

REPORT TO NHS DONCASTER CLINICAL COMMISSIONING GROUP ENGAGEMENT AND EXPERIENCE COMMITTEE

APRIL 2019

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:

Hospital Services Review

Health Ambassadors were invited to and participated in a discussion about the outcomes and next steps of the Hospital Services Review – this discussion workshop was a joined up session incorporating the Health Ambassadors, the PPG Network and members of local community groups.

Integrated Health and Care commissioning strategy

NHS Doncaster CCG and Doncaster Council used a Health Ambassadors meeting to share the vision for the integrated commissioning strategy and ask for feedback and comments from local people.

Members of the Health Ambassadors groups engaged in active conversations and provided feedback and views about the vision and the emergent integrated commissioning strategy

Yorkshire Cancer Forum

The Health Ambassadors received a presentation and discussion from the lead for the Yorkshire Cancer Forum. The Chair of the Health Ambassadors will be attending the Yorkshire Cancer Forum.

Veterans

The Health Ambassador for Veterans took part in an extensive interview with Doncaster Free Press about his life and why he was passionate about being a Health Ambassador. The article was published in March 2019.

Prescribing hormones for the Trans Gender community

Discussions at a recent Health Ambassadors meeting have highlighted an area of potential inequity in relation to the prescribing of hormone treatment for the Trans Gender community.

ACTION

The Health Ambassadors would like to suggest a meeting with representatives from NHS Doncaster CCG's Primary Care Commissioning Team, Medicines Management Team and Healthwatch Doncaster to share the experiences of the Trans community and identify potential ways forward.

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

Hospital Services Review

The Patient Participation Group hosted a discussion about the outcomes and next steps of the Hospital Services Review – this discussion workshop was a joined up session incorporating the Health Ambassadors and members of local community groups.

The Hospital Services Review team are arranging to come back to the PPG Network group with a further update in Q1 2019-20

100-day Challenge – Ophthalmology

A member of the PPG Network has been attending and participating in work around Ophthalmology as part of the 100-day Improvement Challenge. Members of the PPG Network have been involved in testing out and feeding back on a patient information leaflet about eye conditions and where to go to get the most appropriate care. The leaflet has been finalised and will be shared across partner websites, pharmacies and opticians.

Practice Managers newsletter

The PPG Network have contributed to the Practice Managers newsletter to promote the Network and to encourage more PPGs to attend.

Supporting the development of PPGs

The PPG Network were approached for support to re-invigorate a PPG in Mexborough. A member of the Network and a representative from Healthwatch Doncaster met with the Practice and offered them practical insight and support to develop their PPG.

Royal College of General Practitioners

The PPG Network have been approached by Lay Members from the Royal College of General Practitioners. The Lay Members will be attending the next PPG Network meeting at the end of March 2019.

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Healthwatch Doncaster's GP Access project

The PPG Network have been involved and engaged in developing, shaping and testing out the survey questionnaires. Feedback from the PPG Network has enabled Healthwatch Doncaster to finalise the survey and plan the launch and engagement activities.

Local campaigns

End of Life

Healthwatch Doncaster have finalised the End of Life information videos and developed a campaign to launch the videos and encourage people to share them.

The videos can be accessed here:

After Death Wishes	http://bit.ly/AfterDeathDyingWell
Making A Will	http://bit.ly/MakingAWillDyingWell
Funeral	http://bit.ly/FuneralPlansDyingWell



Dying Well
Campaign 2019 Soci

The campaign information is here:

Healthwatch Doncaster Information Booklet

Healthwatch Doncaster have been working with Area Health Information Services to produce an A5 booklet about local Healthwatch services – this is the first one in the country and the idea is already being shared and implemented across the local Healthwatch network –the booklet is supported by paid for advertising from local organisations:



Healthwatch
Doncaster 2019_edit

There will be 10,000 booklets produced and distributed across health and social care locations in Doncaster

Promoting Healthwatch Doncaster

Three animation videos commissioned through Healthwatch England about local Healthwatch have been made specific to Doncaster – these videos are hosted on the Healthwatch Doncaster website and have been shared through social media:

[What is Healthwatch?](#)

[Finding the right service](#)

[Share your story](#)

100-day Challenge – Wave 2 – Doncaster

Healthwatch Doncaster actively involved in 3 speciality areas – Ophthalmology, Fibromyalgia and Spinal. Local people have been actively supported to be part of the project groups. Volunteers and community reps attend the meetings and are involved in service improvement

Community Connections

Healthwatch Doncaster and Doncaster Council have developed an innovative programme to capture the voices of 1000 people through the use of technology. The project is live and has started. Healthwatch Doncaster have purchased iPads to loan to organisations to carry out the survey/questions electronically. The report and outcomes will be compiled by Doncaster Council and then published through Healthwatch Doncaster in Summer 2019.

Community journeys and conversations

Healthwatch Doncaster has helped Doncaster Council access a number of community groups and organisations to have conversations with people about their journey through services.

Extended Access to Primary Care

Healthwatch Doncaster have designed surveys and are supporting the evaluation of the service for local people. This includes evaluating the Inclusion Clinics at Changing Lives, Wharf House and the Conversation Club.

Enter and View – Authorised Reps

- Four official Enter and Views undertaken and reports published - <https://www.healthwatchdoncaster.org.uk/reports/#tab-5>
- Developing Authorised Representatives to undertake lead roles in the process.
- Recommendations have been taken on board and action plans put in place/undertaken by the care home providers.

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

All Age Learning Disability Strategy

Five committee members committed their selves to work on the strategy.

From attending an initial planning meeting, they continued to attend further meetings with Council members and Carers to ensure that all comments were noted and were made into questions to gain the views of the people it was relevant to.

It was very important to ensure the wording of the questions were to the point, easy to understand and covered all areas of Housing, Employment, Health and Education which were required. And that there was sufficient scope for people to enter any other issues they may have.

After the training was complete the committee members took it in turns to facilitate sessions with members of the council and CCG to the peers they represent at Doncaster Hub, Stirling Smile, Rossington Smile, and Stainforth Smile. The feedback was good with many people referring to relationships as a subject they would like more help with.

ChAD have a good relationship with Rotherham Speak Up and they have approached ChAD to see if they would be interested in working on future projects together.

Easy Read Appointment Cards

These have proven to be a huge success with many practices contacting us for further supplies.

Healthwatch Doncaster

ChAD members were asked to give feedback at the Healthwatch AGM. They chose to do this in video form to show the work they had recently been involved in.

They have also contributed ideas towards an accessible Healthwatch Easy Read Leaflet and a booklet page which has been published.

ChAD members continue to complete the Healthwatch story forms on their specific experiences at each meeting or when visiting the office.

Speaking up for the people we represent

ChAD members and the people they represent were concerned about the signage on a particular residential home in Doncaster which reads 'Residential Care for People with Autism, Learning Disabilities and Challenging Behaviour.

Everyone felt this was extremely derogatory terminology which presented a negative image to the local community, therefore action should be taken.

Since then ChAD have sent two letters to the care providers of the home in question (as they didn't receive a reply for over a month which was non-committal) e-mailed MP Rosie Winterton (who wishes to be updated on the situation) and addressed this at the LD Partnership Board meeting.

The Partnership board were in agreement that the situation regarding the signage really wasn't acceptable and they would look at the contractual requirements They have since sent a letter to the home in support of ChAD's concerns.

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

The forward plan for 2019 includes three large projects:

1. The reality of accessing Primary Care in Doncaster
2. Cancer – the quality of local services
3. Missed Hospital Appointments – measuring the impact of the implemented changes

There will be on-going work around

- Social Capital – 1000 voices – linked to Community Led Support
- Listening to local people – customer journey experiences to improve policy
- Supporting people to share their stories and experiences with NHS Doncaster CCG's Governing Body
- 100-day Ophthalmology group
- Supporting PPGs and sharing best practice
- Hospital Services Review
- Enter and View
- Healthwatch Doncaster Micro-Grants scheme
- The NHS Long Term Plan – working with Healthwatch England and NHS England

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.

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

April 2019