

Performance Report

Year 6, Quarter 1

(April to June 2018)

This performance report has been structured to provide detail on the essential service requirements for Healthwatch North Lincolnshire.

COMMUNITY VOICE AND INFLUENCE

OUTCOME: Greater public involvement in health and social care.

Key performance outputs

- Annual work plan reflecting local priorities
- Series of research and investigative studies with recommendations
- Annual Report that demonstrates impact

During this quarter we have been engaging with the public on a range of experiences of health and social care.

The team attended events across our area to increase public awareness of Healthwatch and provide opportunities for the public to engage in our work. We have also been actively engaging the public via social media, providing information and gathering feedback from online interaction. Some of the highlights this quarter were:

- Weekly outreach session on Tuesday mornings at Scunthorpe General Hospital. Patients and carers have provided their views and we have started visiting waiting areas for outpatients during the session to speak to those waiting to go in to appointments.
- Stalls at Armed Forces Day, Messingham Show, Appleby Fair, the Dying Matters event and the Health Information Day at the refurbished Scunthorpe Central library.
- Visits to speak to people at Peggy's Place dementia support, the PiP coffee mornings, ADHD support group, Parkinson's coffee morning, the Forge homeless project, MS Society and other local community groups. We also visited the Two Sisters food manufacturing company to meet with employees from ethnic minority backgrounds.

Engagement:

This quarter we have directly engaged with 475 individuals. These are people we have spoken to about Healthwatch and many have then provided us with their views and experiences. This does not include engagement with professionals and stakeholders at meetings. This is around a 60% increase in the number engaged with in the previous quarter and reflects increased engagement activity.

Volunteering:

We continue to encourage volunteering within the organisation to build upon the involvement of residents of North Lincolnshire in our work. We currently have a register of 14 active volunteers. This Quarter we have continued our regular volunteer drop in session, open to current and prospective volunteers to learn about the roles available and apply to join us. These are held at various venues in North Lincolnshire to ensure volunteering with Healthwatch is available across the geography of our area.

During this quarter, Healthwatch volunteers have contributed 10 hours of work and have been involved in:

- Enter and View visit
- Planning for and attending an engagement event

MAKING A DIFFERENCE LOCALLY

OUTCOME: Ability to show impact of Healthwatch North Lincolnshire to challenge and speak on behalf of health and social care service users.

Key performance outputs

- Annual work plan that is responsive to areas of public concern
- A programme of Enter and View visits responsive to need
- Research reports with clear recommendations and evidence they are being listened to and acted upon.

This quarter we have carried out one Enter and View visit to a residential care home. We have focused on planning a series of Enter and View visits on the theme of Falls Prevention and these will commence during the next quarter.

During this quarter we have received 121 items of feedback on local services gathered through our comment cards, face to face contact and by people completing the 'Tell us your story' questionnaire online. This is an increase of almost a third over what we received in the previous quarter. The details have been added to our

database of patient experience and insight, which we use to provide feedback to service providers and commissioners.

Local people have continued to tell us their concerns about waiting for follow up outpatient appointments at Scunthorpe General Hospital. Patients are telling us they need to phone to remind the clinics when they were told they needed an appointment within a certain timeframe. We have also heard from patients who continue to experience difficulties getting a GP appointment when they need it and some are telling us that the hospital discharge process isn't working well for them. This quarter patients told us about their experiences of trying to access glucose monitoring systems for diabetes and we supported patients by telling them about the eligibility criteria for this and highlighted the issue with North Lincolnshire Clinical Commissioning Group.

We analyse all of our feedback to see where themes arise that we could investigate in our work going forward.






INFORMING PEOPLE

OUTCOME: Greater awareness of health and social care services in the local population. Improve people's understanding of their rights (consumer champion). High public awareness of Healthwatch and the services it provides.

Key performance outputs

- Record of website hits, telephone enquiries, feedback received
- Quarterly newsletter/e-bulletin and maintenance of HWNL website
- Social media activity

Key indicators

	Q1	Comparison with Q4
Newsletter subscribers	485	 21
Twitter followers	1,644	 51
Website page views	4,152	 1,603
Facebook reach	5,806	 4,171
Enquiries (By phone, email and face-to-face)	30	 10

During this quarter we have continued to provide information to the public in both reactive and proactive ways. We continue to answer requests for information by phone, email and face to face.

We have started to identify topics that our intelligence tells us local people are less aware of, such as the Accessible Information Standard. This will help us plan work to make the public more aware of what to expect from services.

Our newsletter is published on a bi-monthly basis and is circulated to those who have signed up to receive a copy as well as copies being left at care settings and places we visit during engagement activity.

RELATIONSHIP WITH HEALTHWATCH ENGLAND

OUTCOME: Collective views, experiences and needs of local people are made known to Healthwatch England.

Key performance outputs

- Make recommendations to Healthwatch England (HWE)
- Provide HWE with local intelligence and insight and respond to requests from HWE to undertake specific work.

During this quarter we continued to work in partnership with our neighbouring local Healthwatch and with Healthwatch England.

We are recording all of our feedback and enquiries on the Healthwatch England CRM system, which enables HWE to extract themes from intelligence gathered across the country.

The CRM system helps us to analyse the feedback we have received and monitor the progress of enquiries we receive. We are working on updating the information we hold on CRM about local organisations so that we can signpost people more effectively and to help plan our engagement and outreach.

STRATEGIC CONTEXT AND RELATIONSHIPS

OUTCOME: Strong and effective relationships with commissioners and a credible voice on the Health and Wellbeing Board.

Key performance outputs

- Establishment of an agreed HWNL governance structure and appointment of a governance body.
- Establishment and maintenance of appropriate staffing structure
- Representation and participation in Health & Wellbeing Board

During this quarter, we have continued to build our reputation and strategic relationships with key stakeholders.

We are active partners in the following:

- Adult Partnership
- Children and Young People's Partnership
- Learning Disability Partnership
- Safeguarding Adults Board
- Health and Wellbeing Board
- Health and Social Care Standards Board

Engagement with Stakeholders - During this quarter the staff team and Strategic Board attended a number of regular meetings with other professionals and stakeholders. These were a mix of public and voluntary sector organisations. We have identified opportunities for collaborative working with some of these partners on common topics of interest. The key meetings we continue to attend when possible include:

- Equalities and Inclusion Forum
- NLaG Patient Experience and Action Group
- Mental Health Collaborative
- NLaG System Improvement Board
- Multi Agency End of Life Care Group
- Safeguarding Adults Board
- NLaG Governors and Healthwatch Steering Group
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- North Lincolnshire Health and Social Care Standards Board
- Emotional Health and Wellbeing Strategy Group (NLCCG)
- Carers Advisory Partnership
- North Lincolnshire Council Health Scrutiny