



Quarterly Report

Year 7, Quarter 3
October - December 2019

Healthwatch North Lincolnshire

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Quarter 3 Highlights

Quarter 3 was a period of change for the team at Healthwatch North Lincolnshire. Our Engagement Officer Yvonne Davison decided to pursue a lifelong ambition to become an Occupational Therapist and has taken up a role within the NHS; and our Research Officer commenced her maternity leave.

Despite this, the team worked hard to continue their presence at a number of events to listen to the views of the public to help improve health and social care services.

Two new members of staff were successfully recruited at the end of quarter 3 and will be joining the team in January 2020.

The oral health in care homes report was completed and shared with providers and commissioners during this quarter, and plans for a new project investigating barriers to accessing cervical screening appointments was planned.

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

Engagement and events

Face to face engagement is incredibly important to raise awareness of Healthwatch North Lincolnshire, as it allows members of the public to ask questions and fully understand the work of a local Healthwatch.

This approach also allows the opportunity for members of the public to share their health and social care experiences and find out more about local services that are on offer.

The team explained the work of Healthwatch to 112 new individuals during the quarter at the following events and outreach sessions;

<ul style="list-style-type: none"> • Methodist Church Ashby
<ul style="list-style-type: none"> • Scunthorpe Hospital regular engagement
<ul style="list-style-type: none"> • Healthwatch Hub - regular engagement
<ul style="list-style-type: none"> • Bottesford Coffee Morning
<ul style="list-style-type: none"> • Poirier Foundation - Winterton
<ul style="list-style-type: none"> • Cuppa and chat - World mental health day
<ul style="list-style-type: none"> • UCNL Volunteers Fair
<ul style="list-style-type: none"> • Winterton Senior Citizens Forum
<ul style="list-style-type: none"> • Humber acute services review

World Mental Health Day

On the 10th October the team hosted a ‘cuppa and a chat’ at the Ironstone Centre to promote World Mental Health day. Members of the public were invited along for a hot drink and the opportunity to meet new people and talk about mental health.

The event was organised in collaboration with RDaSH mental health services and a range of local organisations were on hand to offer support and advice.

healthwatch
North Lincolnshire

NHS
Rotherham Doncaster
and South Humber
NHS Foundation Trust

Need to talk to someone about your mental health?
Concerned about family or friends?
Pop in for a cuppa and a chat, we are all here to help

Cuppa & Chat

Ironstone Centre
Thursday 10th October

Alzheimer's Society | healthy lifestyle service | Mind Scunthorpe and Piserice | Network care | SAMARITANS

www.healthwatchnorthlincolnshire.co.uk

The Alzheimer’s Society provided a ‘dementia friends’ training session to allow participants to gain an understanding of the condition, and to enable them to recognise the symptoms and support others with dementia.

In total, the team spoke to 25 individuals during the event to explain the work of Healthwatch. 19 people also signed up to receive a copy of the newsletter. Visitors to the event were also entered into a prize draw to win a tea hamper that was kindly donated by Ringtons Tea.

Marketing and promotions

During quarter 3, the team continued to raise the profile of Healthwatch North Lincolnshire through the use of both printed and digital media.

There continued to be an increase in the number of subscribers to the Healthwatch newsletter during the quarter.

The November - December Healthwatch newsletter was published in December 2019.

The newsletter continues to be a very popular way for members of the public to keep up to date with local health and social care services and find out about the work of Healthwatch in an informal, easy to read format.

There was a steady increase in the number of subscribers to the bi monthly newsletter during quarter 3, and since May 2019, the number of subscribers to the newsletter has increased by 26%.



Top performing Facebook and Twitter posts in Quarter 3



Social media is a very popular platform to engage with members of the public. The Twitter and Facebook accounts have seen a steady increase in followers and page likes.

The Facebook page has an extra 308 followers since the same period the previous year and the Twitter account has increased the number of followers by 107.

The focus for quarter 4 is to increase the number of followers on Instagram, which will enable the Engagement Officer to reach a younger demographic.

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

Information and signposting

During Q3, 422 individuals were signposted to a range of services across North Lincolnshire.

Signposting takes place at events, over the phone and at our Healthwatch Hub.

The most common services signposted to in quarter 3 were -

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

152 people accessed the information and signposting page on the Healthwatch North Lincolnshire website during quarter 3. Visitors to the website can access information from a range of services through this page.

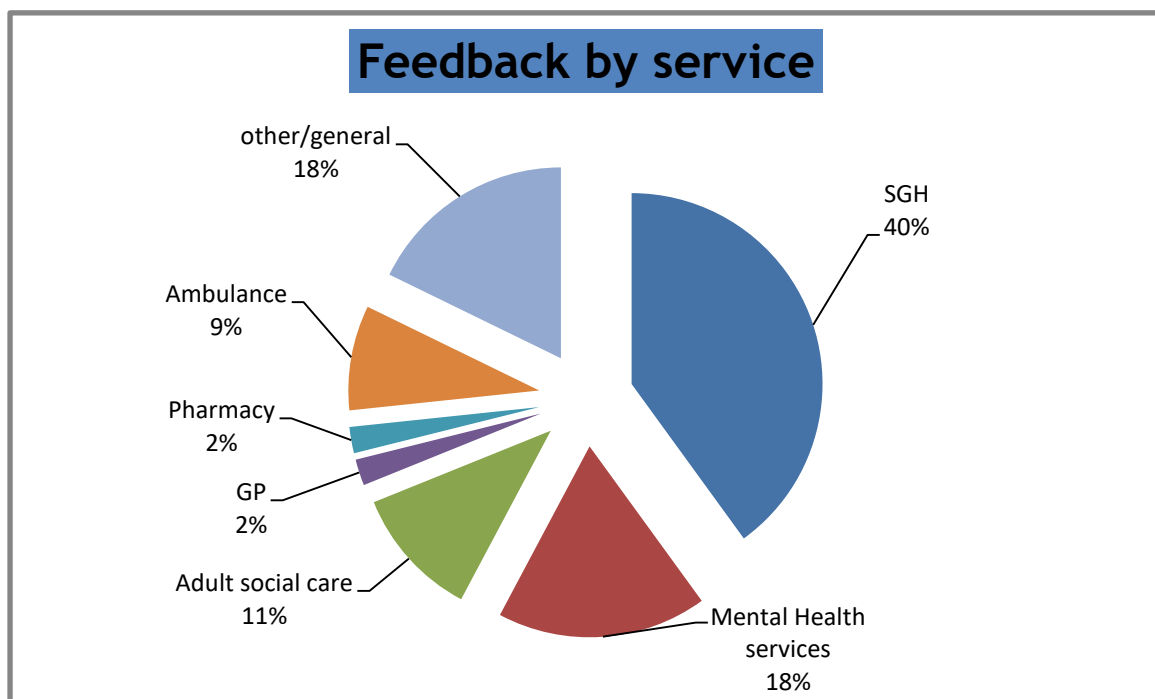
The top two services that visitors to the website were most interested in finding out about during the quarter were mental health (70) and alcohol and drugs (54), and were accessed more frequently during December.

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

Feedback

Members of the public have the opportunity to provide feedback to Healthwatch North Lincolnshire about local services through a number of channels. This can be face to face or over the telephone, via email, social media or post.

During quarter 3, 42 items of feedback were received by the team.



The majority of feedback related to services at Scunthorpe Hospital. The Ophthalmology department in particular continued to be an area of real concern for members of the public and this was fed back to the NLAG Patient Experience group in quarter 3.

There were also issues relating to long waiting times for follow up appointments at the hospital which was also fed back to the trust.

Volunteers

In total HWNL volunteers have contributed to 166 hours of work in quarter 3. Opportunities included;

- Read right project
- Inputting surveys
- PLACE visit training
- Healthwatch Hub
- Healthwatch East Riding Volunteer development day
- Healthwatch North Lincolnshire volunteer forum

Healthwatch North Lincolnshire offer a range of volunteering opportunities that are flexible to meet the needs of the volunteer.

Two volunteers decided to move on from volunteering on the hub in quarter 3, which resulted in the closure of the service two days a week.

In November 2019 our Volunteer Coordinator attended the volunteer fair at the new University Centre North Lincolnshire (UCNL). The event generated a lot of interest and six students expressed an interest in volunteering for Healthwatch.

In December, our Volunteer Coordinator held a forum for current volunteers to share views and experiences of volunteering and involve them in the development of the 'hub'.

Cervical Screening Access for disabled women

In quarter 3 the team received feedback from a local disability rights campaigner about barriers to accessing cervical screening appointments.

The feedback suggested that women who are physically disabled may not be attending cervical screening appointments as they cannot transfer themselves independently on to an examination table, and most GP surgeries do not have a hoist. The team contacted every GP practice in North Lincolnshire to ask if they had a hoist available for disabled patients. No practices had one available.

Feedback also suggested that some women with learning disabilities were also not accessing screening due to lack of understanding of the procedure.

It was decided that the issue needed further investigation, and a new project investigating barriers to accessing cervical screening was planned in quarter 3.

The aim of the project is to identify the main barriers to accessing screening appointments for the general female population and for women who may find

access difficult. The team will develop a general survey, and host focus groups and interviews with targeted groups in quarter 4.

The team will launch the new project with an event on the 20th January to coincide with the beginning of cervical cancer awareness week at the Ironstone Centre.

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

The Health and Wellbeing Board met in quarter 3 and this was an opportunity for the Manager to provide an update on the progress of the oral health project.

A full overview will be provided in quarter 4 when the overall report has been published and responses have been received.

Healthwatch were also asked to provide comment on an agenda item that was discussing the issue of delayed discharge from hospital.

Healthwatch will continue to monitor this issue and will bring any feedback to the next Health and Wellbeing Board.

As statutory partners of the Safeguarding Adults Board, HWNL have now become active in two of the SAB subgroups- 'protection and proportionality' and 'partnership and empowerment'. The role of HWNL within these groups is to provide an independent view on local safeguarding issues and to contribute to closer working with vulnerable adults.

In quarter 4, Healthwatch North Lincolnshire plan to carry out engagement work with local people who consider themselves to be socially isolated. The overall aim is to understand the impact this has on the individuals' health and wellbeing and contribute this to the annual safeguarding conference which is due to take place in May.

During Quarter 3 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:

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

- ASD pathway group
- Crisis Care concordat
- Mental health collaborative
- Maternity voices partnership
- North Lincolnshire Patient Participation Group Forum
- North Lincolnshire Quality Surveillance Group
- Integrated Children's Trust meeting

Mental Health

During quarter 3 our Manager attended the Crisis Care Concordat and the Mental Health collaborative meetings. During these meetings there was an opportunity to share feedback relating to mental health services locally.

Work to improve waiting times and access to mental health services is now beginning to take shape, with plans to expand the hospital liaison service, expansion of the crisis team and mental health workers in each primary care network to be put in place in 2020. It was therefore decided that it would be pertinent to allow changes to take place before embarking on a new project to investigate this issue.

In quarter 4, the team will continue to monitor feedback from the public regarding local mental health services and ensure these comments are fed back to commissioners and mental health service providers.

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

The overall findings report for oral health in care homes was completed in quarter 3 and was sent to providers and commissioners for a response to the recommendations.

13 recommendations were made in total, these were aimed at;

- Care Home Managers that took part in the visits
- General Dental Practices
- The Community Dental Service
- NHS England and Improvement Yorkshire and Humber
- North Lincolnshire Council provider development team

By the end of quarter 3, positive responses had been received by 6 out of 13 Dental practices, the Community Dental service, and 8 of the 11 care homes that took part in the visits.

The Champion Quality Incentive Scheme

As a result of the findings from the oral health report, the Provider development team have now committed to asking care home providers to evidence that they are working to improve oral health outcomes as part of the the champion quality incentive scheme. This includes;

- Evidence of an Oral Health policy, which sets out plans and actions to promote and protect residents' oral health and is embedded into the daily running of the care home.
- Evidence of staff awareness and understanding/implementation of this policy.
- Evidence that an oral health assessment is undertaken on admission and routinely reviewed to assess oral health needs of residents. This should include the use of the NICE Oral Health Assessment or equivalent.
- Evidence of a robust oral health care plans for all residents.
- Evidence that care staff provide residents with daily support to meet their mouth care needs and preferences, as set out in their personal care plan.
- Evidence of care staff knowledge and skills including the importance of residents oral health, the reassessment of residents oral health, reporting and responding to oral health concerns, the potential impact of untreated dental pain or mouth infection and knowing how to deliver daily mouth care.
- Evidence that the provider promotes the importance of good oral health to residents, with visual aids and guidance displayed in prominent places around the care home.

Hospital letters

Feedback was received quarter 3 from a gentleman who is unable to read his own hospital letters due to a sight issue. He has previously requested to have letters from the hospital printed in the format that he could read easily however he was still reciving his correspondence in an inaccessible format.

The issue was fed back to the patient expereince lead at Scunthorpe Hospital who is now working with the gentleman to ensure that future letters are presented in an accessibel format.

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

During quarter 3, our Manager attended the Regional Managers network meeting in Leeds. This was an opportunity to feed back the results from the oral health project in North Lincolnshire. The Manager also attended the NHSE Dental Clinical Commissioning Executive meeting in October 2019.

In October 2019, two team members attended the Healthwatch National Conference in Birmingham. The conference was the chance for Healthwatch North Lincolnshire to understand the wider work of Healthwatch England and participate in interesting and informative workshops to aid the future development of the service.

Evidence submitted to the health and social care select committee inquiry by HWNL was published in quarter 3. This information has now been 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 allows 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 4 plans

- Launch cervical screening survey in line with cervical prevention week (20th Jan 2020)
- Hold focus groups and interviews with women with disabilities for the cervical screening project.
- Carry out engagement with adults who are socially isolated, and use this feedback to contribute to the safeguarding adults board conference.
- Increase number of volunteers working at the Ironstone center 'hub'
- Publish overall dental access report.
- Conduct a priorities survey and develop annual work plan for 2020-2021.