

Health and Wellbeing Board Update – July 2016

Annual Report for 2015-16

We have now completed our Annual Report for 2015-16. It can be found on our website here: <http://www.healthwatchnottingham.co.uk/wp-content/uploads/2016/04/Annual-Report-2015-16-FINAL.pdf>

During the year, our reports focused upon

- NUH - Quality Account and CQC Inspection
- GP Practices – Mystery Shopping Exercise
- Care Act Implementation
- Opticians
- Community Pharmacy
- Access to NHS Dentistry

We engaged with over 1000 people at a variety of events and venues and provided advice and information to over 500. For 2016-17 we have identified our priorities as:

- Understanding experiences of mental health crisis services
- Implementing our 'Enter and View' programme in residential care facilities
- Access to GP services in the inner City
- Joint Strategic Needs Assessment (JSNA) Chapter on long term neurological conditions
- Working with seldom heard communities (for example, LGBT, Refugees)
- Strategic Engagement (including Sustainability and Transformation Plan)

Joint Strategic Needs Assessment

We continue to work in partnership with the City and County Councils to help 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 use with patients and service users, so we can better understand their views about - and experience of - current services. We are now running a series of focus groups to explore these issues in more detail eg. Epilepsy, Multiple Sclerosis, Myasthenia, ME.

Mental health crisis services

As reported in our last update, together with Healthwatch Nottinghamshire we were successful in making 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. As we said in our leaflet for participants "We have been asked by Nottingham City Clinical Commissioning Group, on behalf of local NHS organisations who design mental health crisis services, to talk to people to better understand your experiences of using these services. This includes whether you know how to access them and what support you would want from them if you needed to use them in the future".

We have now completed the data gathering for this work, having undertaken almost 100 detailed interviews across five distinct client groups (BME, Carers, Veterans, Homeless, Students) and will be submitting our final report at the end of this month.

HR Update

We are very pleased to have appointed Joan Cook as our new Volunteer Co-ordinator. Joan starts with us on 1st August. Donna Clarke is now on maternity leave and her (part time) post is backfilled by Prema Nirgude. Tom England has also been appointed to join the Insight and Evidence team temporarily.