

HEALTHWATCH HILLINGDON UPDATE

Relevant Board Member(s)	Stephen Otter, Acting Chair
Organisation	Healthwatch Hillingdon
Report author	Graham Hawkes, Chief Executive Officer, Healthwatch Hillingdon
Papers with report	Appendix A

HEADLINE INFORMATION

Summary	To receive a report from Healthwatch Hillingdon on the delivery of its statutory functions for this period.
Contribution to plans and strategies	Joint Health & Wellbeing Strategy
Financial Cost	None
Relevant Policy Overview & Scrutiny Committee	N/A
Ward(s) affected	N/A

RECOMMENDATION

That the Health and Wellbeing Board notes the report received.

1. INFORMATION

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.

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://healthwatchhillingdon.org.uk/index.php/publications>)

3. **ANNUAL REPORT 2015-16**

Healthwatch Hillingdon formally submits its Annual Report 2015-16, published on 30th June 2016, to the Health and Wellbeing Board. Appendix 1

As mandated, the report was made available to the public through our website <http://bit.ly/2957ZcD> , by email and by post.

4. **GOVERNANCE**

During this period Board Members who were appointed on 17th April 2013 stood for reappointment. The following were duly appointed for a further 3 year term.

- Richard Eason
- Baj Mathur
- Kay Ollivierre
- Stephen Otter

A subsequent recruitment process was undertaken and we are pleased to announce that this has resulted in the appointment of a Chair and 2 Board Members.

These appointments will be ratified at the Healthwatch Hillingdon Board meeting of 28 September 2016 and communicated to the Health and Wellbeing Board at this meeting.

5. **OUTCOMES**

Healthwatch Hillingdon would wish to draw the Health and Wellbeing Board's attention to some of the outcomes highlighted by its work during the first quarter.

Fertility Services

We have been gathering evidence from Hillingdon women and their families on their experience of accessing NHS-funded fertility services. In addition to highlighting this work in our annual report, we also published a separate report.

In our report "IVF: Is Variation Fair?", we illustrate how the impacts of infertility can have far reaching effects on couples and their families. We question the equity of access to IVF and the cost-effectiveness of the service. We conclude with a recommendation, that consideration should be given to commissioning fertility services to national standards, at a set national cost, with universal quality standards.

In response, the National Clinical Director for Maternity Review and Women's Health, at NHS England, recognises that there is a clear variation in the prices CCGs pay and that there is some work to be done to improve IVF services. He acknowledges that NHS England and the Department of Health are currently considering national options and that our report informs their thinking on the options being considered.

To read the report: <http://bit.ly/2cbU7KW>

Wheel Chair Service

A number of complaints were received from residents about the wheelchair service in quarter 4 of last year. As the service is provided across Hillingdon and Harrow we have liaised with Healthwatch Harrow to compile evidence of resident's experiences. This has been submitted to HCCG, as the lead commissioner of the service, who are now working with the provider to improve outcomes for residents.

Domiciliary Care

Following allegations made against a domiciliary care agency on the Channel 4 program 'Dispatches', Healthwatch worked very closely with the family, Social Service colleagues, and the Care Quality Committee, as a thorough investigation was undertaken.

5.1 Information, Advice and Support

During this quarter we recorded a total of 177 enquires relevant to our function. 131 of these were from residents in receipt of our signposting service.

Table A gives a breakdown of the number and type of enquiry we have received.

Type of enquiry	Number	% of enquiries
Refer to a health or care service	26	20
Refer to a voluntary sector service	20	15
Requesting information / advice	25	19
Requesting help / assistance	8	6
General Enquiry	52	40

Table A

Table B shows the source of these enquiries.

Source of enquires	Number	% of source
shopper	84	64
event	2	2
referral	3	2
promo	0	0
advert	0	0
website	1	1
known	8	6
other	5	4
unknown	28	21

Table B

Access to our service through the shop remains the main point of contact for our information, advice and support service.

We have given individuals advice, and given them information about, or signposted them 107 times to a cross section of statutory and voluntary sector services. On occasions this

can be to more than one provider and we continue to see a varied range of reasons for people contacting us.

Mrs P asked us for help. After speaking to her we found out she was over 65 and looks after her husband with dementia. She was struggling with a number of things including some DIY. We were able to signpost her to Age UK, Hillingdon Carers and Alzheimer's Society for a range of solutions.

3 family members of Mr F came into see us as they were becoming concerned about Mr F living alone. We were able to discuss the options available and advise them how to contact social services to arrange for Mr F to be assessed.

Concerns and complaints

Healthwatch Hillingdon recorded 46 experiences, concerns and complaints in this quarter. The areas by organisational function are broken down in Table C.

Concern/complaint Category	Number	% of recorded
CCG	3	7
Primary care: GP	16	35
Primary care: Pharmacy	0	0
Primary care: Optician	1	2
Primary care: Dental	1	2
Hospitals	12	26
Mental Health Services	3	7
Community Health	1	2
Social Care	5	11
Care Agency	0	0
Care Home	3	7
Patient Transport	0	0
Community Wheel Chair Service	1	2

Table C

Referring to Advocacy

12 referrals were made during this period to support residents. 8 to VoiceAbility (independent NHS Complaints Advocacy), 1 to AvMA and 3 to LBH Safeguarding.

Overview

The following is to note from the analysis of the recorded concerns and complaints data this quarter.

GP Access

We continue to work with NHS England and the Hillingdon Clinical Commissioning Group (HCCG) to facilitate the registration of residents who have been refused registration at a GP practice. The large majority of these patients have been in UB3, UB4 and UB7, where there remain particular pressures. Each patient has been registered but we continue to express our concern at the process that residents are being subjected to.

Heathrow Villages remains an area outside of any GP practice catchment area and Healthwatch are strategically involved in ongoing discussions with local practices to address this. Healthwatch joined local residents in a meeting held by HCCG in Harmondsworth which gave the opportunity for those residents to express their concerns directly with the Chair and Chief Operating Officer. We also supported residents in a direct meeting with NHS England.

In April and June we presented to the External Services Scrutiny Committee and raised our concerns on the provision of general practice in the south of the borough. Data shows that the area has one of the lowest ratios in London, of clinical staff per 1000 patients. With planned building programmes, such as those on the Nestles Avenue site, we would suggest that this is a subject the Health and Wellbeing Board should consider monitoring closely.

5.2 Strategic Working NHS Sustainability and Transformation Plans

The Health and Wellbeing Board will be fully sighted on the Sustainability and Transformation Plans (STP).

As a member of the STP Partners Group we have expressed our concern to the Hillingdon CCG Governing Body on a number of points.

It was particularly disappointing that the initial STP Base Case submission to NHS England on the 16th May 2016 was submitted by the NWL STP team without final sight from the Hillingdon Partners Group and that the Hillingdon chapter was not truly reflected in the NWL STP submission.

We were also equally disappointed that the 'checkpoint' submission of the 30 June 2016, submitted by the NWL STP team, did not include the Hillingdon Chapter as an appendix.

The CCG held a public engagement STP event on Wednesday May 18th 2016, which was well attended by Healthwatch Hillingdon Board members and other Healthwatch representatives. Board members also attended the NWL STP workshop on Wednesday 8th June 2016.

Engagement has been stated as extensive. We have formally questioned this and raised our concern about the public engagement in the STP. We have been advised that thorough stakeholder engagement will take place before a formal sign-off of the Hillingdon plan in October 2016.

Quality Accounts

In May 2016 Healthwatch Hillingdon made our formal statutory responses to the Quality Accounts of:

- The Hillingdon Hospitals NHS FT
- Central North West London NHS FT
- Royal Brompton & Harefield NHS FT

Full details of these responses are available to download from our website.

Hillingdon Hospital Strategic Lay Persons Group

Healthwatch Hillingdon are supporting Hillingdon Hospital in the development of a Strategic Lay Persons Group. Working with Non-Executive Director, Lis Paice, we are helping to identify and recruit members and will be providing representation training and support to the group.

Through this group Hillingdon Residents will get the opportunity to use their lived experience of care at a strategic level, to support the Trust and influence planned service improvements at their inception.

5.3 Engagement Overview

Healthwatch Hillingdon took part in 9 engagement events. Our participation helped to raise awareness of Healthwatch Hillingdon as we disseminated our promotional material and informed the general public of the work carried out by Healthwatch.

The Carers Fair in June provided an opportunity to connect with the voluntary sector and to tell them about Healthwatch and to learn more about the services that are available to local residents. We made links with a number of organisations including Asphaleia Action and Community Cancer Centre who are keen to work with us. We also effectively engaged with the general public, predominantly carers, by telling them about Healthwatch and gathering their experiences of health and social care services.

At the Disability Assembly we joined Council and Hillingdon Hospital colleagues to outline the new Accessibility Standards and run a workshop for residents to inform providers of how best to meet their communication and access needs.

Promotion

We have run a number of 'drop in clinics' at both Yeading and Botwell Libraries this quarter, which has given residents the opportunity to get to know more about the services we offer, tell us about their experience of care and get involved in our volunteering opportunities.

We have also replenished our marketing materials at several GP surgeries, libraries, Citizen Advice Bureau and at other venues regularly accessed by the public. We have also placed posters and leaflets in children centres, community centres, churches and many voluntary organisations and NHS funded services in Hillingdon.

Volunteering

We currently have a core team of volunteers assisting us both in the office and at engagement events. Volunteer recruitment for our Hospital Discharge & Maternity Care projects remain ongoing, but to date we have recruited 8 volunteers who are awaiting training to undertake patient engagement work.

To celebrate 'Volunteers' Week and to say thank you to our amazing volunteers and as a way recognising their volunteering contributions, we organised a thank you lunch.

Our Enter and View Team also committed 115 hours to the PLACE Assessments of the care environment at Hillingdon Hospital and Central North West London services in Hillingdon.

Use of Media

Through our volunteers we have again been able to focus on a number of initiatives. We are currently looking to produce a paper copy of our bi-monthly newsletter, which has previously only been sent out electronically.

Our website has received visits from over 16,000 individual IP addresses in the first 3 months. Our twitter account is being vibrantly supported by a volunteer and has reached 943 followers, with May peaking at over 21,000 impressions. We have also filmed some short clips which will soon be published on our You Tube account following editing.

We have also seen front page coverage in the Evening Standard and Uxbridge Gazette, with stories published on NHS Sustainability and Transformation Plans, Fertility and Maternity.

6 PROJECT UPDATES

6.1 Children's and Adolescent Mental Health Services (CAMHS)

Healthwatch Hillingdon continues to monitor the delivery of the transformation plan through our seat on the Children & Young Peoples Emotional Health & Wellbeing Steering Group.

We are pleased to note the development of the LD CAMHS service and the work which has been undertaken in schools. It was also pleasing to see the new service helping children and young people suffering from eating disorders being launched across north west London in June 2016.

In June 2016 the steering group agreed to review the draft 16/17 plan for resubmission to the Health Wellbeing Board. Work has since proceeded to refresh this plan and the developments have been well received.

At the June Healthwatch Board it was agreed that CAMHS was not currently an operational project and as such all reporting to the Healthwatch Board will be on our strategic involvement.

6.2 Maternity Care and Hospital Discharge

Both projects have progressed during the first quarter under the control of their respective project leads. The engagement programmes are underway and now on track. In the first phase of the projects engagement will take place mainly in the hospital. Experiences will be captured and the person's permission sought to be able to go back to them in the future to recap on their experience after our first contact. For discharge this will be about 8-12 weeks after discharge to gauge the care at home. For maternity, post the birth of their child to look at the birth and post-natal experience.

In the responses to date over 80% of those interviewed have agreed for us to contact them again in the future. It is expected that each project will engage with around 150 people.

7 ENTER AND VIEW ACTIVITY

PLACE Assessments

During May 2016, 8 Assessors committed to 115 hours of volunteering to complete 3.5 days of assessments at Hillingdon Hospital and the Central North West London FT's Woodlands and Riverside sites in Hillingdon.

At Riverside assessors highlighted what they saw as a major safety issue. This was immediately reported to senior management and swift action was taken by the Trust to carry out repairs. Healthwatch was invited by CNWL to inspect the repairs as part of the assurance process.

8 KEY PERFORMANCE INDICATORS (KPIs)

To enable Healthwatch Hillingdon to measure organisational performance, 8 quantifiable Key Performance Indicators (KPIs), aligned to Healthwatch Hillingdon's strategic priorities and objectives, have been set for 2015-2017.

The following table provides a summary of our performance against these targets.

Key Performance Indicators 2016/17

*Targets are not set for these KPIs as measure is determined by reactive factors.

KPI no.	Description	Relevant Strategic Priority	Monthly Target 2016-17	Q1			Q2			Q3			Q4		
				2014-2015	2015-2016	2016-2017	2014-2015	2015-2016	2016-2017	2014-2015	2015-2016	2016-2017	2014-2015	2015-2016	2016-2017
1	Hours contributed by volunteers	SP4	550	692	550	637	732	625		583	462		637	729	
2	People directly engaged	SP1 SP4	350		354	434		333			250			354	
3	New enquiries from the public	SP1 SP5	175	124	232	177	126	402		96	241		98	227	
4	Referrals to complaints or advocacy services	SP5	N/A*	19	9	12	15	14		18	7		12	7	
5	Commissioner / Provider meetings	SP3 SP4 SP5 SP7	70	68	49	93	68	60		87	54		112	72	
6	Consumer group meetings / events	SP1 SP7	10	62	22	16	48	25		42	10		89	22	
7	Statutory reviews of service providers	SP5 SP4	N/A*	0	0	0	0	0		0	1		0	0	
8	Non-statutory reviews of service providers	SP5 SP4	N/A*	5	7	3	2	4		4	3		2	7	