

HEALTHWATCH HILLINGDON UPDATE

Relevant Board Member(s)	Turkay Mahmoud, Acting Chair
Organisation	Healthwatch Hillingdon
Report author	Graham Hawkes, Chief Executive Officer, Healthwatch Hillingdon
Papers with report	Appendices A and B

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 and 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

- 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.

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. GOVERNANCE

We are pleased to advise that Lynn Hill has been appointed Chair of Healthwatch Hillingdon and took up the post on 1 June 2018. Lynn recently retired from the NHS following a career spanning almost 40 years. Most recently holding a number of director roles, including those of Chief Operating Officer and Deputy Chief Executive Officer in an Acute Foundation Trust.

We would ask that Lynn be nominated as the Healthwatch Hillingdon representative on the Health and Wellbeing Board and advise that Turkey Mahmoud will remain in the position of nominated substitute post today's meeting.

We would further advise that Bill Corsar was also appointed as a Trustee and Director of Healthwatch Hillingdon at our March 2018 Board Meeting.

4. 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 fourth quarter of 2017-18.

4.1. "Extending GP Opening Hours" report published.

Healthwatch Hillingdon has published a new report "Extending GP Opening Hours", which outlines the Hillingdon public's view of the new GP and nurse appointments being offered to them in Hillingdon.

Over 1,000 residents responded to a Healthwatch survey which ran over 3 months in late 2017. People were asked what they thought about going to the GP later into the evening, very early in the morning and on Saturday and Sundays. They were also asked; how they would like to book their appointments; where they prefer to go for those appointments; and how far they would travel to an appointment.

Over 800 of those questioned said that they would use the new service in the evening and at the weekend. Although only a third said they would attend on a Sunday afternoon. Overwhelmingly, 95% of respondents wanted a face to face appointment to see a GP, with most of them preferring to book that appointment through their own surgery.

Residents thought the service was a great idea for working people, but some did recognise the pressure GPs are already under and questioned whether this could lead to their GP working 7 days a week.

Healthwatch Hillingdon has made 8 recommendations within the report to the Hillingdon CCG and the Hillingdon GP Confederation about future service provision; these mainly relate to the promotion of the new service, the hours the service is currently being delivered and how people book an appointment. The full report is attached as Appendix A and available to download at <https://bit.ly/2pJyPwb>.

4.2. Mental Health, Wellbeing and Life Skills Programme

Barnhill Community High School Pilot

On Thursday 22 February, the students participating in the Mental Health, Wellbeing and Life Skills programme delivered a presentation to representatives from our funder, Hillingdon Community Trust (HCT), Hillingdon CCG, Hillingdon CAMHS, Healthwatch Hillingdon and the school leadership.

The presentation was a huge success, with the students showcasing what they have learned from the programme, their own research, survey results and their plans for a whole school mental health awareness campaign. The Director of HCT is so impressed by the programme that she is allowing us to carry forward the underspend for the project to deliver the programme in a second school and is keen to fund other wellbeing projects through Healthwatch Hillingdon. The Children and Adolescent Mental Health Service (CAMHS) representatives was also inspired by the project presentation and is creating a coproduction project with the CAMHS Service User Group.

Having completed our measurement of the impact of the programme, we have created a final report for the funder (Hillingdon Community Trust) and the school, which we attach for the Health and Wellbeing Board as Appendix B.

The programme has delivered some very positive impacts and outcomes:

- We have seen a marked rise in the awareness amongst participating students of their mental wellbeing.
- 67 students identified themselves as using harmful coping mechanisms to deal with current difficulties with their mental health and wellbeing (such as self-harm, hurting others, or substance misuse).
- The school was able to support these individuals without compromising their anonymity and have committed to supporting students, including seeking help from outside agencies.

As part of this work, students who participated in the project presented to the Hillingdon Local Safeguarding Children's Board to share their perspective of the programme.

We have taken the learning from the pilot and enhanced the programme, which will be delivered at Guru Nanak School in Hayes this September.

Northwood School - Mental Health, Wellbeing and Life Skills Programme

We delivered a shortened version of the Mental Health, Wellbeing and Life Skills Programme with Year 10 students at Northwood School as part of their PSHE curriculum. The students worked on creating a mental health awareness campaign for the whole school including posters, assemblies, pledge walls, information sessions and a survey. The campaign activities were rolled out at the beginning of the summer term and we are awaiting the post-programme survey results to ascertain the success of the shortened version of the Mental Health, Wellbeing and Life Skills Programme.

Northwood School - Peer Support Programme

During delivery of the wellbeing programme, we were approached by the Head of Sixth Form and lead for the school's Citizenship Programme about training a group of students to become 'peer supporters' for other students.

We started delivering the Peer Support Training to a pilot group of eleven Year 9 and 10 students. Whilst developing the programme, it became clear that it would not be possible to deliver a suitable programme in two weeks, so this was extended to five sessions over three weeks. The evaluation of this programme is yet to be completed.

Global Academy

We attended the Global Academy 'Pitch Day' in March. Six groups pitched online, audio and visual content about mental health awareness, challenging stigma and discrimination, looking after personal wellbeing and supporting others. Aimed at those aged 11 to 25 and living in Hillingdon.

Groups focused on several different conditions, including depression, anxiety and psychosis and key messages around body image and self-acceptance, speaking out and reaching out for help and looking for the signs of mental illness in loved ones to better support them. They created a variety of media content including audio experiences, videos demonstrating living with mental health conditions and hashtags that could be used.

The standard of the students' presentations and content was consistently high and we are now working with the school and students to establish how we can share what they have created through the work of Young Healthwatch Hillingdon and through its social media presence.

4.3. Young Healthwatch Hillingdon (YHwH)

We now have another 8 young people signed up to participate, which brings the total number of YHwH volunteers to 25.

Since the Young Healthwatch Hillingdon Welcome and Training Event, Young Healthwatch members have:

- gathered feedback from other young people about their knowledge and use of the NHS Go app;
- responded to a community consultation being run by Arch Counselling and Support about the proposal for a new drug and alcohol peer support service for young people in Hillingdon;
- attended the Botwell Library Health Fair to raise awareness of Young Healthwatch, promote the above consultations and encourage other young people to participate;
- attended a 'Building a Dementia Friendly Generation Event' delivered by the Hillingdon Dementia Action Alliance and wrote a piece about the event and their learning from it. This is available on the Young Healthwatch Hillingdon page of the HwH website;
- participated in Dementia Friends Training in April and created pieces of artwork for May's Dementia Awareness Month; and
- developed a social media presence over Instagram, Twitter and Facebook.

One of the highlights of their work has been YHwH members participating in PLACE Assessments of the children's wards and outpatient unit at Hillingdon Hospital, including a food tasting. Hospital representatives were so impressed that they not only submitted the

data as part of the hospital's official annual PLACE Inspections but invited YHwH back a few weeks later to conduct further PLACE Assessments on other hospital wards.

A representative from the hospital said: *"We were very impressed by the Young Healthwatch Hillingdon assessors. They truly are a super addition to your (HwHs) volunteer group. We are very thankful for the work they carried out towards our national PLACE Assessments and would be very pleased to welcome them back. Your scheme and approach is a flagship model for getting young people involved in their local health services so long may it continue.*

YHwH have a number of summer activities already planned. This includes visits to the Council's FIESTA sessions, work with the National Citizenship Service and the delivery of a summer event on Friday 10 August 2018 in the Middlesex Suite at the Civic Centre to publicly launch Young Healthwatch Hillingdon. The summer event will be a mix of information stalls, activities and guest speakers to raise awareness of health services and issues affecting young people and gather young people's views.

5. ENQUIRIES FROM THE PUBLIC

Healthwatch Hillingdon recorded 235 enquiries from the public this quarter. This resulted in 78 people's experiences being logged on our Customer Relationship Management database and 157 residents being the recipient of our information, advice and signposting service.

5.1. Experiences

Overview

The reasons for people contacting us remains varied and generally refer to different organisations and specialities. See Table A.

The majority of the 78 people who contact us to feedback on the service they had received, did so because they were unhappy with an element of their care. Similar to our last report and due to the nature of our business, 70% of the experiences we recorded in this final quarter were negative.

Although 40% of feedback represented hospital services, GPs consistently remains the number one service residents report to us on. 19 experiences were captured this quarter, with 17 being negative. The main reasons for this is the frustration of residents in being unable to access appointments (n=8) and the quality of the care residents receive (n=6).

For hospital services, the main reasons residents had concern was the quality of care or treatment they received (n=17). People also referenced staff attitude as being an issue when they feedback to us (n=14) and the time they had to wait for an appointment (n=6).

Table A

Hospital Services		Positive	Mixed	Neutral	Negative
Accident & Emergency	6	2	1	-	3
Mental Health Services	4	1	-	1	2
Maternity	3	1	1	-	1
Care of the Elderly	3	-	-	-	3
Cancer Services	2	-	-	-	1
Neurology	2	-	-	2	-
Inpatient Care	2	-	1	-	1
Ear, Nose and Throat	1	-	-	-	1
After Care	1	-	1	-	1
Continuing Care	1	-	-	-	1
Dentistry	1	-	-	-	1
Obstetrics & Gynaecology	1	-	-	-	1
Ophthalmology	1	-	-	-	-
Paediatrics	1	1	-	-	-
Pain Management Clinics	1	-	-	-	1
Radiography	1	-	-	-	1
Social Services					
Care Home	3	-	-	-	3
Home Care	2	-	-	-	2
Primary Care Services					
GP	19	-	-	2	17
Pharmacy	1	-	-	-	1
Dentist	1	-	-	-	1
Other Services					
Community Mental Health Team	3	-	1	1	1
Ambulance Services	1	1	-	-	-
Community Midwives	1	1	-	-	-
Community Nursing	1	-	-	-	1
NHS choices	1	-	-	-	1
Pain Management Clinics	1	-	-	-	1

Table B shows the categories of key staff that patients have indicated to us and Table C highlights the top 5 themes that people have reported when they have undergone a negative experience. It should be noted that some patients name more than one member of staff and supply more than one reason for the disappointment with their experience.

Table B

Key staff categories	Positive	Not positive
Doctors	4	21
Admin / Receptionist	-	10
All care professionals	-	6
Care/Support Workers	-	5
Nurses	-	5
Midwives	2	1
Senior Manager	-	1
Paramedics	1	-
N/A	-	5

Table C

Key Themes	Number
Quality of care	46
Quality of organisation and staffing	25
Staff attitudes	22
Access to services	18
Communication between staff and patients	8

Outcomes

GP Registration

Evidence continues to suggest that patients are struggling to be able to access a GP appointment, especially in the south of the Borough. Residents are reporting to us that they are being told that the earliest appointment for a routine appointment is 3 weeks at some surgeries. One practice in Hayes was advising patients they cannot have an appointment for 5 weeks. A knock-on effect of this pressure upon GP practices has been some practices in Hayes acting outside of the current law. They were taking arbitrary decisions to close their patients' lists, by imposing their own waiting list for patient registration. One practice in particular was advising patients that if they were already registered with a GP they would have to join a 6 month waiting list to register with them; and two other Hayes practices had told patients they were not accepting new patients for a month. Whilst a West Drayton practice has also advised a patient that they could not register with them for at least a month.

In response, Healthwatch Hillingdon spoke directly to one practice who agreed to stop and registered the patient. We also have shared our evidence with NHS England and the Hillingdon CCG to ensure each individual was able to register. In the case of the practice imposing the 6 month waiting list, we formally wrote to the Hillingdon CCG to ask them to take immediate action and, as a result, the practice is now registering patients.

5.2. Signposting Service

During this quarter, we recorded a total of 157 enquiries from residents which resulted in us providing information, advice, signposting or referral. 78 of these we would categorise as universal and 51 as a result of advising individuals following a complaint or concern. We continue to signpost to a wide range of statutory and voluntary organisations across health and social care. There is no pattern or major themes that have arisen this quarter, and, when aggregating with previous quarters, it shows the same varied picture.

How did we assist?	Qty	%
Signpost to a health or care service	60	38%
Signpost to voluntary sector service	40	25%
Requesting information / advice	33	21%
Requesting help / assistance	3	2%
General Enquiry	21	13%
Unknown	0	0%
Total	157	

Signposted to?	Qty	%
Voluntary Sector other	17	12%
GP	17	12%
POhWER	16	11%
NHS - other	15	10%
Hospital	13	9%
Age UK	9	6%
H4All	8	6%

Outcomes

The Small Things:

Although it is satisfying to be able to change the system for every patient, sometimes what we see as the small things have a massive impact on the individual we help.

"I had some poor care from a mental health consultant and Healthwatch Hillingdon helped me to complain by supporting me and referring me to POhWER. I have received a letter of apology which I have accepted. I also complained to the General Medical Council following your advice and have been informed that I will be sent a questionnaire when the consultant is being appraised for their revalidation. You have been so helpful. You have empowered me. Your whole organisation is worth its weight in gold."

"I do not know why I didn't move GP before. Thank you for suggesting I register at this GP. I didn't even know they existed. They are so much different from the other GPs. The GP and staff are absolutely fantastic and the care superb. They offered to help with my housing and asked me if they could write a letter to housing for me and I didn't even have to ask. The previous GP wanted payment for that. Thank you."

5.3. Referring to Advocacy

We have seen a drop this quarter in referrals to support and complaints advocacy. This is not due to a drop in the demand. It is mainly because, with the information we provided, people have preferred to write their own complaints rather than us referring them to advocacy support.

Advocacy Referrals	Qty
POhWER	4
NHS England GP Complaints	2
Total	6

6. ENGAGEMENT OVERVIEW

We completed our final engagement activities for the 'GP Access' project at the start of the current quarter with events held at Hillingdon Leisure Complex, Ruislip Manor Library, and

the Salvation Army. Our final push at the start of the year enabled us to meet our target of 1,000 completed surveys by the 12 January deadline.

Hillingdon Carers Hub

In January, Hillingdon Carers launched an information and advice service for carers at their centre in Uxbridge. Advice organisations, including Healthwatch Hillingdon, Hillingdon Mind, Social Services and the Alzheimer's Society, attend monthly to meet with carers and offer advice and support in their fields of expertise. The service has been running for 3 months now and, despite it being promoted to carers via the Hillingdon Carers newsletter and website and our own social media platforms, the response from carers overall has been a little disappointing. We will continue to participate until June when the service will be reviewed.

Visual Impairment Reading Group

We attended the Visual Impairment Reading Group to listen to the group's experiences of accessing health and social care services. The group meets monthly at Uxbridge Library to read audiobooks. They welcomed a visit from Healthwatch Hillingdon and were happy to talk to us about some of the barriers/difficulties they had encountered when accessing services. Some of the comments they shared with are highlighted below:

- *“Signage at Hillingdon Hospital is appalling”*
- *“There is no reception at outpatients, so no one to point you in the right direction when trying to locate the right department for your appointment”*
- *“Almost impossible to find hematology at Hillingdon Hospital unless accompanied by someone”*
- *“Cranfield Medical Centre has a digital screen which displays patients name when it's their turn to be seen by a GP but if you cannot see it and your name comes up you could miss your appointment”*
- *“Appointment letters are written in small fonts which can be difficult to read”*

Inadequate signage at Hillingdon Hospital was overwhelmingly the most significant barrier for those with visual impairments and some suggested that staff at Hillingdon Hospital should be made to wear blindfolds for the day so they could experience what it is like to find their way around the hospital if you are visually impaired. They suggested the hospital perhaps recruit a team of trained volunteer guides who can assist blind and partially sighted patients to and from their hospital appointments.

Oak Farm Coffee Morning

We were delighted to attend Oak Farm Libraries' Coffee Morning in February to speak to attendees about their experiences of health and social care. The coffee mornings are held monthly and generally have a good attendance.

A couple of key concerns raised by the group included triaging of patients by GP receptionists which were considered unprofessional, and the inaccessibility of Oakland Medical Centre in Hillingdon. There is no direct bus route to the practice, so patients must walk 15 minutes from the nearest bus to get to the surgery. This was a concern for older patients, or for those with limited mobility.

Social Media

Audiences on all three platforms (Facebook, Twitter, Instagram) have grown steadily over the last quarter. Instagram is currently our fastest growing platform and, although the figures are not reported below, we are close to 200 followers which is good when compared to the average followers of other Healthwatch.

Engagement on Twitter, which refers to the number of tweet impressions and tells us the number of times a tweet has been shared, jumped significantly between February and March but overall figures were lower than the previous quarter. This is because we were a lot more active on social media in the last quarter with lots of promotion for our GP survey and for Young Healthwatch.

Next quarter we will be introducing quick polls for Facebook and Twitter. They are excellent for interacting directly with our target audience, get instant feedback on a topic and for generating a larger following.

7. VOLUNTEERING

Volunteers have been very busy this quarter and have accumulated a total of 564 volunteering hours. This takes the total number hours of volunteering hours given by our volunteers this year to 2,922.

This is a fantastic achievement. Our Volunteers are essential members of the Healthwatch Hillingdon team and we would like to publicly thank all those who have volunteered their time this year, and in the previous 5 years. We appreciate the efforts of all our Volunteers and are very grateful for their dedication, commitment and their valued contribution to the activities and work of Healthwatch Hillingdon.

8. ENTER AND VIEW ACTIVITY

Patient Led Assessments of Care Environments (PLACE)

Healthwatch Hillingdon assessors continued to support The Hillingdon Hospitals NHS Foundation Trust by assisting in PLACE at Hillingdon Hospital in February. Three assessors joined the Trust for the only assessment scheduled for this quarter.

We trained a total of 17 new patient assessors to undertake PLACE assessments for Hillingdon, Harefield and Mount Vernon Hospitals and CNWL mental health trust in April and May 2018.

This included 8 of our Young Healthwatch Inspectors, who carried out PLACE assessments at Hillingdon Hospital in 10 wards, 3 ward food assessments, 6 outpatient areas, the A&E, communal internal areas and external grounds.

9. FINANCIAL STATEMENT

To end of Quarter 4 - 2017-2018

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		166,250
Bought forward 2016/2017*		5,886
Additional income		22,990
Total income		195,126
Expenditure		
Operational costs		19,198
Staffing costs		135,370
Office costs		9,416
Total expenditure		163,984
Surplus to c/f		33,306

*Audited figure

10. KEY PERFORMANCE INDICATORS

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 2017-2019. The following table provides a summary of our performance against these targets.

Key Performance Indicators 2017/18

KPI no.	Description	Relevant Strategic Priority	Monthly Target 2017-18	Q1			Q2			Q3			Q4			Accumulative Totals	
				2015-2016	2016-2017	2017-2018	2015-2016	2016-2017	2017-2018	2015-2016	2016-2017	2017-2018	2015-2016	2016-2017	2017-2018	Target	Actual
1	Hours contributed by volunteers	SP4	525	550	637	540	625	522	504	462	491	363	729	516	564	2100	1971
2	People directly engaged	SP1 SP4	300	354	434	220	333	270	675	250	634	2027	354	347	440	1200	2922
3	New enquiries from the public	SP1 SP5	125	232	177	208	402	296	286	241	173	247	227	248	235	500	976
4	Referrals to complaints or advocacy services	SP5	N/A*	9	12	24	14	8	23	7	1	17	7	18	6	N/A*	70
5	Commissioner / Provider meetings	SP3 SP4 SP5 SP7	50	49	93	62	60	69	70	54	69	52	72	58	49	200	233
6	Consumer group meetings / events	SP1 SP7	10	22	16	26	25	15	23	10	15	13	22	22	31	40	93
7	Statutory reviews of service providers	SP5 SP4	N/A*	0	0	0	0	0	0	1	1	0	0	0	0	N/A*	0
8	Non-statutory reviews of service providers	SP5 SP4	N/A*	7	3	5	4	3	2	3	3	2	7	7	1	N/A*	10

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