



Healthwatch Nottingham Annual Report 2016/17



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Message from our Chair

Health and Social Care issues continue to make national headlines across the country and I am sure the debate will continue for some years to come. In the mean time professional staff in both Health and Social Care continue to provide some of the best possible services to patients and residents in need of care.

Whilst we will praise staff and organisations for their good work our aim is to ensure that the authentic voice of patients, carers and citizens is central in any discussions about the delivery of services. We will continue to enable those seldom heard groups to not just have a voice but to access the services they are entitled to. We recognise change is often driven externally and our aim is always to ensure local providers take account of local needs and circumstances in any decisions they may make.

Over the past twelve months we have seen the further integration of health and social care and the development of the Sustainability and Transformation Plan (STP) for Nottingham and Nottinghamshire. Our commitment has been always to represent local voices and to ensure that commissioners are consulting with the local population in an open and informed manner. Whilst welcoming the increased cooperation and the improved bridging of health and social care we will continue to raise concerns that we find from our own consultations and meetings with citizens.



Over the past twelve months we have raised particular concerns around:

- + The shortage of GPs, particularly in inner city areas
- + The mental health services available to younger citizens
- + Service availability to LGBT+ community

During the coming year we will continue to raise your concerns and hopefully enable more responsive services and we will continue to monitor the cooperation and changes being made across the health and social care divide.

During the current year we aim to increase the number of volunteers we are able to work with and to improve our capacity to undertake studies into local health and care services. If you feel you could help us in any way please contact us via our web site

www.healthwatchnottingham.co.uk

From an organisational point of view we recognise that many of our local services such as ambulance services, hospital treatment and mental health provision are the same for both City and County residents we will endeavour to improve our already strong working with the County Healthwatch by merging the organisations. We believe that this can both save public funds and enable Healthwatch to hold these organisations to account more readily.

Martin Gawith
Chair - Healthwatch Nottingham



Highlights from our year

*This year
we've launched
our new
website*



*Our volunteers help us with
everything from Events to
Research*



*We've launched our Enter and
View programme*



*Our reports have tackled
issues including Dementia and
Mental Health Crisis Services*



*We've spoken to
281 people about
Dental Care.*



*We've met 524 people at our
Talk to Us
events*





Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our vision

Our vision for Healthwatch Nottingham is that it becomes a respected, representative and effective influencer to improve and develop Nottingham's health, wellbeing and social care landscape.

Healthwatch Nottingham seeks to represent all communities, groups and individuals, taking particular care to give a voice to those that are currently unheard and have little connection to services.

We work with health and social care providers to research and analyse services and to bring issues to their attention; working together we strive to improve the quality of life for citizens, consumers and patients.

Healthwatch Nottingham seeks innovative ways to capture the views of patients, and citizens in Nottingham and ensure that we use this information to inform our stakeholder partners so that they can improve the quality of care for our citizens.

Nottingham, like many cities in the UK, has mortality rates much poorer than some of our near neighbours. We will work with health and social care partners to identify and highlight ways we can improve. Whilst we recognise lifestyle choices are very much a personal choice, it is important that citizens are enabled to make informed decisions.

Healthwatch Nottingham must be able to affect change through evidence-based reporting underpinned by effective community engagement.



Our priorities

Our work programme is driven by local people's experiences of health and social care services in Nottingham city.

Our priorities are reflective of the experiences and intelligence shared with Healthwatch.

During 2016/17 we prioritised the following areas of work:

- + Understanding experiences of mental health crisis services
- + Implementing our 'Enter and View' programme in residential care facilities
- + Exploring access to GP services
- + Joint Strategic Needs Assessment (JSNA) Chapter on long term neurological conditions
- + Working with seldom heard communities

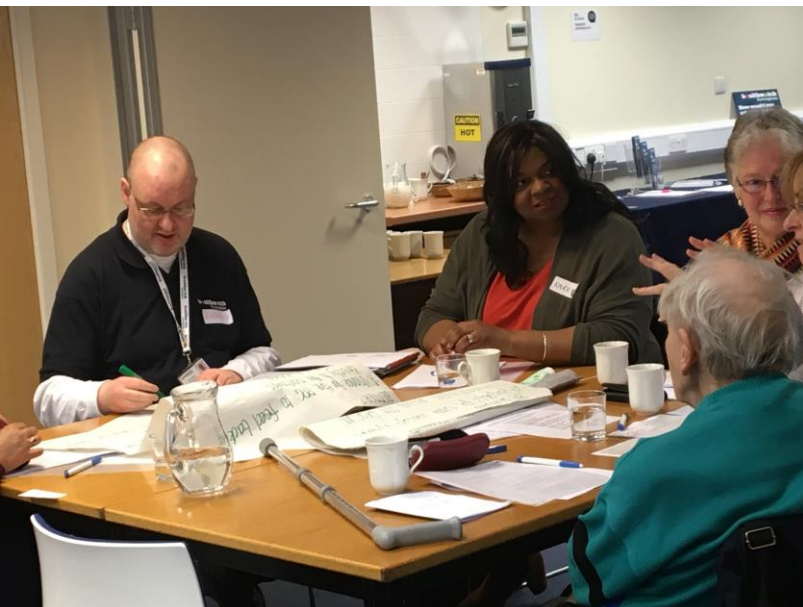
How we work

Every voice counts when it comes to improving health and social care both for today and shaping it for the future.

Everything that Healthwatch Nottingham does will bring the voice and influence of local people to the development and delivery of local services.

People need to feel that their local Healthwatch belongs to and reflects them and their local community. It needs to be approachable, practical and dynamic and to act on behalf of local people.

- + We're helping you to shape and improve the services you use
- + We're engaging with people in your community and if you haven't met us yet, please get in touch!
- + We're an open organisation and strive to make it easy for you to talk to us
- + We're inclusive and we want people from every part of our community to join us
- + Ask us what we're doing and we'll always tell you what's happening.



PPG engagement event at Nottingham CVS



*Your views on
health and care
& how they
make a
difference*

Listening to local people's views

The statutory roles of Healthwatch are various, but all depend on talking to patients and service users to glean an understanding of health and social care systems as they are experienced; indeed that is our specialism.

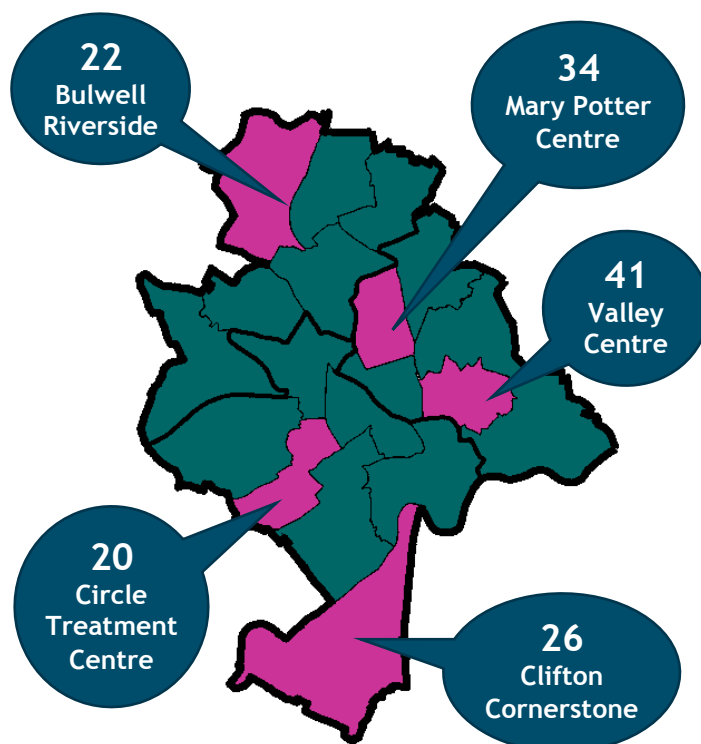
There are a wide variety of ways in which we interact with the public, from specific consultations, to making use of comments on social media. But it is also essential that we give the public an opportunity to speak to us, accessibly, about whatever issues they feel are relevant to them in health and social care.

This is the rationale of the Talk to Us points, where Healthwatch Nottingham has a pop-up stall in public locations across the city.

The aim has been to average at least one Talk to Us point every week, and this has been more than achieved in the six months from October 2016 to March 2017. In that time we delivered 30 Talk to Us sessions (an average of one every 6 days), in a variety of venues.

Our key venues are the four Joint Service Centres in Nottingham, owned and operated by the City Council: Riverside in Bulwell, Cornerstone in Clifton, Mary Potter in Hyson Green, and Valley Centre in St Ann's. In addition, we have received an arrangement with the Circle Treatment Centre on the QMC campus to come back regularly.

*Experiences collected across key venues -
(Sept 2016 - March 2017)*



We have also attended other locations based where we expect to be able to engage with a broad variety of people and to reach targeted communities, such as at the Carers' Roadshows.



Between September 2016 and April 2017 we spoke to 413 people at our Talk to Us points

Additionally, we carry leaflets for a number of different organisations and schemes that members of the public might find useful. These include:

- + **Pharmacy First scheme** - which allows individuals that receive free prescriptions to register with a Nottingham pharmacy and receive free medications to treat a variety of common ailments (e.g. athlete's foot, conjunctivitis, etc.) without having to see a GP.
- + **POhWER** - where members of the public are thinking of making a complaint we can direct them to the support offered by the commissioned organisation POhWER.
- + **Wellness in Mind** - a signposting service for mental health services that can also offer help to those supporting people with mental health issues.

Our Talk to Us points have also enabled us to work in partnership with POhWER who have been attending some Talk to Us points to reach out to the public and make them aware of their work.

“We have been working in partnership with Nottingham City Healthwatch for the past 6 months. We have been accompanying the ‘talk to us’ sites across the city with the aim of having an NHS Complaints Advocacy drop-in. We have received several referrals as a result of partnership working, but more importantly it has helped provide an immediate link between the two organisations, to pass on appropriate information to each other and increasing the profile of each organisation.”

Nick Murphy, POhWER



Talk to Us point - Mary Potter Centre, Hyson Green

How your experiences are helping influence change

Along with our general engagement, we also undertake focussed 'Insight Projects'. These projects enable us to produce reports with a clear evidence base on which recommendations can be formulated and, ultimately, make sure your experiences of services are heard by those who plan and pay for care.

During 2016/17 we have published the following reports:

Insight Report - Patient experiences of information provision and support at dementia diagnosis

Early in 2016 Healthwatch Nottingham and Healthwatch Nottinghamshire launched a joint project which aimed to evaluate patient and carer experiences of a dementia diagnosis, particularly in terms of the information provided during this process.

Insight Report - Living with physical disability and sensory impairment: Experiences of health and social care services

During 2015-16 we started a project to gather experiences from Nottingham citizens living with a physical disability and/or sensory impairments. We wanted to know about their access to health and social care services, their experiences of these services and if they could be improved in any way. In June 2016 we published our report, the findings from the report have helped to update the City Council's Joint Strategic Needs Assessment (JSNA) chapter for adults with physical and sensory impairments.

Insight Report - Experiences and views on seeking help and support during a mental health crisis

In March 2016 Healthwatch Nottingham and Healthwatch Nottinghamshire were commissioned by Nottingham City NHS Clinical Commissioning Group, on behalf of the Nottingham/shire Crisis Concordat Partnership Board to speak to those who have used mental health crisis services to help the development of a local action plan. Our report, which was published in August 2016, set out a number of recommendations for the Crisis Concordat Partnership Board. These recommendations have been incorporated into the Crisis Concordat Action Plan. You can find more about this project on page 15.

What we've learnt from visiting services

Every local Healthwatch has a statutory power to visit health and social care services to see how they are run - under The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2012.

This 'Enter & View' power enables us to see how services are working, to collect the views of service users and carers, talk to staff and observe service delivery. 'Enter and View' is not an inspection but instead an opportunity for lay people to engage with service users and their families, in order to gain a better view of how they feel about their services.

Our decision to undertake an 'Enter and View' is informed by the intelligence we receive from partners, such as Nottingham City Council and the Care Quality Commission. This ensures that there will be no duplication of any regulatory or contractual activity. Where possible we'll actively work with the service providers to gain their support for our work in advance of our visit to secure their 'buy in' if needing to implement our recommendations and to maximise our opportunities to engage with residents and their relatives.

All reports are published on our website and shared with the service provider. As well as the Care Quality Commission, City Council commissioning team, residents and relatives. We also discuss the findings in any appropriate quality and scrutiny meetings, and escalate any issues identified through the appropriate channels.

Enter and View Flowchart

The chart below details the steps involved in our Enter and View visits.





*Helping
you find the
answers*

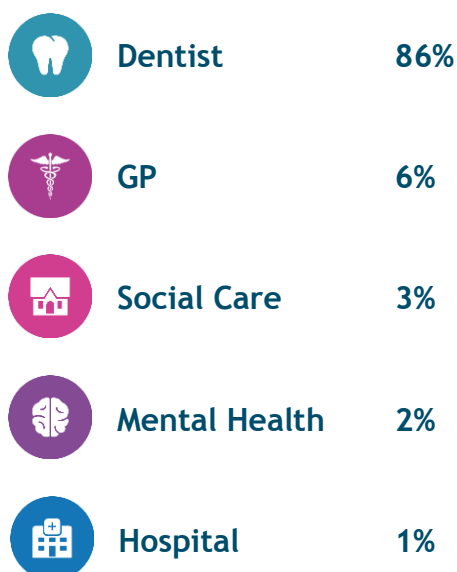
How we have helped the community access the care they need

During 2016-17 we've provided information and advice about health and social care services 196 times.

We do this through:

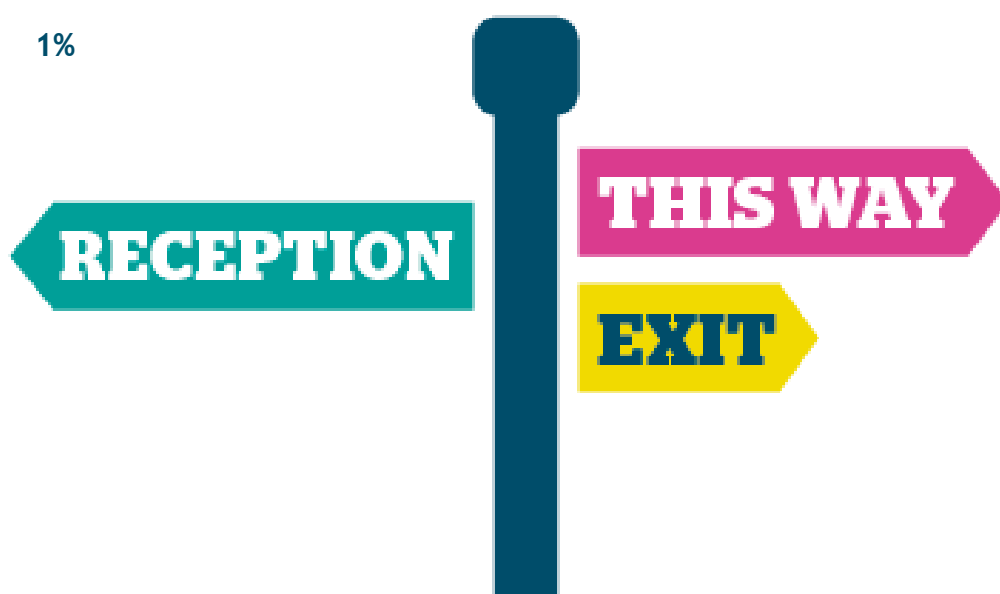
- + Our information line telephone service
- + Our face to face activities in local communities including our Talk 2 Us points
- + Our website, which has a directory of local services.

Top five service types we provided information and advice about:



The majority of people are supported with information about how to access these services and, for those who seek it, advice around how to make a complaint and who to contact if they feel they need additional support to do this.

Our website continues to be valuable source of information for the citizens of Nottingham, with information on local services accessed 10,947 times. Over the 2016/17 period there were 20,182 page views in total.



A woman with dark hair, wearing an orange blazer and a pink lanyard, is shown from the chest up, looking slightly to her left and speaking. She has pink nail polish. Two large, semi-transparent circular overlays are present: a blue one on the left and a green one on the right. The text "It starts with you" is written in white, italicized font within the blue circle. The background is a plain, light color.

*It starts
with you*

#ItStartsWithYou

Your voice can make a difference.

At Healthwatch, both locally and nationally, your experiences of using health and care services are helping to make real improvements.

One example of this is the recent work we've undertaken on mental health crisis services.

In March 2016 Healthwatch Nottingham and Healthwatch Nottinghamshire were commissioned by Nottingham City NHS Clinical Commissioning Group, on behalf of the Nottingham/shire Crisis Concordat Partnership Board to deliver engagement activity to support the development of a local action plan in response to the national Crisis Care Concordat. The engagement objective was to target five specified groups to improve understanding of the issues faced by these groups in accessing mental health crisis services. The groups were:

- + Black and minority ethnic (BME) communities (including asylum seekers and refugees)
- + Students
- + Carers of people with a mental health illness
- + Veterans/ex-military personnel
- + People who were homeless or at risk of homelessness

Healthwatch wanted to get a deeper understanding of the situations that those from within the specified groups were in and if this was influencing their experiences of seeking urgent and emergency support during a mental health crisis. The main focus of our engagement was therefore on talking to people from

within these five groups face to face or over the telephone where this was not possible.

In order to identify and engage with people our main approach was to work with established community groups and organisations across Nottingham City and Nottinghamshire County. We asked to attend their facilities, groups or services in person to talk with people face to face during our visit but also offered them some information about our project which they could distribute to their service users or members. This included a link to an online survey or hard copy surveys which enabled people to choose to take part in a more detailed conversation, at a time and date convenient to them. Through this combination of approaches we were able to gather detailed experiences from a total of 269 people. Some of these people fell into more than one of the five specified groups and were able to provide experiences from two perspectives, for example, we spoke to some people from a BME background who were also carers of someone with a mental health illness. The total numbers engaged applicable to each group were:

- + 73 people who were from a black and minority ethnic community, including 10 asylum seekers and refugees.
- + 55 students studying at the University of Nottingham or Nottingham Trent University
- + 83 carers of people with a mental health illness
- + 21 veterans/ex-military personnel
- + 37 people who were homeless or at risk of homelessness

In August 2016 we published our report which set out a number of recommendations for the Crisis Concordat Partnership Board.

These recommendations have been incorporated into the Crisis Concordat Action Plan. Healthwatch have attended regular 'Task and Finish group' meetings to receive updates on actions which are addressing the recommendations in the report.

"The Healthwatch engagement work for the Crisis Care Concordat has been welcomed and valued by all partners of the Concordat Partnership Board. All partners are committed to using the views and experiences of those who have had both positive and negative experiences of the system to inform improvements to the quality of services and future developments. The Task and Finish Group, with input from Healthwatch, has shaped an action plan based on the report's recommendations and which partners are committed to delivering.

"The work to develop the action plan has focussed, and celebrated, the progress the partnership has made in achieving the national concordat principles over the last 2 years, which wasn't necessarily captured in the report as Healthwatch engaged with people who had had experiences of crisis prior to that work beginning.

"The report has had a really positive impact on further bringing partners, from both statutory and non-statutory organisations, together to shape a joint plan and also share knowledge across partners of system wide developments, such as Connected Notts and LiON, which will address many of the recommendations and further improve people's experiences of crisis care."

Clare Fox

Interim Head of Mental Health
Commissioning - NHS Nottingham City
Clinical Commissioning Group



*Our plans
for next
year*

What next?

Our work programme is driven by local people's experiences of health and social care services in Nottingham city, so we cannot predict all of our priorities for the whole year.

However, we do know we'll be working on these focused pieces of work:

- + Enter and View programme
- + LGBT+ project
- + Mental Health Crisis Concordat follow up
- + Seek to build partnerships with local Patient Participation Groups (PPGs)

Healthwatch Nottingham and Healthwatch Nottinghamshire Our future together

Healthwatch Nottingham and Healthwatch Nottinghamshire have approval from both the City and County Councils to go ahead with a merger.

We are in the process of agreeing how this will be achieved before April 2018 and will fully engage with staff, volunteers and our wider partners and stakeholders along the journey to a new organisation.

Both Healthwatches have already had several shared posts and have increasingly worked closely to successfully deliver a number of joint projects.

A merged organisation would better reflect emerging developments in the delivery of services across the city and the county. It would also deliver economies of scale, leading to a more efficient use of resources, enabling us to have a greater impact to the benefit of all the citizens whom we serve.

Much of our work over the coming year will position us to operate as a single organisation from April 2018.

Both Healthwatches are committed to creating a successful joint service that will represent the concerns and difficulties of those across our City and County.

A portrait of a middle-aged Black male doctor with a friendly smile. He is wearing a black button-down shirt and a teal stethoscope. The image is overlaid with two large, semi-transparent circles: a red one on the left and a green one in the center. The text "Our people" is written in white, italicized font within the red circle.

Our people

Decision making

Every local Healthwatch is required to have a procedure to make decisions and involve local people in making decisions. These are our local arrangements:

The Healthwatch Nottingham Board

The Healthwatch Nottingham Board was selected following a widely advertised application process. Collectively Board members bring a wealth of experience across health, social care and housing as well as the statutory and voluntary sector.

Each member also brings knowledge, enthusiasm and experience of engaging with Nottingham citizens as well as a strong commitment to ensure the diversity of our local population is represented, and its views are reflected in our work. The Board meets every two months and makes decisions about how we prioritise and plan our work.

You can find out more about our board members here:
www.healthwatchnottingham.co.uk/content/meet-board

Prioritising our work

To help the Board to make decisions about the services and other areas our activities should focus on, we look at three types of priority. Decisions about when and how work is undertaken in respect of these are taken by the Healthwatch Nottingham Board:

1) Identifying priority areas based on concerns or issues raised through engagement activities and other information received from local people.

How this works: An Evidence & Insight report goes to a Board meeting. This report provides an overview of the comments,

concerns and compliments raised by the public and highlights any trends or any significant issues. Initially these experiences were gathered largely through our Information Line but have subsequently been expanded with comments from our new website, from social media and 'Talk to Us' points.

2) Looking at the work programmes of partner organisations, and gathering the views of local people to feed into relevant strategic developments and consultations.

How this works: Following discussions with the chairs of Nottingham City Health Scrutiny Committee and the Health & Wellbeing Boards, a protocol was agreed between the Healthwatch Nottingham Board, Scrutiny and the Health & Wellbeing Board. This protocol aims to ensure that issues raised in one place are appropriately considered elsewhere and that each of the three bodies:

- + Have a shared understanding of each other's roles, responsibilities and priorities
- + Work in an open and constructive way
- + Work in a climate of mutual respect and courtesy
- + Respect each other's independence and autonomy.

On major pieces of work requiring engagement, involvement or consultation of services users, carers and the public, the bodies will work collaboratively to agree roles and responsibilities.

Where possible, the three bodies will seek to agree joint responses to consultation.

3) Identifying other areas of interest, such as work with specific seldom heard groups whose views may be underrepresented in decision making regarding health and social care services.

How this works: This third prioritising route allows for a horizon scan and a broad view of the local health and care system to be taken into account when setting priorities. It seeks to utilise the knowledge and experience of Board members in ‘surfacing the undercurrents’ and guard against key issues being missed or not being given due priority because individuals have not come forward to raise concerns in sufficient numbers. *It also serves to* raise issues that may not appear serious enough or because the user group is small or would not wish to raise a complaint or concern.

How we involve the public and volunteers

Healthwatch Nottingham values the contribution of volunteers in the delivery of its work and in being able to reach and engage with all of the communities in Nottingham.

We are committed to providing a supportive environment for volunteers to work from with support from all levels of Healthwatch Nottingham’s organisational structure. To date we have used volunteers to undertake a range of roles from administrative duties, to drafting reports for consideration by commissioners and being Authorised Representatives to support our Enter and View programme.



Our finances

hampshire
your
voice
counts

For your comments to be as effective as possible, please email your comments to yourvoice@hampshire.gov.uk or call 01252 383100. You can also visit www.hampshire.gov.uk/yourvoice for more information.

Phone Number:
01252 383100
Email: yourvoice@hampshire.gov.uk
Website: www.hampshire.gov.uk/yourvoice
Twitter: [@hampshiregov](https://twitter.com/hampshiregov)

A key challenge for Healthwatch Nottingham during 2015/16 has been balancing its organisational aspirations with its ability to deliver in line with the service specification on a challenging budget. Below is a breakdown of the key elements of our expenditure against our income from the city council for delivery of the Healthwatch contract.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	160,000
Additional income	4,000
Total income	164,000
Expenditure	
Operational costs	24, 159
Staffing costs	136,856
Office costs	25,705
Total expenditure	186,720

The difference between the total income and total expenditure was made up with a carry forward from 20015-16 and from Healthwatch savings



Contact us

Get in touch

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Email: info@healthwatchnottingham.co.uk

Website: www.healthwatchnottingham.co.uk

Twitter: @HWNtingham

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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