

Health and Wellbeing Board Update – November 2017

Joint Strategic Needs Assessment (JSNA) reports

Healthwatch has made three contributions to the review of the Nottingham JSNA

- (1) Patient Experiences of Health and Social Care Services: Physical Disability and Sensory Impairment March 2016,
- (2) Living with a neurological condition, research through May – October 2016 (published June 2017).
- (3) The Falls and Bone PID

Healthwatch will be meeting Claire Novak on 20th November to discuss further contributions to JSNA chapters.

Enter and View Programme

The Enter and View schedule continues in Nottingham City. There is still a commitment to visit a different home every quarter and we are in the process of identifying our next home. Our Enter and Views visits are both planned and responsive, the former being organised around statutory information and the latter informed by intelligence from our involvement in Nottingham city QUIF meetings. The Enter and View team has always worked across both the City and County areas and is ably assisted by our Healthwatch Enter and View Volunteers. We have a team of 16 volunteers, with an additional 3 recruited and trained since September.

A new Enter and View type activity relating to missed appointments is currently being happening in conjunction with Healthwatch Doncaster. The learning from this activity will be transferable and can be utilized with other providers i.e. NUH going forward.

A copy of these reports can be down loaded from our website, visit www.healthwatchnottingham.co.uk/reports

Talk To us Points

Our programme of Talk to Us points has continued, using the Joint Service Centres (Mary Potter, Cornerstone, Valley and Riverside) and the Dales Centre as we have before, as these continue to net us useful comments from the general public. In two months we have run 7 Talk to Us sessions and spoken with 73 people and gathered 44 experiences which have informed our work.

We have not attended the Treatment Centre over these two months as they have a Patient Safety Week event coming up in November which Healthwatch Nottingham has agreed to attend, and will yield more value.

We have been laying the groundwork of meetings to be able to deliver Talk to Us points at new venues to reach out to seldom-heard groups over the next few months, potentially looking at emerging communities.

We are in the process of recruiting new volunteers to assist in the delivery of the Talk to Us sessions.

Question of the Month (QOTM)

We are now delivering our third question around the STP (ACS) which is asking local people think about technology enabled care.

Our first STP question asked people to tell us whether they had heard of the Sustainability and Transformation Plan (STP) and, where they had, how they thought the STP would impact on how they receive health and care in the future?

Our second STP question asked people where they look for help and advice in terms of their health and lifestyle. To date this has proven to be our most successful QOTM in terms of the number of responses received. In part this has been because we have strongly promoted getting an answer to the QOTM at our Healthwatch outreach

events, but also because the question is something almost everyone will have an opinion on. The top three answers to the question 'Who are you most likely to be influenced by?' were 'Friend/Relative/Colleague', 'Health Professional (e.g. GP)' and 'Newspaper/Magazine'.

Our third STP question has involved asking local people think about technology enabled care, is coming to the end of the data collection period. To date it has gathered over 400 responses.

A full report will be written and published reflecting feedback from all three STP (ACS) related QOTM questions in January 2018. Healthwatch England have also taken a keen interest in the role of both Nottingham and Nottinghamshire Healthwatch in terms of our overall Engagement with this agenda.

We are currently in the process of launching a new topical QOTM for the end of 2017. This asks which services do people think would be open over the Christmas period, how and where they could be accessed and what would be done if they could not be accessed.

Merger of Healthwatch Nottingham and Healthwatch Nottinghamshire

Nottingham City Council and Nottinghamshire County Council have agreed that, for reasons of economy, efficiency and effectiveness, and to better reflect the emerging changes to the delivery of health services across the City and County, the two Healthwatch should merge by April 2018. Staff also believe that this will enable the new Healthwatch organisation to have a greater impact to the benefit of all the citizens whom we serve.

Both Healthwatch organisations continue to work from joint premises at the Arnold Business Centre, Brookfield road, Arnold, Nottingham. All team members are operationally aligned (in terms of their day to day) pending full structural alignment in April 2018.

Both Boards have now met together on a number of formal and informal occasions and they are keen to see a successful combined Healthwatch. There are a few outstanding issues such as contract length which remain to be resolved but we are assured by both the City and County officers that an agreeable resolution can be found and we look forward to completing the merger within the timetable.

Martin Gawith
Chair
Healthwatch Nottingham

Tracy Lack
Interim Chief Executive
Healthwatch Nottingham