

## **Healthwatch Nottingham**

### **Health and Wellbeing Board Update - November 2016**

#### **Closure of GP practices/GP lists**

In our last update we described the work that Healthwatch is undertaking in relation to the challenges within primary care services in the city and specifically, those faced by inner city general practice. We think that the impacts are particularly severe in the inner city and it is important that Healthwatch try to understand the implications of these pressures for patients. Our focus is on the experience of practitioners at Mary Potter Health Centre, where all three of the practices working from there have temporarily closed their lists to new patients. Using Mary Potter as a case study, our aim is to highlight the pressures and issues facing practitioners both there and in other inner city practices which share similar patient demography. The work is ongoing and we intend to report to the Health Scrutiny Panel in January.

#### **Mental health crisis services**

As reported in our last update, we worked with Healthwatch Nottinghamshire on a commissioned piece of engagement work to understand the experiences of people who have experience of mental health crisis services in the city and county. The final report has been submitted to Nottingham City Clinical Commissioning Group and both Healthwatch Boards. A presentation on our work was given at a recent update on the Crisis Concordat work being done in the City, held at Loxley House and attended by over 50 people. The report received some coverage in the local media largely because we drew attention to some of the gaps that exist in current crisis response services, at least in relation to the 'seldom heard' groups that we researched. We have now received a detailed action plan that makes direct reference to our recommendations. We will continue to work with health services and listen to people's experiences of mental health crisis services in Nottingham.

#### **Joint Strategic Needs Assessment**

We continue our work with the City and County councils to help ensure that local people's voices and experiences of local health and social care services are represented in this document. We attended the Disability Involvement Group to answer questions about our report on the experiences of people living with a physical and/or sensory impairment. We have recently completed a series of focus groups with people living with neurological conditions - specifically Epilepsy, Multiple Sclerosis, Motor Neurone Disease and Myasthenia Gravis. The report will be completed early in the New Year.

#### **Lesbian, Gay, Bisexual and Transsexual (LGBT) engagement**

We are continuing to focus our engagement activities on Nottingham's LGBT communities in and specifically, engagement with young people who identify as LGBT. We have begun a series of structured interviews with members of the community and the early indications are that despite the progress that has been made in recent years, though we are still collecting data, emerging themes suggest that some members of the LGBT community are facing what they perceive to be differential experiences.

#### **Enter and View in Residential Care Homes**

Healthwatch Nottingham will be undertaking our first 'Enter and View' visit in November. The objective of the Enter and View programme is to gather information from service users, and where possible those who visit them, by speaking with them about their experience of the care they receive. This data will then be used to make evidence-based recommendations about how to improve patient experiences going forward (if appropriate). We are focussing this programme in residential care facilities and our first visit is to Highfields Nursing Home, Bulwell. We are aware that focussing on residential care homes could help identify services in need of support to improve patient experience, and therefore provide us with an opportunity to influence quality for people who are likely to be very vulnerable and seldom heard when it comes to the experiences and views of services.

[Attached: Dashboard showing experiences collected and sentiment April - October 2016]

# Nottingham City CCG dashboard

## 1st April - 31st October 2016

Experiences collected

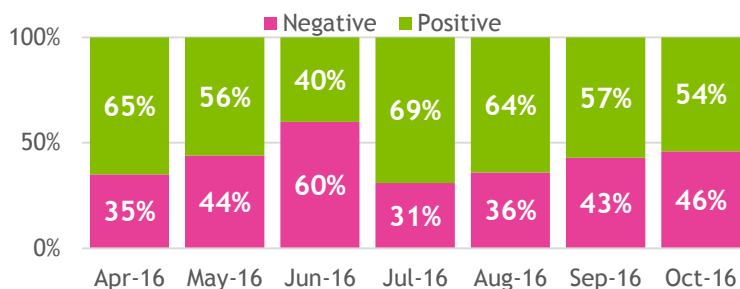
**253** Experiences collected

**93** Identifiable services reviewed

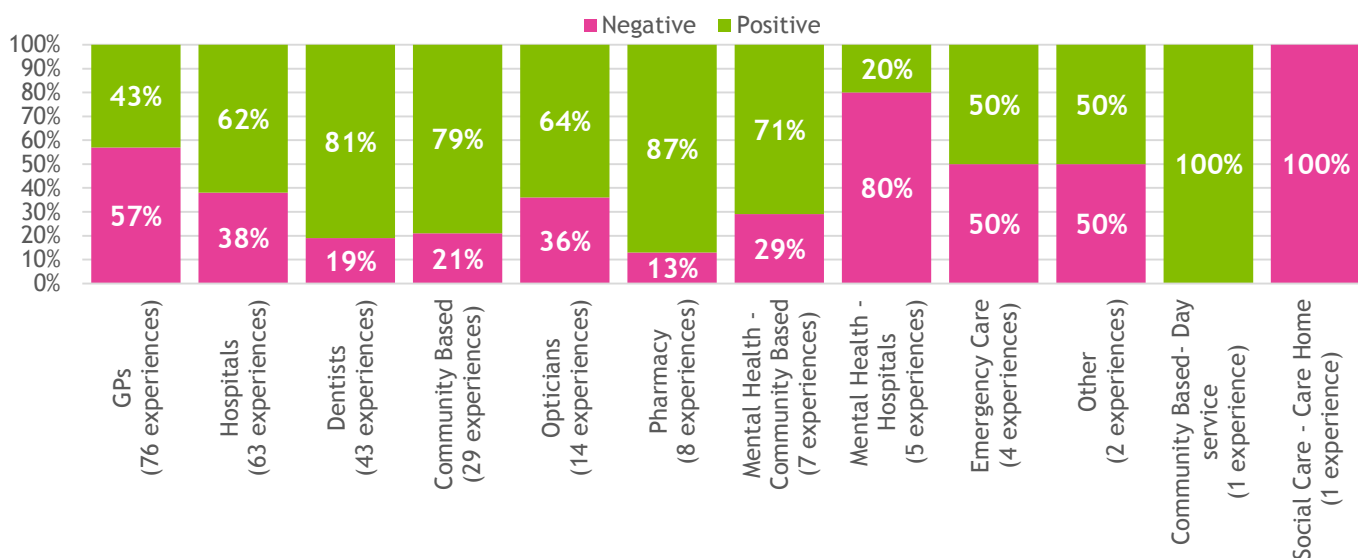
Note: this does not include experiences collected through Question of the Moment or Insight Projects

### Source of experiences and sentiment

Source	No.	Negative	Positive
Healthwatch direct	178	42%	58%
Online monitoring	16	25%	75%
Patient Opinion	58	29%	71%
Information sharing	1	100%	0%
<b>All sources</b>	<b>253</b>	<b>38%</b>	<b>62%</b>



### Service types and sentiment



### Themes of reviews

#### Top five positive themes



#### Top five negative themes

