



Annual report 2019-20

Contents

About us	3
Highlights from our year	5
How we've made a difference	7
Helping you find the answers	11
Our volunteers	13
Our finances	15
Our plans for next year	17

About Healthwatch

Here to make care better

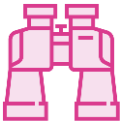
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,
Healthwatch England Chair





Our vision is simple

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.



Our approach

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 solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

Our priorities

We have refreshed our strategy which sets out our vision for 2019-21. The strategy is largely informed by the sum total of public information and insights we have collected and analysed over the five years Healthwatch has been in existence. We have also sought lay representation to ensure our priorities are relevant to our communities.

Our strategic aims for 2019-21 are:

- To measure and demonstrate our impact to others
- To extend our reach, representing our local communities, especially the seldom heard
- To build a responsive and sustainable organisation recognised as a leader in best practice engagement

Our priority work areas will be:

- Frail elderly - support to manage at home
- Mental health - services for young people
- We will also continue to seek to represent the voice of those who are seldom heard

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



71 volunteers

helping to carry out our work. In total, they gave up 980 hours.

We employed

13 staff

We received

£321,000 in funding

from our local authority in 2019-20.

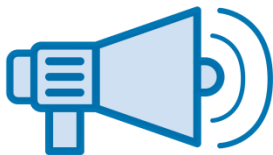


182 people

shared their health and social care story with us.

6,686 people

accessed Healthwatch advice and information online or contacted us with questions about local support, 87% more than last year.



16,094 people

visited our website, we received 81,808 interactions through social media, and 104 people engaged with us at community events.



We published

19 reports

about the improvements people would like to see with their health and social care, and from this, we made 54 recommendations for improvement.

How we've made a difference





Question of the Month – Accessing GP care

Our Question of the Month is a recurring activity for us which enables us to ask people across Nottingham and Nottinghamshire to share their thoughts.

Every two months (or sometimes longer) we undertake mini surveys. These are branded as 'Question of the Month' and follow a certain topic, for example pharmacies or mental health care.

Between July and September 2019 we undertook a Question of the Month survey to gain a greater understanding of people's views of accessing GP services.

The main findings of the survey were:

- Over one third of the people we spoke to from the County (35%) and over half of those we spoke to from the City (54%) said the GP booking system did not work for them.
- Almost half of the people who said the booking system did not work for them said that this was because they can't get through on the phone.
- Having to wait too long for an appointment affected 61% (n=89) of County and 47% (n=80) of City citizens

If you want to take a look at our full report, please visit the reports section of our website (hwnn.co.uk) or give us a call on 0115 956 5313 to request a copy.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: hwnn.co.uk

Telephone: 0115 956 5313

Email: info@hwnn.co.uk

NHS

Long

Term

Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Thanks to the many hundreds of thousands of people across England who shared their experiences with Healthwatch last year. This has led to positive changes to the way local health and care services are run.

We are pleased to announce Healthwatch Nottingham and Nottinghamshire, along with our Healthwatch partners in South Yorkshire have been named winners of the Outstanding Achievement Award at the 2019 Healthwatch Network Awards.

Our award recognised the combined work across the South Yorkshire and Bassetlaw area to help share your responses to the NHS Long Term Plan. Across the campaign we spoke to over 1300 people.

Imelda Redmond, CBE, National Director of Healthwatch England said: "The Healthwatch Network Awards is a fantastic event which showcases the very best of local Healthwatch,

"Their work makes sure people's experiences are placed at the heart of the services they receive. I'd like to acknowledge and thank all the network and congratulate those who took part, they have done their communities proud."



"The South Yorkshire and Bassetlaw 5-year-plan (our local response to the Long Term Plan) is due to be published later this year, and I am very proud to say that the opinions of the public have helped shape the entirety of the report, thanks to the great work of our Healthwatch partners."

Helen Stevens, Associate Director of Communications and Engagement South Yorkshire and Bassetlaw ICS

Helping you find the answers

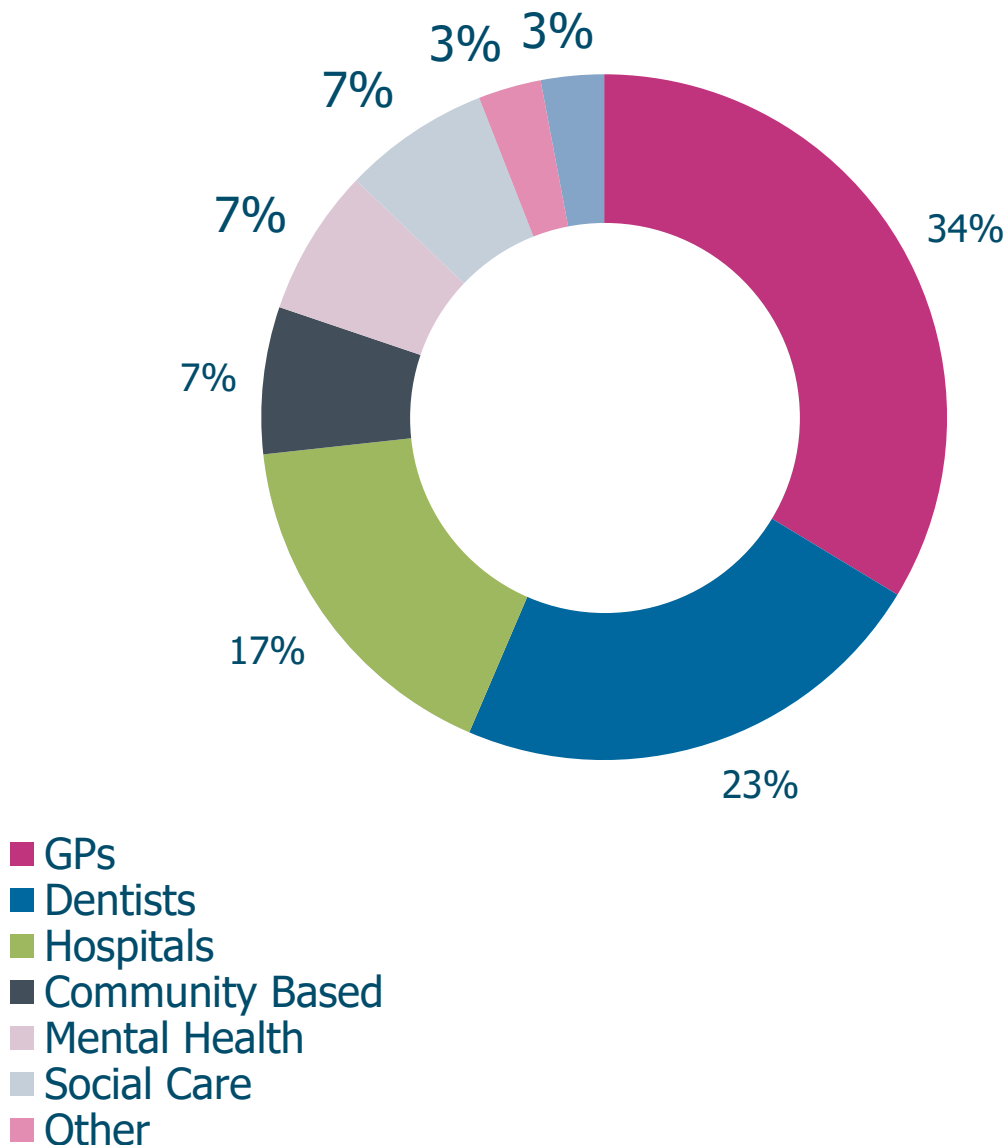


Finding the right service can be worrying and stressful. Healthwatch Nottingham and Nottinghamshire plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 6,686 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Volunteers



At Healthwatch Nottingham and Nottinghamshire we are supported by 71 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

FOCUS ON: Volunteers inform maternity service design

Thanks to the hard work of a group of volunteers, instrumental changes have been made to maternity care in Nottingham and Nottinghamshire.

A Maternity Voices Partnership (MVP) is a team of women and their families, providers (midwives and doctors) and those who plan and pay for maternity services working together to review and contribute to the development of local maternity care.

The role of HWNN over the last year has been to enable and support the input from new mothers into the work of the MVP in a range of ways – including consultation with new mothers to co-design questions for the post-natal survey, setting up and hosting a Facebook group to encourage discussion and input from local mothers, carrying out the WTP surveys, carrying out the postnatal survey, active contribution at MVP meetings.

Volunteers were crucial in enabling us to achieve our goals.

Volunteers were recruited to a number of roles for example: Volunteers who had given birth in the last two years were recruited to gather experiences from women using maternity services at Nottingham City Hospital (City Hospital), King's Mill Hospital (King's Mill) and the Queen's Medical Centre (QMC).

The aim of these visits was to collect 'live' experiences about maternity services, using the Walking the Patch (WTP) survey, in order to inform service design and delivery.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Nottingham and Nottinghamshire.

Website: hwnn.co.uk

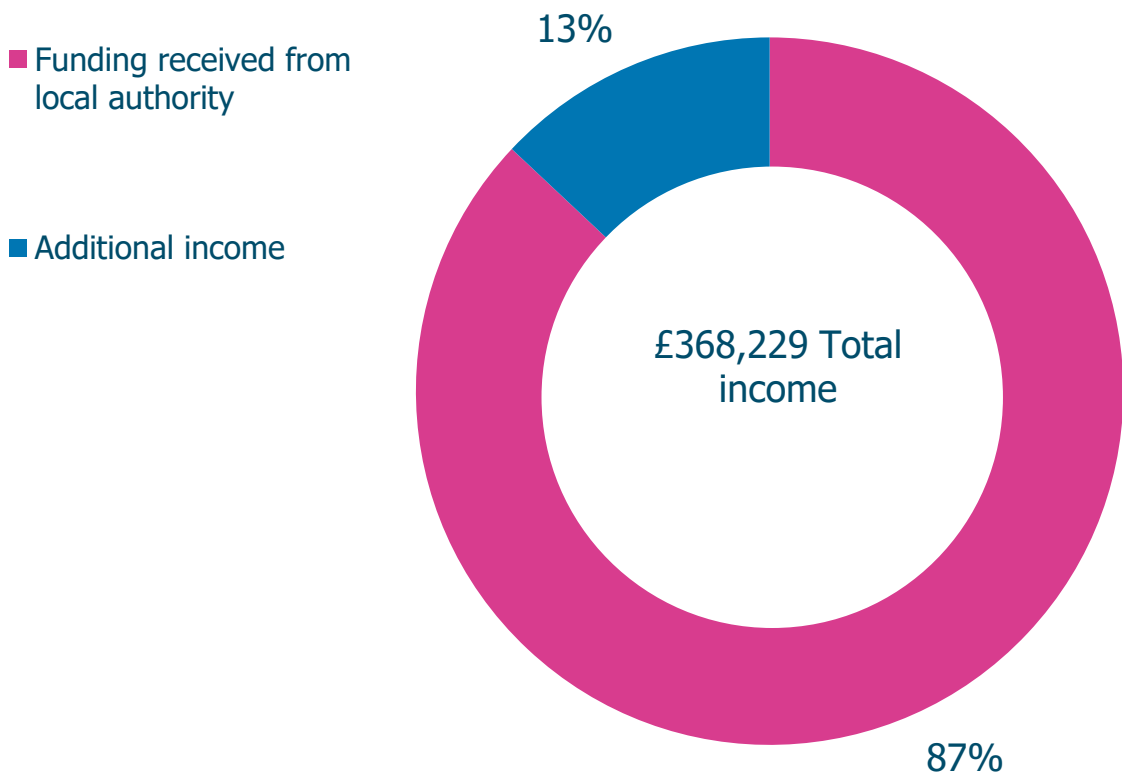
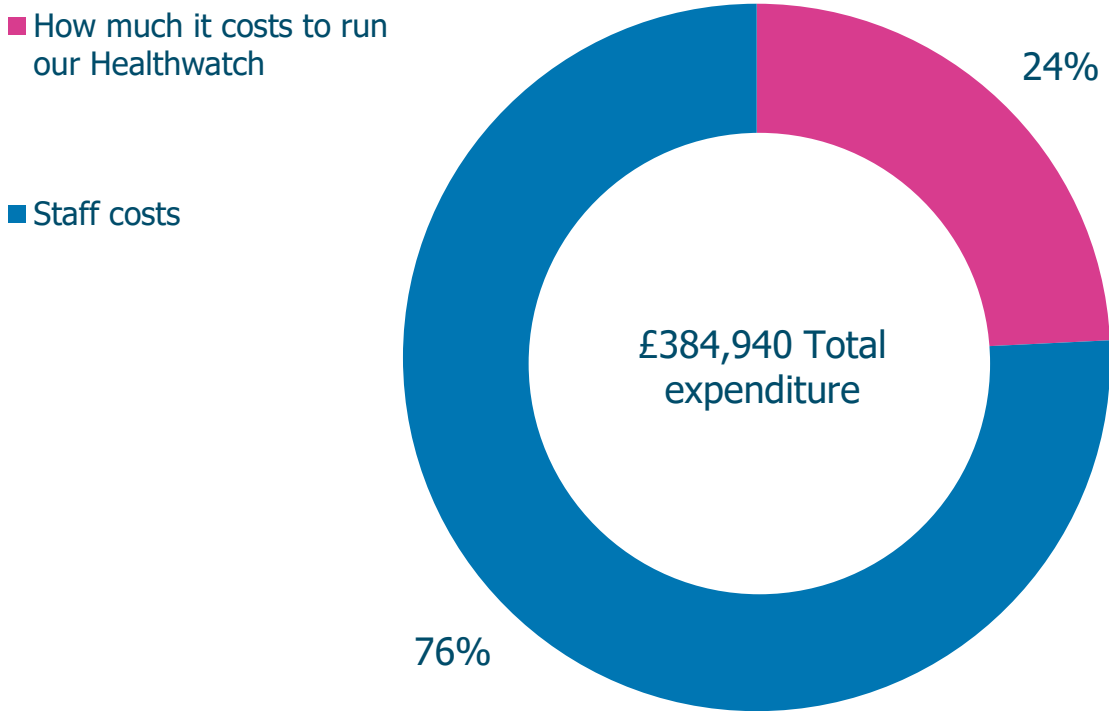
Telephone: 0115 956 5313

Email: info@hwnn.co.uk

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £384,940.



Our plans for next year



Healthwatch Nottingham & Nottinghamshire is the independent patient and public champion that holds health and social care services more accountable to their communities for the services they commission and provide.

Our unique overview across the whole of Nottingham and Nottinghamshire, includes commissioning, public health, health inequalities, social care, children and young people. We listen, collect and share insights with those with the power to make change happen.

We have 3 key roles:

- **Scrutiny:** To hold local health and care commissioners and providers to account for listening to the public, as well as providing excellent care, signposting and total transparency
- **Make a difference :** To collect & provide insight into patients & communities, making recommendations to improve services for the public, patients and service users. Holding commissioners and providers to account for delivering these recommendations
- **To work in partnership** across across local, regional and national networks of Healthwatch and the CQC to ensure big issues/opportunities are acted upon & best practice is shared, whilst ensuring that our independence is maintained

We are accountable to the public & exist to represent their views.

We plan to undertake regular projects & surveys in order to gain a greater understanding of the issues facing our communities. These will form the basis of recommendations to the providers & commissioners.



Jane Laughton
Chief Executive Officer
Healthwatch Nottingham and Nottinghamshire

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.






Healthwatch Nottingham and Nottinghamshire
Unit 1 Byron Business Centre
Duke Street
Hucknall
Nottinghamshire
NG15 7HP

www.hwnn.co.uk

t: 0115 956 5313

e: info@hwnn.co.uk

 [@_hwnn](https://twitter.com/_hwnn)

 [Facebook.com/HealthwatchNN](https://www.facebook.com/HealthwatchNN)
