

Healthwatch Hillingdon Q1 Report to the Hillingdon Health & Wellbeing Board

Period: Quarter 1, April 2014 - June 2014

Date: 20th August 2014

1. INTRODUCTION

- 1.1. Healthwatch Hillingdon is contracted by the London Borough of Hillingdon, under the terms of the grant in aid funding agreement, to deliver the functions of a local Healthwatch, as defined in the Health and Social Care Act 2012.
- 1.2. Healthwatch Hillingdon is required under the terms of the grant aid funding agreement to report to the London Borough of Hillingdon on its activities, achievements and finances on a quarterly basis throughout the duration of the agreement.

2. SUMMARY

- 2.1. The body of this report to The London Borough of Hillingdon's Health and Wellbeing Board summarises the outcomes, impacts and progress made by Healthwatch Hillingdon in the delivery of its functions and activities for this period. It should be noted that a comprehensive report is presented by the Chief Executive Officer to the Directors/Trustees at the Healthwatch Hillingdon Board Meetings and is available to view on our website: (<http://healthwatchhillington.org.uk/index.php/publications/>)
- 2.2. Healthwatch Hillingdon would wish to draw Health and Wellbeing Board's attention to some of the outcomes highlighted by its work during the first quarter.

2.2.1. Healthwatch Hillingdon Annual Report Published

Healthwatch Hillingdon published its first Annual Report on June 30th 2014. Our first Annual report fully complied with the Matters to be Addressed in Local Healthwatch Annual Reports Directions 2013. Healthwatch Hillingdon's Annual 2013-14 Report was shared with the required organisations and is available to view on our website: <http://healthwatchhillington.org.uk/index.php/publications/?did=1459>

2.2.2. Continuing Health Care (CHC)

A member of the public contacted Healthwatch Hillingdon through our website's 'Have your say form'. This feedback highlighted the difficulties a patient was having being discharged from The Hillingdon Hospitals NHS Foundation Trust (THH NHS FT) and the provision (or lack of) of safe care and support once discharged. On further investigation we discovered that due to changes in department of health procedures there were over 30 patients awaiting assessment in the hospital for CHC. We were able to escalate this to the Urgent Care Board. At the Urgent Care Board it was agreed that immediate action would be taken to alleviate this issue. The situation was addressed by the Clinical Commissioning Group and Hillingdon Hospital. Spot nursing homes beds were purchased and an Interim Senior Assessor was put in place at the hospital by the NHS Hillingdon Clinical Commissioning Group (CCG) to work through the backlog. The CHC team are currently writing a business case to keep the assessor in post till

the end of March 2015. There is also a piece of work being scoped which will be commissioned tri-borough by Brent, Harrow and Hillingdon CCG to provide a permanent solution for CHC.

2.2.3. Children and Adolescent Mental Health Services (CAMHS)

During the first quarter we have ensured that Children and Adolescent Mental Health Service (CAMHS) remained register as a Red-rated risk on the NHS Hillingdon CCG's Board Assurance Framework due to the identified gaps in CAMHS provision and delays in accessing services. Through the scoping of an engagement program and meetings with commissioners, providers and support groups we have continued to highlight and bring to the fore the gaps in services.

Towards the end of June a new proposal for development of CAMHS was modelled by the NHS Hillingdon CCG commissioners. The proposal looks at developing a comprehensive and integrated CAMHS model in Hillingdon to be developed over a two year period (2014 - 2016). Phase 1 will be an immediate service enhancement to address gaps in the Learning Difficulties CAMHS in 2014/15 and Phase 2 will provide further changes and pathway development for 2015/16. Our CAMHS engagement project will initially influence phase 2 of this proposal.

2.2.4. British Sign Language (BSL) Interpretation

We were initially approached at the Disability Forum by a member of the deaf community and subsequently 5 deaf people who were finding it hard to access their GP and be supported with BSL interpretation. On further investigation we discovered that there was a gap in sign language translation support for the deaf community accessing primary care. GP surgeries were not aware of their legal duty to provide the service, or where they could obtain it. We discussed this with NHS England and NHS Hillingdon CCG. The NHS Hillingdon CCG had commissioned the service but GPs were unaware. We ensured the NHS Hillingdon CCG informed all GP surgeries, produced a fact sheet for the deaf community and informed them of their rights at the next Disability Forum. Our actions have improved access for this section of the community in Hillingdon.

It has since been recognised to be a pan London issue and we have submitted evidence on this issue to the NWL Quality Safety Surveillance Group via Healthwatch Ealing, to help address the regional problem.

2.2.5. Enter and View - Patient Led Assessment Care Environment (PLACE)

The PLACE assessments at The Hillingdon Hospitals NHS Foundation Trust (FT) were held over 3 days in May and the Central North West London FT assessment was conducted over 1 day in May 2014. We had 7 volunteers participating. It was a positive experience for our team and although a number of improvements were logged for the Trusts Improvement Programme, it was pleasing to note the progress made in the last year, in which Healthwatch Hillingdon has played a pivotal part. A report on the PLACE assessments will be published on our website shortly.

As part of our ongoing PLACE work we will be working in conjunction with the Trust to carry out a thorough meal time audit over a 7 day period at Hillingdon and Mount Vernon Hospitals. A report will be made available on our website upon completion of the meal time audit.

2.2.6. Longford General Practice Surgery Provision

On 2 separate occasions we were contacted by families in Longford, because their nearest GP practice had refused to register them. We contacted NHS England and ensured that registration occurred in both instances. On investigation it became apparent that some areas of Longford fall outside any GP practice boundary. We have escalated this to NHS England, who have a legal duty to rectify this situation and are looking to them to ensure this area is brought inside a practice boundary. We will be writing to NHS England for confirmation that this has been acted upon.

3. Project Updates

3.1 Primary care

3.1.1 GP Networks

Healthwatch Hillingdon are currently in dialogue with Hillingdon CCG on the development of GP Networks. A briefing report on GP Networks is being prepared for the Healthwatch Hillingdon Board. NHS Hillingdon CCG have been invited to the September Healthwatch Hillingdon Board Seminar to discuss the GP Networks.

3.1.2 Hillingdon GP Survey

The 300 responses collected from the Hillingdon GP survey, plus data from the National GP Survey will form the base of a report on GP Services in Hillingdon. This report will be published in Q2 2014.

3.2 Mental Health

3.2.1 Children and Adolescent Mental Health Service (CAMHS)

Healthwatch Hillingdon have commissioned RedQuadrant to carry out an engagement program with children and families in July and September. Healthwatch Hillingdon will also be engaging with family groups, commissioners and providers to arrange engagement. Healthwatch Hillingdon is working in partnership with Hillingdon MIND to gather evidence of general mental health wellbeing of children and young adults. Healthwatch Hillingdon are currently recruiting for a Children and Young Persons Engagement Officer on short term contract from October 2014.

3.2.2 Transformation of Mental Health - Primary Care Plus

This NHS Hillingdon CCG programme of change is behind schedule, however, Healthwatch Hillingdon are actively involved in the transformation work and we attend the monthly Mental Health Transformation Group to maintain a full understanding and oversight of progress of the change programme.

3.2.3 Adult Mental Health

Healthwatch Hillingdon actively participates in the Improving Access to Psychological Therapies (IAPT) Programme and Mental Health Transformation Groups. Our engagement programme has highlighted a number of issues with the services which have been escalated to senior management at CNWL.

3.3 Shaping a Healthier Future (SaHF) Reconfiguration

Healthwatch Hillingdon is actively engaged in the SaHF reconfiguration programme including the Patient & Public Representative Group (PPRG). A major part of the SaHF programme is the significant shift in Maternity Services from Ealing Hospital to Hillingdon Hospital and the subsequent expansion of these services at Hillingdon Hospital. Therefore, Healthwatch Hillingdon will be focusing on Maternity Services as well as A&E services at THHs NHS FT in order to provide oversight of the SaHF programme of work during the planning and implementation phases.

3.4 Domiciliary Care

Specification for the new domiciliary care service has been shared with us by London Borough of Hillingdon and comments submitted. Healthwatch Hillingdon retains oversight of the procurement exercise. Residents are able to contact us with their concerns following Healthwatch Hillingdon's inclusion in the letter sent to all residents currently provided with a service by London Borough of Hillingdon. The experience of service users and their carers will be sought in October 2014 when the new service goes 'live'. The experience of service users will be reported back to London Borough of Hillingdon.

3.5 Children & Young Adults (CYA)

Healthwatch Hillingdon have seats on the Children and Families Trust Board, Children's Safeguarding Board and SEND Commissioning Board which enables Healthwatch Hillingdon to influence and monitor CYA services. Healthwatch Hillingdon has a close working relationship with CNWL's Children's Development Centre. The projects under this area also overlap our work on CAMHS (see above, 3.2.1) as well as our work on Maternity Services (3.3 above) which enables us to gather and understand the experiences of children and their families of health and social care related services.

4. Key Performance Indicators (KPIs)

Nine Key Performance Indicators (KPIs) have been set to enable measurement of Healthwatch Hillingdon's organisational performance, in relation to the strategic priorities and objectives as set out in Healthwatch Hillingdon Operational Work Plan 2014-15¹. This document reports on Healthwatch Hillingdon's performance against these KPI's and progress on the project based Operational Priorities set within the work plan.

¹ <http://healthwatchhillington.org.uk/wp-content/uploads/downloads/2014/07/HWH-Work-Plan-2014-2015-FINAL1.pdf>

Key Performance Indicators

KPI no.	Description	2014/15 Quarter 1				Impact this quarter	Relevant Strategic Priority
		Apr	May	Jun	Q1 Totals		
1	Hours contributed by volunteers	165	315	212	692	<ul style="list-style-type: none"> Nearly 700 hours contributed. 4 people were empowered to find full time employment after periods of volunteering. Over 90 hours of volunteering on hospital assessments. Maternity Mystery shopper experience was presented to the Hillingdon Hospital Executive as a patient story at the May Trust Board Meeting. THH have agreed to take some actions as a result to improve services. 	SP4
2	People directly engaged	6876	7601	6715	21,192	<ul style="list-style-type: none"> Over 21,000 people directly engaged. Evidence and insight gathered for a number of operational priority areas. Monthly presence at Hillingdon, Mount Vernon and quarterly at Harefield Hospitals. Broadcast on Hillingdon Hospital Radio. 	SP1, SP4
3	New enquiries from the public	31	42	51	124	<ul style="list-style-type: none"> Issue highlighted with Continuing Healthcare at Hillingdon Hospital. Escalated to Urgent Care Board. A GP practice still using 0844 telephone number. We advised the practice manager of NHS England guidance that states no GP surgeries should be using such numbers; however this was not acted upon. Case escalated to NHS England. Surgery agreed to stop the number from June 2014. GP practice no longer using 0844 number (now all 48 GP practices in Hillingdon have ceased use of non-geographic 0844 telephone numbers). Lady unsuccessful in referring her 2 year old son with locked 	SP1, SP5

						<p>knee to a paediatric physiotherapist as the service had moved and GP didn't know where to refer to. We contacted the Children's Development Centre and expedited referral.</p> <ul style="list-style-type: none"> • Members of the deaf community raised problems accessing BLS sign language interpreter for GP appointments. Please see summary 2.2.4 for more details. • Gentleman had waited 2 years for shower to be installed by LBH after assessment. We contacted LBH and work was arranged to be carried out immediately. • We were contacted on 2 separate occasions by families with new born babies who had been refused to be registered by the local GP practice. We contacted NHS England and ensured that the families were able to register with the GP practice. 	
4	Referrals to complaints or advocacy services	7	4	8	19	<ul style="list-style-type: none"> • Referrals have been made directly to VoiceAbility for people needing advocacy support to make complaints about NHS services. • We have held a number of meetings with VoiceAbility to enhance the processes of referral and information sharing between the organisations. We have reached an agreement with VoiceAbility to meet on a regular basis to discuss on-going areas of mutual concern which require a joint response. This new approach will be an initial pilot to build partnership working and the outcomes will be shared with Healthwatch England. Additionally, we will be receiving, on a quarterly basis a more detailed set of high-level data from VoiceAbility. 	SP5
5	Patient experience feedback and recommendations made to health and social care providers and	KPI not yet fully defined. Further work will need to be undertaken to explore how we can report on this KPI in a meaningful manner.				<ul style="list-style-type: none"> • See also KPI-3 , KPI-6 and KPI-7. • We supported an elderly patient and their carer to raise their concerns directly with senior representatives from the CCG, health providers and the local authority. We chaired a meeting which allowed the patients story to be told, which set out a number of system failings and lessons to be learnt. We will use the BCF discussions to highlight these failings. 	SP3, SP6

	commissioner						
6	Commissioner / Provider meetings	27	21	20	68	<ul style="list-style-type: none"> • Meetings enable us to keep abreast of quality and safety issues, e.g.: • We have ensured CAMHS remained red risked on the CCG Board Assurance Framework during this period. • Issues raised around gaps in perinatal mental healthcare in maternity to the Quality Safety and Risk Committee. • Several issues raised with Hillingdon Hospital following patient feedback on elements of maternity services. • Met with Local Authority contracts inspection team to explore a framework/protocol and identify areas of possible joint working for our Enter and View team. • Ensured Better Care Fund Stakeholder meeting set up with a wider level of engagement. • Opportunity to feedback patient experience data and influence service change and delivery. 	SP3, SP4, SP5, SP7
7	Consumer group meetings	26	18	18	62	<ul style="list-style-type: none"> • Members of the deaf community raised problems accessing BLS sign language interpreter for GP appointments. Please see summary 2.2.4 for more details. We have produced a factsheet for those who are hard of hearing which they can take with them to their GP. • Workshop held on GP services at the Older People's Assembly to gather evidence for Operational Priority 6 : Primary Care 	SP1, SP7
8	Statutory reviews of service providers	0	0	0	0	<ul style="list-style-type: none"> • The Hillingdon Healthwatch Board deemed there was no necessity during quarter 1 to invoke its statutory enter and view powers. 	SP5, SP4

9	Non-statutory reviews of service providers	0	5	0	0	<ul style="list-style-type: none"> • 7 volunteers were involved in Patient Led Assessment of care Environment at Hillingdon Hospital, Mount Vernon Hospital and Central and Northwest London's Acute and Community units at the Hillingdon site. • Mealtime audits being organised for September 2014 as a follow up exercise at Hillingdon and Mount Vernon Hospitals. 	SP5, SP4
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