programme during the last twelve months, covering both geographic location and community of interest based sessions.

Our outreach programme consists of regular planned drop in sessions, attendance at small and large public events and talks and presentations at community groups and organisations.

We have made sure that our outreach programme gives us the opportunity to engage with:

- Young people (under 21) and older people (over 65)
- People we believe to be disadvantaged, seldom heard or vulnerable.
- People who live outside of our area, but use services within our area.

The Healthwatch Plymouth volunteer team support engagement across the entire outreach programme, which in the last twelve months has seen regular drop in sessions at a number of GP Practices in the city, as well as locations such as The Life Centre and the One Stop Shop.

We also attended a large number of local events, some health and social care specific, others not related to health and social care at all. Events attended include:

- Jan Cutting Summer Fayre
- Dementia Conference
- SEND Conference
- Carers Rights Day
- Age UK Carers Week Event
- Creative Life Event for Mental Health Awareness Week
- Tothill Family Fun Day



In addition to scheduled drop in sessions Healthwatch has delivered talks and presentations at groups and organisations to spread the Healthwatch message and gather a collective experience from service users. Some of the groups we have engaged with represent specific communities whose voice is seldom heard.

Groups that we have engaged with in the last year have included:

- Out Youth Group
- Age UK
- Devonport House
- George House
- Hamoaze House
- Improving Lives Carers
- Job Centre Plus



Our community talks allow us to engage with groups that may face additional challenges in their lives, which in turn may impact upon how local health and care services should be delivered with them in mind.

Additionally, through engagement at Derriford Hospital we have met with many people that live outside of Plymouth but use local services. Our social media channels have promoted many opportunities for engagement, consultation and involvement on offer from both local and national agencies throughout the year. This has allowed us to encourage involvement from those that we may not reach through other channels.



Making sure services work for you

Healthwatch Plymouth has statutory powers to carry out 'Enter and View' visits to some health and social care services in the city. Enter and View can be a powerful tool to gather evidence about how well services meet the needs of local communities.

Healthwatch Plymouth Enter and View representatives are fully trained and supported to carry out this important function, and are a mixture of local volunteers and members of the Healthwatch Plymouth staff team. Representatives in all of our visiting functions have the potential to observe elements of care that may not always be evident during other formal inspections or audits, but are often things that make a real difference to patients and their families using services.

During 2017/18 Healthwatch Plymouth has carried out visits to services by way of collaborative working, and making recommendations for improvement from a patient perspective.

Visits have been undertaken in varying services across health and social care including to inpatient units, social care residential facilities and primary care services.

Each visit has a primary objective which this year has mainly been to gain feedback from service users of their experience of a particular service, or to make an assessment of the care environment, whilst gathering the views of those resident at the time. Following our visit activity Healthwatch Plymouth may make a formal recommendation for improvement or change to the service provider and/or commissioner of the service.

During the year Healthwatch Plymouth made 21 recommendations following visit activity (10 to inpatient services, 12 to social care services and 8 to primary care services).

We have shared information with the appropriate regulator (Care Quality Commission) on 4 occasions.



Our authorised enter and view representatives during 2017/18:

*Anthony Gravett
Lisa Stewart
Wendy Harvey
Barbara Howden
Carol Rose
Justin Robbins*

PLACE Assessors:

*Anne Miskelly
Barbara Howden
Carole Rose
Linda Musk
Esperanza Gil Puerto
Wendy Harvey
Justin Robbins
Peter Davies
Anne Kiddell
Liz Stebbings
Leonie Richard*

There's a PLACE for us

Since 2013 there has been an annual activity in England that has seen patients conducting assessments of the care environment under a programme called Patient-Led Assessment of the Care Environment or PLACE for short. PLACE involves a visual observation of cleanliness and condition as well as assessments around privacy, dignity and wellbeing, disability access and dementia and is primarily aimed at in-patient units with 12 beds or more, but also including Minor Injury Units.

Healthwatch Plymouth currently works with Plymouth Hospitals NHS Trust, Livewell SW and Care UK by training and providing patient assessors to facilitate assessments under the PLACE programme. These assessments are conducted at Derriford Hospital, Mount Gould Local Care Centre, Glenbourne and Lee Mill Adult Mental Health Units, Plymbridge House Children's Mental Health Unit, Cumberland Centre Minor Injuries Unit and the Peninsula NHS Treatment Centre. Typically a day's assessment would see the team visiting a Ward environment, conducting a food assessment and visiting a communal area or Outpatients Department. After each individual area visit an assessment form is scored, highlighting areas for improvement and equally areas of concern as well as identifying good practice. The information from the assessments is recorded into a master spreadsheet that is forwarded by the organisation to NHS Digital who then produce a national report of the assessments conducted in England. Typically this report is published in mid-July.

What happens after the assessment?

So what happens with the recommendations from the assessments? Healthwatch Plymouth attends a monthly meeting at Derriford Hospital of the PLACE Working Group. Part of the role of the group is to produce an action

plan following the annual assessment so that improvements to the care environment can be made and secure funding where required. After the 2017 assessments the following has been actioned:

- Patient Lockers - procurement of new patient lockers, identified during PLACE assessments, continues with the first wards receiving their new lockers. An initial 284 lockers have been purchased with 234 being delivered to Moorgate, Stannon, Bickleigh, Braunton, Clearbrook, Crownhill, Surgical Assessment Unit, Lynher, Stonehouse and Wolf Wards. Due to cost, patient lockers will be purchased in batches and a roll out programme will be implemented to the remaining wards. As a temporary measure older lockers that are still in good condition are being used to replace defective lockers.
- New standard Patient and Relative Information Boards are being rolled out into the ward and departmental areas.



In addition to the recommendations made previously, Healthwatch Plymouth made a specific recommendation regarding the environment from a dementia perspective:-

Dementia Environment - several measures have been introduced to provide commonality for dementia patients in Health Care of the Elderly (HCE) Wards. These measures are also being rolled out in other wards and departments. These include:

- Welcoming signage - now provided to all ward and outpatient reception desks naming the ward/department and hospital
- New dementia friendly clocks showing day, date and time have been installed in Wards and Outpatient Departments
- Bay painting - This involves painting the front of each bay in a different colour to aid dementia patients in recognising the bay they are in
- A standard tap design has also been approved for healthcare of the elderly wards and a replacement programme is being implemented. Signage for taps is also being reviewed
- Additional grab rails to be installed in Healthcare of the Elderly Wards



To help University Plymouth Hospitals NHS Trust to continue to improve the patient environment, a series of mini PLACE assessments happen on a monthly basis that include involvement from Healthwatch assessors. These assessments normally cover areas that were not included in the main annual assessment, but also where patient feedback highlights concerns. This enables us to act upon collective feedback from local people, and address care environment concerns should a theme or trend emerge.

Additionally, we are currently in discussion with Livewell South West, with a view to extending mini PLACE Assessments to Livewell sites and are looking to commence a programme in November 2018.

We would love to hear from you if you would like to be involved in these assessments, please get in touch by emailing - volunteering@healthwatchplymouth.co.uk or telephone the office on 0800 923 0039.

In last year's annual report we outlined Healthwatch Plymouth's role and involvement in the Devon wide Sustainability and Transformation Plan (S.T.P.), These plans are linked to the implementation of the Government's " Five Year Forward View for Health Services " which covers the period from 2016 - 2021.

Sustainability and Transformation Plans are based around local populations and are " place based ". 44 S.T.P. footprints have been identified and established across England. Devon is part of the Devon footprint and this includes all of Devon and Torbay as well as Plymouth.

Healthwatch Plymouth has developed close working relationships with our Devon neighbours, Healthwatch Devon and Healthwatch Torbay, and we are working together to ensure appropriate levels of communications and engagement underpin significant aspects of the S.T.P. and that services are developed in genuine partnership with people, communities and stakeholders from the outset.

Healthwatch Plymouth have continued to follow the programmes of change in health and care that are part of the S.T.P. development.

Working alongside colleagues from Healthwatch Devon and Healthwatch Torbay, Healthwatch Plymouth attends various working groups as the voice of the people and, in the role of critical friend looking at service review. We meet regularly with the Director of Communication and attend the Joint Clinical Commissioning Groups Engagement Committee.

Healthwatch Plymouth acknowledges and welcomes the closer working relationship between the two Devon Clinical Commissioning Groups that has developed over the last year. Also the willingness to work collaboratively to achieve quality and best value services for the people of Devon, and we will continue to lobby for greater opportunity for public engagement and debate regarding changes that affects us all.

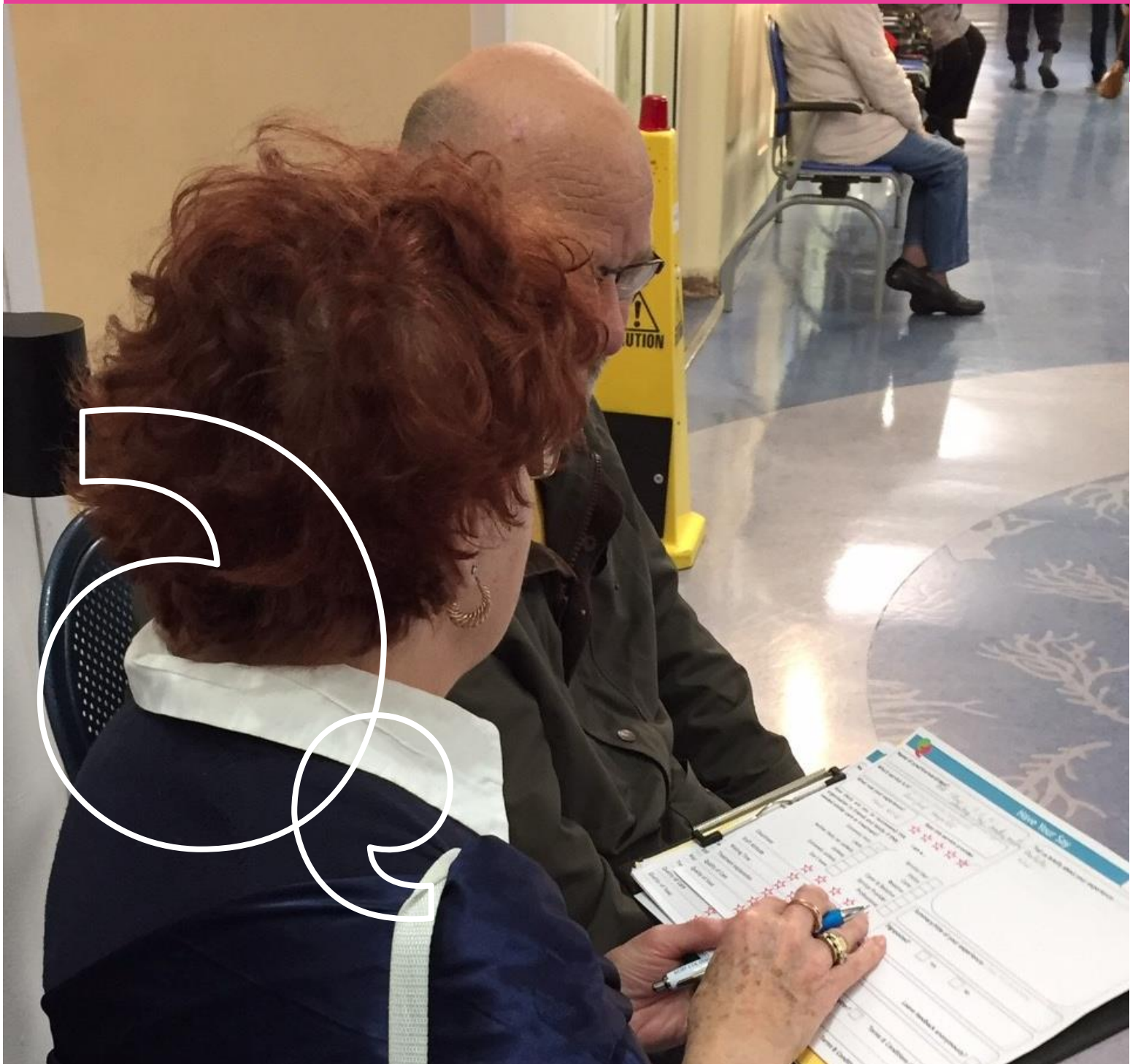
In January 2018 the three Devon Healthwatches were asked to provide feedback to Healthwatch England regarding the S.T.P. process and public engagement for feedback to the Government's Health Select Committee. Again we underlined some disappointment that public engagement had been limited and identified scope to improve upon this in the future.

A key theme throughout the S.T.P. is an increased focus on preventing ill health and promoting peoples independence through the provision of more joined up services in, or closer to, peoples own homes. 7 priority areas are being progressed as key programmes of work, these are :

- Ill health prevention and early intervention
- Integrated care models
- Primary Care
- Mental Health and Learning Disability services
- Acute hospital and specialist services
- Children and young people's services
- Increasing service productivity

Healthwatch Plymouth are aware of the significance of the S.T.P. and are represented on each of the key programmes of work, and in addition we have been attending the Clinical Cabinet meetings for the Joint Clinical Commissioning Groups (NEW Devon and South Devon). This is a high level strategic group comprised of senior clinicians and senior managers from across Devon. By maintaining this input in the coming year we will continue to do our best to ensure that the patient and public voice is heard and represented throughout all of the proposed changes to services across Devon.

Helping you find the answers



How we have helped the community get the information they need

As in previous years, Healthwatch Plymouth has continued to provide information about local health and social care services, through engagement events, drop in sessions, by telephone and through our website.

Healthwatch staff and volunteers often identify that further support would be beneficial when capturing the experiences of a service user or their carer/family.

This means that we sometimes ‘signpost’ individuals to other services that may be able to support them more appropriately.

Not just a number

We endeavour, where possible, to ensure that help and information is available to local communities at the time it is needed most. This may be face to face at one of our regular

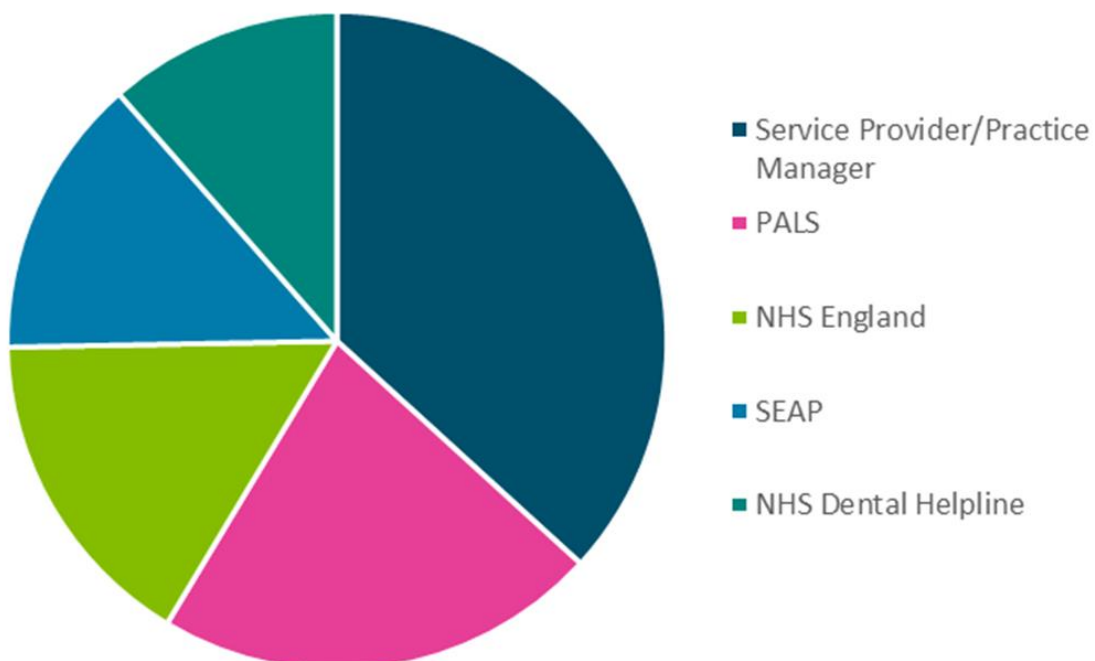
drop in events, or by email and telephone.

During 2017/18 we signposted 760 people to other services/agencies. The diagram shows a breakdown of signposting activity by service area. Our enhanced website now provides a searchable database of local services, which allows local people to not only leave feedback about the services they have used, but to also search for service information.

Again last year we saw increased visits to the service information pages of our website. In addition, the Plymouth Online Directory provides a comprehensive directory of services that helps us to empower local people with choice and control.

“It’s nice to know Healthwatch Plymouth are here; I see you everywhere”
Anonymous

Signposting



Making a difference together



How your experiences are helping to influence change

Healthwatch Plymouth has made many recommendations over the past year, some formally through written reports, and others verbally at the many groups, committees and forums at which we hold a seat.

Recommendations have been made to commissioners of services, also to service providers themselves. These range from communication standards with users of mental health services to engagement processes within NHS England Commissioning.

During the course of the year we have published 16 formal reports. These have included reports regarding the Surgical Assessment Unit at Derriford Hospital, experiences of Sarcoidosis sufferers and a local GP access report.

We are aware that recommendations from our reports have been considered fully by commissioners and service providers alike, and have helped to ensure a patient voice in areas such as the design process of the integrated care pathway. All requests for information made by Healthwatch Plymouth were responded to.

During this year we made recommendations to University Hospitals Plymouth NHS trust that included improvements to information provided to patients and other professionals as well as several recommendations to improve patient dignity and confidentiality. These recommendations and the associated feedback have been shared with front line staff at team meetings to inform service improvements.

Healthwatch Plymouth also presented a report to NHS England, following a period of targeted engagement around local patient experience when accessing a GP. Following this report Healthwatch Plymouth made recommendations to NHS England that included reviewing how patient experience was an integral part of service redesign and commissioning. This important area of improvement has seen particular opportunity for local people to be involved in the commissioning of services moving forward.



Working with other organisations

During the course of our work we remain aware of the need for collaborative working, as well as the need to escalate concerns when we feel it necessary.

Escalation to the Care Quality Commission or Healthwatch England help local Healthwatch to feed into a national picture and provide intelligence to inform any investigation by a regulatory authority. In addition, it may be necessary to make formal requests for information to allow us to make decisions in relation to work priorities.

In 2017/18 we did not make any formal recommendation to the Care Quality Commission to undertake a special review or investigation. We did however provide intelligence to the Care Quality Commission in relation to several planned investigations of care settings. These settings included Plymouth Hospital NHS Trust sites and services delivered by Livewell Southwest including mental health services. As a result of this intelligence we were informed that our reports had helped the inspection teams plan inspection events taking into account the service users voice.

In addition, we have continued to build our relationship with the Care Quality Commission locally, and have implemented a schedule of regular meetings to discuss Healthwatch concerns as well as CQC activity across each of the directorates; Acute, Adult Social Care and Primary Care.

As a result of this relationship, we have been invited to participate in several Provider Meetings, held by the CQC with local service providers that need further support following an inspection rating of 'Requiring Improvement' or 'Inadequate'.

We have shared information with Healthwatch England in relation to Sarcoidosis and GP services, as well as information around national

initiatives being delivered locally, such as the Sustainability and Transformation Partnership.

In addition, we continue to share intelligence and service user views as part of procurement processes. During 2017/18 Healthwatch Plymouth represented the patient voice in the design and commissioning process of the Health Improvement Service, as well as the aborted GP Surgeries contract. Working collaboratively with commissioners from Plymouth City Council, NEW Devon CCG and NHS England; Healthwatch Plymouth ensured the patient voice was heard at the very highest level.

Healthwatch Plymouth has continued a strong relationship with our neighbouring local Healthwatch here in the peninsula, and meet regularly with Healthwatch Devon, Cornwall, and Isles of Scilly and Torbay. This provides a valuable opportunity to share good practice, hear about the activity across the region and agree and plan a strategic approach to particular areas of work. We have worked particularly closely with Healthwatch Devon and Torbay during this year, as work within the Sustainability and Transformation Partnership across Devon take shape. We envisage even greater collaboration with local Healthwatches in the coming year, to ensure that as the health and care landscape evolves for the future; patient voice is still at the heart of the process. During the year Healthwatch Plymouth made 3 formal requests for information. All of these requests were responded to within the required timescale.



Engagement in partnership

This year also saw collaboration with Plymouth City Council and NEW Devon CCG to engage local people in a conversation about the formation of local Health and Wellbeing Hubs. Although the name has subsequently changed to Wellbeing Hub, the Hubs will establish a collaborative, integrated and strategic system response that ultimately delivers against these key outcomes for Plymouth and the Western locality of the CCG for whole population health and wellbeing.

The local model will support regional and national direction in creating a transformational place based model of care that reduces pressure on the health and wellbeing system across acute, secondary and primary care settings. This will involve remodelling of services, the workforce, and Council/CCG estates in a way that prevents the need for care and support, and enables smooth and efficient transition to primary and community settings. The model will deliver sustainability, create consistency, improve outcomes, respond to local need, and join up services across sectors.

The vision for wellbeing hubs has been developed alongside key stakeholders and describes types and levels of support across three 'tiers':-

Healthwatch Plymouth were asked to :

- Ensure that communities across all neighbourhoods in Plymouth have a chance to 'have their say' in the development of hubs
- Gather the views of community members on each 'potential targeted hub' in relation to accessibility, likely usage, types of services, other potential locations

- Make recommendations on whether and how potential hubs should be taken forward
- Involve community members in supporting the consultation process wherever possible, creating a genuine ethos of meaningful feedback and consultation owned by the community themselves
- Host Consultation Events - for each neighbourhood, or group of neighbourhoods, around a potential targeted hub there will be a consultation event. This event will include a broad range of stakeholders and will take the opportunity to reflect on the needs information, feasibility investigation linked to the targeted hub, and local experience of the building.
- Carry out Community Level Engagement - because of the wide ranging nature of wellbeing hubs it will be important to gather views from people who may not be actively engaged with potential targeted hubs or local community activity



Healthwatch Plymouth carried out a series of public consultation events, across the ten identified neighbourhoods, as well as engagement planned specifically to reach seldom heard groups. During the course of the engagement and consultation period, we spoke with over 2000 local people, gathering their views around the concept and in particular what they felt was needed in their neighbourhood.

In addition to this, we also carried out engagement at Tesco Transit Way, Tesco Roborough and Asda, to enable us to meet the wider public. To ensure we were able to capture the voice of those who are seldom heard, we also visited local groups and services to gather feedback from people using them. These included:

- Plymouth Deaf Association
- Salvation Army
- Hamoaze House
- Plymouth and Devon Racial Equality Council
- Barnados
- Age UK
- Highbury Trust
- Out Youth Group
- George House
- Piety



Following the engagement and consultation events, we prepared eleven formal reports detailing our findings, which were presented by the Plymouth City Council project lead to the Cabinet.

The first Wellbeing Hub opened in March 2018 at the Jan Cutting Healthy Living Centre. Further Wellbeing Hubs will be opening throughout the next year.

Making Safeguarding Personal

Following previous work we had undertaken of behalf of Plymouth Safeguarding Adults Board, Healthwatch Plymouth was asked to continue talking with local people about adult safeguarding. The project aimed to identify and establish links with existing local service user groups. This allowed us to raise awareness of the Plymouth Safeguarding Adults Board's (PSAB) work and facilitate consultation to establish a two way communication between groups and the PSAB around its agenda and strategic plans. It was established that Healthwatch would report quarterly to the PSAB Executive Group providing updates on the project to date. The final report contained our recommendations from the outcome of the overall engagement process.

Recommendations made to the Board over the course of the year have included:

- consider ways to communicate with service users that reach beyond the scope of this project; in order for there to be adult safeguarding awareness by the wider population of Plymouth.
- provide wider communication in methods that recognise and respond positively to different health care needs, e.g. a text service for the deaf community.
- respond positively to the service user group suggestion, to support identified health and social care need groups in producing their own adult safeguarding awareness video to be available via the PSAB webpage; which would communicate effectively to a wider population identifying with their health and social care needs.
- safeguarding awareness training is tailored to meet the needs of each service user group and delivered on location where groups meet in familiar surroundings.



How we've worked with our community

Gathering the views and experiences of local people is the first stage to identifying any need for service improvement. The health and social care landscape is vast, and is constantly evolving.

Healthwatch aims to represent the views and experiences of local people at the right place and time to influence change in a positive way.

To enable us to do this effectively we have continued our representation at key groups and committees, both strategic and operational. This involvement not only allows a patient perspective to be presented, but also allows further opportunities for patient involvement to be identified. Our diverse representation facilitates a platform for local people to be meaningfully involved in the commissioning, delivery and management of local services.

Healthwatch Plymouth has a statutory seat at the Health and Wellbeing Board, allowing us to have real involvement in strategic planning towards the aim of a healthy city. Our Health and Wellbeing Board seat was held by Healthwatch Plymouth volunteer and Chair of Healthwatch Plymouth, Nick Pennell. Nick felt passionately that the wider public voice should be heard by the Board. The Healthwatch Plymouth staff team support this volunteer involvement by providing relevant evidence, identifying themes and trends and keeping the representative informed of our wider work. This allows the Healthwatch Plymouth representative to effectively represent the wider public, and to challenge when necessary. The ongoing work of the Board is disseminated to our Steering Group periodically.

We have planned our representation to ensure a diverse platform at which to make recommendations for improvement, and this often means that we can effect change much more quickly. We have spent considerable time working with services and commissioners to ensure that the patient voice has the opportunity to be heard.....every time. We have continued our representation at the NHS England Citizens Assembly, ensuring the local view is heard at regional level, and our representatives have again made recommendations to the assembly around work priorities.

We have continued to develop our local relationships, as well as relationships with those across Devon.

During 2017/18 Healthwatch Plymouth held formal representation at the following groups/committees:

Health and Wellbeing Board

NHS England Quality & Surveillance Group

Plymouth Hospitals NHS Trust Patient Experience Committee

Plymouth Hospitals NHS Trust Safety & Quality Committee

Plymouth Hospitals NHS Trust Patient Led Assessment of the Care Environment Working Group

NEW Devon CCG Primary Care Innovation Programme

Livewell Service User and Carer Forum

Sustainability and Transformation Partnership Clinical Cabinet

NEW Devon CCG & Plymouth City Council - System Design Groups

Plymouth Autistic Spectrum Conditions Partnership Board

Sustainability and Transformation Partnership - CCG in Common Engagement Committee

it starts with
YOU



In March 2017, Healthwatch Plymouth had contact with a member of the public who wished to leave some feedback about his experiences with his GP Surgery. During the course of the conversation the individual mentioned that he had been diagnosed with a condition called Sarcoidosis and was finding it difficult to get support.

Sarcoidosis is classed as a rare condition, whereby granulomas develop at different sites within the body. In its worse form it can be very debilitating for the individual.

After receiving the initial feedback around the condition and the lack of any local support group, Healthwatch Plymouth suggested to the individual that he may want to consider starting a user led support group utilising social media for people with the condition in the South West. Subsequently a South West support group called South West Sarkies was formed and held its first meeting in Plymouth in May 2017. Within 2 months the group had 53 members across Devon and Cornwall.

We attended the inaugural meeting of the group and contacted colleagues in Devon, Torbay and Cornwall about the issues raised at the first meeting.

Over a period of 4 months with support from Healthwatch Devon we engaged with members about the challenges they faced accessing health and social services. At the third meeting a user led workshop supported by Healthwatch, enabled the group to capture views around their fears, feelings, service involvement and medication.

One comment made by an individual who has had the condition for 27 years was *'that issues around diagnosis, treatment and patient experience has not changed during this time'*.

Analysis of the comments identified that knowledge of the condition was inconsistent across health providers and led to disjointed care; support for individuals is also limited. The condition is also not recognised as a chronic illness by the DWP when being assessed for Personal Independence Payment. Some individuals can suffer debilitating mobility and have had to give up employment because of this.



We contacted NHS England's Specialised Commissioning team in the South to ask for clarification around what sarcoidosis services were commissioned in the South West Peninsula. As a result of this, we were contacted by one of the clinicians at the Department of Respiratory Medicine, Royal Devon & Exeter Foundation NHS Trust (RD&E). He requested to meet with representatives from South West Sarkies to discuss their concerns. The meeting took place in November 2017 where a commitment was made by the group and the hospital team to work together to improve access to respiratory services by understanding the patient experience. A further consequence of this was an application by the Department for research funding to explore the potential of peripheral T cell transcriptomic signatures by stratification of sarcoidosis patients into different prognostic groups.

During our engagement with the support group we contacted the national charity, Sarcoidosis UK, to advise them of the work we were undertaking with South West Sarkies. As a result the charity plus a representative from a support group in Scotland attended the meeting at the RD&E to work both with the group and the clinicians.



The report was given a wide distribution including Acute Trusts and CCGs in Devon and Cornwall, GP Surgeries, National Institute for Health and Care Excellence (NICE) and the Department of Health to highlight the issues that sarcoidosis patients face in both the health and social care arenas, particularly around inconsistent knowledge amongst health professionals (particularly GPs) leading to poor holistic treatment plans and service access.

Following the publication of our report we received the following response from the Medical Director for Specialised Commissioning NHS South - *'In respect of services for Sarcoidosis this input will be of interest to both specialised and CCG commissioners...and would encourage widespread dissemination to highlight the issues raised to improve the experience of patients with this oft neglected condition.'*

Equally the request by clinicians at the Department of Respiratory Medicine, Royal Devon & Exeter Foundation NHS Trust to hold a meeting was seen as an extremely positive step by the South West Sarkies support group and both parties were keen to maintain links and work together to improve services in the South West based on patient experience.

Our plans for next year



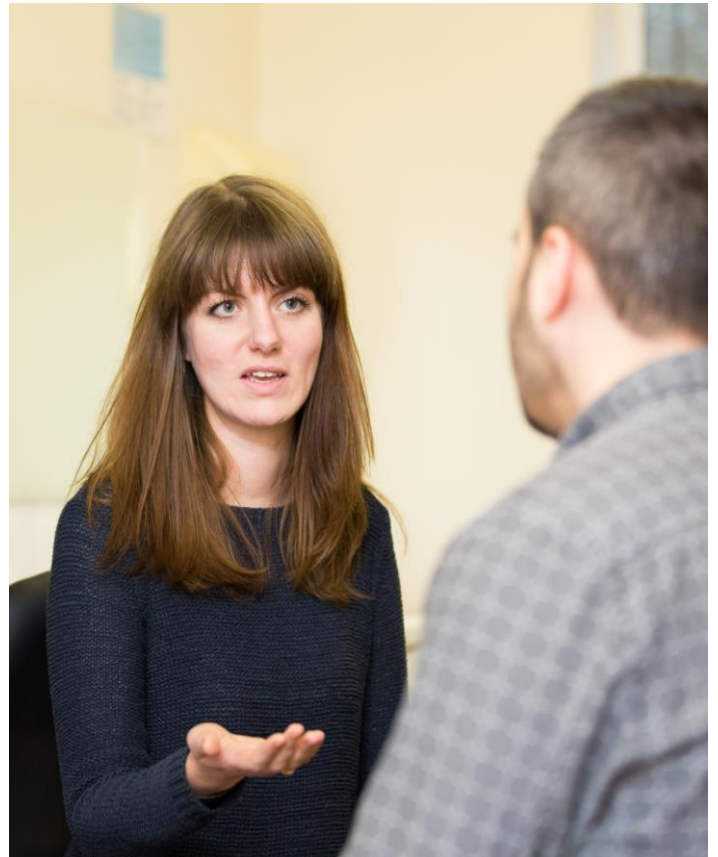
What next?

The coming year will certainly be another challenging period for health and social care services. Healthwatch Plymouth will continue to strive to ensure that the voice of local people is at the heart of change.

We intend to carry out more targeted consultation around the topics that you tell us concern you, ensuring our findings reach those who can implement improvements.

The Healthwatch Plymouth Steering Group will continue to make our work plan relevant and achievable, using our evidence base of your feedback as the point of reference.

As the Devon Sustainability and Transformation Partnership continues to gather pace, we will continue to challenge where needed, to ensure that local people have an opportunity to shape local services.



Our work priorities for 2018/19

- GP services
- Maternity services
- Young Peoples Mental Health
- Discharge from hospital
- Integrated health and care



Our people



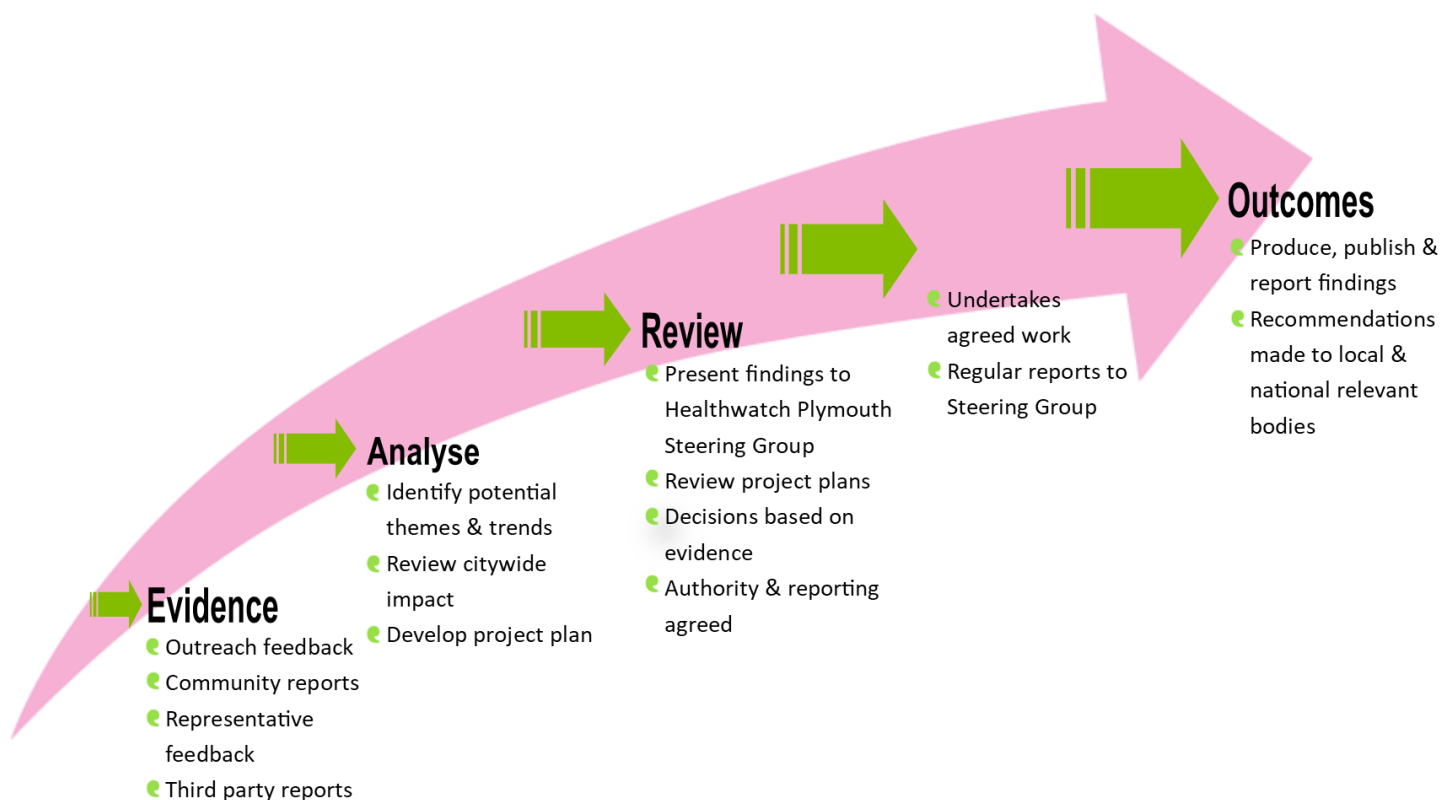
Decision making

Healthwatch Plymouth aims to have the voice of local people at the heart of its work.

Our decision making process helps us to ensure that our Steering Group are involved in setting the work plan on a regular basis.

The Healthwatch Steering Group will take decisions about what activities to undertake based on:

- Evidence of the importance of the activities to the community
- The resource cost and risk/reward of undertaking/not undertaking the activity
- The activities fit with Healthwatch strategic intentions



How we involve the public and volunteers

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

The Healthwatch Plymouth Steering Group, made up of local people, helps to set the work priorities for the service. The group oversees the Healthwatch Plymouth work plan and agrees activities, through our publicised decision making process.



Healthwatch Plymouth also has a dedicated team of volunteers that consistently give up their time to carry out Healthwatch activities.

Volunteer roles within Healthwatch Plymouth are varied and challenging; we have created a structure aimed at inclusivity and opportunities for everyone. This helps to involve local people in not only the governance of the Healthwatch service but also the opportunity to become involved in strategic city wide work such as the Success Regime and Integration Programme. We have supported our volunteers to represent the local voice on a regional and national level.

The Healthwatch Plymouth Steering Group is a group of dedicated volunteers that help us to set our priorities. During 2017/18 the Healthwatch Plymouth Steering Group included:

- Nick Pennell - Chair
- Carol Rose
- Merris Longstaff

- Justin Robbins
- Chris Everett
- Peter Woodley

Our finances



2017/18

| Income | £ |
|---|-------------|
| Funding received from local authority to deliver local Healthwatch statutory activities | £117,735.96 |
| Additional income | £26,391.30 |
| Total income | £144,127.26 |
| Expenditure | |
| | £ |
| Operational costs | £15,555.85 |
| Staffing costs | £94,073.20 |
| Office costs | £33,762.62 |
| Total expenditure | £143,391.67 |
| Balance brought forward | £735.59 |





**The views and stories
you share with us are
helping to make care
better for our local
community**

Karen Marcellino
Healthwatch Plymouth manager



Contact us

Get in touch

Address: Jan Cutting Healthy Living Centre, Scott Business Park, Beacon Park Road, Plymouth, PL2 2PQ.

Phone number: 0800 923 0039

Email: info@healthwatchplymouth.co.uk

Website: www.healthwatchplymouth.co.uk

The Healthwatch Plymouth contract is delivered by Colebrook Southwest Ltd, Unit 37 HQ Building, Union Street, Plymouth, PL1 3HQ

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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Everyone uses local health services and everyone has an opinion. I enjoy being part of the process that gets these opinions heard.

John Miskelly
Healthwatch Plymouth Engagement Volunteer

I wish to make a positive difference, therefore I am giving back to a cause that I believe in and care about. Supporting Healthwatch Plymouth gives me a sense of purpose and helps me to be continually challenged.

Nick Pennell
Healthwatch Plymouth Steering Group Chair



healthwatch
Plymouth

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