



healthwatch
Nottinghamshire

Annual Report 2017/18



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Message from our Chair



2017-18 has been an interesting and challenging year for us. In February 2017 the combined boards of Healthwatch Nottingham and Healthwatch Nottinghamshire together with both Local Authorities agreed that the two Healthwatch organisations should be combined into one body by June 2018. The merger better reflects the future structure of integrated care across Nottingham and Nottinghamshire and, given the budget reductions both the Local Authorities and Healthwatch are facing, the merger will enable improved use of shared information, data collection and adoption of standard approaches and frameworks, thereby increasing our capacity to deliver engagement, evidence and insight work and secure our long-term sustainability.

In August Healthwatch Nottingham and Health Nottinghamshire moved into joint premises in Arnold and continued to focus on working together to be more representative of all of our local communities, by focusing on the voice of those who are 'seldom heard'. We have continued to build our profile and influence by delivering projects that add value to our stakeholders, developing our volunteers, partnerships and networks and building our capability to use our data more productively.

The Health and Care Sector in Nottingham and Nottinghamshire has a strong history of innovation and in 2017 was selected as a national accelerator site to develop a fully integrated health and care system (ICS). Healthwatch has been working with

partners in the Nottinghamshire ICS which include the CCGs, Sherwood Forest Hospitals, Nottingham University Hospitals and Nottinghamshire Healthcare, Nottinghamshire County Council and Nottingham City Council and a wide range of providers from all sectors delivering services including the third sector. The focus of our work with the ICS has been to ensure that there are clear and transparent communications and widespread engagement with everyone across the area and that any changes proposed are focussed on population need and are equitable across our communities.

The teams at Healthwatch have managed the significant challenges and changes in 2017-18 incredibly well. With that in mind, Board Members and the Chair would like to publicly acknowledge and thank all staff teams, volunteers and partners for their hard work, their unwavering focus on our aims and values and for ensuring we continue to build on our successes.

Going forward as a combined Healthwatch we will continue to maximise our effectiveness to engage at scale with our communities, further demonstrate our impact, prioritise our focus and work more productively in partnership with others.



Highlights from our year

We've reached **4186** people through digital channels

This includes our website and social media



We've visited **56** places across the County

To talk to people about their experiences of health and care services



We've collected **386** detailed experiences of local health and care services



We've collected experiences covering **193** different health and care services



We have spoken to **2003** people about their views & experiences of local health and care



We've given **36** 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 Nottinghamshire is that it becomes a respected, representative and effective influencer to improve and develop Nottinghamshire's health, wellbeing and social care landscape.

Healthwatch Nottinghamshire 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 Nottinghamshire seeks innovative ways to capture the views of

people in our county 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 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 Nottinghamshire 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 Nottinghamshire.

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 Nottingham

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 Nottinghamshire 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 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

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 Nottinghamshire hold a pop-up stall in public locations across the County.

The aim has been to average at least one Talk to Us point each week. In period between April 2017 and March 2018 we delivered 56 Talk to Us sessions 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. We also try to keep a good representation across our county.

Our key Talk to Us venues are: Park House care centre in Gedling, Larwood

Between April 2017 and March 2018 we collected views and experiences from 2003 people in Nottinghamshire

Surgery in Bassetlaw, Torkard Hill Medical Centre in Ashfield and Stapleford Care Centre in Broxtowe.

We also have good working links with many local services, such as: Sherwood Forest Hospitals NHS Foundation Trust, Broxtowe Youth Homeless and The Crossing Church in Worksop, 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 County 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 Nottinghamshire 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 County. 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.

Working with the Care Quality Commission

Healthwatch Nottinghamshire 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 Nottinghamshire and Healthwatch Nottingham 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.

Working with Healthwatch Doncaster to reduce missed appointments

In November 2017 we supported Healthwatch Doncaster, working in partnership with Doncaster and Bassetlaw Teaching Hospitals (DBTH) NHS Foundation Trust, to deliver a project looking into 'Missed Appointments'.

The aim of the project was to ascertain the reasons why people missed hospital appointments and ask patients for recommendations about what could be done in order that DBTH could start to make some process changes to reduce the number of missed appointments.

Healthwatch staff and volunteers gathered views from 212 people attending the out patients department at Bassetlaw District General Hospital using a structured survey.

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 services.

Our decision to undertake an 'Enter and View' is informed by the intelligence we receive from partners, such as Nottinghamshire County 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, County 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 36 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 or 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 Nottinghamshire, with information on local services accessed 2,596 times.

Top five service types we provided information and advice about:



GPs 19%



Mental Health 12%



Dentists 7%



Care Homes 7%



Pharmacies 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 into 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 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 County, 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 Nottingham

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.

At Healthwatch Nottinghamshire this process is undertaken by way of our Prioritisation Panel

Prioritisation Panel

Our Prioritisation Panel are a group of volunteers who meet once a month to look at the experiences we gather and use a scoring matrix with specific criteria to assign shortlisted experiences a priority level.

At the meeting they discuss their individual scores with other members to reach a consensus on the action we should take.

How we involve the public and volunteers

Healthwatch Nottinghamshire values the contribution of volunteers in the delivery of its work and in being able to reach and engage with all of the communities across Nottinghamshire. We are committed to providing a supportive environment for volunteers to work from with support from all levels of Healthwatch Nottinghamshire's organisational structure.

Healthwatch

Nottinghamshire Board

The Healthwatch Nottinghamshire 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 people of Nottinghamshire as well as a strong commitment to ensure the diversity of our local population is represented, and its views are reflected in our work.

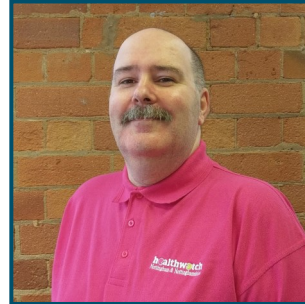
Meet the team



Jez Alcock
Chief Executive



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



Marc Doughty
E&I Analyst
(Joined June 2017)



Tom England
E&I Officer
(Left May 2017)



Greg Hewitt
Outreach &
Engagement Officer
(Joined Dec 2017)



Nathan Hutchinson
PR & Communications
Officer



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



Deb Morton
Volunteer Manager



Kerry Pickaver
Project Administrator



Andrea Sharp
Outreach &
Engagement Officer
(Left July 2017)



Mandy Tyson
Outreach &
Engagement Officer
(Left Sept 2017)



Rebecca Whittaker
Outreach &
Engagement Officer

Our finances



Our core funding from Nottinghamshire County Council was reduced to £198,000 in 2017-18 which represents a £100,000 reduction from the previous year. We were given an additional £50,000 of extra funds by the local authority to enable a restructure at the beginning of the year and to assist with the merger process with our City colleagues.

The Healthwatch Nottinghamshire Board agreed to a small overspend in 2017-18 to allow the organisation to continue its investment in building our volunteer, engagement, evidence and insight capability to ensure our sustainability and allow the merger process to be sufficiently funded.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	248,000
Additional income	3,190
Total income	251,190
Expenditure	£
Office cost	29,459
Operational costs	31,919
Staffing costs	195,624
Total Expenditure	257,002
Balance brought forward	(6,002)

Contact us

Get in touch

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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.

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