

Health & Wellbeing Board – 25th February 2015

Title of paper:	Healthwatch Nottingham Update – February 2015	
Director(s)/ Corporate Director(s):	n/a Martin Gawith, Chair – Healthwatch Nottingham	Wards affected: All
Report author(s) and contact details:	Ruth Rigby, Managing Director – Healthwatch Nottingham 0115 859 9528 	
Other colleagues who have provided input:		
Date of consultation with Portfolio Holder(s) (if relevant)		
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
Information report outlining the current activity, findings and future work of Healthwatch Nottingham.		
Recommendation(s):		
1	The content of the report is noted and the work of Healthwatch Nottingham is supported.	
2	The Board continues to receive reports outlining evidence and insight gathered by Healthwatch Nottingham and the outcomes from any specific work at its future meetings.	

1. REASONS FOR RECOMMENDATIONS

This report outlines Healthwatch activity since the last report to the Board in January 2015. It also outlines developing work areas and plans.

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

Evidence and Insight

- 2.1 Attached, as Appendix 1, is the latest quarterly report, developed utilising our new Informatics system providing a high level view of people's experiences of health and care between October and December 2014. We are developing capacity to deliver these reports - at provider and, in some cases, service – level which not only include views gathered through our website, as a result of our engagement activity and from calls to our information line but also through trawling social media. Future reports will contain an even fuller picture, incorporating information from NHS Choices and Patient Opinion.

Young People and Mental Health

- 2.2 Work has commenced on our Young People and Mental Health Insight project. This area has been identified as a Healthwatch Nottingham priority for a number of reasons:

- a) Concerns have been raised at the Quality Surveillance Group (QSG) over a number of months about the shortage of CAMHS beds in our local area. We are seeking to identify any local impact
- b) It provides an opportunity to assess the impact of the new Nottingham City Pathway for Children and Young People with Behavioural, Emotional or Mental Health Needs
- c) There has been recent negative national media coverage regarding the performance of CAMHS services nationally, and this provides an opportunity to feed our local information into national work being undertaken by Healthwatch England
- d) To utilise the newly revised JSNA in this area and inform its future development

- 2.3 The project aims to evaluate young people (aged 14-25yrs)'s access to and experiences of mental health services in Nottingham:

- To understand what young people need from mental health services, what encourages them to get help from services and what prevents them from getting help early.
- To evaluate young people's, and where relevant their parents/carers, experiences of the new Nottingham City Pathway for Children and Young People with Behavioural, Emotional or Mental Health Needs.
- To provide a series of conclusions and a set of evidence-based recommendations

- 2.4 Following discussions with commissioners, the original project brief has been widened to incorporate longer term work evaluating the new Pathway for Children and Young People with Behavioural, Emotional or Mental Health Needs which is currently being piloted over two years. Early work with young people has involved linking with student Mental Health Awareness Week at both Nottingham and Nottingham Trent Universities and working with young carers. Work is also being planned with vulnerably housed young people and asylum seeker/refugees as we

seek to engage with young people both through standard institutions but also seeking out those less often heard.

Care Act

- 2.5 The Care Act 2014 has been described as the biggest change to Adult Social Care for over 60 years. Due to be implemented (in the main) in a few of weeks, Healthwatch Nottingham has undertaken a short project, using methodology adapted from Enter & View, to assess the readiness of the local health and care sector to implement and inform citizens of the changes.
- 2.6 Healthwatch staff and volunteers have attended all the recent awareness raising events set up by NCC regarding the Act. Attendees have considered:
- The level of information given about the Act, how the local authority is intending to implement it and how advanced their plans are
 - The extent to which the sessions are the start of dialogue with stakeholders and whether any ongoing involvement is sought
 - Its plans to inform service users, carers and the wider public
 - The effectiveness of the sessions themselves, considering both the audience and level of information given
 - How many people have attended each session and how well they had reached key stakeholders
 - Any obvious omissions in terms of content
 - Any implications for Healthwatch Nottingham itself
- 2.7 Given the imminence of the Act's implementation, this report will be provided to the City Council as quickly as possible to help inform their future plans.

Engagement

- 2.8 We continue to extend our network of *Talk to Us* points. We undertook specific sessions at the Circle Partnership's Treatment Centre last month and our findings will be fed back to both the provider and CQC to inform their Inspection. We are also working with staff at the Refugee Forum to establish a session there. We continue to visit the Joint Service Centres across the city, the London Road walk in centre and library facilities. These access points provide a great opportunity for direct dialogue with the public across the city, to be used for both general feedback and for specific campaigns, in areas used by a cross section of the public but also in environments where we can target specific groups.
- 2.9 Healthwatch Nottingham continues to support community engagement in the work of the South Notts Transformation Board through its Citizen's Advisory Group and its role. More recently, we have been involved in discussions with Patient Participation Group (PPG) representatives and the CCG looking at how we can support the development of PPGs across the city; utilising our growing networks to broaden the people learning about the work of these groups and with a view to provide training and support, to build the capacity and upskill a broader range of people to take part in PPGs and other consultative and representational roles across health and social care.

Communication

- 2.10 Healthwatch Nottingham and Healthwatch Nottinghamshire are to feature in the live Notts TV news programme, initially on a bi-monthly, pilot basis with a view to moving to a fortnightly slot. The first live programme will be broadcast on 26th February and will be led by Healthwatch Nottingham with the following 'slot' featuring Healthwatch Nottinghamshire. The feature will take the format of a 3-4 minute interview on some current issues, pre-determined by Healthwatch, and with news stories on health and social care.

Other priorities and future work

- 2.11 In relation to existing priorities:

- a) Work to develop information sharing in relation to Care Homes is ongoing and consideration is being given, with NCC and the CCG, to how use resources to best effect
- b) We are currently working with the CCG, PPGs and Primary Care Development Centre to look at how best to approach work looking at GP practices, access and patient involvement
- c) Healthwatch Nottingham and Healthwatch Nottinghamshire have been asked to present a proposal to the city and county's Health and Social Care Complaints Leads group considering the patient survey. This proposal is likely to be developed in collaboration with Nottingham City CCG and ties in with work Healthwatch England has undertaken in relation to NHS complaints.

Priorities for 2015/16 are currently under consideration.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

None specifically.

4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

None specifically.

5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

None specifically.

6. EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions) Y

No

Yes – Equality Impact Assessment attached



Due regard should be given to the equality implications identified in the EIA.

7. **LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

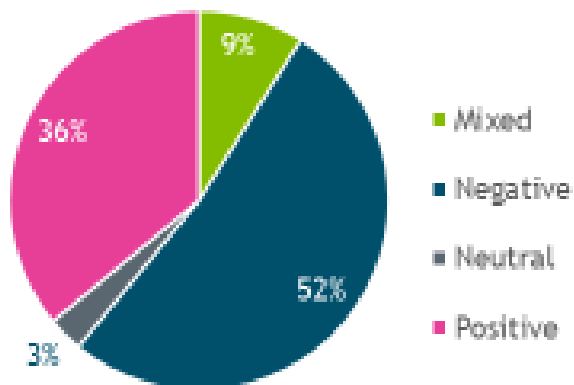
None specifically.

8. **PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

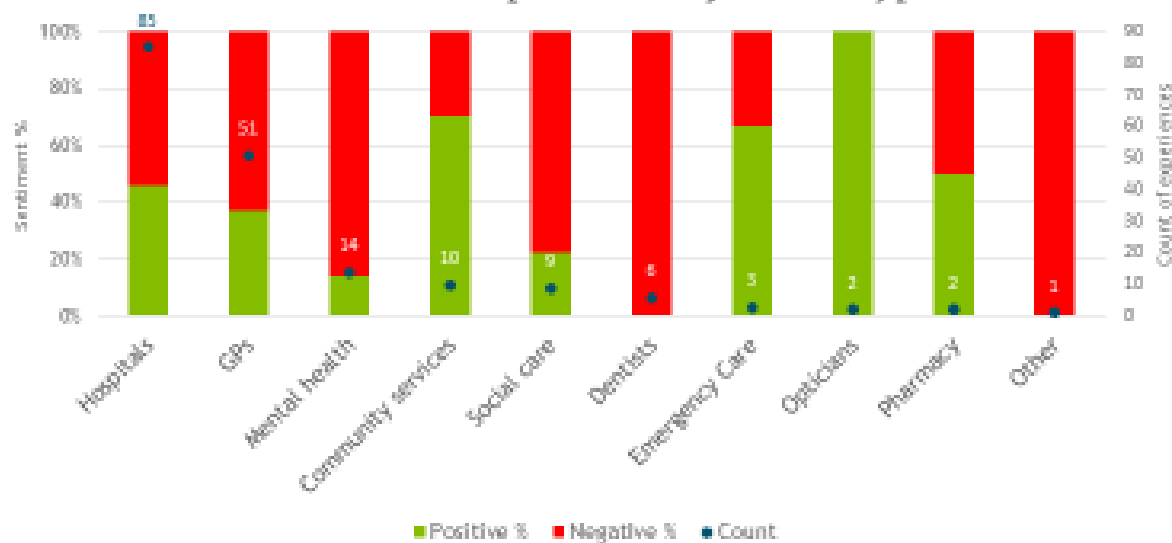
None specifically.

October - December 2014 Content of experiences

Sentiment of experiences



Sentiment of experiences by service type



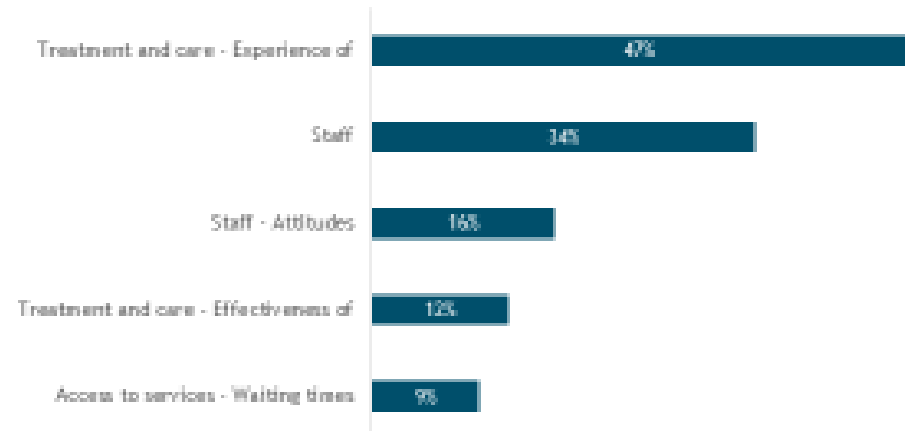
October - December 2014 Content of experiences

Negative experiences - what people talked about



Note: Top 5 most frequent themes; count = 109

Positive experiences - What people talked about



Note: Top 5 most frequent themes; count = 74



Young People and Mental Health project

Objective 1: Understanding needs

Objective 2: Evaluating experience of new pathway

