

The page features four vertical lines on the left side in dark blue, pink, light blue, and green. In the center, there are four overlapping speech bubbles in dark blue, pink, light blue, and green. The text 'Quarterly Report' is centered over these bubbles.

Quarterly Report

Quarter 3, 2018

Healthwatch North Lincolnshire

Quarterly report

Year 6, Quarter 3

(October - December 2018)

Overview

Quarter 3 was a busy time for the staff and volunteers at Healthwatch North Lincolnshire.

The main three areas of focus in the quarter were;

- Investigating the issue of falls prevention and management in a selection of care homes.
- Developing stronger links with partner agencies and planning the launch of the Healthwatch Partnership (in Q4)
- Evidencing outcomes by following up on recommendations from previous reports.

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

Engagement and events

During Quarter 3, HWNL listened to the views 107 members of the public through regular engagement sessions at Scunthorpe Hospital and events that have taken place locally.

Healthwatch attended the following events in Quarter 3

- RNIB training session.
- Young Carers event (presented)
- Bottesford Baptist Church coffee morning
- SEND conference
- Carers Rights event
- Age UK
- Festival of Trees (Christmas tree and comments box displayed)

Supporting local events



The Healthwatch 'Commentree' at the Lindsay Lodge Hospice festival of trees in December



Yvonne getting in the Christmas spirit at the Age UK Christmas fair.

Marketing and promotions

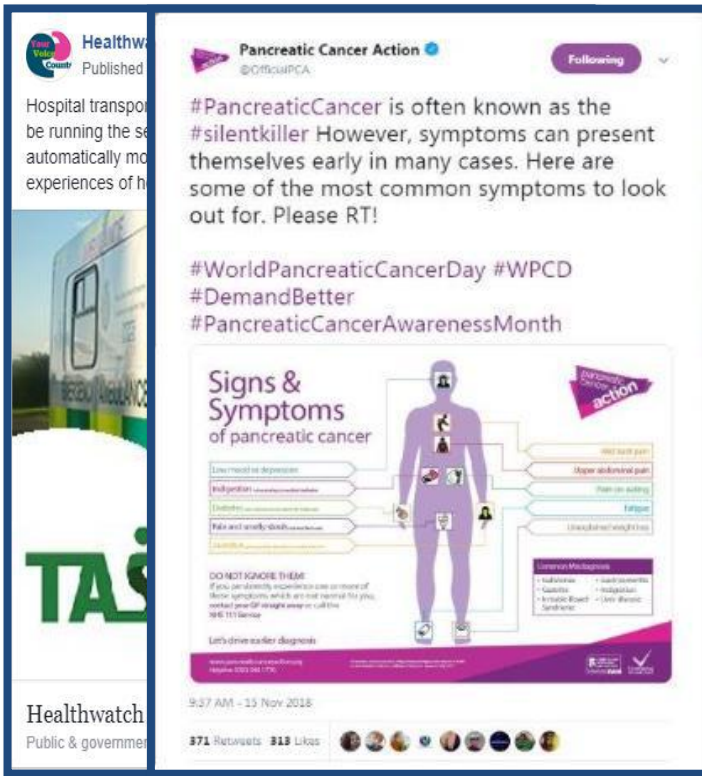
The team at Healthwatch North Lincolnshire continue to use a range of media outlets to proactively promote the service and increase the awareness of the work that is carried out.

Printed media such as posters and flyers are visible in most health settings such as GP practices and the hospital and are replenished and refreshed regularly. Healthwatch produce a newsletter every two months which features local news and information about services and events and is available in digital and print format. The newsletter has a friendly and informal tone which is well received by stakeholders and members of the public. Currently, 492 people have subscribed to the newsletter including a visually impaired gentleman who receives a text only version that can be read out by his computer software. This is an increase of 418 subscribers (roughly a 600% increase on the same quarter the year before).

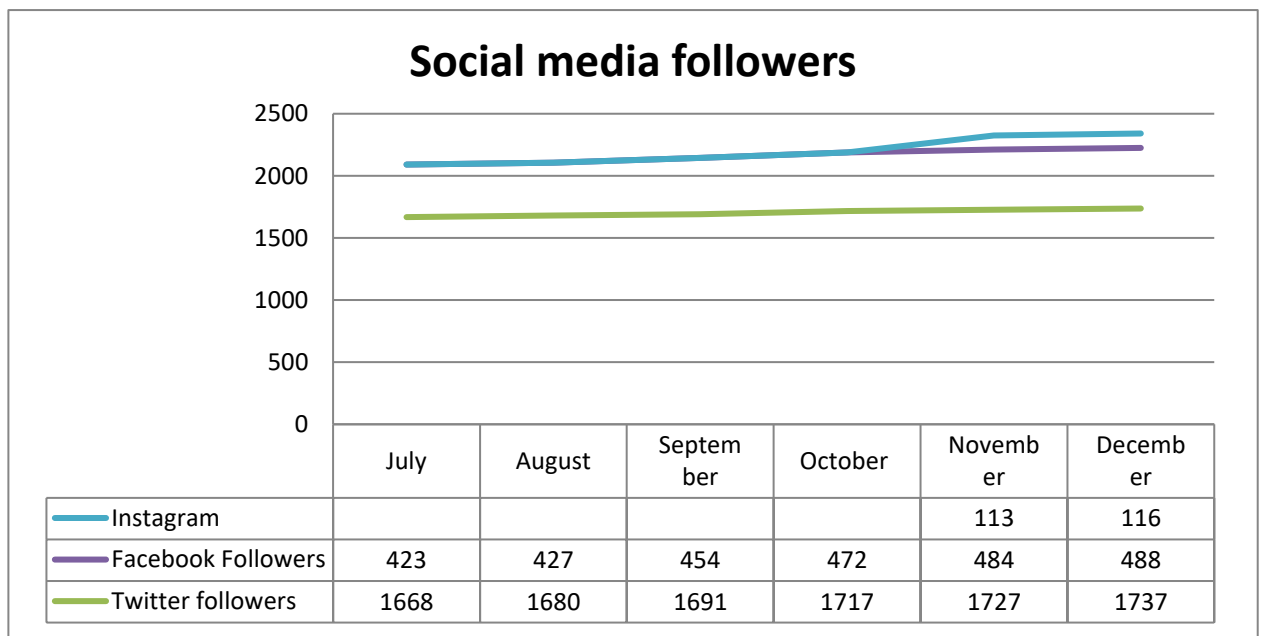
A further 205 newsletters have been distributed and shared in local health settings and at events.

The use of social media to promote the service and share relevant local and national information was as popular as ever during Quarter 3. The Engagement Officer works hard to create innovative and interactive posts that will reach as many people within the North Lincolnshire as possible, but HW are yet to achieve the reach of the 'ray of sunshine' award post from quarter 2 which peaked at 14628 people on Facebook. The 'Reach' of a post is increased when followers of Healthwatch share the post amongst their networks and friends. The average reach of posts on both Facebook and Twitter in Quarter 3 was 11200 residents which is approximately 6.6% of the population of North Lincolnshire.

Top performing Facebook and Twitter posts in Quarter 3



Healthwatch continued to see a steady increase in new followers for Facebook, Twitter and Instagram in quarter 3.



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

HWNL continue to receive enquiries from members of the public about health and social care services available to them in their local area. These enquires come from face to face contact, the HWNL website, social media and over the telephone.

During Q3, 45 individuals were signposted to a range of services across North Lincolnshire. This is an increase of 9 since the previous quarter. However, this number does not reflect the number of people accessing the Healthwatch North Lincolnshire website for signposting information. In total, 313 people accessed the signposting page on the Healthwatch North Lincolnshire website in quarter 3 which is an increase of 58 compared to the previous quarter. This highlights that the use of the website is a clear preference for the local population over telephoning the office.

Healthwatch continue to monitor information that comes though social media, email and surveys to look for emerging trends and concerns about access and quality of care services. This is monitored through the CRM database.

During Quarter 3, issues around waiting times for recall appointments in the Opthamology department at Scunthorpe General Hospital have become a common theme. Healthwatch have recieved feedback that some patients are not receiving recall appointments in the time frame they were expecting and having to wait too long for treatment. This is being raised at the next patient experience action group (PEAG) meeting in February 2019.

The issue of wheelchair availablity at the SGH is continuing to be an issue. This had been raised by HWNL previously with the patient experience lead who had requested evidence. During quarter 3 a survey was carried out over a four week period duing November to measure the scale of the issue. The information has also been put together to share with the patient experience lead and the PEAG in February.

During November a meeting was held with Healthwatch and the Public Health team at North Lincolnshire Council to discuss involvement with the Health Champions programme. It has been agreed that the Health Champions training package will include information on Healthwatch and how to contact the service.

Healthwatch will also be invited to attend quarterly development workshops to further promote the service and increase engagement activity.

Healthwatch will actively encourage volunteers to take part in Health Champion training, and during quarter four will be reviewing the volunteer training package with a view to making this part of the volunteer offer.

During Quarter 4 Healthwatch will continue to strengthen and develop new partnerships with local organisations to encourage participation in Healthwatch activity and create ambassadors for the service. A launch of the Healthwatch Partnership is scheduled for the 24th of January.

During Quarter 3, HWNL attended a special Health Scrutiny Panel meeting that was called to investigate two serious incidents at Scunthorpe hospital relating to delay in discharge letters being sent to GP practices and a number of cervical screening results not being received by patients.

Healthwatch responded to the issues raised by planning some ongoing work with NLAG to ensure patients are encouraged to take ownership over their care and ask if they are unsure.

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

Feedback about health and social care services in North Lincolnshire is received regularly through outreach activity, social media and calls to the office. Feedback can be provided on comment cards or by completing an experience survey.

In December, patients at Scunthorpe Hospital told Healthwatch that the heating in the Outpatients entrance (waiting area) wasn't working. Vulnerable members of the public told Healthwatch that they were cold whilst waiting for patient transport. The maintenance team were alerted but the issue remained a week later. Healthwatch then took this information to the patient experience team who ensured that this was dealt with.

Healthwatch also received feedback that this waiting area had a large piece of wood obscuring the view from the window, preventing patients from seeing when their transport had arrived. This meant that many frail individuals were having to stand outside in the cold weather to ensure that they don't miss their transport. This was also raised with the patient experience team who ensured that the obstruction was removed.

In total HWNL volunteers have contributed to 56 hours of work in quarter 3. This is an increase of 20.5 hours compared to the previous quarter.

16 volunteers actively support the service and in quarter 3 were involved in the following activities:

- Enter and View visits
- Engagement support at Scunthorpe General Hospital
- Read and Review of health literature

One new volunteer took part in their first enter and view visits in Q3 and two new volunteers were recruited in quarter 3, ready to undertake their roles in Q4.

In quarter 3 Healthwatch trialled advertising volunteer positions on Facebook. In total 12 people expressed an interest but so far none have completed the required application form to take it to the next stage. In Quarter 4, a review of the application process will take place with the aim of ensuring that it is accessible and increases participation. The training and development of volunteers will also be reviewed.

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

Healthwatch North Lincolnshire is represented quarterly on the Health and Wellbeing Board. No agenda items were presented in Quarter 3, however Healthwatch will share developments from the Autism pathway project and the falls work in the next two quarters with the Health and Wellbeing Board members

HWNL were active partners in the following groups in Quarter 3:

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

During Quarter 3 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:

- NLaG Patient Experience and Action Group
- NLaG System Improvement Board
- Safeguarding Adults Board
- NLAG Quality and Safety Committee
- 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

Opportunities for collaborative working with some of these partners on common topics of interest were identified.

During Quarter 3, a meeting was held with Healthwatch, the provider development team and the safeguarding adults team due to concerns highlighted after two enter and view visits, for which the reports were immediately shared with the provider development team, the CQC and safeguarding team. It was decided that safeguarding would need to carry out an immediate unannounced visit to one of the settings to ensure safety of residents.

As a result of this meeting, it was agreed that Healthwatch would work more closely with the provider development team going forward to ensure that Care Home intelligence and information about visits are shared mutually.

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

During quarter 3, 11 Enter and View visits were carried out in the following care homes in North Lincolnshire:

- Carseld - Broughton
- Warley House- Scunthorpe
- The Valleys - Scunthorpe
- Randolph House -Scunthorpe
- St Lawrence Residential Home - Scunthorpe
- Castlethorpe Nursing Home - Brigg
- The Birches - Brigg
- Holme Farm - Elsham
- Cumberworth Lodge - Haxey
- Grafton House - Scunthorpe
- Sir John Mason House - Winterton

The visits were focused on the theme of falls prevention and management and have revealed some interesting results. The Care Homes were selected as a mixture of those rated 'good' and 'requires improvement' by the CQC and split across all three care networks. The team are in the process of compiling the 11 individual reports.

Two safeguarding alerts were made in relation to two care homes as a result of the enter and view visits.

The results of one of these reports have instigated the Provider Development Team to share learning from another service with one of the care homes that did not appear to have a proactive approach to falls prevention.

An overall report with the findings, and examples of good practice will be published in quarter 4.

The Research Officer continued to work on the autism spectrum research report in Q3.

Surveys to parents and schools were circulated in this quarter but unfortunately the volume of results received has been low.

A meeting of the SEND partnership board in November revealed that in recent months, the issue around waiting times for an autism diagnosis had changed, due to increased demand on the service. This has prompted a review of the approach taken with the report as the results may not reflect the true picture.

In Quarter 4, Healthwatch will be meeting with a CCG representative to further develop this work.

During Quarter 3, Healthwatch followed up on the recommendations made in the Outpatients report that was published in March 2018, and we are pleased to see that most of the recommendations have been completed.

Some of the issues raised in the initial report included:

- Long waiting times.
- Lack of communication about waiting times, follow ups and booking processes.
- Patients are often anxious about a hospital appointment about where to go and what to expect.
- Lack of information about the new parking system.
- Inappropriate signage in Ophthalmology for visually impaired patients.

Some of the actions taken to resolve these issues include:

- Waiting time information is now displayed prominently on CCG and NLaG website.
- Patients are now given information at the time of an appointment about further appointments and who to contact.
- A welcome letter with details about the appointment and what to expect is being devised and will be provided at the point of referral (ongoing).
- Information on the ANPR parking system is now provided at point of referral.

- The information on the notice board in Ophthalmology has now been changed to larger, bolder print on a yellow background to make it more accessible for visually impaired residents.

Please see embedded document for full information.



Healthwatch Action
Plan 0418 Nov update

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

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 4 plans

- Launch of new Healthwatch Partnership
- Recruitment of new Volunteer Coordinator
- Review of volunteer recruitment and training process
- Plan work priorities for 2019/2020
- Produce report of findings from falls work
- Complete Autism pathway investigation report