

healthwatch
Nottingham

Annual Report 2017/18





Contents

Message from our Chair	4
Highlights from our year	5
Who we are	6
Your views	8
Working with other organisations	10
How your experiences influence change	11
Helping you find the answers	13
Our plans for the future	15
Our people	17
Our finances	20
Contact details	22

Message from our Chair



The year has seen the start of a transformation of Healthwatch Nottingham. We have moved to a new office in Arnold which we share with Healthwatch Nottinghamshire and we have been undertaking merger talks between our organisations. The new office at Arnold Business Centre is a good location for staff, visitors and volunteers.

The health and social care agenda continues to move apace, with Sustainability and Transformation Plans, Accountable Care Systems etc. At Healthwatch we have welcomed the intention of bringing health and social closer together and creating proper accountability for the care and treatment of our population. We recognise that austerity had put real pressure on both health and social care budgets (particularly alongside a rising elderly population); it is more important now than ever that we continue to monitor and inform services in order to improve the care for our population.

In the past year we recommended longer GP treatment times for surgeries with many nationalities. This was a practical recommendation considering the needs for interpreters and additional support. I am pleased to report that this has now been implemented by local commissioners meaning patients of all backgrounds can receive better treatment going forward.

Working with our commissioners the City Council we have explored the benefits of a merger with our County partners.

We have shared some staff for the past few years and we have very similar agendas. Both local authorities are supporting the merger and we believe together we will provide a more comprehensive service to all our residents, patients and carers. The formal merger begins in June 2018 and we will combine our Boards and expertise.

The Board together with our partners has determined our major priorities for the coming year. Though not exclusive we will look at mental health, the frail elderly and continue to prioritise “hard to reach groups” to better reflect their needs for services.

We look forward to continuing to work with a range of voluntary sector organisations and volunteers in the coming year and would welcome any additional support you may feel able to offer.

Lastly, I would like to thank Tracy Lack who temporarily stepped into the CEO role and provided cover for us from September 2017 to the end of March 2018 following Joe Pidgeon’s retirement. I along with the Board of Healthwatch Nottingham would like to thank our entire team of staff and volunteers for their hard work and continued professionalism during this time of transition.



Highlights from our year

We've reached **5664** people through digital channels

This includes our website and social media



We've visited **72** places across the City
To talk to people about their experiences of health and care services



We've collected **612** detailed experiences of local health and care services



We've collected experiences covering **280** different health and care services



We have spoken to **1134** people about their views & experiences of local health and care



We've given **130** people information and advice



Who we are

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

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our vision

Our vision for Healthwatch Nottingham is that it becomes a respected, representative and effective influencer to improve and develop Nottinghamshire health, wellbeing and social care landscape.

Healthwatch Nottingham seeks 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 work with health and social care providers to research and analyse services and to bring issues to their attention; working together we strive to improve the quality of life for citizens, consumers and patients.

Healthwatch Nottingham seeks 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. Nottingham, like many cities in the UK, has mortality rates much lower than some of our near neighbours.

We also work with health and social care partners to identify and highlight ways we can improve. Whilst we recognise lifestyle choices are very much a personal choice, it is important that citizens are enabled to make informed decisions. Healthwatch Nottingham must be able to influence change through evidence-based reporting underpinned by effective community engagement.

Our priorities

Our work programme is driven by local people's experiences of health and social care services in Nottingham city.

Our priorities are reflective of the experiences and intelligence shared with Healthwatch.

During 2017/18 we prioritised the following areas of work:

- Enter and View programme
- Lesbian, gay, bisexual, and transgender (LGBT+) project
- Mental Health Crisis Concordat follow up
- Seeking to build data sharing protocols with key partners
- Developing a combined Healthwatch with Healthwatch Nottinghamshire

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



Your views on health and care & how they make a difference



Listening to local people's views

Between April 2017 and March 2018 we collected views and experiences from 1134 people in Nottingham

The statutory roles of Healthwatch all depend on us talking to local people to build a better understanding of health and social care systems as they are experienced; indeed that is our specialism.

There are a wide variety of ways in which we interact with the public, from specific consultations, to making use of comments on social media. Above all it is essential that we give the public an opportunity to speak to us about whatever issues they feel are relevant to them in health and social care.

This is the reason we have Talk to Us points, where Healthwatch Nottingham hold a pop-up stall in public locations across the City. The aim has been to average at least one Talk to Us point every week, and this has been more than achieved this year. Between April 2017 and March 2018 we delivered 72 Talk to Us sessions (an average of one every 5 days), in a variety of venues.

The locations for our Talk to Us points are carefully considered to maximise the number of people we are able to reach, or to complement a focus on a particular area and/or community.

Our key Talk to Us venues continue to be the four Joint Service Centres in Nottingham, owned and operated by the City Council: Riverside in Bulwell, Cornerstone in Clifton, Mary Potter in Hyson Green, and the Valley Centre in St Ann's.

We also have good working links with many local services, such as: Nottinghamshire Healthcare NHS Foundation Trust, The Friary Homeless drop-in and Sneinton Mosque, where we are able to visit and speak to the people who access their services about their experiences of local health and care.

Expanding our reach through our Healthwatch Hub network

Engaging with as many people as we can is key to hearing what is really going on in local services.

Setting up a network of volunteer Hubs who act as a two-way communications system enables more people across the City to engage with us and have their voices heard as well as receiving information from us about what is going on locally.

Our Hub network also empowers people in hard to reach areas and groups to give us their feedback in an easy and accessible way.

Working with other organisations

Health and Wellbeing Board (HWB)

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.

Working with Healthwatch England (HWE)

Healthwatch Nottingham has sought to support HWE's work through regular attendance by both the Chair and Chief Executive at the regional meetings convened by HWE. We have sought to engage in the collective work of this regional group wherever possible.

Networking with voluntary and community sector

As a small scale organisation we are reliant on links with other organisations to maximise our reach into all parts, 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.

An example of this is an event we attended which was organised by the Nottingham Deaf Society, looking at how deaf people access emergency services. We took the opportunity to help deaf people understand that they can provide feedback about all health and social care services through us.

Vulnerable Adults (VAPN) & Children and Young People's (CYPPN) Provider Networks

The VAPN & CYPPN are City-based forums (organised by Nottingham CVS) for community and voluntary organisations that provide services or support to vulnerable adults/children and young people in Nottingham. We attend both forums by invitation and regard them as a vital networking vehicle.

Working with the Care Quality Commission

Healthwatch Nottingham routinely shares information with the CQC in relation to services, based on information received. We attend cross-Directorate meetings on a regular basis and have a constructive dialogue on issues of common concern.

How your experiences are helping to influence change

Along with our general engagement, we also undertake focussed 'Insight Projects'. These projects enable us to produce reports with a clear evidence base on which recommendations can be formulated and, ultimately, make sure your experiences of services are heard by those who plan and pay for care.

Below are examples of how your experiences are helping to influence change locally.

Insight Report - Exploring health care experiences of those who are LGBT+

In May 2017 Healthwatch Nottingham and Healthwatch Nottinghamshire published a report after undertaking research into the healthcare experiences of members of the LGBT community. We subsequently approached service providers and commissioners to ask for their comments on our report, and any actions they intend to undertake. Most commissioners are now requiring providers to demonstrate on an annual basis that cultural awareness and competency training reflects the diversity of the people they serve, including the LGBT community. We also highlighted a specific issue around the provision of services for

those who are Transgender. We are delighted to note that the Nottingham Centre for Transgender Health has recruited three new staff members, which will ease the burden on a stretched service. In addition a telephone-based support service is being evaluated for people who are on the waiting list.

General Practice in the Inner City - A Nottingham Case Study

In October 2017, in order to build a better understanding of the pressures on inner city primary care, we undertook a case study of the Mary Potter Health Centre at the heart of inner city Nottingham.

Our research highlighted issues around patients who had language difficulties; though the CCG paid for interpretation services this inevitably lengthened the time needed to properly assess and treat the patients. The result was too often that GPs in inner city practices failed to meet appointment time targets. The CCG have now fully recognised this issue and to ensure that patients receive the best possible assessment and treatment they are now funding double appointment times for non-English speaking patients.

Making sure services work for you

Every local Healthwatch has a statutory power 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 us to speak with those who use services and their families, in order to gain a better view of how they feel about their care.

Our decision to undertake an 'Enter and View' is informed by the intelligence we receive from partners, such as Nottingham City Council and the Care Quality Commission. This ensures that there will be no duplication of any regulatory or contractual activity.

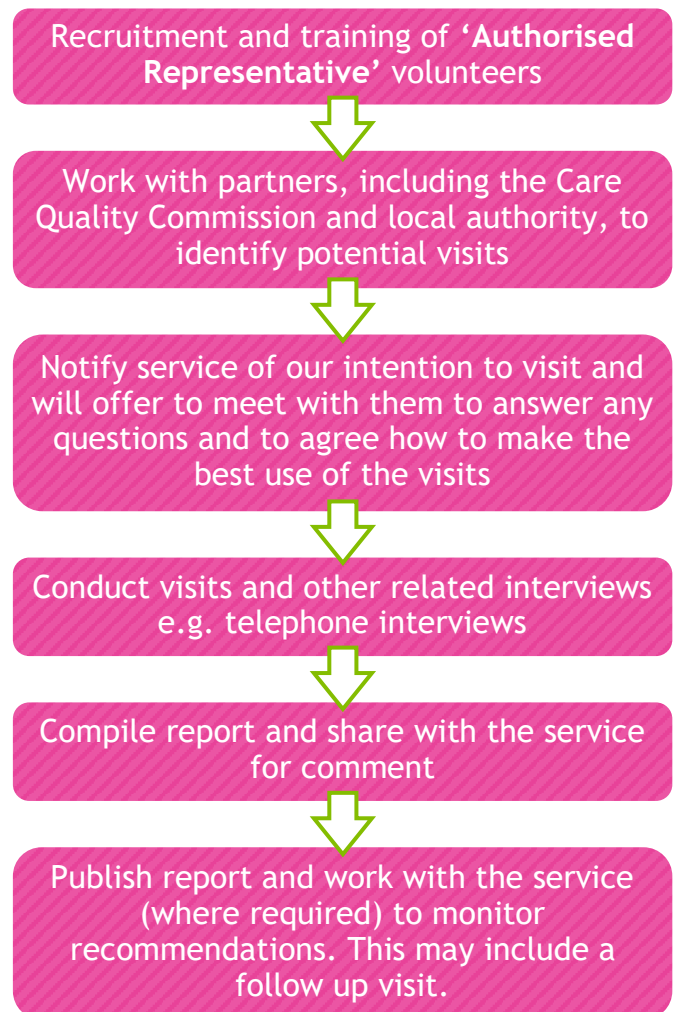
Where possible we actively work with the service providers to gain their support for our work in advance of our visit.

All reports are published on our website and shared with the Care Quality Commission, City Council commissioning team, residents and relatives. We also discuss the findings in any appropriate quality and scrutiny meetings, escalating any issues

identified through the appropriate channels.

This year, our Enter and View focus has remained on local residential care facilities. We work closely with our partners to identify homes where we can offer the most value in collecting experiences and building intelligence.

The chart below details the steps involved in our Enter and View visits



Helping you find the answers



How we have helped the community to get the information they need

During 2017-18 we've provided information and advice about health and social care services 130 times.

The majority of people are supported with information about how to access these services, for example where to seek alternate provision for care. For those who seek it, we also provide advice around how to make a complaint and who to contact if they feel they need additional support to do this.

We do this through:

- People who contact us via telephone
- People who contact us via email and post
- People who we meet face to face at activities in local communities via our Talk to Us points

Our website also continues to be a valuable source of information for the people of Nottingham, with information on local services accessed 3,543 times.

Top five service types we provided information and advice about:



GPs 14%



Mental Health 11%



Dentists 8%



Care Homes 8%



Community based services 6%

Our plans for next year



What next?

In 2018-19 it is essential we continue to build on the good work achieved in 2017-18 and become a more influential and effective collective voice of the public, facilitating targeted improvements in health and social care design and provision.

We have great potential for improving how the wide range of data reflecting local people's concerns and priorities, collected by ourselves and by others, is converted in to insight and then used for improving how responsive and inclusive the system and system change is. To that end we will continue to build data sharing protocols with key partners.

We also still have a sizable challenge in ensuring that our distinct local role, which balances being an independent voice, influencing key decision-making processes and as one of the local system leaders guiding change.

We will continue to provide independent scrutiny and will seek to ensure that effective patient engagement sits at the heart of decision making and planning.

What next?

Our work programme is driven by local people's experiences of health and social care services in our City, so we

cannot predict all of our priorities for the whole year.

However, we do know we'll be working on these focused pieces of work:

- Frail elderly
- Mental health
- Continue to seek representation for those who are 'seldom heard'

Merger with Healthwatch Nottinghamshire

Healthwatch Nottingham and Healthwatch Nottinghamshire have approval from both the City and County Councils to go ahead with a merger. In February 2017 the combined boards of Healthwatch Nottingham and Healthwatch Nottinghamshire, together with both Local Authorities, agreed that the two Healthwatch organisations will be combined into one body by June 2018.

Both Healthwatches have already had several shared posts and have increasingly worked closely to successfully deliver a number of joint projects. A merged organisation better reflects emerging changes in the delivery of services across the City and the County. It also delivers economies of scale, leading to a more efficient use of resources, enabling us to have a greater impact to the benefit of all the people whom we serve.

Our people



Putting local people at the heart of our work and 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:

Healthwatch Nottingham Board

The Healthwatch Nottingham Board was selected following a widely advertised application process. Collectively Board members bring 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.

Prioritising our work

Decisions about when and how the services and other areas our activities should focus on is set in three ways:

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

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

3) Identifying other areas of interest, such as work with specific seldom heard groups whose views may be under-represented in decision making regarding health and social care services.

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.

We are committed to providing a supportive environment for volunteers to work from with support from all levels of Healthwatch Nottingham's organisational structure. To date we have used volunteers to undertake a range of roles from administrative duties, to drafting reports for consideration by commissioners and being Authorised Representatives to support our Enter and View programme.

Meet the team



Joe Pidgeon
Chief Executive
(Left role Aug 2017)



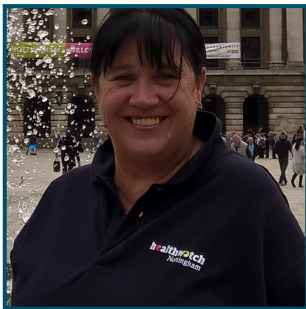
Donna Clarke
E&I Manager
(Left role April 2017)



Joan Cook
Volunteer coordinator
(Left role Sep 2017)



Marc Doughty
E&I Analyst
(Joined June 2017)



Karen Emery
Admin & Information
Officer



Tom England
E&I Officer
(Left role May 2017)



Nathan Hutchinson
PR & Communications
Officer



Hester Kapur
E&I Project Manager
(Joined Sep 2017)



Tracy Lack
Engagement Manager



Richard Mayer
Outreach &
Engagement Officer

Our finances



Below is a breakdown of the key elements of our expenditure against our income from Nottingham City council for delivery of the Healthwatch contract.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	160,000
Additional income	0
Total income	160,000
Expenditure	£
Office cost	12,928
Operational costs	16,293
Staffing costs	125,326
Total Expenditure	154,547
Balance brought forward	5,453

Contact us

Get in touch

Address: Suite 7, Arnold Business Centre, Brookfield Road, Arnold, Nottinghamshire, NG5 7ER

Phone number: 0115 956 5313

Email: info@hwnn.co.uk

Website: www.hwnn.co.uk

Twitter: @_HWNN

We will be making this annual report publicly available on 30 June 2018 by publishing it on our website and 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.

© Copyright Healthwatch Nottingham



How to get in touch

📞 0115 956 5313

✉ info@hwnn.co.uk

🌐 www.hwnn.co.uk

📍 Suite 7, Arnold Business Centre
Brookfield Road, Arnold
Nottinghamshire, NG5 7ER

🐦 @_HWNN

📘 HealthwatchNN

healthwatch
Nottingham