

Healthwatch Shropshire Chief Officers Report September - November 2019

Introduction

Gathering and understanding people's experiences of using local services is fundamental to informing the activities of Healthwatch Shropshire (HWS).

As well as continuing to deliver on our statutory functions, our priorities for 2019-20 are:

1. Mental health and well-being, e.g. 0-25 services, quality of dementia care in care homes
2. Adult social care, e.g. partnership work around discharge and care at home
3. Primary Care, e.g. access, technology and shared care records, out-of-hours
4. Prevention and Social Prescribing, e.g. community resilience

Our Annual Report for 2018-19 was published in June:

http://healthwatchshropshire.co.uk/sites/default/files/hws_trustee_report_financial_statements_ye_310319_signed.pdf

Report

1. Intelligence

1.1 Hot Topic

- August - September: End of Life / Palliative Care

Background: HWS had already considered the value of this being the subject of a Hot Topic in order to find out more about people's experiences of end of life and palliative care services. When approached by the CCG to ask if we could help to gather feedback from people about their experience of palliative care following a change of out-of-hours provision it was agreed that a Hot Topic would be a softer approach to gathering this feedback than a targeted questionnaire.

Some engagement activities have continued (SaTH did not agree to include our flyer in Swan (Bereavement) Packs until the end of September and the Community Engagement and Communications Officer is attending a 'Living Well' session at Severn Hospice on Thursday 21st November). At the time of writing this report, we have received 33 comments and drafted the Spotlight report but do not plan to publish it until the end of November to ensure we include all the comments we receive via SaTH and from the session at the Hospice. We have informally informed the CCG and Shropshire Community Health Trust that two comments include feedback on ShropDoc. They await our final report.



- October - November: Access to Primary Care

We are looking at access to GP appointments, including ‘extended access’ appointments and what people do when they can’t get an appointment when they want/need it (e.g. going to a Pharmacy, UCC, A&E). We are sending a questionnaire to all Practice Managers to find out how appointments are made available and how patients are informed about the ‘extended access’ offer. Enter & View volunteers are visiting nine GP practices to speak to patients.



- December - January: Winter Messaging

Each year Healthwatch Shropshire uses our engagement channels to promote winter messaging to support the local health and social care system. At the time of writing this report, we are waiting to receive the publicity materials from NHSE/CCG.

1.1.1 Hot Topic Update:

- Maternity Mental Health (Peri-natal Mental Health)

Following our Hot Topic on Peri-natal Mental Health in September 2018, we were selected by Healthwatch England as one of five local Healthwatch to conduct wider engagement to inform their national report on Maternity Mental Health. This project was undertaken January - March 2019 and our ‘Maternity and Mental Health Engagement Report’ was published 24th June 2019. This report fed into the Healthwatch England report ‘Mental health and the journey to parenthood’ published September 2019.

Telford & Wrekin CCG decided that they would like a similar piece of work completed in their area and commissioned HWT&W to complete this using the model and resources developed by HWS. This report will be published shortly.

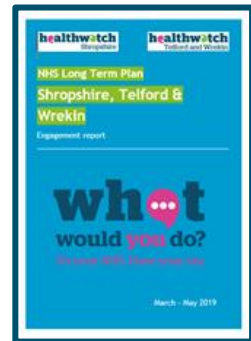


<https://www.healthwatch.co.uk/mental-health-and-journey-parenthood> (Healthwatch England webpage)

https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20190904%20Mental%20Health%20and%20Maternity%20Report%20%20FINAL%20%20-%20Compressed%20Webready_0.pdf (Healthwatch England Report)

1.2 STP Long Term Plan

Following the publication of the NHS Long Term Plan in January 2019, NHS England asked all local Healthwatch to give people the opportunity to have their say on how the national plan should be delivered locally. HWS were the coordinating Healthwatch working with Healthwatch Telford and Wrekin across the Shropshire, Telford & Wrekin Sustainability and Transformation Partnership footprint to complete a range of public engagement activities between March and May 2019. In total, we heard 641 views (376 in Shropshire, 265 in Telford & Wrekin).



Our report was published 15th July 2019 and we are continuing to highlight our findings and recommendations at meetings across the STP regarding the local long-term plan.

http://healthwatchshropshire.co.uk/sites/default/files/uploads/HWS,HWT&W_What_would_you_do_report.pdf

1.2.1 STP Long Term Plan Update:

Lynn Cawley (Chief Officer) gave a presentation on our findings to the STP Communications and Engagement Workstream 3rd July 2019 and to the Health and Wellbeing Board (HWBB) 14th November 2019. The Chair and Vice Chair of the HWBB both commented on the quality and value of the report. Accountable Officers from Shropshire and Telford & Wrekin CCGs agreed with their comments and re-iterated that our findings have been considered when developing the local Long Term Plan which is due to be submitted 15th November. Lynn emphasised the need for on-going public engagement across the system so that the public feel fully informed and involved when the plan moves towards implementation. The Chair and Board members agreed.

2 Communications and engagement

2.1 Update on engagement activities

As well as promoting and conducting engagement around the current Hot Topic, the Community Engagement and Communications Officer (CECO) is continuing to build links with:

- Working people, in particular the farming community (e.g. to ask their views on mental health support and the Suicide Prevention z-card produced by Public Health)
- Mental health services, including MPFT and Shropshire Council, to help us reach those people with experiences of using a range of mental health services.

2.2 Social prescribing report

Following the publication of our engagement report 'Social Prescribing: Exploring Barriers' in March 2019, Shropshire Council's Healthy Lives have shared the report and our findings at a regional and national level with the Social Prescribing National Network and NHS England to be added to their websites. The response to the report and our findings has resulted in Healthy Lives asking us to complete a second piece of work to understand what Social Prescribing should look like for 16-25 year olds, including their views on volunteering (their motivations for volunteering and what the barriers to engagement might be for this age group).



2.3 Partnership working

We continue to attend meetings as part of the Sustainability and Transformation Partnership, including

- Shropshire Care Closer to Home Programme Board
- STP Communications and Engagement Workstream
- The All-age Mental Health Strategy
- The Learning Disability and Autism Strategies
- The Primary Care Strategy
- The Hospital Transformation Plan (Future-Fit)
- A&E Delivery Board (on-going)
- Local Maternity System (LMS) and Transforming Midwifery Care Programme Boards

As a result of our work to-date and in recognition of the value of the information /intelligence we hold, and our remit, we have been invited to:

- The End of Life Strategy Group (initially to share our findings from the recent Hot Topic)
- STP Integrated Volunteering Approach and Volunteer Strategy meetings
- Shropshire and Telford & Wrekin CCG Care Home Working Group
- The Shadow ICS Board

2.4 MLU Review and Consultation

We have attended workshops around the MLU Review now called 'Transforming Midwifery Care' and were invited to feedback on the long consultation document, survey, poster and web entry. We have offered to support this consultation to give the public an opportunity to share their thoughts with an independent organisation and we are awaiting a discussion to agree the level of our involvement. This will be determined by our capacity at the time.

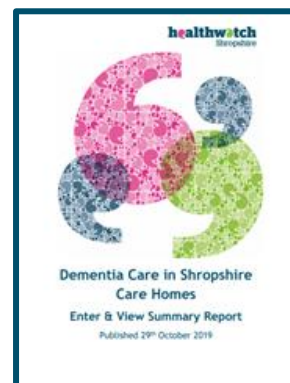
3 Enter & View

3.1 Staffing and capacity

We currently have 10 Enter & View Authorised Representatives (ARs - volunteers who have been trained and DBS checked). All new ARs have completed their first visits and some are progressing to leading on visits and reports.

3.2 Visits and reports

Our report into ‘Dementia Care in Shropshire Care Homes’ was published 29th October 2019. This overarching report highlighted our findings and recommendations following a programme of visits to eight care homes across the county that are registered with the CQC as providing some level of dementia care. As well as gathering feedback from residents and their visitors, we spoke to staff to learn more about the care they provide and looking at how ‘Dementia Friendly’ the environment was. We also selected homes that have achieved the Gold Standard Framework for End of Life care to try and understand what this means for residents and their families.



<https://www.healthwatchshropshire.co.uk/report/2019-10-29/dementia-care-shropshire-care-homes-enter-view-summary-report>

We have also published four reports following visits to wards at Royal Shrewsbury Hospital

- Ward 27 (General Medicine)
- Ward 22 (Respiratory)
- Ward 24 (Cardiology)
- Ward 23 (Oncology/Haematology)

All published Enter & View Reports are available on our website at:
<http://www.healthwatchshropshire.co.uk/enter-view-reports-0>

3.3 Follow-up activities

In October 2018 Healthwatch Shropshire published ‘The NHS Accessible Information Standard in GP Practices Enter & View Summary Report’. In September we were asked to deliver a session on the NHS Accessible Information Standard to the North and Central Locality Meetings for GP practice staff. This session was delivered with Jane Blay, Patient Experience Lead for Shropshire CCG. Across both meetings Lynn spoke to a total of 182 practice admin staff.

5 You Said We Did

Healthwatch Shropshire have moved to a new website. We are currently reviewing our approach to demonstrating the impact of our work.

We were told that End of Life patient records are flagged on a GP system and when relatives speak to 111 they just need to tell the call operators that the patient is in end of life or palliative care, they should then be put straight through to ShropDoc. We explained to a GP practice that all patients and their carers may not be sure of what to say and they undertook to ensure that all patients and carers will be advised on what to say when speaking to 111.

The findings published in our Maternity and Mental Health Engagement Report have been taken into account by the Local Maternity Service when developing the new Perinatal Community Mental Health Service for Shropshire, Telford & Wrekin.

6 Summary and Conclusion

HWS remains a four-day service and now has a full staff team. We continue to undertake our statutory activities, address our key priorities and raise the profile of HWS.

7 Actions going forward

Action	Due
1. Follow up 0-25 Emotional Health and Wellbeing Service engagement and report at request of MPFT	2020-21 Q2-3