

REPORT TO NHS DONCASTER CLINICAL COMMISSIONING GROUP ENGAGEMENT AND EXPERIENCE COMMITTEE

NOVEMBER 2018

UPDATE ON THE WORK OF 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

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

The Health Ambassador for Asylum Seekers and Refugees has worked with Healthwatch Doncaster to ask about the experience of registered with local GP practices to access Primary Care services in Doncaster.

42 people were engaged in conversations about registering with local GP practices. The survey was designed to assist gathering the information from a group with very limited communication skills due to language barriers. This included the use of photos of GP practices – it was recognised that people could identify the building rather than the name of the GP practice. The survey included 6 questions, with some limited free text opportunities and they were completed through conversations using volunteer language interpreters.

76% of people who were talked to indicated they had no problems when registering with their General Practitioner, whilst efforts were made to establish what problems the remaining 24% had despite the availability of interpreters it was difficult to engage sufficiently with each respondent and gain a good account of their difficulties.

93% of the people talked to said that they were made to feel welcome when going to a GP practice for registration. This was very apparent in the conversations around this questions and there were positive facial expressions and body language.

The Health Ambassadors and Healthwatch Doncaster would recommend that there is collaborative work with the Health Ambassadors and the Patient Participation Groups in order to achieve the positive outcomes in relation to GP registration for the cohort involved. Health Ambassadors represent specific groups and the Patient Participation Groups represent the general population that use General Practice. The outcomes of this report will be shared with the PPG Network Group.

The Health Ambassador for the Veterans community has developed a survey for Veterans around access to and experience of Primary Care – this survey has received input from the LMC and the Veterans Health Ambassadors is in the process of sharing this survey through social media and local veterans' networks.

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

The PPG Network have had a series of focussed discussions and meetings that have culminated in resources that have been shared with Practice Managers and PPGs across Doncaster.

A report and update on Wellbeing Services was discussed at the Network meeting and then shared:



FINAL PPG Meeting
Well Being Officer r

There was a focussed meeting on Carers with presentations from the Strategic Lead for Carers, the lead for Young Carers and the Carers Reaching Out Service.

The PPG Network organised a deliberative discussion session with the Hospital Services Review team – the session was opened up a range of community groups – over 35 different people attended and were involved discussions about the outcomes of the Hospital Services Review and the next steps for people in Doncaster.

Healthwatch Doncaster and NHS Doncaster CCG's Primary Care Commissioning Team have identified an offer of support to GP practice that have had a recent contract change or merger so that best practice and learning from the PPG Network can be shared. Letters offering support have been sent out to Practice Managers from the identified GP practices.

Local campaigns

End of Life

Interesting partnership work with Voiceability, NHS Doncaster CCG and the LMC around End of Life and DNA CPR requests has led to the development of some draft videos – the plan is to review the videos, make changes and then get them into GP surgeries using their TV screens:

<https://youtu.be/4vIqPD505sg>

<https://youtu.be/YV6CUx4PDEY>

https://youtu.be/8wc_p6dssJI

https://youtu.be/Gx-nj_e8ddc

Care and Support at Home

Final report on Care and Support at Home project produced and shared across partners and through social media.

Outcomes from the research:

- Over half the respondents (62%) rated the service they receive in the upper end of the satisfaction scale with 25% opting for the middle and 13% stating that they were generally not very satisfied.

- 100% of people told us that it was important that carers came at the agreed time. Those respondents that we talked to told us that if circumstances dictated that there would be some significant delay in receiving their care call they would appreciate being notified. Many stating that communication between themselves and providers could be improved. However, a small number did report that they are kept informed and had generally a good experience if they had occasion to contact their care providers.
- 96% of people in receipt of care told us that it is important that they see carers that they are familiar with, that they can stay independent, that they were treated with dignity and respect and involved in the development of their care plan.

Recommendations

- Poor communication between providers and clients was a strong theme in our engagement work. People told us that that they were not kept informed about changes to their carers or the timings of their visits.

Whilst it is acknowledged that capacity and resources make it difficult to inform clients of every change, Healthwatch Doncaster recommend that service users should be informed of significant changes, such as a different carer or a change in the timing of visits, that could directly impact on the service user's plans.

- People told us about carers not having time to fully read the care plan and thereby understand the client's needs.

Healthwatch Doncaster recommend the development of a system such as an A4 laminated sheet with key points relating to care and preferences being readily available in the client's home. This could include key features of the care plan i.e make breakfast and any personal preferences for example toast, jam no butter.

- Whilst conducting the face to face engagement Healthwatch Doncaster spoke to several people who opted not to complete the survey as they are wholly reliant on care and support from family members. Many of these people told us that their family member does not receive any support in fulfilling this role and are not aware what, if any, support is available for carers.

Healthwatch Doncaster recommend that more needs to be done at community level to raise awareness of support available for informal carers.

- Social isolation and loneliness for people receiving care and support at home came across as a theme.

Healthwatch Doncaster recommend that more needs to be done to ensure that Care and Support at Home providers and care staff are aware of the implications of late and missed care calls on recipients of care and the impact on their social isolation and loneliness.

Recommendations discussed and agreed with Doncaster Council and NHS Doncaster CCG.

Next steps include presenting the report and finding at Home Care Board, the Strategic Lead Providers Forum and then agreeing implementation of recommendations with local Providers.

100-day Improvement Challenge

Healthwatch Doncaster are actively involved in the 2nd Wave of the 100-day Challenge – there will be support for each of the Specialty areas – Ophthalmology, Spinal and Fibromyalgia. A Healthwatch Doncaster volunteer representative from a PPG and an Expert by Experience are involved in the Ophthalmology group and volunteers are being approached about involvement in the other working groups.

Keeping Safe Forum

The Annual Keeping Safe Forum event has been planned and organised for 18 December 2018 – focus is on inviting community groups and representatives to attend. Lee Ridley – the Lost Voice Guy – is the special guest for the afternoon session, Members of the Forum have co-produced the agenda and the themed workshops.

Healthwatch National Conference

Healthwatch Doncaster presented and delivered a workshop at the Healthwatch England National Conference – the focus was on People, Placements and Partnerships:



People Placements
and Partnerships - P

Choice for All Doncaster – Choice for All Doncaster are supported by Healthwatch Doncaster. ChAD have provided an update on three areas of work:

Easy Read Cards

Following the design work ChAD have done with the Easy Read appointment cards they have now been printed and distributed.

Two of the members appeared in a Doncaster Free Press as well as The GP newsletters which resulted in being contacted by The Great North Medical Centre who wished to start using the scheme (they have since been issued some personalised ones for the practice). It has also been promoted on the Healthwatch website.

The press release also resulted in Nick Hunter (Doncaster Pharmaceutical Committee) sending ChAD relevant contacts from which John Gatus LDC approached ChAD as they felt the appointment cards are a great idea and beneficial to the public.

John invited members to a **Dental practice staff meeting at The Holiday Inn Warmsworth on where practice managers agreed to trial the cards.** They have also invited ChAD to have a stall at an event at the same venue on the 10th October to promote further.

All GP practices in the borough have now been issued with a supply of the cards by the LMC, as well as committee members visiting Stirling, Cantley, Mexborough, Rossington Smile services and the PFG, engaging with the LD community they represent informing and distributing the cards as required.

There has been a request for more cards for GP surgeries and 10,000 more cards are being printed for distribution and use.

Learning Disability Strategy

Emma Price from NHS Doncaster CCG and Sally Ferguson from Rotherham Speak Up attended a recent ChAD meeting.

They asked ChAD to be involved in work on the Learning Disability strategy

ChAD committee members are committing themselves initially to one morning a week for six weeks to receive the adequate training and then going out to engage with the LD community to gather their thoughts and experiences on life in Doncaster.

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

Annual General Meeting

Healthwatch Doncaster's Annual General Meeting is taking place on 13 December 2018 1pm – 3pm at Rutland House, Doncaster.

The focus will be on a celebration of the work carried out over the past year,

Staying Well in Winter

A series of engagement activities are planned throughout December and January to gather information from people about access to Primary Care services and to provide information about Staying Well in Winter – these include attending Flourish's Christmas Fayre and CAST's Pantomime performances

Primary Care Strategy

Healthwatch Doncaster are developing a series of questions to gather information from local people about their experiences of accessing Primary Care locally – the outcomes of this work and the voices of local people will be fed into the emergent Primary Care strategy being developed by NHS Doncaster CCG.

NHS Long Term Plan

Healthwatch England are working with NHS England to develop a series of planned conversations about the NHS Long Term Plan in local communities. Healthwatch Doncaster will be delivering these conversations locally.

Community Connections

Healthwatch Doncaster and Doncaster Council have developed a programme using app-based electronic forms and tablets to gather information from local communities around their connections and support. Local groups will be funded to carry out the research. Healthwatch Doncaster are providing the technology on a loan basis.

4. RECOMMENDATION

The Engagement and Experience Committee are asked to:

- Note the updates on work that has taken place through the Healthwatch Doncaster and Engagement in health and wellbeing grant-funded activity

- 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

Healthwatch Doncaster

November 2018