

Health and Wellbeing Board Update – September 2017

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.

In August Healthwatch met the Commissioning Manager for Community Services at Nottingham City CCG (whose remit encompasses neurological conditions) to discuss the Healthwatch neurological report. We received an update on some positive developments within neurological services and which relate to some of the key themes within the Healthwatch neurological report. Subsequent to this, Healthwatch has attended a JSNA meeting in September and to provide an update on this progress.

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 2017 and to date we have undertaken enter and view visits to three Nottingham residential/nursing homes. Going forward, we plan to undertake at least one visit per quarter to a City home.

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 these reports can be downloaded from our website, visit www.healthwatchnottingham.co.uk/reports

Talk To us Points

We have continued to hold our general Talk to Us points, where we garner the opinion of local people around health and social care. From April 2017 to August 2017 we delivered 26 sessions, speaking to 361 people.

The majority of these sessions were delivered through the Joint Service Centres in Bulwell, Clifton, Hyson Green and St Ann's. To these we are now able to add the new Dales Centre in Sneinton, which appears accommodating and used by the local community. We have also continued to deliver sessions in the Treatment Centre, with the agreement of Circle, which has a broad geographical footprint.

Additionally, Healthwatch Nottingham has taken part in a considerable number of events over the summer, allowing us to reach communities of interest. We attended the Sheriff's event for Older People; Nottingham Pride, taking part in the march; and the Hyson Green Cultural event, reaching a wider BAME community, including such emerging communities such as Mongolians.

We have taken on one new, and enthusiastic, volunteer to help with Talk to Us, as we find that having a mix of sexes helps us approach people.

Question of the Month (QOTM)

We are now delivering our third question around the STP (ACS) which is asking local people think about technology enabled care.

Our first STP question asked people to tell us whether they had heard of the Sustainability and Transformation Plan (STP) and, where they had, how they thought the STP would impact on how they receive health and care in the future?

Our second STP question has proven to be our most successful QOTM (to-date) in terms of the number of responses. In part this has been because we have strongly promoted getting an answer to the QOTM at events, but also because the question – around where people look for help and advice on health and lifestyle matters – was one that anyone can answer and everyone will have an opinion on.

We have also taken the opportunity to get QOTM completion from other forums we regularly attend. For example the participants in both the Children and Young People's Provider Network, and the Vulnerable Adult Provider Network meeting (coordinated through the NCVS) were asked to complete questionnaires for us. When we attended a recruitment event for the School of Health Sciences, we took the opportunity to ask them to go online and complete QOTMs.

In total, we received 594 replies, a 100% response rate for this second STP QOTM. The first question asks respondents whether health advice and information influences lifestyle choices they make. This was answered in the affirmative by 87% of respondents. A further questions was asked what are the sources of influence most likely to effect change, the dominant choice was health professionals (77.3% of respondents), followed by friends and relative (57.8%), and Television (38.2%). Interestingly websites and social media are both down on around 25%.

Full data collation for this second QOTM is still taking place.

Personnel Changes

Since the last meeting of this Board, Healthwatch Nottingham has appointed Tracy Lack as its new Interim Chief Executive Officer. Richard Mayer Engagement Project Officer is covering some of engagement work previously carried out by Tracy. In addition Hester Kapur has been appointed into the vacant Evidence and Insight Manager post which is shared with Healthwatch Nottinghamshire.

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.

Both Healthwatch organisations have recently moved into joint premises at the Arnold Business Centre, Brookfield road, Arnold, Nottingham. This new office is ideally placed in between the City and County conurbations for Healthwatch outreach work with excellent transport routes for both staff and volunteers.

Both Boards have now met on a number of occasions and though there are some key difficulties we all envisage a successful merger. The City Healthwatch has agreed, in principle three years forward funding whilst the County funding is only annual. This poses real challenges for a joint Board as it makes contracts for office and staffing more difficult and expensive. The joint Board meeting has also agreed to advertise the position of Chair of the new organisation and we will seek to do this in partnership with the local authorities at the end of this year.

Martin Gawith
Chair
Healthwatch Nottingham

Tracy Lack
Interim Chief Executive
Healthwatch Nottingham