

**NORTH LINCOLNSHIRE COUNCIL**

**HEALTH AND WELLBEING BOARD**

**Healthwatch North Lincolnshire Update**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To provide an update on the progress of Healthwatch North Lincolnshire

**2. BACKGROUND INFORMATION**

- 2.1 An eighth report was submitted to this Board at its meeting of 9th December 2014. The HWNL December 2014 progress update was attached as an appendix to the Board for consideration.
- 2.2 The HWNL progress report was noted by the Board, along with the activities so far conducted by HWNL in relation to its strategic objectives and priorities set for year 2. Healthwatch North Lincolnshire is a partner on the HWB and will continue to:
- a. support the Board to meet its priorities as outlined in the Health and Wellbeing Strategy, and
  - b. fulfil its statutory duty to involve local people and be accountable to the community.
- 2.3 Healthwatch North Lincolnshire has delivered a number of needs led initiatives and captured a number of local health and social experiences.

**3. OPTIONS FOR CONSIDERATION**

- 3.1 To consider the HWNL June 2015 update on progress against its strategic objectives and priorities set for year 2.
- 3.2 To consider the format and types of information regarding feedback from the community on health and social care issues, and whether the Board requires this presenting in a different format moving forward.

**4. ANALYSIS OF OPTIONS**

- 4.1. The Health and Social Care Act 2012 made Healthwatch the new consumer champion for publicly funded health and social care. As part of the Health

and Social Care Act 2012, Healthwatch was granted a statutory seat on the Health and Wellbeing Board. All Local Authorities have a statutory function to commission a local Healthwatch for their area. It is therefore necessary for this Board to receive and consider regular status reports from Healthwatch North Lincolnshire.

**5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1. Any resource implications arising from this report will be met from within existing approved contract arrangements.

**6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 Not applicable

**7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1. There are no conflicts and interests to declare.

**8. RECOMMENDATIONS**

8.1. That the progress and the findings of HWNL engagement reports are noted and that Healthwatch North Lincolnshire continues to fulfil its role on the Health and Wellbeing Board.

8.2 That a reporting format for moving forward is agreed.

Healthwatch North Lincolnshire  
Queensway Business Centre  
Dunlop Way  
Scunthorpe  
DN16 3RN

Author: Kirsten Spark

Date: 16.06.15

**Background Papers used in the preparation of this report:**

Enter and View – Dignity and Respect at Scunthorpe General Hospital November 2014  
Enter and View – Nursing and Residential Care Homes in North Lincolnshire December 2014



# Status Report

June 2015

## Healthwatch North Lincolnshire Update

This document gives a brief update on the work being carried out by Healthwatch North Lincolnshire, both individually and in collaboration with other local partners.

<p><b>Enter and View at Scunthorpe General Hospital (November 2014)</b></p>	<ul style="list-style-type: none"> <li>➤ Following on from a survey carried out by Healthwatch North Lincolnshire regarding views of Scunthorpe General Hospital, a number of Enter and View visits were undertaken during October 2014. An action plan has now been agreed by the NLAG Trust following this piece of work and is regularly reviewed with Healthwatch at their Patient Experience Group. In addition, Healthwatch have established regular meetings with Trust representatives to monitor improvements and progress.</li> </ul>
<p><b>Intelligence reporting</b></p>	<p>Healthwatch North Lincolnshire staff and directors have been gathering intelligence about local people's views of health and social care and this data has been input onto our database. Issues raised between Jan - June 2015 include the following:</p> <ul style="list-style-type: none"> <li>• Appointment delays in Ophthalmology at NLAG</li> <li>• Poor communication with patient at SGH</li> <li>• Length of wait in A&amp;E (January 2015)</li> <li>• Lack of long term support for patient with bi-polar disorder</li> <li>• 5 issues raised regarding difficulties getting GP appointments</li> <li>• Quality of written information provided following treatment at hospital</li> <li>• Lack of NHS dentists available in North Lincolnshire</li> </ul>
<p><b>Patient Care Pathway</b></p>	<ul style="list-style-type: none"> <li>➤ Healthwatch volunteers have completed interviews with patients identified by NLAG Patient Experience Practitioner, Jo Loughborough.</li> <li>➤ Healthwatch supplemented these with a number of other case studies, and three further patients have been interviewed. A report will draw conclusions and make recommendations and is expected to be published in July 2015.</li> </ul>

<p><b>Emergency Care Centre - Understanding why people choose to attend the emergency centre.</b></p>	<ul style="list-style-type: none"> <li>➤ Healthwatch has completed research into people’s experience of the Emergency Centre at Scunthorpe General Hospital, in particular considering the views of young people as it had been highlighted that there had been an increase in young people utilising the service. Enter and View visits were carried out over seven days at the Emergency Centre during the last week of November 2014.</li> <li>➤ In addition to this, a survey was carried out during September/October to understand why people visit the Emergency Care Centre. Over 200 responses were received, capturing both positive and negative experiences.</li> <li>➤ A draft report has been produced and a response received from the NLAG Trust which includes a detailed action plan. The report will be available on our website during June 2015.</li> </ul>
<p><b>Accessibility for patients with learning disabilities.</b></p>	<ul style="list-style-type: none"> <li>➤ Healthwatch North Lincolnshire attended focus groups with advocates for Cloverleaf Disability Group to gather their views on health and social care and see if there were any gaps in service provision. The main issue raised from the focus groups was that there are often barriers for people with learning disabilities when they access hospital services, particularly A&amp;E and Urgent Care. These findings led HWNL to write a proposal for NLAG, Cloverleaf and Healthwatch to work together to produce on a booklet or other form of media with a dual purpose:</li> <li>➤ To inform people with learning disabilities of the process of going for an outpatient appointment to ease any anxiety they may have when accessing the service.</li> <li>➤ To inform and educate hospital staff on how to liaise with people with a learning disability and make them feel at ease during their hospital visit.</li> <li>➤ Finance for the project has been agreed and Healthwatch have assisted with the pre-production and script writing for a short film which will help those with a learning disability understand what happens at an outpatient appointment.</li> </ul>
<p><b>Information &amp; Advice services</b></p>	<p>Our work on information and signposting has led to the production of a health and social care directory which was launched at an event held in January 2015. The directory has been distributed to many local venues and a second updated version is expected to be available during July 2015.</p> <p>Healthwatch have been holding information and signposting and independents complaints advocacy drop in sessions during April/May 2015 at the Crosby Community Association offices. These are to be held until the end of June when the sessions will be evaluated.</p>

	<p>Healthwatch staff have provided outreach and engagements at the following locations;</p> <p>January 2015:</p> <ul style="list-style-type: none"> <li>• Sainsbury's - Directory launch</li> <li>• The Pods - Directory launch</li> <li>• Morrison's - Directory launch</li> <li>• Café Indie - Directory launch</li> </ul> <p>February 2015:</p> <ul style="list-style-type: none"> <li>• Brigg Library - with Health Check team</li> <li>• Central Library - with Health Check team</li> <li>• Lindsey Lodge Hospice - presentation</li> <li>• Wortley House Hotel - PIP conference presentation</li> <li>• North Lindsey College Health Fair</li> <li>• Pakistan Islamic Centre and Ironstone Centre - Hepatitis C testing event</li> <li>• CCG event at The House</li> </ul> <p>March 2015</p> <ul style="list-style-type: none"> <li>• North Lindsey College - presentation to students</li> </ul> <p>April 2015</p> <ul style="list-style-type: none"> <li>• Brigg Library - Health Checks</li> <li>• Central Library - Health Checks</li> </ul> <p>May 2015</p> <ul style="list-style-type: none"> <li>• St Bernadette's church - presentation to ladies group</li> </ul> <p>A 'Guide to Complaints' is currently being drafted, with the aim of summarising who to contact regarding health and social care complaints.</p>
<p>'Love your Health Event' - 27<sup>th</sup> February 2015</p>	<p>Healthwatch organised for the Hepatitis C Trust to bring their mobile testing unit to the Pakistan Islamic Social and Cultural Centre at our 'Love your Health' event which offered free Hepatitis C Tests. This was following on from issues that had been raised with Healthwatch regarding low uptake of testing and the stigma surrounding Hepatitis C.</p> <p>The event brought together key partners and allowed local residents to access a wealth of advice and information on health issues.</p>
<p>Relationship building with strategic leads</p>	<p>The Chair/Vice Chair are keen to ensure that close relationships are maintained with key partners. The following meetings have taken place to discuss the HW role, strategic plan, HW Reports and discuss some of the intelligence HW have gathered in relation to their service areas.</p> <p>29 January 2015 - HW / NLCCG quarterly meeting  18 March 2015 - Social Care Commissioner / HW Quarterly meeting  14 May 2015 - Director of Public Health</p>

	Date to be confirmed meeting for meeting with RDaSH Chief Executive
Meetings and representation	<p>Staff have represented Healthwatch at the following:</p> <p>14 January 2015 - NLAG Quality Review Group          20 January 2015 - NLAG Membership Working Group          3 February 2015 - NLAG / Healthwatch Steering Group          27 February 2015 - CCG Event - Health Matters          9 April 2015 - Joint Commissioning Meeting - NLCCG          17 April 2015 - Quality Accounts review meeting with NLAG</p>
Social Care & Integrated Services	<p>The People Scrutiny Panel were keen for HW to be involved in a joint research proposal regarding residential and nursing care homes in North Lincolnshire. The Scrutiny panel identified 20 Care Homes for enter &amp; view research to take place.</p> <p>The purpose of the visits were to find out:</p> <ul style="list-style-type: none"> <li>• What life is like in the care homes,</li> <li>• Do the residents feel safe there,</li> <li>• Do they feel that there is enough for them to do i.e. activities, get out into the community etc)</li> </ul> <p>Enter and View visits were undertaken during November 2014 and a final thematic report has been produced which is available on the HWNL website.</p>
Marketing	<p>A bi - monthly newsletter is currently produced.</p> <ul style="list-style-type: none"> <li>• HWNL has 845 Twitter followers and achieved 134 Facebook likes.</li> <li>• A regular calendar of events and targeted engagement is being drawn up.</li> <li>• Currently reviewing Facebook and Twitter and looking at how to improve the uptake on these pages.</li> <li>• Designing PowerPoint slide for screen advertising and identifying companies who will host these, i.e. GP screens etc.</li> <li>• A communications strategy is being developed to set out the next 6 months for marketing and communication.</li> <li>• Currently revisiting marketing materials, including the introduction of a ballot box which can be placed in different settings for the public's comments.</li> <li>• Mail shot to be distributed to local pharmacies, dentists etc to display HWNL leaflets and posters.</li> </ul>

<b>Engagement</b>	<p><b>V-News Event-</b> HW have been involved in the development of V-News (Voluntary Network Empowerment Women in Scunthorpe Group)</p> <p><b>BME Dementia Event-</b> Healthwatch led in the engagement with the Sikh community in raising awareness of dementia jointly with Alzheimer's Society. A report has been produced which is available on the Healthwatch North Lincolnshire website.</p>
<b>Volunteers</b>	<p>HW volunteer Shadia Afrin led work on co-ordinating evidence in order for HW to submit our successful application for the Public Health Bronze Healthy Workplace award.</p> <p>Two of our volunteers have been undertaking research as part of the pathway studies.</p> <p>NLAG Enter &amp; View visits had been conducted by both Directors and volunteers.</p>