

Health and Wellbeing Board Update - January 2017

General Practice in the Inner City

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 Our focus has been 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. We have completed our interim report which has been submitted to the Health Scrutiny Panel for their January meeting. Our findings give us reason to believe that there are particular pressures facing inner-city practices which make working in the inner city - and therefore recruitment and retention of GPs and other NHS staff - a particular challenge for which the right solutions have not yet been identified.

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 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 by the end of February.

Lesbian, Gay, Bisexual and Transsexual (LGBT) engagement

We have completed a series of structured interviews with approx. 60 members of the LGBT community as part of a joint piece of engagement/research with County Healthwatch. The full report of this work will be published in February but the early indications are that despite the progress that has been made in recent years, some members of the LGBT community are facing what they perceive to be differential experiences of health and social care services.

Enter and View in Residential Care Homes

Healthwatch Nottingham has now undertaken its 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 be used to make evidence-based recommendations about how to improve patient experiences in the homes that we visit. We are focussing this programme on visits to residential care facilities and our first visit was to Highfields Nursing Home in Bulwell. We hope that by focussing on residential care homes in need of support to improve patient experience, we have an opportunity to influence service quality for people who are likely to be very and in need of a 'voice' to raise the concerns that they might have.

Sustainability and Transformation Plan for Greater Nottingham

Healthwatch has had a 'seat at the table' throughout the production phase of the STP, prior to its publication at the end of November. We will now be working with the programme leads to help to ensure that the planned public engagement on the Plan s as successful as it can be, given the limitations of time and resources. The Chair of County Healthwatch will be facilitating all 4 of the planned engagement events and we will be fully involved with her when it comes to running the City event at the Council House in February.

Personnel Changes

The post of Chief Executive is now being advertised with the expectation that a new post holder will be appointed to commence at the beginning of April or before. Joe Pigeon will job share the post with Pete McGavin until then, following the departure of Phil Teall at the beginning of January. Adele Cresswell has resigned from the Board.