

Healthwatch Nottingham

Annual
Report

2014/2015



Contents



Welcome from our Chair	4
About Us	6
Our Vision	7
Engaging with people who use health and social care services.....	8
Talk to Us (T2U) points	8
Information Line	9
Our Website	9
Networking with voluntary and community sector	9
Understanding people's experiences	10
Our targeted work	11
Undertaking our Enter & View activities	15
Providing information and signposting.....	16
Helping people get what they need from local health and social care services	16
Electronic Prescription Service Campaign	17
Care Act - Information and Advice.....	17
Supporting public information dissemination	17
Setting standards for our work	18
Influencing decision makers with evidence from local people.....	19
Producing reports and recommendations to effect change	19
Care Act implementation	19
Voluntary Sector involvement in Joint Strategic Needs Assessment	20
New informatics and experience reporting.....	20
Putting local people at the heart of improving services	21
Putting local people at the heart of improving services	21
How we make decisions	25
The Healthwatch Nottingham Board.....	25
Prioritising our work	25
Our financial report 2014/15	28
Board members	29
Staff team	29

Welcome from our Chair



Welcome to the second Annual Report of Healthwatch Nottingham.

Health and Social Care continue to maintain a high profile in current media debates and people from all perspectives have both praise and concerns for many of our local services.

Our aim, as Healthwatch Nottingham, is to ensure that citizens' voices, particularly those from less heard groups, are articulated and used to inform the judgements of providers, commissioners and policy makers across the City. Healthwatch does not provide the sole source of consultation, in fact a key aim is to ensure that statutory agencies responsible for spending large amounts of public funding themselves consult with local people in relation to their plans and decisions.

We fully endorse the growing cooperation across health and social care and the drive towards more integrated service provision. We continue to seek ever closer working throughout the system and are involved in ensuring plans to transform local services in the city and beyond.

The Board has been keen to draw on local knowledge of services from a wide range of sources:

- Our new Talk to Us points
- Our Information Line
- Our new Website www.healthwatchnottingham.co.uk - which encourages feedback about local services
- Our Champions network - of volunteers and staff in other agencies
- Through our attendance at other public events
- Drawing information and dialogue from social media
- Through our contact with other networks and specialist groups - these include HWB3 (voluntary sector provider forum represented on the Health & Wellbeing Board), Children and Young People Provider Forum, Vulnerable Adults Forum, Voluntary Homelessness Forum and Refugee Forum.

This work enables us to both raise concerns and to challenge decisions made in your name which we have done through the course of this year.

We have continued to develop the organisation over the course of the year, and, following a review of our governance arrangements, we are currently expanding the Healthwatch Nottingham Board to broaden our representation and increase our expertise.

Our active research is also important in informing us and our partners of people's views about our local health and care system. We share the information we receive with the Care Quality Commission, with commissioners and services providers. In January we launched our first major insight project into mental health services for young people across the City. We are keen to work with local service users, carers, commissioners and providers to assess the impact of recent changes to services and the extent to which they support Nottingham's young people to get well and stay well.

We will continue to act as the local independent voice for Nottingham citizens, to share and champion your views, so please Talk to Us.



Martin Gawith
Chair - Healthwatch Nottingham

About Us

Healthwatch Nottingham is an independent organisation making sure your views on health and social care services in Nottingham are heard.

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Nottingham works to help local people get the best out of their local health and social care services - whether it's improving them today or helping to shape them for tomorrow.

Healthwatch Nottingham is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to do so in future.

How we work

Every voice counts when it comes to improving health and social care both for today and shaping it for the future. Everything that Healthwatch Nottingham does will bring the voice and influence of local people to the development and delivery of local services.

People need to feel that their local Healthwatch belongs to and reflects them and their local community. It needs to be approachable, practical and dynamic and to act on behalf of local people.

- We're helping you to shape and improve the services you use.
- We're engaging with people in your community and if you haven't met us yet, please get in touch!
- We're an open organisation and strive to make it easy for you to Talk to Us.
- We're inclusive and we want people from every part of your community to join us.
- Ask us what we're doing and we'll always tell you what's happening



Our Vision

- Healthwatch Nottingham will be recognised as a strong and independent advocate across the health and social care community in Nottingham.
- Healthwatch Nottingham will seek to represent all communities, groups and individuals, taking particular care to give a voice to those that are currently unheard and have little connection to services.
- We will work with health and social care providers to research and analyse services and to bring issues to their attention; working together we will strive to improve the quality of life for citizens, consumers and patients.
- Healthwatch Nottingham will seek innovative ways to capture the views of patients, and citizens in Nottingham and ensure that we use this information to inform our stakeholder partners so that they can improve the quality of care for our citizens.
- We will seek to increase and involve our membership in meaningful consultation and activities to inform the design, delivery and commissioning of services. We will help all our stakeholder partners to fully engage in communication, consultation and ongoing partnership working to achieve the best possible outcomes for Nottingham.
- Above all, we will seek to always be accountable to the communities and citizens of Nottingham.
- Nottingham, like many cities in the UK, has mortality rates much poorer than some of our near neighbours. We will work with health and social care partners to identify and highlight ways we can improve. Whilst we recognise lifestyle choices are very much personal we have a duty to enable our citizens to make informed decisions.
- We will seek to work with health and social care champions and activists, together with traditional health and social care providers, to develop locally based community engagement. This will enable our citizens to have the best possible opportunity to improve their health and wellbeing
- Our vision for Healthwatch Nottingham is that it becomes a respected, representative and effective influencer to improve and develop Nottingham's health, wellbeing and social care landscape.
- Healthwatch Nottingham must be able to affect change through evidence-based reporting underpinned by effective community engagement.
- Ultimately our vision is to see Healthwatch as an essential part of Nottingham life, using its independence and influence to: increase the validity of statutory decision making; acting as a critical friend to policy makers; and when needed offering constructive challenge on behalf of Nottingham citizens.
- We aim to continue our approach of grass roots participation and engagement to establish Healthwatch Nottingham as an exemplar community champion within the country and one which other areas turn to for inspiration and example.

Engaging with people who use health and social care services

We know that gathering the experience of users of health and care services provides a rich seam of data. When tapped into properly, it can offer health and social care commissioners, providers and regulators with a significant pool of evidence to help improve the quality and effectiveness of the health and social care system. We use a range of mechanisms to capture these experiences.

Talk to Us (T2U) points

Over the summer of 2014 we piloted a mechanism of making direct contact with local people by establishing local access points - to both provide information and gather people's views - in public places. To do this we recruited an intern via the University Of Nottingham Undergraduate Intern Scheme to help us develop and promote a model.

Pop up Talk to Us points were originally established in Clifton Cornerstone and The Mary Potter Centre, Hyson Green but have now been held in many parts of the city:

- Bulwell Riverside Joint Service Centre
- Central Library, Angel Row, Nottingham
- St Ann's Joint Health Centre
- Circle Treatment Centre (Queens Medical Centre site)
- NHS Walk In Centre, Seaton House, London Road
- Sobar, Friar Lane
- Clifton Cornerstone
- The Mary Potter Centre, Hyson Green

These volunteer-led access points will continue to 'pop up' across the city. We are looking to hold them in busy places in Nottingham, in places where people are likely to have recently accessed services such as the joint services centres, hospitals and even on the Medilink bus - the free transport service between Queens Medical Centre and Nottingham City Hospital.

We also aim to use the same T2U model to seek out the views of people from specific communities through hosting sessions at particular community venues. We are planning to use the strong neighbourhood-based structures across the city to ensure that when planning future T2U points, we cover the city's population both geographically and in relation to communities of interest.



Information Line

We use our Information Line to both provide information about local services, processes and to gather people's experiences of services. For example, we have provided information on how to access services, make a complaint and to whom. The Information Line is advertised on all our written literature. This is widely distributed - to GP practices, pharmacies, care homes and other public access points - across the city. Further detail about the Information Line is provided on page 16.

Our Website www.healthwatchnottingham.co.uk

Whether people want to champion their service or alert us to concerns, we redeveloped and relaunched our website in December 2014 to make it simpler and easier for people to tell us about their experiences of local services. Our new site holds details of all registered health and care services across the City allowing everyone an opportunity to rate their experience of services.



Your spotlight on local services

Home

About Us

Talk to Us

Find a service

Making a Difference

News, Events & Consultations

Volunteers

Contact

**We can make a difference,
but we can't do it without
your feedback**

Find your local service and leave your feedback...

Search by name or location...

Search



Networking with voluntary and community sector

As a small organisation we are very much reliant on links with other organisations to maximise our reach into all parts of and all communities within the city. To this end much of our engagement activity is focussed on linking with existing voluntary sector networks who, in turn, can put us in touch with individuals to discuss their experience of health and care services:

HWB3 This forum seeks to ensure the involvement of Third Sector Health and Social Care Providers in the planning, development and delivery of service provision through effective partnership working. The forum is an inclusive mechanism to help improve the channels of communication between the Third Sector and the work of the Health and Well Being Board, as well as other strategic partnerships.



We attend the Forum's Steering Group and are working with it to maximise the potential of provider data - including experience data - to inform the Joint Strategic Needs Assessment (JSNA) which informs commissioning across the city.

Children and Young People's Providers Network (CYPPN) is a city-based forum for community and voluntary organisations that provide services or support to children and young people in Nottingham. We attend by invitation and have found this a useful networking vehicle for our current work around young people and mental health.

Voluntary Homelessness Forum (VHF) is an open meeting for voluntary sector organisations and Registered Social Landlords (RSLs) that provide services in Nottingham and have an interest in the needs of homeless and vulnerable people. The aim of the VHF is to bring together voluntary sector agencies working to support homeless and vulnerable people in Nottingham City.

Vulnerable Adult Providers Network (VAPN) is a city-forum for community and voluntary organisations that provide services or support to vulnerable adults in Nottingham.

Understanding people's experiences

During 2014-15 we collected 845 experiences of health and social care services from people across Nottingham city.

- Over 2014-15 on average, 33% of our activities were specifically targeted at seldom heard groups:
 - Aged under 21
 - Aged over 65
 - From disadvantaged and vulnerable groups, which includes people with disabilities, those with long term illnesses including mental health illness.
 - Or seldom heard people, including carers, Black and minority ethnicities, Lesbian, gay, bisexual and trans* people and refugees/asylum seekers.
- Half (50%) of all the experiences we collected were from people in these groups.

Experiences shared via the Healthwatch Nottingham website include:

“Everyone was sweeter than sugar, they couldn't have taken better care of me. I was clearly explained everything that was to happen and given plenty of opportunity to discuss and make choices in my treatment.”

“Though it is probably through no fault of their own this chemist seems to have a lot going off ‘behind the scenes’ staff are run off their feet and want to deal with you quickly, you very much seem like a number in here, not a person.”

Our targeted work has included the following:

Our targeted work has included the following:

Older People

Age Friendly Nottingham (AFN) is a partnership of citizens, organisations, academics and service providers who are determined to build an age friendly future. Healthwatch Nottingham forms part of the Steering Group for AFN which believes all older citizens should have fulfilled lives - feeling valued by all sections of society, living as independently as possible and playing an active role in their local communities. Over the last year, AFN has built a coalition of partners and built momentum: starting the process of developing the city into a great place to grow older.

The AFN newsletter has a wide circulation list. An article regarding our role featured in the first edition and subsequent articles are planned.

We are very aware that many older people have regular contact with both health and care services and we are keen to promote our role to all organisations working with older people. The Nottingham City Signposting Service, for people aged from 60 years upwards, acts as a single point of contact, allowing those needing help, to access the services that can provide it. It links individuals with the major services that provide facilities for those over the age of 60. Over the last 12 months, we have developed strong links with this service, providing information about our role and promoting our Information Line as well as highlighting the opportunities people have for sharing their experience of services.



Our targeted work has included the following:

People in care homes

We recognise the valuable role care homes play in the health and social care system but also acknowledge the increasing pressures on the sector. We are keen to see care homes providing the best possible care to vulnerable people and understand the importance of garnering the views of both residents and staff to help achieve this.

We also know that some residents and carers may be reluctant to raise issues directly with the home, in the same way that people are reluctant to complain about health services. Our aim therefore is to offer a different route for people to raise concerns, given our independent status.

Over the summer we visited every care home in the city, distributing leaflets and talking to staff about our role. The leaflet was drafted in conjunction with Healthwatch Nottinghamshire. We are very keen to build and maintain a dialogue with these vital services which provide for support for many, primarily older, people.

We have also attended residents and carers meetings for care homes either closing or at risk of closing to ensure the views of residents and carers are appropriately considered.

People with Mental Ill Health

Our Healthwatch Nottingham Chair is a Mental Health Champion for the city and attends the Wellness in Mind Strategy Group that reports to the Health & Wellbeing Board. We have been involved in the development of the local city/county Crisis Concordat and have agreed to share relevant experiential information with commissioning and provider colleagues to ensure we can monitor the operation of local crisis services. We have also commented on and made recommendations to the Healthcare Trust's in relation to a recent public consultation around proposed changes to its mental health service provision.

Young People

In February 2015 we launched our first insight project into young people's experiences of the city's mental health services. The first stage of this project involved speaking to young people aged 14-25 about their previous experiences of services, their health and well-being needs and awareness of local services should they need to use them. We developed a short postcard questionnaire to gather this evidence, and worked with local schools, colleges and universities as well as specific community groups to ensure that we get young people's feedback. This stage of the project is still ongoing but the findings will be reported back to the providers and commissioners of these services across the city, with a set of recommendations as to how these could be improved.

A key element of this insight project is to involve young people themselves, engaging them in the work of Healthwatch Nottingham. We are looking to ensure that, beyond the life of this project, these young people will continue to champion our work.

Asylum Seekers and Refugees

We have strong links with the local Refugee Forum which is specifically funded to work with asylum seekers and refugees in relation to health. The organisation works with the city's Clinical Commissioning Group to ensure there are no barriers to accessing health services for this

Talk to Us **healthwatch Nottingham**

About mental health services for young people.
Healthwatch Nottingham are an independent organisation working to make sure you get the best from local health and social care services, both now and in the future.

We want your help to ensure mental health services for young people (aged 14-25) are as good as they can be. Complete this short survey and 'Talk to Us' about your experiences.

Want more information?
Go to www.healthwatchnottingham.co.uk/youngmentalhealth

Q1. About you...

What is your postcode? (Please write in box)

How old are you? (Please write a number in the box)

Are you? (Please tick one box)
☐ Male ☐ Female ☐ Transgender

How would you identify your sexuality? (Please tick one box)
☐ Heterosexual ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Other

Do you have a disability? (Please tick one box)
☐ No ☐ Yes

What is your ethnic group? (Please tick one box)
☐ White ☐ Mixed/Multiple ethnic group
☐ Black/African/Caribbean/Black British
☐ Asian/Asian British ☐ Other

Our targeted work has included the following:

particularly vulnerable group. We have been asked to support the Forum in particular aspects of its work including:

- Ensuring NHS England guidance regarding recourse to public funds is clear and does not lead to people erroneously being denied access to treatment
- Ensuring equal access to primary care for people requiring an interpreter

We are currently working with the Forum to look at how we best monitor the impact of the 2014 Immigration Act.

Recovering drug/alcohol users

At the beginning of this year, we completed a piece of work gathering the views of people about moving from Walk In Centre provision to an Urgent Care Centre. We were particularly concerned that people without a registered GP were able to contribute to the CCG's consultation. We undertook additional engagement activity to ensure the views of homeless people were taken into account in developing the specification for the new service. The outcome of this work was fed back to the CCG which ensured their concerns were given appropriate prominence in the service specification and the tender process.

Nottingham's Sobar, an alcohol-free bar that is sited close to drug/alcohol rehabilitation support services, provides an opportunity to engage people who have experiences of rehabilitation and other health services. We ran a Talk To us point at Sobar in November 2014 and the experiences gathered there have been fed into our wider work.

Carers

During the summer of 2014 our staff and volunteers supported the city's Carers Roadshows run by the Carers Forum. During these events we were able to raise awareness of Healthwatch and gather carer's experiences of local health and social care services.



Black and minority ethnic (BME) citizens and communities

In a city as diverse as Nottingham, work with BME people and communities must form part and parcel of our routine activities or we are failing in our duty to the local community. We seek to ensure engagement with BME communities is core business by ensuring that, as far as possible, our Board, staff group and volunteers reflect our local population and that we monitor the extent to which we are working with BME groups and individuals to enable us to undertake targeted work to address any gaps.

To this end, we have been keen to recruit volunteers, some as Champions, who are already part of particular BME communities.

Throughout 2014-15 we have also undertaken targeted activities to engage with people across the city from black and minority ethnicities, to promote Healthwatch and gather individuals' experiences of local services. This work has included:

- Delivering a presentation at an African-Caribbean Women's Group about the work of Healthwatch
- Attending a Muslim women's event to gather women's experiences of health and social care
- Promoting our work on Kemet FM, a radio station targeting the African and Caribbean communities of Nottingham
- Working with the local Indian Community Centre Association to develop a Talk to Us point

"I am pleased to be able to give something back to the community I live in that will make a real difference."

Champion Volunteer

Lesbian, Gay, Bisexual and Trans* people (LGBT)

There is a strong, albeit small, network of LGBT organisations and structures across Nottingham which we have used to engage with local LGBT people. The work of Healthwatch has been featured in the local Queer Bulletin and Healthwatch Nottingham attended, and promoted its work at Nottinghamshire Pride 2014 and the annual Rainbow Heritage Awards in February 2015. We have a Healthwatch LGBT Champion and a number of LGBT volunteers to support our work.

We have fed our views into discussions regarding the reproduction of In the Pink, a practical guide for GPs and other health practitioners in providing excellent care for lesbian, gay and bisexual people in Nottingham and Nottinghamshire.

It is hoped that a guide looking at the provision of care to trans* people is also produced, particularly given our local escalation of issues regarding primary care and access to services to Healthwatch England to inform their national work in this area.

Working people

Whilst focussing on the experiences of vulnerable people and seldom heard groups, the website and information line provide easy mechanisms for us to engage with working people. Both these routes are widely publicised and a strong presence in local media - in the Nottingham Post, Radio Nottingham and most recently, via a regular slot in the news programme, shared with Healthwatch Nottinghamshire, on Notts TV - ensures that people are regularly reminded of our work.



Undertaking our Enter & View activities

Our approach to Enter and View

Every local Healthwatch has a statutory power (under The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2012) to visit health and social care services to see how they are run. This 'Enter & View' power enables us to see how services are working, to collect the views of service users and carers, talk to staff and observe service delivery. Enter and view is not an inspection but instead an opportunity for lay people to engage with service users and their families, in order to gain a better view of how they feel about their services.

Enter and view is one of a range of tools available to Healthwatch Nottingham to gather information needed about services and collect views of service users, their carers and relatives. Before we use this power, we need to be sure that we are adding value to other monitoring arrangements.

All care homes in the city were notified of our power to Enter & View their services during summer 2014. As care homes are a high priority for us, it would seem logical that our focus would be on these services. However, there is already a commissioned service undertaking similar work in the city's care homes. We are also clear that we cannot compromise ongoing contractual or regulatory activity within the sector, so any enter & view activity would need to be undertaken following discussion with CQC and the City Council. However, we are looking at developing an Enter & View programme for 2015/16.

Whilst no formal enter & view activity has been undertaken, we are using its methodology in other ways:

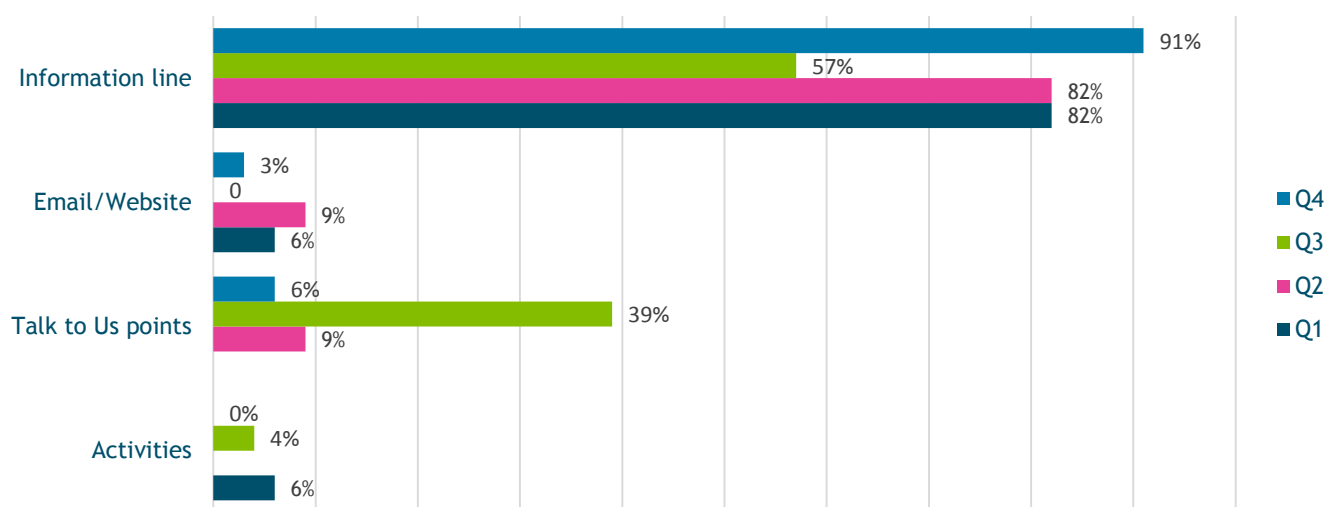
Care Act implementation

The Care Act 2014 has been described as the biggest change to Adult Social Care for over 60 years. Implementation began in April 2015 and during February and March Healthwatch Nottingham undertook a short project, using methodology adapted from Enter & View, to assess the readiness of the local health and care sector to implement and inform citizens of the changes. See further details below.

Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

During 2014-15 we providing information and signposting to people across Nottingham city 244 times.



Our Information Line provides information and signposting services on issues relating to health and social care services in the city. The line is open 9am to 5pm, Monday - Friday. The Information Line number is: 0115 859 9511.

As part of the development of the Information Line, we have developed a local InfoBank. This web based tool can be used by Information Line volunteers to assist with most queries from the public. We are looking to develop this tool further using our volunteers to undertake the research and pull together a library of leaflets, standard letters and other tools which we can make available to people who need them.

“I’ve gained confidence in talking to people by providing information on the telephone. It’s added a new skill for me.”
Information Line Volunteer

In early 2015 we agreed with NHS England that we would provide information and signposting for people across the city who needed access to an NHS dentist. We have been regularly receiving up to date information from them as commissioners and passing this on to local people who have been signposted to us by a local dentist. Over 8 out of 10 calls we receive to our information line have been to help local people find a new dentist registering adults and children or signpost them towards services which can provide urgent dental treatment.



Electronic Prescription Service Campaign

In July 2014 we worked alongside Healthwatch Nottinghamshire, the Local Pharmaceutical Committee and NHS England to launch a project to ensure the public were informed correctly of the advantages and disadvantages of the new Electronic Prescription Service process. Working with NHS England we designed a poster for display in which they printed and distributed to all our local pharmacies, provided further information through our website, participated in a discussion on Radio Nottingham with colleagues from the Local Pharmaceutical Committee to raise awareness of the campaign, and ensured that regular updates were provided through our newsletters.

Care Act - Information and Advice

Prior to the implementation of the Care Act in April 2015, we promoted the Department of Health information regarding changes to social care, particularly in relation to carers and care home admission and options around treatment of property. We are continuing to work with the City Council to look at the ongoing information needs of Nottingham citizens.

Supporting public information dissemination

As more people become aware of our role, we are becoming an increasingly important source of information for news about health and care developments locally. So, for example, when concerns were raised about the professional practice of a local dentist and NHS England were seeking to identify former patients, we were able to use our various communication mechanisms to promote this search but also to track how this message was being disseminated through twitter and other social media. We are keen to develop our role as a 'go to' organisation for information about local health and care issues and will continue to tailor our messages for maximum effect.

2014/15	Total	Q1	Q2	Q3	Q4
Number of Communications activities	67	14	13	18	22
Number of newsletters published	2	1	0	1	0
Number of website hits*	5231	No data	841	1,596	2,794
No. of tweets published	182	58	52	43	29
Website hits figure represents unique users, the total web hits is 6488 showing that people are visiting the site repeatedly					

Setting standards for our work

In December 2014, the Healthwatch Nottingham Board agreed to two pieces of work to ensure that, as well as monitoring how others undertook their work, that we worked to agreed standards ourselves. To do this we agreed to:

- Undertake the National Dignity Council/Dignity in Care Audit: We want to ensure everyone we come into contact with feels they are treated in a dignified and respectful manner
- Adopt the Making It Real Markers for Change as a framework for developing our plans to ensure the services we provide, particularly the Information Line, are person centred

We will look at undertaking this work during 2015/16 and ensure that all our information provision meets these standards.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Nottingham meets routinely with most of its larger providers and, in line with an agreed information sharing protocol, the experiences we have gathered from local people are discussed at these meetings. We also meet routinely with complaints leads across health and social care providers and commissioners and have a very productive relationship with these staff.

We have yet to face a situation where an organisation has been asked to consider and account for a particular incident and has not done so. There have been occasions where we have been unable to provide sufficient information for a provider to investigate an issue due to confidentiality concerns. We are still able to hold this information and would use it to identify emerging patterns and trends.

Below are examples of some of the more significant pieces of work undertaken during the year:

Care Act implementation

During February and March 2015, Healthwatch staff and volunteers attended all the recent awareness raising events set up by NCC regarding the Act and considered:

- The level of information given about the Act, how the local authority is intending to implement it and how advanced their plans are
- The extent to which the sessions are the start of dialogue with stakeholders and whether any ongoing involvement is sought
- Its plans to inform service users, carers and the wider public
- The effectiveness of the sessions themselves, considering both the audience and level of information given
- How many people have attended each session and how well they had reached key stakeholders
- Any obvious omissions in terms of content
- Any implications for Healthwatch Nottingham itself

An interim report was provided to the City Council in March 2015 to help inform their future plans. The City Council has responded to this report and further work is under way which will inform the developing Information and Advice workstream.

Voluntary Sector involvement in Joint Strategic Needs Assessment

Following discussion at a meeting of HWB3 members, concerns were raised about the use of voluntary sector provider information in the JSNA. As part of its work with Public Health, Healthwatch Nottingham raised this concern and Public Health staff welcomed an opportunity to work with the sector to agree a mechanism for gathering data in a timely way and ensuring it met agreed minimum quality standards. This provides a real opportunity for information from small specialist providers to feed into the JSNA and inform commissioning priorities in the future.

New informatics and experience reporting

In conjunction with Healthwatch Nottinghamshire and an IT partnership, we started implementing a new informatics system in November 2014 that should see near real-time reporting of experience data in forthcoming months. A particular feature of the system is its ability to trawl social media where information can be shared rapidly, alerting us to issues ahead of the provider.

We have been reporting high level trends to the Health & Wellbeing Board bi-monthly and we share information with providers and commissioners based on the number and severity of the issues that have been raised with us. Of course, safeguarding and serious quality issues are always treated with urgency and our referral routes in these circumstances are clear and well established.

Experiences gathered using online monitoring include:



Staff always helpful to find you an appointment which are usually on time with at most, 5-10 minutes delay.

NHS Choices



An NHS funded pile of uselessness. A place where people didn't listen to me, made empty promises and crushed my dreams further than they already have been; a slow service that lacks emotional support and caregiving.

Patient opinion



At the <service name> waiting to pick up a prescription. Been here 20 mins already... Waiting times had been 25 mins, now up to over an hour...

Twitter



Awful manager at <service name>(Nottingham) Rude, dismissive & patronising #Dentist how do I complain?

Twitter

Putting local people at the heart of improving services

Our Volunteers

Healthwatch Nottingham values the contribution of volunteers in the delivery of its work and in being able to reach and engage with all of the communities in Nottingham.

Healthwatch Nottingham is committed to providing a supportive environment for volunteers to work from with support from all levels of Healthwatch Nottingham's organisational structure and to date we have used volunteers to undertake administrative duties as well as draft reports for consideration by commissioners.

Our Volunteer training programme has seen the following courses delivered this year:

- Introduction to NHS Structures
- Introduction to Nottingham City Care Partnership
- Introduction to Nottingham City Clinical Commissioning Group
- Information Line Training Part 1
- Healthwatch Champions Training Session
- Adult Safeguarding Training for volunteers and staff
- Children's Safeguarding training for volunteers and staff
- Information Line Training Part 2
- Introduction to Nottingham City Council
- Introduction to the Nottingham's Signposting Service

28

**Activities supported by
volunteers**

31.5

**Hours of volunteer training
delivered**

198

**Hours of volunteer time given to
Healthwatch Nottingham**

"I have got to see more the city than I ever have before and talk to people from all backgrounds. I really enjoy engaging with the people of Nottingham and feel that I get to understand how they really find local health services. I love that people are so ready to share their experiences to help make things better for everyone."

T2U volunteer

Work undertaken by volunteers has varied, with many volunteers taking on multiples tasks. In total 39 volunteers have been recruited across the year with task undertaken broken down as follows:

Healthwatch Volunteer roles	Total	Q1	Q2	Q3	Q4
Champions	12	5	5	2	0
Outreach and events	6	0	4	2	0
Information line	5	1	0	3	1
Talk 2 Us Points	7	1	4	2	0

In addition, we have worked with a much broader range of people who volunteer their time to work towards system improvements as members of the network of Patient and Public Involvement (PPI) groups and service user groups attached to services and organisations across the city. Some of these volunteers work across more than one group. Irrespective, we try and ensure that we support the work of these groups and in turn look to them to help us in our work.

Key links during the course of the year have been made with:

- The CCG's People's Council and the Nottingham City Voices Forum
- Citycare's People's Advisory Group
- City Council's Citizens' Panel
- PPGs at a number of surgeries across the city, with a view to creating a PPG network

“When I attend meetings I now wear two hats. It means I can help [my group] and Healthwatch Nottingham at the same time. That means I help everyone better!”
Champion volunteer

Working with the South Nottinghamshire Transformation Board

One of the most significant pieces of patient/public involvement work, which continues to challenge existing mechanisms, is the work of the South Nottinghamshire Transformation Board. With a vision to create“.... a sustainable, high quality health and social care system for everyone through new ways of working together, improving communication and using our resources better” four Clinical Commissioning Groups are tasked with redesigning the health and care system ensuring people are at the heart of it. Healthwatch Nottinghamshire and Healthwatch Nottingham sit on the Board and Citizen Advisory Group as participating observers, to ensure this change does consider the views of the people the system works for.

Discussions about how people are involved in co-design and co-production have, at times, been challenging, particularly given tight timescales for decisions. This work area will be a test for all those involved, for years to come.

Being part of the Nottingham Health and Wellbeing Board (HWB)

The work of the Nottingham Health and Wellbeing Board brings together the key commissioning organisations across the city's health and care system and Healthwatch Nottingham with non-voting representation from key health provider organisations and voluntary sector (HWB3) representatives. The Board is required to have oversight of the whole system and to ensure individual organisations' plans accord with an overarching Health & Wellbeing Strategy and the Joint Strategic Needs Assessment.

Our Chair's role on the Board is to ensure there is an independent voice representing the interests of local people. We provide this by feeding any evidence and insight we have relevant to the Board's deliberations into the debate- but we also provide a written report to each meeting, and have delivered themed presentations, on the insight we have gathered and what we are doing with it.

Being part of the Quality Surveillance Group

The Quality Surveillance Group (QSG) provides leadership for quality improvement at NHS England Local Area level. This has historically been the Nottingham/Nottinghamshire /Derby/Derbyshire area. Meetings are led by the Local Area Team of NHS England. They provide an opportunity for the exchange of information that may indicate an early warning of a problem.

Over the course of the 2014/15 a number of concerns were raised about care home provision, in some cases by the CCG, in other cases by social care. However, repeated raising of the issue, supported by our local care home work, saw the issue prioritised and raised at a regional level and an acknowledgment that differing quality standards may be being applied dependent on the nature of the service.



Working with the Care Quality Commission

The changed inspection regime and restructuring of CQC has led to new mechanisms for working with CQC that provide a really helpful opportunity for us to feed our information about local services - GP practices, care home provision, community health and hospital care particularly - into inspections.

Healthwatch Nottingham is now routinely sharing information with CQC in a timely manner, although to date has had no reason to seek special reviews or investigations in relation to services, based on information received.

Our CQC Primary Care lead convenes a quarterly meeting where Healthwatch Nottingham and Nottinghamshire can meet with CQC staff from all directorates and share information and plans.

Working with Healthwatch England (HWE)

Healthwatch Nottingham has sought to support HWE's work and sought national support from HWE in relation to a locally identified issue.

Contribution to special inquiry on unsafe discharge - Healthwatch Nottingham supported activity undertaken by Healthwatch Nottinghamshire and HLG, a local infrastructure organisation working with homeless and vulnerably housed people, to gather information to support the Healthwatch England's Special Inquiry into what happens to people when they are discharged from a hospital, care home or a secure mental health setting.

Gender Equality services - Escalation - Healthwatch Nottingham was approached for help by an individual who had had difficulty accessing services through primary care, due to confusion about where commissioning responsibility rested for a particular procedure, as the patient had previously had gender reassignment surgery. The same person also raised concerns about an incident in a community setting that suggested that awareness training would be beneficial amongst primary care and community health staff. The purpose of the escalation was to feed into a general picture around awareness of issues relating to people who have had gender reassignment. This issue was not the primary focus of the HWE work. At a local level, work was already taking place, led by the CCG, to look at Trans* awareness training. This experience provided evidence to broaden the reach of this training.



How we make decisions

Every local Healthwatch is required to have a procedure to make decisions and involve local people in making decisions. These are our local arrangements:

The Healthwatch Nottingham Board

The Healthwatch Nottingham Interim Board was selected following a widely advertised application process. Collectively the Board brings a wealth of experience across health, social care and housing as well as the statutory and voluntary sector.

Each member also brings knowledge, enthusiasm and experience of engaging with Nottingham citizens as well as a strong commitment to ensure the diversity of our local population is represented, and its views are reflected in our work. The Board meets every two months and makes decisions about how we prioritise and plan our work.

You can find out more about our board members here:

<http://www.healthwatchnottingham.co.uk/content/meet-board>

As we move into 2015/16, the Board is being further expanded to broaden our reach further into Nottingham communities.

Prioritising our work

To help the Board to make decisions about the services and other areas our activities should focus on we look at three types of priority. Decisions about when and how work is undertaken in respect of these are taken by the Healthwatch Nottingham Board:



Identifying priority areas based on concerns or issues raised through engagement activities and other information received from local people.

How this works: An Evidence & Insight report goes to each meeting of the Healthwatch Nottingham Board. This report provides an overview of the comments, concerns and compliments raised by the public, highlights any trends or any significant issues. Initially these experiences were gathered largely through our Information Line. During 2014/15 this has been significantly expanded with most comments now coming through our new website, from social media and from Talk to Us points.

Example: Following the short notice closure of a large Nursing Home in the city, concerns were raised with us about the timescales and quality of information regarding alternative provision. Healthwatch Nottingham embarked on a programme of activity designed to:

- Ascertain views regarding tenants' rights for care home residents via local media
- Raise awareness of local Healthwatch in care homes
- Contribute to work to improve care home quality
- Promote Dignity in Care
- Support the Nottingham Older Citizens' Charter, and,
- Contribute to learning from the home closure, including seeking clearer information for carers and relatives



Looking at the work programmes of partner organisations, and gathering the views of local people to feed into relevant strategic developments and consultations.

How this works: In May 2015, following discussions with the chairs of Nottingham City Health Scrutiny Committee and the Health & Wellbeing Boards, a protocol was agreed between the Healthwatch Nottingham Board, Scrutiny and the Health & Wellbeing Board. This protocol aims to ensure that issues raised in one place are appropriately considered elsewhere, that each of the three bodies:

- Have a shared understanding of each other's roles, responsibilities and priorities
- Work in an open and constructive way
- Work in a climate of mutual respect and courtesy
- Respect each other's independence and autonomy

Each body will produce and maintain an up-to-date work programme that is shared with each other to enable issues of mutual concern to be identified at an early stage and dealt with in a way that makes best use of respective roles, responsibilities and resources and avoids duplication. On major pieces of work requiring engagement, involvement or consultation of services users, carers and the public, the bodies will work collaboratively to agree roles and responsibilities. Where possible, the three bodies will seek to agree joint responses to consultation. In addition, the Protocol outlines a referral process which supports the sharing of information between Health Scrutiny and Healthwatch Nottingham.

Example: Through its attendance at and information sharing at Health Scrutiny Committee in March 2015 Healthwatch Nottingham agreed to support a local self help group working with people with ME. At the Scrutiny meeting, members of the group expressed frustration at their perceived reluctance of commissioners to recognise the specific needs of people with ME. Healthwatch Nottingham agreed to help the group to ensure the needs of local people were captured in a way that met the evidence standards for the Joint Strategic Needs Assessment (JSNA).

Example: Following the launch of the Healthwatch Nottingham Insight project into Young People and Mental Health, we were approached by Nottinghamshire Healthcare NHS Foundation Trust regarding their proposals for Child and Adolescent Mental Health Services and Perinatal Mental Health Services. With the aim of creating a 'hub' for children, young people and families, the Trust is considering moving services to a new site. We will share any relevant findings from our Insight project to help support their own engagement activity in this area.



Identifying other areas of interest, often due to lack of local knowledge, such as work with specific seldom heard groups whose views may be underrepresented in decision making regarding health and social care services

How this works: This third prioritising route allows for a horizon scan and a broad view of the local health and care system to be taken into account when setting priorities. It seeks to utilise the knowledge and experience of Board members in 'surfacing the undercurrents' and guard against key issues being missed or not being given sufficient priority because individuals have not come forward to raise concerns in sufficient numbers, raising issues that may not appear serious enough or because the user group is small or would not wish to raise a complaint or concern

Example: Following discussion at a Strategy Meeting of the Healthwatch Nottingham Board in September 2014, it was agreed to undertake a specific piece of work looking at Young People and Mental Health services. There were a number of reasons for this:

- Concerns have been raised at the Quality Surveillance Group (QSG) over a number of months about the shortage of CAMHS beds in our local area.
- It provides an opportunity to assess the impact of the new Nottingham City Pathway for Children and Young People with Behavioural, Emotional or Mental Health Needs between the ages of 14 - 25
- There has been recent negative national media coverage regarding the performance of CAMHS services nationally, and this provides an opportunity to feed our local information into national work being undertaken by Healthwatch England
- To utilise the newly revised JSNA in this area and inform its future development



Our financial report 2014/15

A key challenge for Healthwatch Nottingham during 2014/15 has been balancing its organisational aspirations with its ability to deliver in line with the service specification on a challenging budget. Below is a breakdown of the key elements of our expenditure against our income from the city council for delivery of the Healthwatch contract.

Income	Cost (£)
Nottingham City Council	160,000
Total	160,000
Expenditure	Cost (£)
People costs - staff, volunteers and Board	132,298
Premises costs - rent, utilities, maintenance	9,594
Organisational costs -insurance, professional fees	5,999
Office costs -phones, printing, stationery	2,760
Publicity and marketing	4,410
Events and activities	709
Equipment	2,548
Depreciation	1,572
Sundries	110
Total	160,000

About Us

Board members

Chair: Martin Gawith

Vice Chair: Adele Cresswell

Judith Bullimore

Lucy Cooper

Robert Gardiner

Staff team

Ruth Rigby - Managing Director

Haleema Aslam - Acting Community Engagement Officer

Donna Clarke - Evidence and Insight Manager

Karen Emery - Information and Administration Officer

Nathan Hutchinson - PR & Communications Officer

Richard Mayer - Acting Volunteer Co-ordinator

Courtney Nangle - Community Engagement Officer (Left employment March 2015)

The Healthwatch Nottingham contract for Nottingham is held by the Healthwatch Engagement and Liaison Partnership Ltd.

Registered company address:

Healthwatch Nottingham
21 Clarendon Street
Nottingham
NG1 5HR

Telephone number: 0115 859 9510

Information line: 0115 859 9511

Email: info@healthwatchnottingham.co.uk

Twitter: @HWNNottingham

Company number: 08525544

We will be making the content of this document publicly available by 30th June 2015 by publishing it on our website and circulating to Healthwatch England. A fully formatted version will be published on our website, circulated it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority shortly.

© Healthwatch Nottingham 2015

The text of this document (this excludes, where present, the Royal Arms and all departmental and agency logos) may be reproduced free of charge in any format or medium providing that it is reproduced accurately and not in a misleading context. The material must be acknowledged as Healthwatch England copyright and the document title specified.

Where third party material has been identified, permission from the respective copyright holder must be sought.

Any enquiries regarding this publication should be sent to us at info@healthwatchnottingham.co.uk You can download this publication from www.healthwatchnottingham.co.uk