

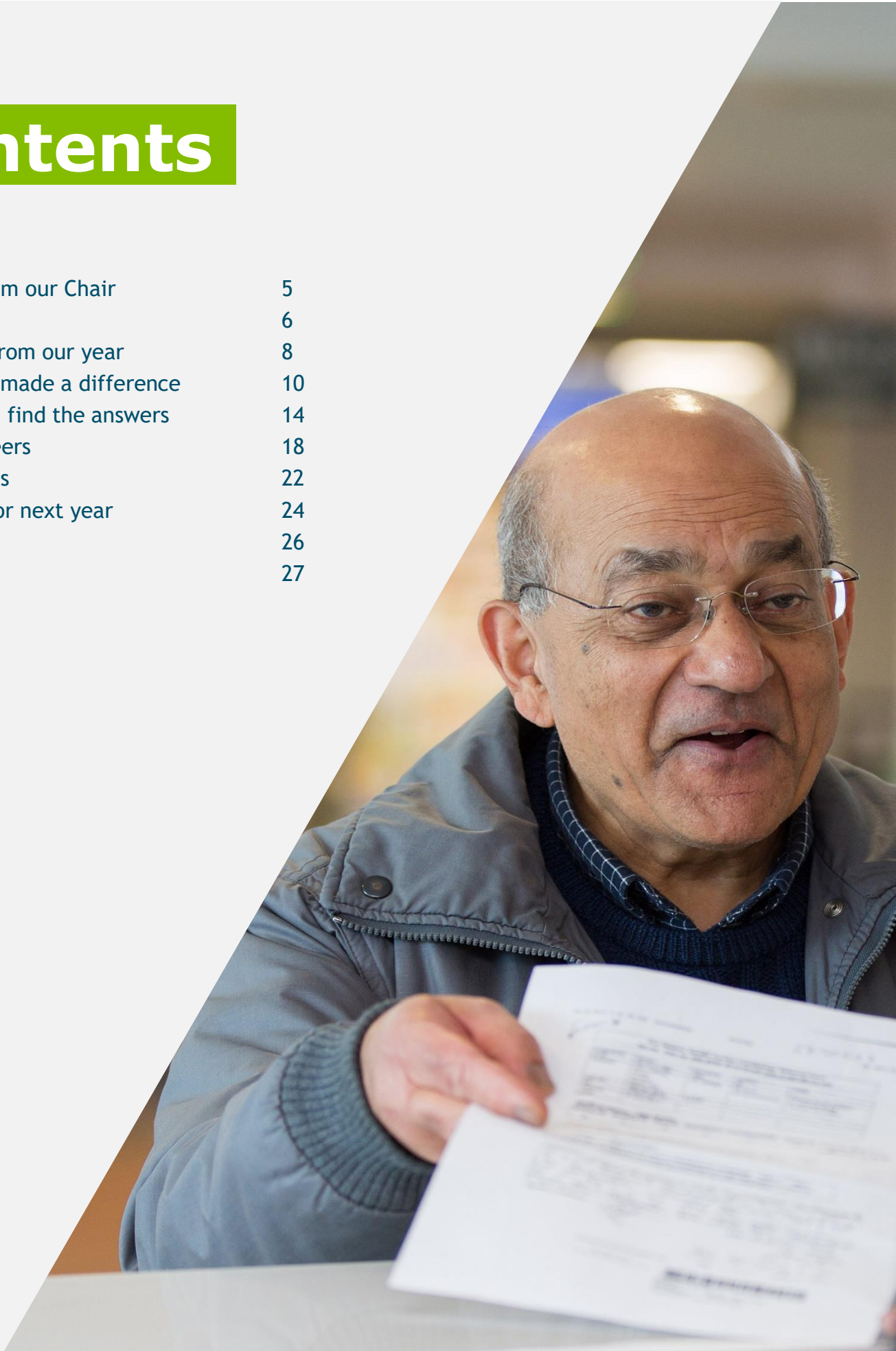


**Healthwatch
Nottingham & Nottinghamshire**

Annual Report 2018-19

Contents

Message from our Chair	5
About us	6
Highlights from our year	8
How we’ve made a difference	10
Helping you find the answers	14
Our volunteers	18
Our finances	22
Our plans for next year	24
Thank you	26
Contact us	27



Last year we received 343 detailed experiences from people who told us about their experience of a number of different areas of health and social care.

Here are some examples of the changes that people want to see.



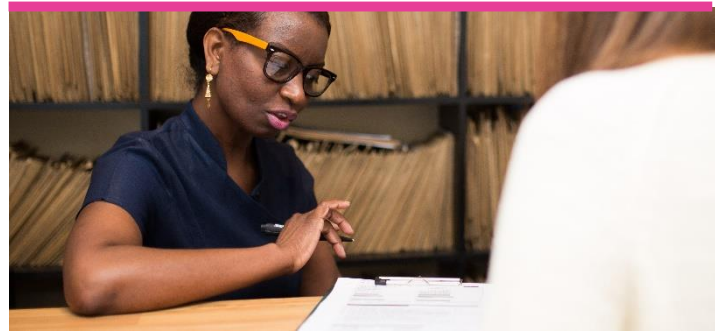
+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care

As part of our in-depth project work, we also collected 2,702 responses from people via surveys and focus groups.

Message from our Chair

At Healthwatch we are in a unique position in which we are able to gather and interpret intelligence and information from multiple services covering all areas across the health and care system.

Operating as a single entity covering all of Nottingham and Nottinghamshire, and with the experiences you share with us, we are able to understand, as services change, how individuals, groups and communities are impacted.

Over the year our work has focused on gathering more voices from those who are “seldom heard” as we know that these are the groups who are most likely to be affected disproportionately by service changes.

We continue to work closely with those who plan and provide NHS and social care services in the area to both share insights and provide constructive challenge.

The focus of our work with the health and care system has been to ensure that there are clear and transparent communication and widespread engagement with everyone across the area so that any changes proposed are focussed on what our communities need.



Sarah Collis
Chair
Healthwatch Nottingham and
Nottinghamshire

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
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 that 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.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support both locally and across the country. The evidence we gather also helps us recommend how services ought to be designed in the future.

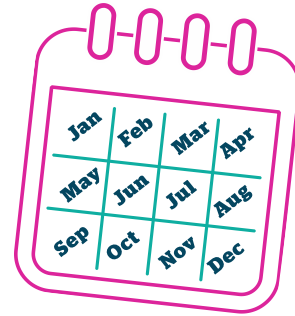




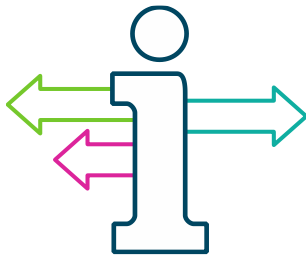
Highlights from our year



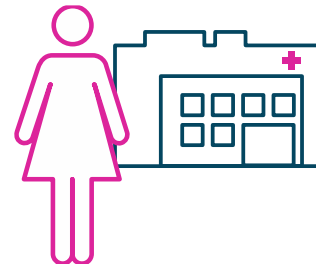
343 people shared their health and social care story with us.



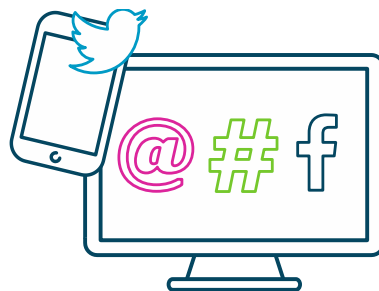
We had 49 active volunteers who helped to carry out our work.
In total, they gave 1133 hours.



3566 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited 106 locations to understand people's experiences of care. From these visits, we made 48 recommendations for improvement.



We reached 59,842 people through our social media channels.



**How we've made
a difference**

Changes made to our community

At Healthwatch we regularly undertake ‘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.

The following are examples of how the experiences you share with us are helping to influence positive change locally.

Nottinghamshire Appliance Management Service (NAMS)

Early in the year we received several experiences from people who were using Nottinghamshire Appliance Management Service (NAMS).

NAMS is responsible for the prescribing and delivery of stoma products for people across Nottinghamshire.

The experiences we received were consistent in their themes, which were:

- + Poor communication
- + Unsatisfactory staff attitude
- + Unrequested changes to prescriptions
- + Missed items
- + Insufficient supplies

We met with management at the service so that we could share the experiences and discuss how our concerns around the difficulties patients were facing were to be addressed.

At the meeting we received many assurances on how the service were taking the voices of their patients on board, and we also received an open invitation to attend their newly formed Patient Steering Group.

We have since spoken with patients who have given a positive reflection on how the service has responded to the comments we had shared with them.



Understanding awareness of safeguarding for vulnerable adults

In May 2018 we published a report which was commissioned by Nottingham City Safeguarding Adults Board and Nottinghamshire County Safeguarding Adults Board. The engagement objective was to find out how well people currently understood the terms safeguarding, vulnerable adults, what constitutes abuse and to whom they would report safeguarding concerns.

The intention was to use the findings to inform communication strategies to raise awareness of the role of the Safeguarding Boards and to demonstrate, 'evidence of community awareness of adult abuse and neglect and how to respond.'

We surveyed 485 people, targeting specific groups who may not be aware of what Adult Safeguarding is.

Our report made a number of recommendations, including:

- + Increasing awareness of the term 'Adult Safeguarding'
- + Raise awareness of when and to whom the Care Act safeguarding duties could apply.
- + Continue to raise awareness with the public of how and to whom safeguarding concerns can be reported.
- + That those who are part of an organisation or group supporting those with care and support needs (faith leaders, charity leaders, and leaders of voluntary orgs.) understand what constitutes adult abuse and how to raise a safeguarding concern.
- + Increase awareness of Adult Safeguarding by putting accessible information in GP surgeries, hospitals, libraries and leaflets through the post (some groups would need to be spoken to personally notably those whose first language is not English)

The Board have committed to taking many of our recommendations forward.

For example: A new Safeguarding Leads forum has been established.





Question of the Month: Can technology improve your care?

Every two months (or sometimes longer) we undertake mini surveys. These are branded as 'Question of the Month' and they tend to follow a certain topic. The data we collect is analysed and shared.

Between September and October 2018 we undertook a Question of the Month survey to gain a greater understanding of people's use of Information Technology to access health and social care information.

The aim of this survey was to understand people's perceptions and interest in having access to/making use of digital technology to assist in their health and care.

From our finding we made the following recommendations

- + To increase the use of technology to access health & care information while still maintaining some face to face services to ensure equal access for all
- + To further explore the reasons why people are reluctant to use online video link (Skype, Facetime etc.) to access GP appointments
- + To make health and care information easier to understand for all
- + To work to ensure that digital services are accessible and understandable for those with limited literacy

We have received commitments to take forward our recommendations. For example, work has begun on a digital and social inclusion project which aims to support people to get online and become more confident and capable of using digital tools and services to support their health, care and wellbeing needs



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: hwnn.co.uk

t: 0115 956 5313

e: info@hwnn.co.uk

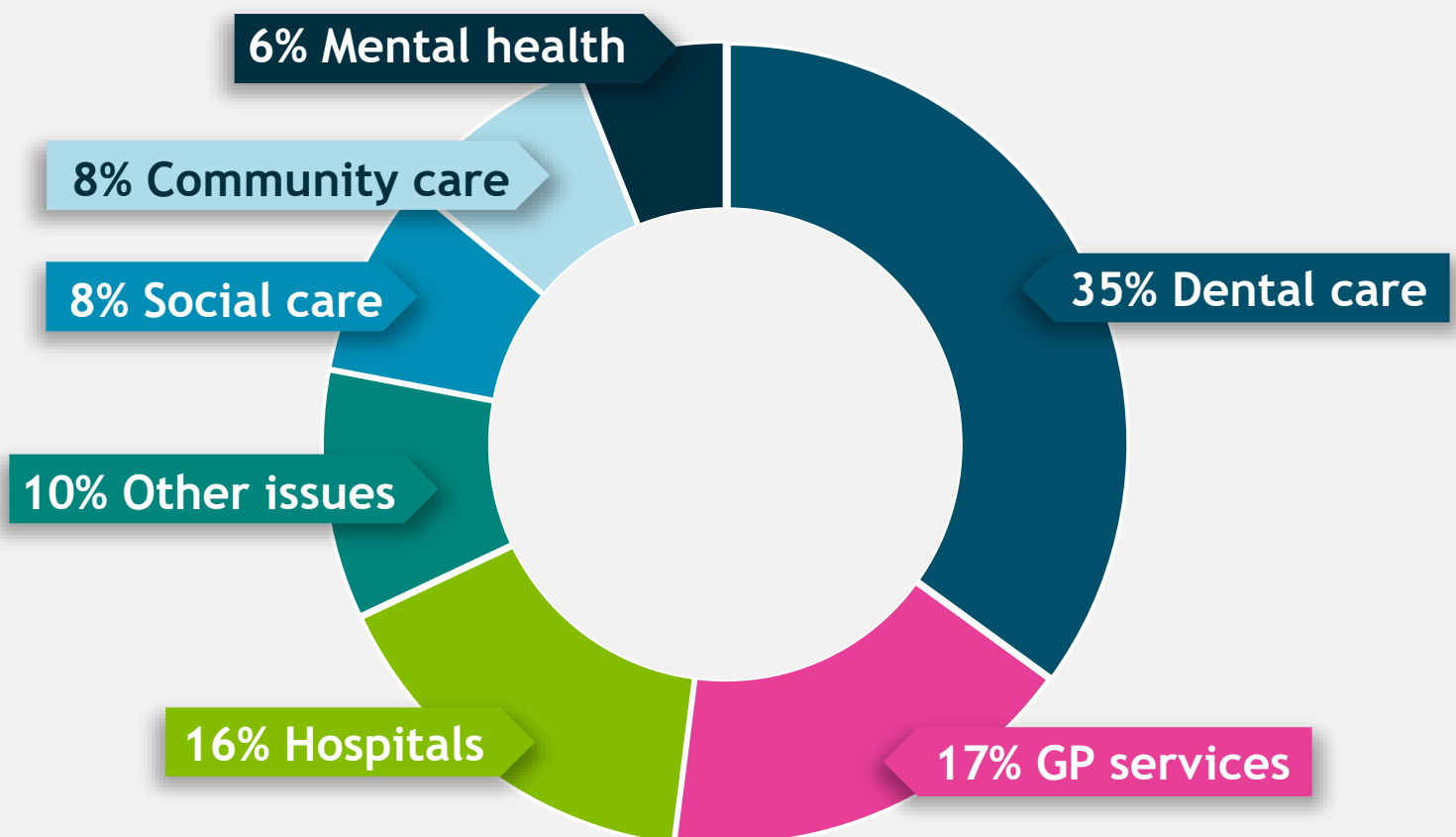


**Helping you find
the answers**

What services do people want to know about?

Healthwatch plays an important role in providing information about health and care services and pointing people in the right direction for the support they need, as information can often be confusing or very difficult to find.

Here are the most common things that people ask us:



How we provide people with information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 3566 people access the information they need.

You can come to us for information in a number of ways including:

- + Specific information on our website
- + Our contact us form
- + At community events
- + Promoting helpful information across our social media channels
- + Over the phone



The majority of people are supported with information about how to access these services, for example where to seek alternative provision for care.

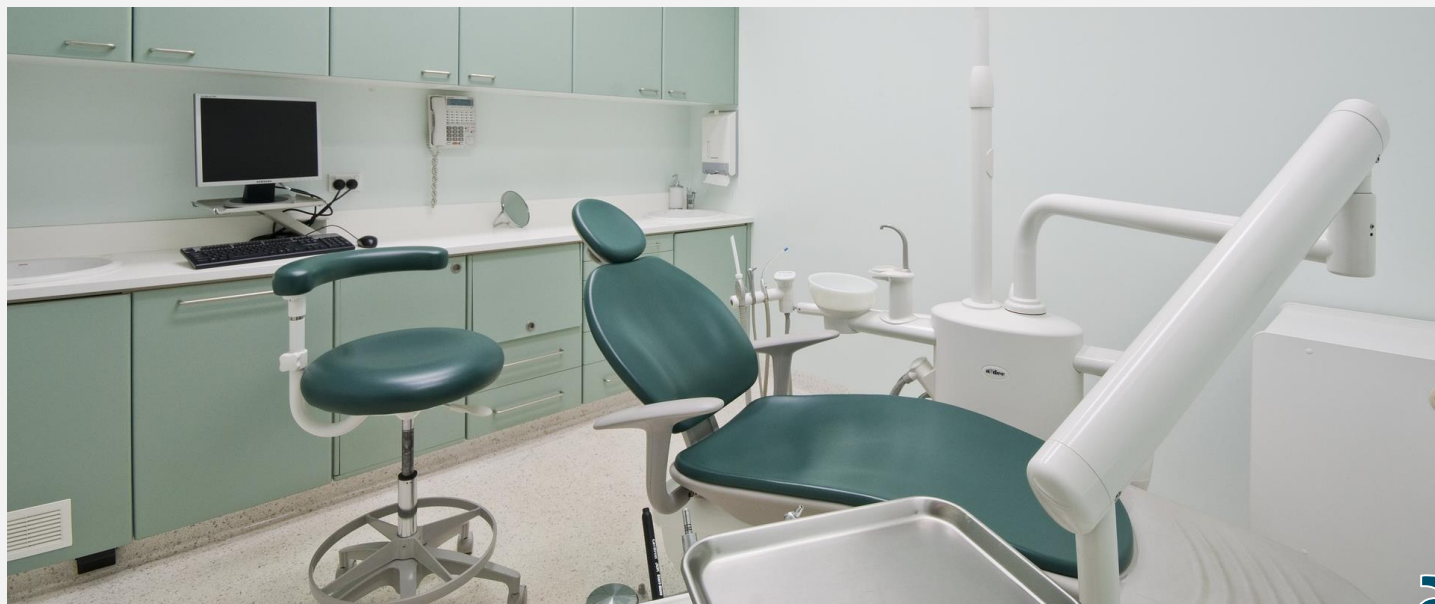
For those who seek it, we also provide information around how to make a complaint and who to contact if people feel they need additional support to make a complaint.

Helping to find accessible transport

We were contacted by a lady who needed to get to an appointment at the hospital mobility centre to exchange her electric wheelchair for a new one. Unfortunately due to a change in circumstances, she was no longer entitled to access patient transport services.

We were able to provide the lady with contact details for an accessible taxi company and we also spoke with the mobility centre to raise this issue with them.





Making sure people get the right answers about their wellbeing

We received a telephone call from an individual who wanted to request information on treatment options.

The caller had been receiving treatment for their dentures which kept breaking. They had been told by their dentist that the best way to resolve this would be to have a set of metal dentures, but that this would not be available on the NHS and that, though the practice could provide this, it would be as private treatment.

The caller had checked the NHS website which seemed to contradict this and asked if we could help.

We contacted NHS England who confirmed that "Under the NHS dental regulations, synthetic resin or metal or both synthetic resin and metal dentures would be available"

We then shared this information with the caller and advised that they should contact the dentist to make them aware that Healthwatch had sourced information from NHS England to say that they should provide this as NHS treatment.

"I contacted Healthwatch as I had tried to raise this and wasn't getting anywhere myself... ..the information from Healthwatch was really helpful and now I've managed to get this resolved"

Mr. Isaacs



Are you looking for help?

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. Healthwatch is here for you.

w: www.hwnn.co.uk

t: 0115 956 5313

e: info@hwnn.co.uk



Our volunteers



How do our volunteers help us?

At Healthwatch we couldn't achieve all we do without the valuable support of our 66 volunteers that work with us to help make health and care better for our communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Provide expertise and sit on our Board
- + Collect people's views and experiences which we use in our reports



Putting local voices at the heart of maternity care

This year we have worked on a project with the local Maternity Voices Partnership to find people who are interested in making improvements to maternity care across the City and the County.

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

Together, our work has put the voice of local women at the heart of decisions around what improvements could be made to benefit those accessing maternity care services in the future.

As part of the Nottingham and Nottinghamshire Maternity Voices Partnership (MVP) we identified, recruited and trained volunteers.

These volunteers then undertook interviews with women who had just given birth on maternity wards at City Hospital, Kings Mill Hospital and Queens Medical Centre. The aim of these visits was to collect experiences about maternity services in order to inform service design and delivery.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



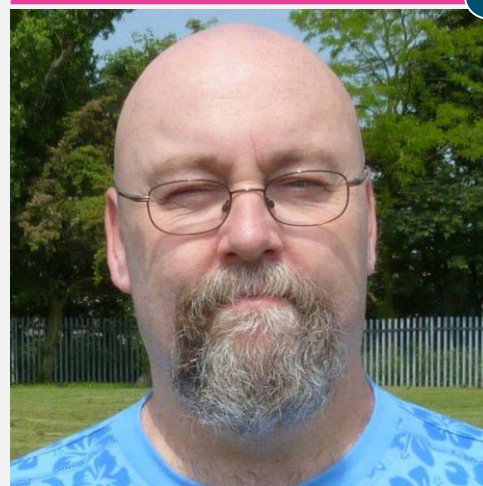
Shagufta Ahmed

Shagufta helps with our community engagement 'Talk to Us' events. Shagufta also helps to distribute our Question of the month in her local community.

Griz Doughty

Griz is one of our home based volunteers and helps with entering in all of the data we collect. He has reduced mobility which means that most voluntary opportunities are not suitable for him.

"Being able to support Healthwatch from home is something that really works for me, it is also great for my mental health too as it occupies my mind."



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: hwnn.co.uk

t: 0115 956 5313

e: info@hwnn.co.uk



“It’s so nice to be able to help people and make a difference. I love being a volunteer for Healthwatch... .. it’s one of the best organisations I’ve volunteered for. I love what I am doing”

Ed Lowe
Healthwatch Volunteer

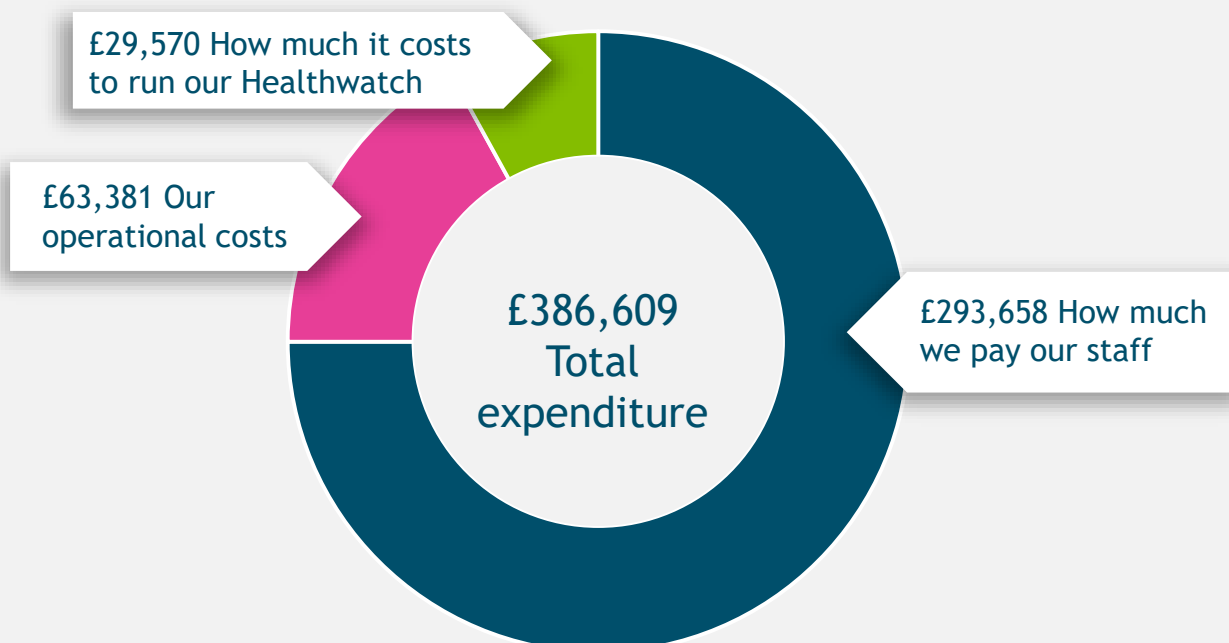
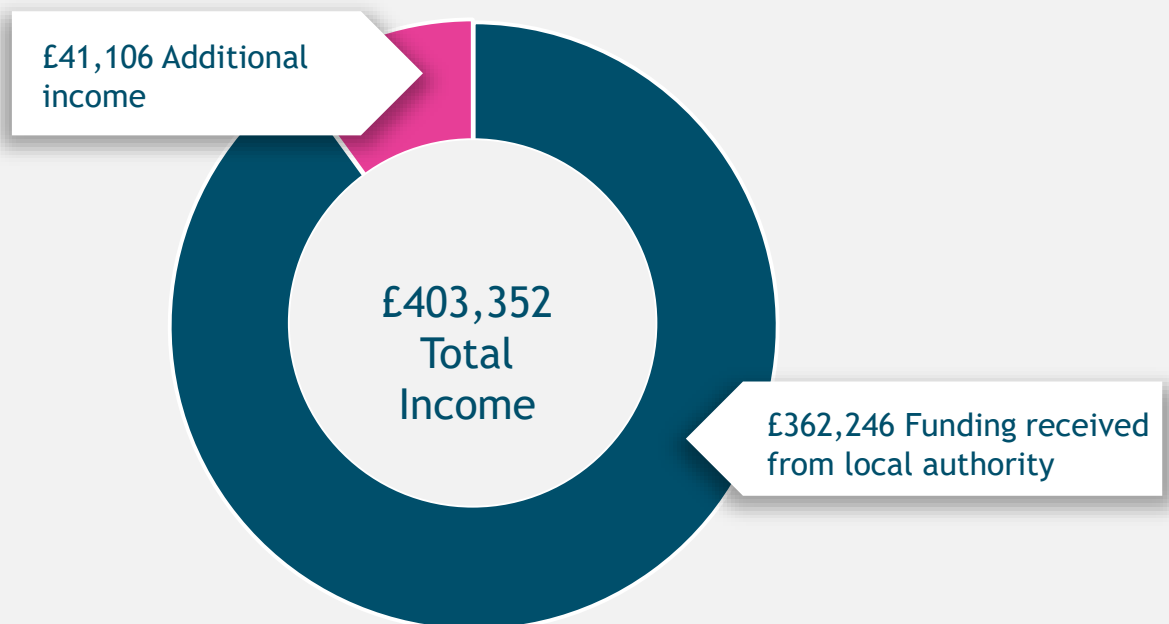


Our finances

How we use our money

To help us carry out our work, we are funded by our local authority.

We also received £41,106 of additional income from our commissioned work.



**Our plans for
next year**

Message from our CEO

I joined Healthwatch in 2018 and feel very privileged to be working as part of a dedicated team of staff and volunteers.

Looking back over the past year, part of our work has involved using the feedback we have collected to influence the health and care system as part of the development of their mental health strategy.

We have also worked to ensure that that local voices continue to be involved in that planning and development process.

Looking forward into next year

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



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 health and social care, including:

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



Contact us

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