

Health and Wellbeing Board Update – July 2017

Healthwatch actions relating to Health and Wellbeing Strategy - Outcome 2. Children and Adults in Nottingham will have positive mental wellbeing and those with long term mental health problems will have good physical health

Adult Mental Health Crisis Concordat

Following both national and local concerns about adult mental health crisis services, Healthwatch Nottingham and Healthwatch Nottinghamshire were commissioned in March 2016 to deliver engagement activity to inform the development of a local action plan in response to the national Crisis Care Concordat. The engagement objective was to target five specified groups to improve understanding of the issues faced by these groups in accessing mental health crisis services. The groups were:

- Black and minority ethnic (BME) communities (including asylum seekers and refugees)
- Students
- Carers of people with a mental health illness
- Veterans/ex-military personnel
- People who were homeless or at risk of homelessness

Our approach was to work with established community groups and organisations across Nottingham City and Nottinghamshire County. We asked to attend their facilities, groups or services in person to talk with people face to face during our visit but also offered them some information about our project which they could distribute to their service users or members. This included a link to an online survey or hard copy surveys. Through this combination of approaches we were able to gather detailed experiences from a total of 269 people.

In August 2016 we published our report which set out a number of recommendations for the Crisis Concordat Partnership Board. These recommendations have been incorporated into the Crisis Concordat Action Plan. Healthwatch have attended regular Task and Finish group meetings to receive updates on actions which are addressing the recommendations in the report.

Healthwatch Actions relating to Health and Wellbeing Strategy Outcome 3. There will be a healthy culture in Nottingham in which children and adults are supported and empowered to live healthy lives and manage ill health well

Health Care experiences of lesbian, gay, bisexual and transgender people

Healthwatch have published a report as part of a joint City-County project looking into experiences from members of the LGBT community who use health and care services.

The report, which is made up of 76 responses from people across Nottinghamshire, highlights there is more to be done to ensure everyone in Nottinghamshire receives respectful care with over a third of people commenting that their experiences of health care services had been affected by sexual orientation and/or gender reassignment.

As part of the project people were asked to share with what impact their experiences of health care services had on them. Of the 31 negative experiences, almost 2 in 5 people felt that it had a negative impact on them, with 26% identifying specifically how this impacted on their emotional health, with many left feeling anger and despair.

Healthwatch will be working with providers and commissioners to ensure that the experiences which have been shared as part of this project are noted and addressed. A copy of the report can be downloaded from our website, visit www.healthwatchnottingham.co.uk/reports

Joint Strategic Needs Assessment (JSNA) reports

Healthwatch has made two contributions to the review of the Nottingham JSNA

- (1) Patient Experiences of Health and Social Care Services: Physical Disability and Sensory Impairment March 2016,
- (2) Living with a neurological condition, research through May – October 2016 (published June 2017).

In the second study 96 experiences were gathered from people living with neurological conditions. These included dementia, epilepsy, multiple sclerosis, myasthenia gravis, motor neurone disease, Parkinson's disease and cerebral palsy.

A copy of the report can be down loaded from our website, visit www.healthwatchnottingham.co.uk/reports

Enter and View Programme

Every local Healthwatch has a statutory power to visit health and social care services to see how they are run. This power enables us to see how services are working, to collect the views of services users and carers, talk to staff and observe service delivery. This is not an "inspection" but rather an opportunity for lay people to meet with service users and patients, residents and their families.

The programme started in late 2017 and to date we have undertaken enter and view visits to two Nottingham residential/nursing homes.

All reports are published on the Healthwatch website and shared with the service provider, the Care Quality Commission, City Council commissioning team, residents and staff. We also discuss the findings in any appropriate quality and scrutiny meetings, escalating any issues identified through the appropriate channel.

A copy of the report can be down loaded from our website, visit www.healthwatchnottingham.co.uk/reports

Talk To us Points

Talk To us Points are pop-up stalls in public locations across the city. We aim to have an average of one Talk To Us Point every week. Between October 2016 and March 2017 we delivered 30 sessions and over 400 people were spoken to.

The regular venues we use are Riverside in Bulwell, Cornerstone in Clifton, Mary Potter in Hyson Green, and Valley Centre in St Anns. In addition we have an arrangement with the Circle Treatment Centre on the QMC campus. We have also attended other locations where we expect to be able to engage with a broad variety of people and to reach targeted communities, such as the carers Roadshows.

Additionally leaflets for a number of other organisations and schemes that members of the public might find useful are carried, including the Pharmacy First scheme, POhWER (statutory advocacy) and Wellness in Mind.

Merger of Healthwatch Nottingham and Healthwatch Nottinghamshire

Nottingham City Council and Nottinghamshire County Council have agreed that, for reasons of economy, efficiency and effectiveness, and to better reflect the emerging changes to the delivery of health services across the City and County, the two Healthwatch should merge by April 2018. Staff also believe that this will enable the new Healthwatch organisation to have a greater impact to the benefit of all the citizens whom we serve.

Joe Pidgeon Interim Chief Executive, Healthwatch Nottingham