

Health and Wellbeing Board Update – March 2016

Healthwatch

Performance update

2015-16 Quarter 3 performance dashboards are attached for information.

Personnel Changes

Since the last meeting of this Board, Healthwatch Nottingham has appointed Tracy Lack as its new Engagement officer. Tracy started with Healthwatch in January, having previously worked in Childrens services with NHCT. Phil Teall, previously a Group Manager in the County adult care department has also been appointed to job-share the chief executive role alongside Pete McGavin. Bea Giaquinto, currently heading up HLG, has joined the Board.

Young Persons Mental Health

As previously reported to the Board, we are currently undertaking an Insight project to explore young people's experiences of seeking help for mental health issues. We are now collecting the data to enable us to evaluate the patient experience of the new pathway for children and young people with behavioural, emotional or mental health needs. Approximately 300 questionnaires have been distributed with the co-operation of NHCT and the City Council.

Supporting the Joint Strategic Needs Assessment (JSNA) for Nottingham City Council

We continue to work in partnership with the City and County Councils to develop a new multi-level process to ensure that local people's voices and experiences of local services are represented in this document. Work has now commenced on the refresh of the chapter covering Neurological Conditions. One of our volunteers with strong links to the neurological conditions networks has helped us to develop a questionnaire to distribute to patients and service users, so we can better understand their views about - and experience of - current services. We will shortly be running a series of focus groups to explore these issues in more detail.

Mental health crisis services

Together with Healthwatch Nottinghamshire we have submitted a bid to the City CCG to undertake engagement activity with users of mental health crisis services across the city and county, to inform the further development of the local Crisis Concordat action plan.

Improving the Quality of Care in Care Homes

We are now working with the City Council/CCG to assist with their Early Intervention work with City care homes. Staff and volunteers working with Healthwatch will be visiting homes that have been identified as needing support, to talk to residents and families and so help to identify what the issues are for them and what would make a difference to their experience. We intend to revisit the homes after action plans have been implemented, to find out what the impact has been and if the changes have 'fed through' to resident experience.

Information provision and support at dementia diagnosis

Together with County Healthwatch we are now undertaking research that will enable us to understand better the experience of patients and their carers when receiving a diagnosis of dementia. We are working with local support groups to identify people who have had a diagnosis in the past year and hope to gain a better understanding of how NICE guidance has been implemented locally. A report will be published of our findings.

NUH Long Term Partnership with SFHT

When the partnership arrangement that is now (almost) in place between NUH and SFHT was under consideration, we wrote to Monitor setting out our views on the proposal. In our letter we highlighted the generally positive findings of the Healthwatch survey of patient views that had been submitted to CQC to assist them with their recent inspection. We sought and received assurances from the CEO that there would be no negative impact on patient care for Nottingham residents arising from this partnership and we will be monitoring the impact going forward.