

REPORT TO NHS DONCASTER CLINICAL COMMISSIONING GROUP ENGAGEMENT AND EXPERIENCE COMMITTEE

JUNE 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:

Recruiting new Health Ambassadors

Healthwatch Doncaster have appointed a new Engagement Officer in the Engagement Team – Natalie Bowler-Smith has been in post since 1 April 2019. Natalie's portfolio will include the Health Ambassadors and the Patient Participation Group Network.

Natalie has spent time meeting all the Health Ambassadors and identified opportunities for recruitment of new Ambassadors to the team.

Andy Martin – Veterans Health Ambassador – has stepped down from this role to care for his wife. The Health Ambassadors thanked Andy for his commitment, time and contribution to the discussions and work of the project.

Natalie has been in discussions with a number of projects and programmes that support Veterans in Doncaster and we are very pleased that Gary Stapleton, Director of Ashworth Barracks, has agreed to be the new Health Ambassador for Veterans in Doncaster.

A new Health Ambassador for the Deaf Community, Emma, has been recruited through links with an existing Health Ambassador, Cath Fox, and RDaSH Community Services.

Natalie is also in discussion with the Ridge Employability College to identify a Health Ambassador to represent young people with additional needs.

Access to GP services in Doncaster

Health Ambassadors have been engaged in discussions around access to GP services in Doncaster and supporting the current Healthwatch Doncaster project.

There are some stories and experiences from the Trans Gender community about their access to GP services.

Doncaster Council Outreach Teams

The Health Ambassadors have been engaged in a discussion with Doncaster Council's Outreach Team about how they would work more effectively with people whose voices are seldom heard. Natalie will be following this up with the contact link from Doncaster Council.

The new Health Ambassador for the Deaf Community has raised a question around access to BSL interpreters and Video Relay Services in GP Practices and other health and social care services. More info about Video Relay Services is available here:

<https://www.signvideo.co.uk/signvideo-for-customer-services/>

The Health Ambassadors would like to share the info and start the discussion with PPG Network and GP Practices

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

Royal College of GPs – Lay Members – Ann Dawson

The PPG Network had a really positive discussion with one of the Lay Members from the Royal College of General Practitioners – Ann Dawson. It was an opportunity to find out more about their role as well as identify opportunities for sharing information in the future.

Expanding the PPG Network – new reps from GP practices

The PPG Network is expanding with new PPG Reps from additional practices – Scaswby, Sprotbrough and Armthorpe – already attending or interested in attending.

The PPG Network are also encouraging attendance from people who have an interest in wider Primary Care and Community services.

Access to GP services – testing of the survey and continued support for the survey

Members of the PPG Network were involved in the pre-consultation and testing phase for the Access to GP services project. PPG Reps took the survey out to their PPG and Practice and provided feedback and information that enabled the development of the final version of the survey that has now gone out across Doncaster.

PPGs are continuing to support discussions and conversations with local people about access to GP services – for example the Edlington PPG Group are supporting Healthwatch Doncaster with community conversations at Edlington Community Organisation (ECO) on 6 June 2019.

Healthwatch Doncaster projects

Outpatients Review at DBTH

Members of the PPG Network, Health Ambassadors and Healthwatch Doncaster Volunteers have all been involved in a workshop session linked to the review of Outpatients at DBTH. Ten specialities have been chosen to be reviewed including a number which have also taken part in the 100 day programmes of work eg cardiology, ophthalmology, rheumatology (fibromyalgia).

The review team are at a point where they have a set of principles they have developed and they needed some patient/service user engagement. The principle will be that for the majority of patients there will be patient led decision-making process put into place to prevent patients having to go back to DBHFT for follow up over and over again like they do now.

In the workshop session, the representatives discussed:

1. The principles that have been develop and ensure they are understood
2. Discuss and identify potential barriers to implementing the principles for example capacity to make decisions, Carer involvement etc
3. To identify potential solutions to barriers including use of technology and information sheets

Review of PIN for Patient Navigation services in hospital settings – linked to Missed Appointments recommendations

DBTH are interested in looking at Patient Navigation services and systems to enable people to get to their appointments and clinics more easily. A PIN (Prior Information Notice) has been shared with the market and a number of proposals for discussion have been received. Helathwath Doncaster has worked with representatives from Health Ambassadors, PPG Network and Healthwatch Doncaster Volunteers to gather local views and opinions on the proposals – this information will be shared with the Missed Appointments Steering Group and DBTH on 11 June 2019.

Potential review of Minor Eye Condition Services (MECS) tender – Ophthalmology

During the 100-day Challenge there were discussions about a MEC service in Doncaster. NHS Doncaster CCG has tendered for a local MEC service and asked for support from Healthwatch Doncaster to identify some local representatives to help review the tender bids. Healthwatch Doncaster will be supporting two representatives who have used the Ophthalmology services and who have additional visual needs to be involved in this review process in June 2019.

NHS Long Term Plan

There have been just over 1300 responses to the NHS LTP survey across the ICS footprint – this is quite a fantastic response and includes responses to the local survey and the national HW survey.

There were 15 Focus Groups delivered by local Healthwatch and now that we have the data and info from the surveys and the Focus Group reports, Healthwatch Doncaster, as the Co-ordinating Healthwatch, are working with Healthwatch England to produce the final report over a prescribed timeline:

- **Now until 31 May:** Co-ordinating Healthwatch compile draft STP report and send to research leads for quality assurance.
- **31 May:** Final deadline for submission of draft report to research leads for quality assurance.
- **31 May - 15 June:** Quality assurance takes place and feedback provided to Coordinating Healthwatch
- **17 – 21 June:** Reports finalised
- **21 June:** Final date for reports to be published and sent to STP and Healthwatch England to research@healthwatch.co.uk.

Healthwatch Doncaster Micro-Grants 2019

The Healthwatch Doncaster Micro-Grants programme for 2019 was launched at the beginning of April 2019. There is a promotional campaign in place across local media, social media and through VCF Newsletters. Applications are already coming in and the closing date for applications is 31 May 2019.

The focus for this year's Micro-Grants programme is Engage, Inform, Influence – organisations can receive up to £500 for a creative and innovative engagement project.

Access to GP services

Healthwatch Doncaster are leading a large piece of work looking at the reality of accessing GP services in Doncaster. The project launched on 7 May 2019 with social media posts and a press release on the Doncaster Free Press website

A survey has been tested and developed and is now being shared across social media and local networks.

www.surveymonkey.co.uk/r/accesstoGPservices

An extensive programme of engagement is in place across community groups, leisure centres, community libraries, NHS settings, DMBC settings and other local partners.

The survey and engagement programme will be in place until the beginning of 8 July 2019.

There have been over 700 responses to the survey to date.

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. Mental Health – it has been identified as an area of interest by the Board
4. 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
- Doncaster Pride
- The Recovery Games
- Supporting people to share their stories and experiences with NHS Doncaster CCG's Governing Body

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

June 2019