

## REPORT TO NHS DONCASTER CLINICAL COMMISSIONING GROUP ENGAGEMENT AND EXPERIENCE COMMITTEE

October 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:**

There has been a real focus on recruiting new health ambassador representatives over the past few months. These new representatives include;

- Maria Thomson – Deaf Community representative
- Lauren Wyman – Young people with autism representative
- Helen Ward – Mental Health representative

Every meeting each Ambassador offers an update on their community with regards to what struggles they are currently facing and any positive changes that are happening. This provides a supportive space where ambassadors can offer to help each other.

Guest who have attended the group recently include: Katy Turner from DMBC to discuss their latest project 'Doncaster Talks' on ways to improve Doncaster, each representative was asked to complete a simple three question survey to help provide insight.

Sarah Fowler from Healthwatch Sheffield visited a meeting, she had been signposted in our direction to find out more how we listen effectively to seldom heard voices at a local level.

Future plans include: recruitment for a young carer representative, plus continuing to help support the seldom heard communities have their issues raised where appropriate.

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

The PPG network has been incredibly passionate and intrigued as to how they will fit within the newly defined Primary Care Network. This has led to integrated neighbourhood co-ordinator Cheryl Watkinson to join the PPG network as a representative of primary care Doncaster and as a patient participation group member as well. In addition to this, Julie Magee is set to visit the PPG network in October as another locality representative within her integrated neighbourhood co-ordinator role.

Tina Hope from Primary Care Doncaster now has a regular agenda item where she shares information primarily on how the extended access to GP services is developing and she also relays information on behalf of the PPG network back to Primary Care Doncaster.

New members have joined the Network from Scawsby Health Centre, they felt they required some further support in order to help their PPG grow so thought it would be highly beneficial

to join the network. They have already connected with other members of how they can work together outside of network meetings to make positive steps forward.

Future meetings will see a representative from NHS Doncaster CCG to attend meetings to share relevant information with the group.

PCN Clinical Lead – Ben Scott –will be attending October's meeting to share his vision for his locality within the primary care network.

Later on in the year the newly appointed Health and Wellbeing Manager from Doncaster Culture and Leisure Trust will be attending a network meeting to gain insight on what the network's opinion is of an exercise referral programme through your local GP practice.

Healthwatch Doncaster and NHS Doncaster CCG working on some guidance and support for PPGs to share best practice – developing more effective PPGS to strengthen Patient Voice in Primary Care.

### **Healthwatch Doncaster projects**

#### NHS Long Term Plan

Presentation to SYB ICS Guiding Coalition on the NHS Long Term Plan report based on the voices of 1300 people across South Yorkshire and Bassetlaw.

Response to the NHS Long Term Plan from SYB ICS being discussed at next Guiding Coalition on 9 October 2019.

Work done by all local Healthwatch in South Yorkshire and Bassetlaw and co-ordinated by Healthwatch Doncaster was awarded an Outstanding Achievement Award by Healthwatch England at the Annual Conference in October 2019.

#### Recovery Games and Pride

A qualitative experience project focussed on emotional health and well-being has been developed by the Healthwatch Doncaster Engagement Team and Sophie Hodges – NHS Graduate Management Trainee from NHS Doncaster CCG. The project has been delivered through conversations and then thematic analysis of the information shared.

#### Access to GP Services

Nearly 1300 people were engaged in this project with coverage from across the Borough. The report is being written and finalised with some additional time being spent on data analysis.

#### Healthwatch Doncaster Micro-Grants 2019

Micro-Grants celebration event took place on 19 September 2019. 23 organisations have been funded up to £500 to deliver community-based engagement and involvement projects.

#### Young Healthwatch

First Young Healthwatch session took place on 26 September 2019. The group is focussing on growing and developing and links have been made with Ladder Group, Doncaster College and Young Commissioners

## Hypermobility Report

A Yorkshire and The Humber wide report on Hypermobility Syndrome has been published and shared locally. NHS Doncaster CCG Primary Care team have received the report and agreed to share the recommendations and outcomes across Primary Care.

## 24 Hours in Urgent and Emergency Care

Healthwatch Doncaster volunteers have developed a project gathering qualitative experiences of people using Urgent and Emergency Care services across a 24 hour period. The outcomes of this work will feed in the proposals and discussions for Urgent and Emergency Care being developed by DBTH.

## **FUTURE PLANNED ACTIVITIES – some examples of planned activities are set out below**

Work being implemented over Autumn 2019 includes:

Patient Clinical Information Boards – DBTH – engagement session

Cancer – referral to diagnosis – 28 days

Supported Living

There will be on-going work around

- Social Capital – 1000 voices – linked to Community Led Support
- Supporting people to share their stories and experiences with NHS Doncaster CCG's Governing Body
- Airing Your Views – qualitative patient experiences

## **3. 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

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