



Quarterly Report

Year 7, Quarter 1

April - June 2019

Healthwatch North Lincolnshire

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Quarter 1 Highlights

The first quarter of the new financial year was incredibly busy for the team at Healthwatch North Lincolnshire who managed to achieve the highest number of survey responses to the NHS Long Term Plan engagement in the entire Country.

The annual strategic plan was published with the priorities for 2019-2020 finalised.

During the quarter, the Healthwatch 'Hub' was opened in the Ironstone centre which gives local people the opportunity to engage with the team.

The falls report was published following positive responses from the CCG and Local authority.

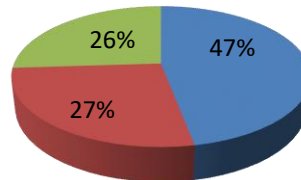
Outcome 1 - High public awareness of HWNL and the services it provides

Engagement and events

In total, the team had engaged with 724 people during quarter 1 which is a 49% increase on the same period of the previous year. The increase was due to the continued momentum of the Long term Plan engagement, the opening of the 'Healthwatch hub' in June and the start of the summer events season.

Breakdown of engagement activity Q1 2019

■ Long term plan engagement ■ General events ■ Healthwatch Hub



The

NHS Long Term Plan

Engagement with the public on the NHS Long Term Plan concluded at the end of quarter 1, and the team continued with the same energy and passion until the closing date on the 30th of April. The engagement activity was an excellent opportunity to speak to as many members of the public as possible and raise the profile of Healthwatch across the County. During April, the Long Term Plan engagement activities allowed the team to explain the work of Healthwatch to 324 individuals. As a result of this targeted engagement activity, the team achieved the highest number of survey responses in England.



The Healthwatch 'Hub'

The opening Healthwatch Hub in June 2019 has allowed members of the public to have face to face contact with Healthwatch volunteers 3 mornings a week. This is an ideal opportunity to raise the profile of the service in a central location in Scunthorpe town centre. During June, the hub volunteers and staff spoke to 201 members of the public about the work of Healthwatch North Lincolnshire.

Showing off the new hub sign



Events and activities

Our Engagement Officer attended the following events in quarter 1 to raise awareness of the service:

- North Lincolnshire Council workplace health awards.
- SEND conference
- Armed Forces day
- Appleby Fayre
- Messingham Show

Healthwatch NL staff were also invited to provide an overview of service and activity at the following groups in North Lincolnshire:

- Parkinsons group
- Myloma group
- WI Barton

Additionally, regular engagement activity was also carried out at Scunthorpe General Hospital and Sir John Mason House. As a result of the events, 206 members of the public were made aware of the work of Healthwatch.



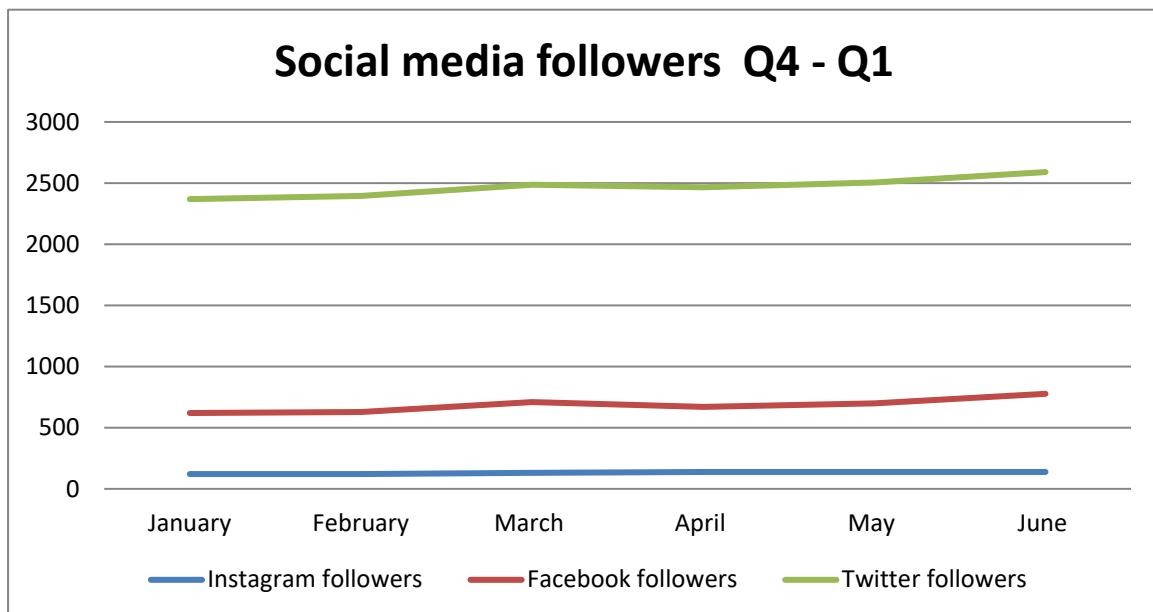
Chatting to veterans at the Armed Forces day

Marketing and Promotions

During Quarter 1, the team continued to raise the profile of Healthwatch North Lincolnshire through the use of both printed and digital media.

A press release outlining the success of the Long Term Plan engagement was circulated to partners and stakeholders and was shared on social media across a variety of networks.

The use of social media as an outlet to promote the service and update the public on relevant health and care issues continues to be very well received. Quarter 1 saw a further increase in followers across all social media channels. Promotions related to the upcoming Festival of Wellbeing and the opening of the Healthwatch hub proved very popular.



During May and June, the team encouraged participation on social media by launching the 'Ray of Sunshine' award and the young people's mental health challenge. Both awards will be presented at the Festival of Wellbeing in July.

Top performing Facebook and Twitter posts in Quarter 1



Outcome 2 - Peoples understanding of their rights as users of health and social care services will be improved.

During Q1, 173 individuals were signposted to a range of services across North Lincolnshire. This total includes individuals who have contacted the team via telephone, through face to face engagements or via social media, and more recently the Heathwatch hub.

The most common services signposted to in quarter 1 were:

- PALS
- Cloverleaf Advocacy
- Ongo Talk - new mental health support service
- North Lincolnshire Healthy Lifestyle Service

222 people also accessed the signposting page on the Healthwatch North Lincolnshire website in Q1 to find out how to access local services.

The Healthwatch North Lincolnshire Hub

As part of the Long Term Plan engagement activity in quarter 4 2018/19, the team spoke to patients within the Ironstone Centre in Scunthorpe. It was noticed that there was no longer a centralised point / reception desk for patients when they entered the building, resulting in people being unsure of where to go for appointments. The HWNL Manager identified this as an opportunity for the team to be able to offer a service that would help improve patient experience for visitors to the Ironstone Centre. This led to the development of the Healthwatch hub which opened on the 3rd June 2019.

The hub was created to be a completely volunteer led project which, for the first time allows HWNL to have a consistent public facing base. The purpose was to create a 'one stop shop' for members of the public to access information and advice as well as an opportunity to provide feedback to the team. The hub is currently open 3 days a week with the intention of extending to 5 days over the next few months.

Since its inception, the hub volunteers have signposted 165 members of the public to services within the Ironstone centre and services elsewhere.

One of the services regularly signposted to by the volunteers is the Emergency Dental Service, as some patients mistakenly believe that the Community Dental service within the building deals with non registered patients with pain. The hub volunteers have offered advice on how to access the Emergency Dental Service, and have been able to obtain feedback which has proved valuable in informing the planning of the upcoming access to dentistry research project.

'Its OK to Ask'



During quarter 4 2018/19, Healthwatch North Lincolnshire introduced a new theme 'Its OK to ask' which continues to feature strongly in bi-monthly newsletters and on social media. The purpose of the new theme is to encourage patients to take control of their own health and ask questions if they are unsure of anything.

Following feedback about THE lack of available GP appointments, members of the public were informed about the extended access service that was launched in October 2018. Engagement activity showed that many members of the public were still unaware that this was available and were encouraged via the 'Its OK to ask' segment of the April newsletter to ask for an out of hours appointment.

During quarter 1 2019/20 the Healthwatch Manager attended a quarterly meeting with Dr Peter Reading. The issue of serious incidents, particularly those relating to delays in receiving results were discussed and it was decided that a joint piece of comms work with NLaG would take place to endorse the 'Its OK to ask' message. The purpose of this project is to encourage patients who have experienced delays in receiving results to ask about them. The team are currently finalising the details of this project which is due to start in quarter 3 2019/20.

Outcome 3 - Greater patient and public involvement in the work of Healthwatch.

Long Term Plan engagement

As a result of a period of intensive engagement with the public on the NHS Long Term Plan, 817 people had their say on the future of NHS services in the local area and across the regional STP footprint. 799 people completed the survey, which was the highest number of responses in the Country, and 18 people took part in focus groups which were held at the end of April.

The focus groups were designed to allow a more in depth analysis of people's experiences of local NHS services generally and cancer services locally.

The Long Term Plan engagement activity allowed the team to identify themes that had not previously been made aware to Healthwatch and as a result, the issue of access to support following mental health crisis has now been added to the annual strategic plan for 2019/20.

The results of the engagement activity will form part of a wider report which will be used to influence the commissioning of NHS services across the Humber Coast and Vale Partnership. The report will be published in July 2019.



Cancer service focus group participants

Annual Plan

During quarter 1 the annual plan was finalised. The priorities for 2019-2020 were finalised and are based on the results of the priorities survey that was circulated in quarter 4 2018/19, intelligence held and the results of the NHS Long Term Plan engagement.

Priorities for 2019-2020 are:

- Access to dentistry for vulnerable groups
- Mental health post crisis support
- Transgender experiences of NHS services

ASD Pathway

As a result of the recommendations made in the autism pathway report that was completed in quarter 1, the team are now involved in putting patient voice at the centre of pathway redesign for autism diagnosis.

Volunteers

During quarter 1, four new volunteers were recruited to the service, three of which have started support at the Healthwatch hub. A further two volunteers have expressed an interest and are keen to join the hub team in July 2019.



The two Carols at the new hub.

In total, HWNL volunteers have contributed 84 hours of work during quarter 1. This includes a safeguarding update that was provided by the Local Authority Safeguarding Adult's team in April and the focus groups that were also held at the end of April.

Three volunteers also participated in training with the Trust to enable them to participate in '15 steps' visits to hospital wards alongside NLaG staff and Governors.

This allows an extra layer of quality assurance to the work that is being carried out as part of the Trusts' improving together programme.

Outcome 4 - Strong and effective relationships with commissioners and a credible voice on the Health and Wellbeing Board

During quarter 1 2019/20, Healthwatch North Lincolnshire were represented on the Health and Wellbeing board and will be actively participating in the development of the joint health and wellbeing strategy at a development event in July 2019.

The team were active partners in the following groups in quarter 1:

- Children and Young People's Partnership
- Learning Disability Partnership
- Health and Social Care Standards Board
- Safeguarding adults board
- Safeguarding children's board
- ASD pathway group

During Quarter 1 the staff team and the Independent Strategic Advisory Board members attended a number of regular meetings with other professionals and stakeholders. These were a mix of public and voluntary sector organisations:

- NLaG Patient Experience and Action Group
- Quarterly meeting with NLaG CEO and Chair of governors
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- Carer's Advisory Partnership
- North Lincolnshire Council Overview and scrutiny panel
- Equality and Inclusion Forum

Outcome 5 - Ability to show the impact of HWNL to challenge and speak on behalf of Health and Social care service users.

Falls in Care Homes

During quarter 1, the overall findings report on falls in care homes was published following responses to recommendations from the CCG and the Local Authority. The responses were very positive, with commitment from the CCG to co-commission falls training, and the LA to ensure that commissioning of contracts reflect this- <https://www.healthwatchnorthlincolnshire.co.uk/falls-care-homes>

Quality Accounts

Healthwatch North Lincolnshire were asked to provide a response to quality accounts produced by Northern Lincolnshire and Goole NHS Foundation Trust, Rotherham Doncaster and South Humber NHS Foundation Trust and East Midlands Ambulance Service.

The response to each quality account on behalf of the public challenged not only the content of the reports, but the way in which the reports were written to ensure that in the future, Quality Accounts are easy to understand by members of the public.

Outcome 6 - Collective views experiences and needs of local people are made known to Healthwatch England, local overview and scrutiny committees and to local health and social care commissioners and providers

The Healthwatch North Lincolnshire annual report was produced and published in quarter 1 2019/20. The report is produced on a Healthwatch England template in order to inform HWE of the local picture of each local Healthwatch. https://www.healthwatchnorthlincolnshire.co.uk/sites/default/files/annual_report_final_2019.pdf

Healthwatch North Lincolnshire record all feedback and enquiries on the CRM database which is accessible by Healthwatch England.

The CRM system helps Healthwatch to analyse the feedback that has been received and monitor the progress of enquiries received. Information stored on CRM about local organisations is being continuously updated and added to so that the team can signpost people more effectively.

Plans for Quarter 2 2019/20

- Launch the Dental Access Survey 01/07/19
- Host the Annual Festival of Wellbeing 28/07/19
- Carry out enter and view visits to care homes to investigate oral health and dental access issues July/August 2019
- Continue planning the 'its ok to ask' joint project with NLaG
- Continue recruiting volunteers for the hub to extend opening to 5 days a week