



Quarterly Report

Year 7, Quarter 2
July - September 2019

Healthwatch North Lincolnshire

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Quarter 2 Highlights

The annual Festival of Wellbeing at Normanby Hall Country Park was held in July 2019 and was the busiest and most successful event to date for the team.

The new project investigating access to dental services for vulnerable groups began in quarter 2 with the launch of a general survey which achieved an excellent response from the general public.

Additionally, the team completed a series of 11 enter and view visits to gain an understanding of the provision of oral care in care homes and access to dental services for people with learning disabilities and over 65s.

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

Engagement and events

The Healthwatch team and volunteers were very active during quarter 2 raising awareness of the service across North Lincolnshire.

This was achieved through face to face engagement at the Healthwatch Hub, at regular drop in sessions and summer events.

The focus of the engagement activity was based around current and upcoming work items on the annual work plan, and targeted raise awareness of the service and to listen to the voices of the seldom heard groups within the population. In order to achieve this, the team visited a number of support groups and organisations such as the forge homeless project to try to represent these views in the dental project.

The team explained the work of Healthwatch to 588 individuals during the quarter at the following events and outreach sessions. This was achieved through a mixture of presentations and face to face conversations about local services.

- Festival of Wellbeing - Normanby Hall Country Park
- Opening of the bereavement suite at Scunthorpe Hospital
- Crosby International day
- The Forge
- Listen to learn event (MH)
- Great Oaks summer fete
- Ongo Carnival
- Healthwatch hub
- Volunteer forum
- Community café presentation Brigg
- Rejuvudent dental practice
- Ophthalmology - eye health week
- Health and wellbeing event at The Arc

Festival of Wellbeing

The annual Festival of wellbeing was held at Normanby Hall on the 28th of July and was a huge success.

48 health and social care organisations were in attendance to talk to visitors and showcase the broad range of services on offer. Organisations included Lindsey Lodge hospice, the Macular Society and the Samaritans.

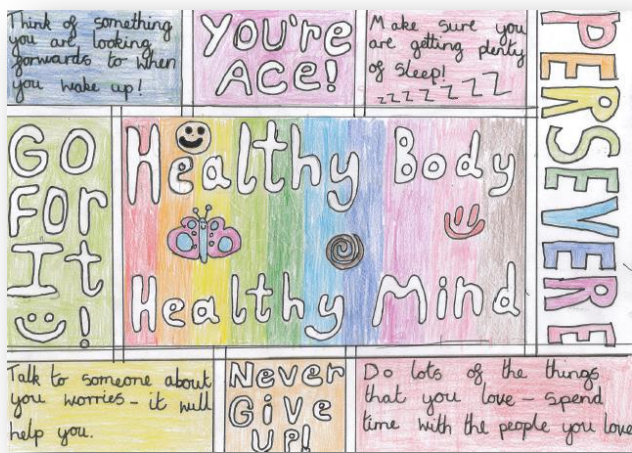
Visitors were encouraged to participate in a range of activities such as Zumba, Pilates and martial arts. Entertainment was provided by Starlight Arts and Westcliff Twirlers amongst many others.

The annual ray of sunshine award was presented at the festival. This award recognises individuals who work or volunteer in the Health and Social care sector who have gone above and beyond to provide outstanding care and be a 'ray of sunshine' in someone's life. Joanne Hamer from the Healthy lifestyle team posthumously won the award this year, with 816 votes from members of the public.

A second competition was also organised prior to the festival. The mental health challenge gave young people the opportunity to create a poster that illustrates how to keep mentally well. 53 entries from a local primary school were considered and the Samaritans kindly judged the posters, awarding a winner and runner up prize. Following the event, the team were contacted by the CCG who were interested in using the artwork as part of a refresh of the CAMHS transformation plan. The winning poster will also be used to promote the benefits of good mental health to children and young people in North Lincolnshire schools.

A steady stream of over 1000 visitors attended the park on the day of the festival and the team of HWNL staff and volunteers spoke to over 150 individuals about the work of Healthwatch, although it is anticipated that many more were made aware through the intensive advertising on social media, newsletters and posters around the County.

The event was promoted through Lincs FM radio station and the HW Manager also took part in a radio interview for Radio Humberside to talk about the event.



Winning poster for the mental health challenge

Performance by Starlight Arts



Social Media

During quarter 2, the team trialled the use of a paid social media campaign in order to promote the festival. This was a slightly different approach to what had been used previously. Rather than creating an event that could be seen and shared by existing followers on Facebook, the purpose of the paid campaign was to target the advertisement at all North Lincolnshire postcodes. This would allow more people to see and engage with the post. The event advertisement reached 18,800 people and 502 people responded by clicking to say they were either ‘interested’ or ‘going’ to the festival. This is an increase of 30% based on the reach of the event post that was scheduled for the 2018 event.

Top performing Facebook and Twitter posts in Quarter 2



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

Newsletter

The bi- monthly newsletter published by Healthwatch continues to be a popular way of promoting the service and raising awareness of the work that is carried out by the team. The newsletter is written in plain english with an informal tone to ensure that everyone can understand the contents. The newsletter is also available as a large print and in plain text without pictures.

As well as including regular updates on the development of the workplan, the newsletter provides interesting health and social care information and updates on changes to local services. The September edition of the newsletter was used to inform members of the public about the changes in the pain management service, and what to expect if they receive a letter to tell them they will be seen in a different location.

Each issue of the newsletter features regular articles such as 'you don't know what you don't know' which highlights a relevant topic to the reader. In the September issue of the newsletter, readers were informed about the national changes in the prescribing of some medicines for certain conditions; eg conjunctivitis and mild dry skin.

In quarter 2 the number of people who are regular subscribers of the newsletter was 752 with a further 560 distributed to GPs, pharmacies and dental practices and handed out at events and engagement.

Information and signposting

During Q2, 779 individuals were signposted to a range of services across North Lincolnshire. This is an increase of 595 people compared to the previous quarter which is due to the continued presence at the Healthwatch Hub in the Ironstone Centre.

The most common services signposted to in quarter 1 were -

- Services within the Ironstone Centre
- Cloverleaf Advocacy
- Pals
- North Lincolnshire Healthy Lifestyle Service

The information and signposting page of the Healthwatch North Lincolnshire website was accessed 192 times during quarter 2. Members of the public use this page to find out information on what services are available to them locally, including support groups. This part of the website is updated frequently to ensure members of the public are receiving the correct information.

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

Volunteers

In total HWNL volunteers have contributed to 197 hours of work in quarter 2. This is an increase of 113 hours compared to the previous quarter.

The increase in volunteer activity is due to the regular opportunity of running the Healthwatch hub. 17 volunteers regularly support the service, and an additional 4 were involved in the festival of wellbeing. The regular volunteers were involved in the following activities in quarter 2:

- Event support - the Festival of Wellbeing
- Enter & View visits (11 care homes)
- Mystery shopping (NHS 111)
- PLACE visit training
- Healthwatch Hub

One new volunteer is due to start during quarter 3 and will become a regular volunteer on the Healthwatch hub.

The team will continue to encourage participation from existing volunteers and endeavour to increase the number of new volunteers engaged in a range of roles. The focus will be on ensuring the team of volunteers is more representative of a wide range of groups within the North Lincolnshire community.

Dental survey

The access to dental services general survey was circulated in quarter 2. The purpose of this survey was to understand people's experiences of using and accessing dental services locally and attempt to discover any groups that may be struggling to access the most appropriate service. 299 people responded to the survey in total. This was a result of general distribution through the partnership network, promotion on social media and targeted engagement at local community support groups such as The Forge homeless project. Additionally a survey for referrers has also been circulated with the aim of finding out any challenges that may be faced when trying to access support for service users and patients.

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

During July, the manager of HWNL attended a session with the CCG to contribute to the development of the Quality Strategy, ensuring that patient involvement and public voice was considered throughout the strategy.

In August, the Manager also attended a series of three task and finish groups to develop the Health and Wellbeing Board strategy for North Lincolnshire. The sessions involved looking at the issues identified in the Integrated Strategic Assessment and developing the priorities for the Health and Wellbeing Board to focus on. The outcome of the sessions will be presented at the next Health and Wellbeing Board meeting in October.

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 adults board quality assurance and performance subgroup
- Safeguarding adults board - partnership and empowerment sub group
- ASD pathway group
- CCG AGM
- Crisis Care concordat
- Mental health collaborative
- Maternity voices partnership

During Quarter 2 the staff team and 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 and Chief Nurse
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- North Lincolnshire Council Health Overview and Scrutiny panel
- Equality and Inclusion Forum
- Meeting with Nick Dakin
- Homelessness forum
- Governor assurance meeting
- Integrated children's trust meeting
- Long term plan engagement event

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

Enter and View

During quarter 2 the team and volunteers took part in 11 enter and view visits to learning disability and over 65 settings Care Homes in North Lincolnshire. The

settings were selected from across all three care networks and were rated as either 'good' or 'requires improvement' by the CQC, with the exception of one 'outstanding' setting. The purpose of the visits was to look at the provision of oral health care and access to dental services for these vulnerable adults. In total the team listened to the views of 11 Managers, 24 members of staff, 53 residents and 5 relatives/visitors.

In total 36 recommendations were made to providers to improve access, staff knowledge and provision of oral care. The most common themes identified are as follows;

Recommendation	Number of care homes identified
All Staff should complete oral health training. This can be completed online for free on various platforms.	10
The NICE recommended oral health assessment tool should be considered for use as part of the assessment process	9
The provider should develop an oral care/ mouth care policy that is separate to the personal care policy.	6

All individual reports were sent to providers in quarter 2 to allow them 20 days in which to respond to the recommendations. To date, 8 positive responses have been received from the Managers, all indicating that they will implement the suggested changes in their setting.

An overall findings report is currently being written and will be published in quarter 3.

The results of the visits are also being used to contribute to the wider piece of work investigating access to dental services for vulnerable groups which will also be published in quarter 3.

Champions framework

During quarter 2 the Manager met with a representative from the Provider Development Team at North Lincolnshire Council to discuss the possibility of using the recommendations from recent care home visits to develop new criteria for the

champions framework. The champions framework is an incentive scheme for Care homes which allows them to increase revenue by developing members of staff as 'champions' in a specific area of care. There are currently four 'champion' roles that have been developed; Safeguarding, Dementia, Dignity and End of Life.

Recommendations from the falls visits in quarter 3 last year, and the oral health visits in quarter 2 have been incorporated into the framework under the role of the dignity champion. The framework is currently in its draft form and care home Managers will be consulted on it during October. If approved, the recommendations will form some of the criteria for care homes to meet in order to achieve the financial incentive of the champions scheme.

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

Feedback

The team collected 77 items of general feedback in quarter 2 from members of the public. The feedback was gathered through face to face engagement, over the phone, through the website and social media. No specific themes were identified during the quarter, however a number of individual issues have been escalated.

Two issues regarding two separate care homes in North Lincolnshire were escalated to the CQC during quarter 2. The outcome of these escalations is currently still unknown.

One incident that occurred in the ophthalmology department at Scunthorpe Hospital was brought to the attention of the HWNL team during quarter 2 and was subsequently escalated to the Chief Executive of NLaG during a quarterly meeting that took place in August. The incident had not been identified by the Trust prior to this.

The Manager also requested and received assurance from the Medical Director of the NLaG Trust during quarter 2 about the clinical harm review process of patients who were exceeding the NHS constitutional targets regarding waiting times.

During July, the Manager attended a Healthwatch Regional Network meeting in Leeds. A Dental Commissioner for NHS England Yorkshire and Humber was present at the meeting. The decision to change the booking system for emergency out of hours was challenged at this meeting and clarification on the changes to dental

contracts was explained which has been used to inform the access to dentistry report.

As a result of this meeting the Manager of HWNL will be attending an NHSE Dental Clinical Commissioning Executive meeting in October on behalf of the regional representative for Healthwatch.

Additionally, evidence gathered from the enter and view visits and general dental survey was submitted to a House of Commons Health and Social Care Committee inquiry into dental services during August. This information will be used alongside evidence from across the Country to highlight dental issues on a national basis.

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.

Quarter 3 plans 2019

- Attendance at the Healthwatch National Conference in October 2019
- Publish Oral Health in Care Homes overall findings report
- Publish access to dentistry report
- Joint World Mental Health day event to be held with RDaSH
- Launch of the Mental Health Project