

REPORT TO NHS DONCASTER CLINICAL COMMISSIONING GROUP ENGAGEMENT AND EXPERIENCE COMMITTEE

JANUARY 2018

UPDATE ON THE HEALTHWATCH DONCASTER

1. INTRODUCTION

The Engagement and Experience Committee (EEC) will be aware that from 1 August 2017 the contract for the delivery of local Healthwatch services was awarded to Healthwatch Doncaster. Alongside this there is a grant agreement with NHS Doncaster CCG for the provision of support for the Health Ambassadors Scheme and the Patient Participation Group Network.

2. UPDATE

a) Status report

Healthwatch Doncaster have been working closely with the Health Ambassadors and the identified the following updates:

- New Health Ambassadors – Diverticulitis and Transgender Community
- Specific support for TransMission – a new peer support for the Transgender community in Doncaster (this was a gap identified by the Health Ambassadors)
- Focussed discussions on Mental Health and Cancer with Commissioning Leads from NHS Doncaster CCG
- Mental Health survey developed by Healthwatch Doncaster to provide an opportunity for seldom heard groups to feedback on local mental health service – 30 responses from Asylum Seekers and Refugees and young women from local communities – the outcomes report/analysis will be shared with Commissioners and Providers of mental health services in Doncaster
 - 83% of respondents know how to access mental health services
 - 53% of respondent said that mental health services had helped them
 - 46% of respondents said that it wasn't easy/was difficult to access mental health services locally
- Healthwatch Doncaster were asked to have conversations with seldom heard groups about the Hospital Services Review. Healthwatch Doncaster specifically talked to members of the Asylum Seeker and Refugee community, young parents and the Keeping Safe Forum – there were 17 responses were obtained from these communities and groups
 - 65% of respondents felt that having enough qualified, permanent staff to run the service safely for patients was the very important to them
 - 59% of respondents stated that it was very important to them to have services that do not just offer care 9am-5pm Monday to Friday
 - 35% of respondents were aged 16-34
 - 30% of respondents were aged 35-64



- 35% of respondents were aged 64-74
- The Health Ambassadors for Veterans, Cancer and Asylum Seekers and Refugees provided feedback to Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust on their proposed policy on Overseas Visitors access to health services. The feedback from the Health Ambassadors was shared at the Patient Engagement and Experience Committee in December 2017

Healthwatch Doncaster have been supported the on-going development of the Patient Participation Group Network and have identified the following updates:

- The Patient Participation Group Network have had discussions about the Procedures of limited clinical value, Substance Misuse, Primary Care developments and the work of the Local Pharmacy Committee and prescribing.
- The PPG Network are keen to widen membership of the group to encourage attendance from people who have an active interest in wider primary care issues.
- Two members of the PPG Network were invited to have conversations with Healthwatch Doncaster about the Missed Appointments project.
- Healthwatch Doncaster have actively supported patient/PPG meetings and discussions linked to practice mergers and changes – patients and carers have been supported to have their voices heard and get actively involved in discussions about changes within primary care.

Local campaigns

- Healthwatch Doncaster have used a range of social media channels and networks to share recent campaign information some examples include:

Date	Info	Reach
August-Sept' 17	NHS Doncaster & Public Health - LI R'dshw	3670
October '17	NHS Doncaster - End of Life session	1112
Oct-November '17	NHS Doncaster GP Access - National Survey	1403
November '17	NHS Doncaster SYBassetlaw Hospital Services Meetings	175
November '17	Doncaster Council Carers Charter	123

- Healthwatch Doncaster continue to use videos and regular information updates on social media to encourage people to access a range of services out of hours rather than purely rely on A&E. Recent videos over the holiday period have received over 2000 views for each video – Healthwatch Doncaster have used promoted posts on Facebook to widen the audience for each video



Missed Appointments

- The Missed Appointments project was a joint project between Healthwatch Doncaster, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust and NHS Doncaster CCG. 1630 people were engaged and completed survey responses have been collated and analysed. A range of activities were used to engage a wide range of people and communities. This included face to face sessions in outpatients and communities, an online survey and social media promoted posts and competitions.
- An exercise was undertaken with young people in year 12 (age 16/17) across three schools (Balby Carr, Campsmount and McAuley), Apprentices at YMCA Training and students at Doncaster Communication College – views from over 300 young people in Doncaster have been collected and collated.
- The recommendations to be included in the final report have been presented and approved at NHS Doncaster CCG Planned Care Programme Board.

Care Home conversations

- Six in depth Care Home conversations have taken place October – December 2017. Reports from these visits are shared with the Provider, the Local Authority and CQC and form part of the local quality monitoring for care homes.

Working with local schools

- Healthwatch Doncaster has delivered information and education sessions to five local schools as part of their PHSE curriculum work. The schools involved are: Rossington All Saints, De Warrene, McAuley, Balby Carr and Campsmount Academy

Keeping Safe Forum

- The Keeping Safe Forum have reviewed and revised the Keeping Safe leaflets in partnership with the Safeguarding Adults Board. The annual Keeping Safe Event took place on 1 December 2017 and was attended by over 70 members of local communities. Choice for All Doncaster's Safety in Doncaster scheme and the link with Augmented Reality was showcased at the event.

3. FUTURE PLANNED ACTIVITIES – some examples of planned activities are set out below

- NHS England's National consultation on Prescribing over the counter medication – a local consultation and discussion sessions developed and delivered in partnership with NHS Doncaster CCG.



- Engagement with Health Ambassadors, PPG Network, Choice for All Doncaster and the Keeping Safe Forum to gather views from seldom heard communities
- Continued development of Young Healthwatch using a forum based approach – links being made with Children and Young People’s Participation and Engagement group and DBTH
- Elective Care Development Collaborative – Healthwatch Doncaster have been involved in the local launch and rollout of this exciting 100-day project across three speciality areas – Cardiology, Urology and ENT – opportunities for engaging and involving communities of interest linked to Health Ambassadors and PPGs
- Student Placements – partnership with Doncaster College has identified a number of opportunities for student placements from degree and foundation stage courses. Healthwatch Doncaster is an approved placement provider and the first placements will start in February 2018
- Community Led Support – Doncaster Council are keen to work in partnership with Healthwatch Doncaster around the roll out of the Community Led Support model in local communities – there will be opportunities for Health Ambassadors, volunteers, PPGs and local community groups to be involved in appreciative enquiry and feedback to influence the development of the model – this will have an impact on how people access health and social care services locally.
- Working closely with the Primary Care team and local communities about changes across the primary care environment.
- The most popular tweet from the @hwdoncaster account was:
Congratulations to @glynbutcher from @pfgdoncaster winning a Local Hero award from @hallamfm & TSB. #MotivationalMonday
It has received over 3000 views – twitter and Facebook can reach large numbers of people with timely and up to date information
This is an area for continued improvement and development and a real opportunity for Healthwatch Doncaster and NHS Doncaster CCG to work together on jointly developed local campaigns. A strategically driven, collaborative approach to key messages and information would greatly enhance the opportunity to ensure that more people in Doncaster were actively informed and engaged in local campaigns

4. RECOMMENDATION

The Engagement and Experience Committee are asked to:

- Note the updates on work that has taken place through the Healthwatch and Engagement in health and wellbeing contracts
- Discuss future planned activities and identify any areas for additional partnership working
- Discuss any other areas of activities which EEC may wish to see considered

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