

healthwatch

Nottingham & Nottinghamshire

Annual Stakeholder and Public Engagement Event

Bassetlaw





Our purpose

- Established by Health and Social Care Act 2012.
- Part of the health and care quality assurance system.
- Independent patient and public champion.
- We listen, collect experiences and share insights with those with the power to make change happen.



Our Remit

- Obtain views of patients, service users and the public.
- Influence the planning and delivery of public-centred health and social care services.
- Provide feedback, advice and information to help people to access health and care services.
- Hold commissioners and service providers to account.



- All health and social care services that are publicly funded.
- Diverse population of over 1 million across Nottingham City and Nottinghamshire.
- Focus on seldom heard groups and health inequalities.



Communities that are ‘seldom heard’ that we aim to focus on

- Children and young people
- People with learning difficulties and disabilities, including special educational needs
- People with mental health problems / Long term conditions
- Gypsies and travellers
- Deprived or isolated communities
- Substance misusers
- Homeless people
- Prisoners
- The cared-for and carers
- Black and minority ethnic
- LGBT+
- People of working age
- A first language other than English
- Domestic abuse



- Support CQC
- Enter and View

- Talk to Us
- Attend groups

Site visits

Outreach

Topic based surveys

Projects

Using our Insight

- Question of the month
- NHS Long Term Plan

- Priorities
- Commissioned
- Short focus

- Services and commissioners accountable
- Patient voice heard



“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

Activity highlights

2018/19



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



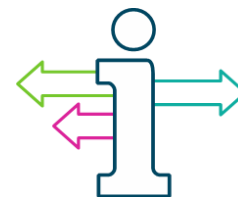
We had 49 active volunteers who helped to carry out our work. In total, they gave 1133 hours.



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



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

**April
2018**

The results were published from our mental health Question of the Month. We asked what people would do if they, a friend or a partner had a concern about mental health and, if they had received treatment how they would rate access, care and communication. The findings from this report have helped to inform new pathways.



**May
2018**

To help inform the Nottingham City and Nottinghamshire County Safeguarding Adults Boards we spoke to 485 people to find out how well people understood the terms safeguarding, vulnerable adults, what constitutes abuse and to whom they would report safeguarding concerns. Our recommendations have been included in the Safeguarding Boards annual action plans.

**June
2018**

Enter and View Reports were published for Stoneyford Care Home and Kingsthorpe View Care Home. Enter and View is a power given to local Healthwatch through the Health and Social Care Act 2012. Authorised Representatives of Healthwatch go into health and care premises to see and hear for themselves how services are provided.

**July
2018**

Enter and View reports were published for Red Rose Care Home and Red Oaks Care Community. Findings from these reports were used to inform the Care Quality Commission's discussions with the provider.





August 2018 We ended data collection for our summer Question of the Month. This focussed on understanding people's experiences of pharmacy and prescription and medicine usage review services. Our report detailed the 645 responses we received. The local pharmaceutical committee have supported our findings on annual patient medication reviews.

September 2018 We undertook 9 focus group discussions with members of the public to understand the barriers, and potential solutions to, accessing wellbeing services. The findings from the report will help to inform the recommissioning of the Nottinghamshire County Council wellbeing service in 2020.



October 2018 The first Nottingham and Nottinghamshire Maternity Voices Partnership 'Walking the patch' survey results are published. The aim of these visits is to collect experiences from those on maternity wards about the care they have received in order to inform service design and delivery.

November 2018 We published the results from our 'Can technology improve your care?' Question of the Month which aimed to gain a greater understanding of people's use of Information Technology to access health and social care information. Findings from our report have helped to inform implementation plans for a new digital app.



December 2018 Findings were published of interviews conducted with renal dialysis patients who were using the Arriva patient transport service. Our report findings have helped to inform the current provider and commissioners on how the transport service could be improved.

January 2019 We developed content for Healthwatch England's research modules on how to approach consent, ethics and risk, run a focus group, write a survey and conduct a literature review. Our expertise will help to develop a standardised national training package for all Healthwatch across England.



February 2019 We published the results from our dental Question of the Month which aimed to gain a greater understanding of people's views of, and access to, dental services across Nottingham and Nottinghamshire.

March 2019 We carried out surveys with carers in order to understand peoples' awareness of a carers assessment, whether carers felt listened to by health professionals. The report findings will help to inform our local Councils on how support for carers could be improved.





- Our award recognised the combined work across the South Yorkshire and Bassetlaw area to help share your responses to the NHS Long Term Plan. Across the campaign we spoke to over 1300 people.



Impact of our engagement with local people


- **Specification for County Wellbeing Services** - findings from HW focus groups led to inclusion in specification of mental wellbeing, an independent and specialist smoking cessation element and focus on best location for services
- **Access to GP appointments** - HW survey and recommendations led to opportunity to press coverage and meeting to agree action plan with local GPs
- **Maternity Voices Partnership** - interviews with women who have recently given birth identified post natal care as area needing improvement
- **NHS Long Term Plan** - local plan will reflect views of local people as a result of HW engagement with over 600 people representing all localities and seldom heard groups.

Projects in 2019/20

Priorities of frail elderly and mental health, introducing a focus on young people.

- Frail elderly - discharge/support to manage at home
- Mental health services for young people - Self Harm

Short focus

- Domestic violence/sexual abuse survivors
 - Homeless - access to NHS services
 - Mental health and drug/alcohol use
 - Access to NHS for refugees
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Current work with Bassetlaw Partners and Community

- Active Involvement in Bassetlaw Integrated Care Partnership
- Staff and volunteer engagement with Health Citizenship and Integration , Communications and Engagement, IT work streams, Mental Health System Perfect Week
- Evidence of substantial Bassetlaw involvement in QOTMs, Commissioned Projects
- Bassetlaw have energetically supported our project regarding Young People and Self Harm



For further information please contact :

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All our reports are on our website

www.hwnn.co.uk