

Healthwatch Shropshire Chief Officers Report December 2019 - February 2020

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_statement_s_ye_310319_signed.pdf

Report

1. Intelligence

1.1 Hot Topic

- August – September: End of Life / Palliative Care

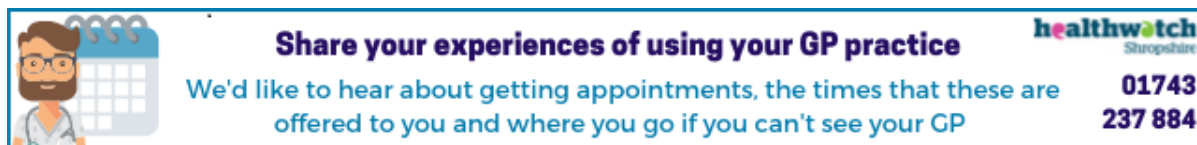
Background: HWS had already considered the value of this being the subject of a Hot Topic in order to find out more about people's experiences of end of life and palliative care services. When approached by the CCG to ask if we could help to gather feedback from people about their experience of palliative 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.

SaTH did not agree to include our flyer in Swan (Bereavement) Packs until the end of September and the Community Engagement and Communications Officer attended a 'Living Well' session at Severn Hospice on Thursday 21st November which meant the drafting of the report was delayed. We received 33 experiences, which included comments on a range of services. We shared the draft report with providers and the CCG for comment. The report was published 14th January 2020.



- October – December: Access to Primary Care

During this time we focused our engagement on asking people to share their experiences with us on accessing GP appointments, including 'extended access' appointments and what they do when they can't get an appointment when they want/need it (e.g. going to a Pharmacy, UCC, A&E). We sent a questionnaire to all Practice Managers to find out how appointments are made available and how patients are informed about the 'extended access' offer. We decided to widen our reach by also conducting Enter & View visits to some practices to speak to patients. The final report is currently being drafted and is due to be published February 2020.



- December – January: Winter Messaging / Speak Up

Each year Healthwatch Shropshire uses our engagement channels to promote winter messaging to support the local health and social care system.

We are also supporting the Healthwatch England 'Speak Up' campaign to continue to encourage the public to share their views with us about all health and social care services.

- February: Promoting the HWS Annual Event Stronger Together

In February our communication and engagement is focusing on planning and promoting the annual event on 4th March 2020, including inviting speakers and stall holders to attend. The focus of the event will be prevention and community resilience, we have asked speakers to share case studies to illustrate the impact of the work they are doing on individuals.

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.

<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)

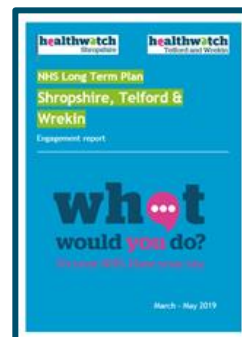


Telford & Wrekin CCG decided that they would like a similar piece of work completed in their area and commissioned HWT&W to complete this using the model and resources developed by HWS. This report has now been published.

Since completing our reports, Healthwatch Shropshire and Healthwatch Telford & Wrekin have both supported the LMS by holding a follow-up focus group to speak to people to find out if they know what support is out there for maternity mental health, how they access peer support and how they would like to access information. The feedback from these focus groups have been shared with the LMS. It is expected that the LMS will work to hear from more people across the county by creating an on-line survey.

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. Our findings in relations to Dementia have led to us meeting with the Dementia commissioner for the CCG and we are currently supporting the development of Living Well Plans for people with Dementia by the Dementia Steering Group.

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. 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

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). We are planning to run three focus groups (two have already taken place) and there is a questionnaire on our website that is being promoted to colleges and sixth forms. The report is due March/April 2020.



2.3 Partnership working

We continue to attend meetings across health and social care and have now been invited to attend the Sustainability and Transformation Partnership (STP) Cluster meetings. It has been suggested that Healthwatch Shropshire and Healthwatch Telford & Wrekin should be invited to speak to the Senior Leadership Group to explain our role and discuss how we can work with the STP going forward. The plan is for the STP to become an Integrated Care System (ICS) and HWS have been invited to attend the ICS Shadow Board from February 2020.

Lynn Cawley and Alli Sangster-Wall (Enter & View Officer and IHCAS Coordinator) met with the Shrewsbury and Telford Hospital NHS Trust (SaTH) 19th November 2019 to discuss the support available to patients/families who are not satisfied with the treatment they receive. A second meeting took place 14th January 2020 with the Director of Clinical Effectiveness and the Complaints Manager.

2.4 MLU Review and Consultation

We have offered feedback on consultation documents and our support at events to give the public an opportunity to share their thoughts with an independent organisation and support them to approach the professionals present and ask questions. We are awaiting notification of when the consultation will start in 2020.

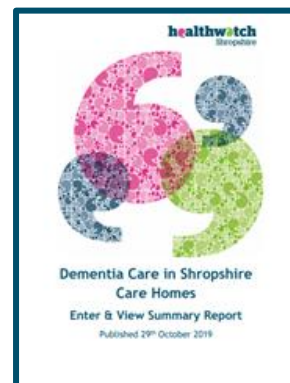
3 Enter & View

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>

By the end of December 2019 Authorised Representatives had visited four GP practices as part of our Hot Topic on Access to Primary Care. Their findings will be included in the final report.

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 2019 Lynn Cawley (Chief Officer) was asked to deliver a session on the NHS Accessible Information Standard to the North and Central Locality Meetings for GP practice staff. These sessions took place in October and were delivered with Jane Blay, Patient Experience Lead for Shropshire CCG. Across both meetings Lynn and Jane 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.

<https://www.healthwatchshropshire.co.uk/>

Example YSWD:

- 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 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