

HEALTHWATCH HILLINGDON UPDATE

Relevant Board Member(s)	Lynn Hill, Chair
Organisation	Healthwatch Hillingdon
Report author	Graham Hawkes, Chief Executive Officer, Healthwatch Hillingdon
Papers with report	Appendix 1 - Mystery Shopping Report Appendix 2 - Patient Engagement at Mount Vernon Cancer Centre Report

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	External Services Select Committee
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

3.1. Chief Executive Officer

Chief Executive Officer, Graham Hawkes, leaves the organisation on 30 November 2018 after 5 years at the organisation. The Healthwatch Hillingdon Board wish Graham the very best for the future and thank him for his enormous contribution to the organisation.

Whilst the organisation undergoes a recruitment process, Vice-Chair, Turkey Mahmoud, has stepped down from the Board to take up the role of CEO for the interim period.

4. OUTCOMES

Healthwatch Hillingdon wishes to draw the Health and Wellbeing Board's attention to some of the outcomes highlighted by its work during the second quarter of 2018-19.

4.1. Mystery Shopping Report

During May and June 2018, Healthwatch Hillingdon carried out a mystery shopping exercise to determine whether GP practices in Hillingdon were following legal guidance when registering a new patient.

With only 2 of the 42 practices contacted indicating that they would have actively registered the caller despite their circumstances, and an insistence from over 90% of practices that identification was required to register; Healthwatch Hillingdon have concluded that there is a high probability that GP practices are not following the guidance and therefore not meeting the regulatory terms of their General Medical Services contract.

The Mystery Shopping report, as appended, has been shared with the Hillingdon Clinical Commissioning Group and NHS England and outlines 4 recommended actions.

4.2. Young Healthwatch Hillingdon (YHWH)

In this quarter, the 28 Young Healthwatch Hillingdon members have attended four panel meetings, continued to build on their social media presence, delivered a summer programme of activity and held their Healthfest 2018 event.

The full detail of their activity is shown in Engagement (section 6) but we are pleased to note that they engaged with over 300 young people during the summer programme. Healthfest in particular was a vibrant event which was attended by 94 people. Feedback from attendees and all the organisations that provided information on the day has been very positive.

Members of Young Healthwatch are growing in confidence and we are really excited about expanding the membership in 2019.

4.3. National Healthwatch Award

Having previously advised Board Members of our shortlisting, we are proud to announce that we were the winner of a Healthwatch England Network Award 2018 for 'Improving Health and Care', for our work on discharge from hospital.

It is an excellent accolade and reflection of all the hard work our staff team, volunteers and Board have contributed to Healthwatch Hillingdon and the difference we make in our community.

4.4. Implementation of new low back pain and sciatica policy in Hillingdon

Following the implementation of the decision to decommission some spinal injections and acupuncture in June 2018, we have been working with the Hillingdon Clinical Commissioning Group and The Hillingdon Hospitals NHS Foundation Trust, to support patients who were having their treatment plan changed.

As you will see from the data shown in Enquiries 5.1, we have received a number of negative calls from patients about their experience of the change. We have compiled a draft report on these experiences, which is currently with stakeholders, to give them an opportunity to check the document for factual accuracy before publication.

4.5. Patient engagement at Mount Vernon Cancer Centre

Following the temporary relocation of inpatient services from The Michael Sobell Hospice to Wards 10 and 11 of the nearby Mount Vernon Cancer Centre, Healthwatch Hillingdon has worked with East and North Hertfordshire NHS Trust to speak to the patients on these wards to see how the change may have affected patient experience.

The result of this engagement is outlined in our brief report, as appended.

We found the patients we interviewed were receiving excellent, empathetic care and that the medical and emotional needs of the patients were being met.

We have made 2 suggestions for the Trust to consider: to look at reducing noise at night and to work in close partnership with the Michael Sobell Hospice Charity to provide patients with further support.

5. ENQUIRIES FROM THE PUBLIC

Healthwatch Hillingdon recorded 267 enquiries from the public this quarter. This saw 98 people's experiences being logged on our Customer Relationship Management database and 169 residents being the recipients of our information, advice, and signposting service.

5.1. Experiences

Overview

40% of the people who contacted us this quarter did so in relation to the withdrawal of funding for lower back pain treatments by the Hillingdon Clinical Commissioning Group in collaboration with the other 7 Clinical Commissioning Groups in North West London.

Healthwatch Hillingdon's contact details were included on the letter that was sent out to patients from the hospital, at the request of the Hillingdon Clinical Commissioning Group, to provide information and support to patients affected by the changes.

Table A shows that 92.5% of the feedback we received in relation to these changes was negative. We will publish a report on this in due course outlining the issues that people reported to us, along with our recommendations.

Of the remainder of the feedback on other hospital services, 20 people rated their experience as negative and 12 positives.

Outside of hospital services, GPs remains the number one service residents report to us on. 9 experiences were captured this quarter, with 7 being negative. The reasons cited for

these were: the frustration of residents in being unable to access appointments; the quality of the care residents received; and not being able to register due to catchment areas, particularly for people on the borders of the Borough.

Table A

Hospital Services		Positive	Mixed	Neutral	Negative
Pain Management Clinics		-	3	-	37
Minor Injuries Unit		3	-	-	2
Accident & Emergency		2	-	-	2
Maternity		1	-	-	-
Care of the Elderly		-	-	-	1
Pharmacy		-	-	-	1
Ophthalmology		1	1	-	-
Orthopaedics		1	-	-	-
Cancer Services		1		-	2
Radiography		-	-	-	1
Neurology		-	-	-	1
Nutrition & dietetics		-	-	-	-
General Surgery		-	-	-	2
Haematology		1	-	-	-
Urgent Care Services		-	-	-	1
Mental Health Services		-	-	-	2
Patient Transport		-	-	-	2
Cardiology		1	-	-	1
End of life care		-	-	-	2
Outpatients		1	-	-	-
Social Services					
Care Home		-	-	-	4
Home Care		-	-	-	2
Primary Care Services					
GP		1	-	1	7
Dentist		-	-	-	1
Other Services					
Community Mental Health Team		-	-	-	4
Drug & Alcohol Services		-	-	-	1
CAMHS		-	-	-	1

Table B indicates the categories of key staff that patients have cited in their feedback to us and Table C highlights the top 5 themes that people have reported upon. 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	2	6
Admin / Receptionist	4	4
All care professionals	6	2
Care/Support Workers	-	1
Nurses	-	1
Allied Care Professionals	-	1
Service Manager	-	1
N/A	-	40

In terms of themes, the main concerns this quarter were 'access to services and service closure' which relate to the decommissioning of acupuncture and lower back pain procedures (n=40). People also referenced quality of care (n=12) and the quality of the organisation in general (9); although feedback was mixed on the latter. In terms of staff attitudes, all the feedback received was negative (n=8), as was that for communication between staff and patients (n=2).

Table C

Key Themes	Number	Positive	Not positive	Mixed/Neutral
Access to services/Service Closure	40	0	37	3
Quality of care	12	3	8	1
Quality of organisation and staffing	9	4	5	0
Staff attitudes	8	0	8	0
Quality of treatment	6	4	2	0
Quality of appointment	4	4	0	0
Communication between staff and patients	2	0	2	0

Outcomes

We continue to provide support to residents in a variety of circumstances. An individual contacted us about the treatment their mother had received, following a stay in Hillingdon Hospital. The individual put in a complaint to the hospital but was told by them that they would not be able to release the findings of their investigation without the consent of the mother. However, the mother suffers from dementia so is unable to give consent, and the family do not have power of attorney. We contacted the CCG about this, and they told us that they would talk to the hospital about making a change to their policy.

In another case, Age UK contacted us about an individual who had recently settled into their new care home. The individual's family member attended an appointment with an occupational therapist who refused the individual a specialist type of wheelchair saying that they didn't fit the Clinical Commissioning Groups' criteria. As a result of Healthwatch Hillingdon contacting the Continuing Health Care team, they immediately responded to Age UK and are now supporting the care home resident and their family.

Another individual contacted us about their mother, who receives dialysis three times a week at Hammersmith hospital. She has other medical conditions, including heart failure. She is also under the care of mental health services. The GP has written a letter outlining the issues and the fact her mental health issues preclude her from travelling with others, therefore she needs a solo ambulance. The individual says they have not received any help from the hospital with this. We contacted the transport company and the hospital but, unfortunately, they failed to respond, which has resulted in the individual now having to make a formal complaint. We were able to provide the advocacy information the individual needed to get support with this.

5.2. Signposting Service

During this quarter we recorded a total of 169 enquiries from residents which resulted in us providing information, advice, signposting, or referral. 130 of these we would categorise as universal and 39 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. The following table illustrates the reasons for people contacting our service and the ways in which we can help them through signposting to appropriate organisations.

Of the people who contacted us about the decommissioning of pain relief procedures, nine asked for the contact details of where to complain, and we were able to signpost them to the CCG complaints service. We were also able to advise people on how to apply for an Individual Funding Request.

How did we assist?	Qty	%
Signpost to a health or care service	45	27%
Signpost to voluntary sector service	56	33%
Requesting information / advice	34	20%
Requesting help / assistance	4	2%
General Enquiry	30	18%

Signposted to?	Qty	%
Voluntary Sector other	30	18%
NHS - other	14	9%
GP	13	8%
CCG	13	8%
LBH Other	12	7%

Unknown	0	0%
Total	169	

POhWER	10	6%
CAB	9	6%

Outcomes

Our service continues to be able to point residents towards organisations that can provide them with the appropriate assistance for their needs.

For example, we heard from an individual who came in to give feedback on their historic experience of sexual abuse whilst an inpatient in mental health institutions. During this conversation, we were able to signpost the individual to several voluntary organisations that would provide them with support around their experiences, where they had previously not received any such information.

We also heard from an individual whose adult family member had solvent abuse issues and was finding it difficult to get help and were able to signpost them to appropriate organisations.

It is satisfying to note that from the feedback received via our in-house suggestion box during this quarter, our service has been rated as very good, with one customer saying: "Very professional, friendly service. Gave some useful signposting. Clearly explained confidentiality."

It was also through our signposting, information and advice service that concerns were raised by the public about the effects of the closure of the inpatient wards at Michael Sobell House in Northwood. This prompted our involvement in this issue and the engagement work at the Mount Vernon Cancer Centre.

5.3. Referring to Advocacy

We continue to provide people with the information they need to make complaints about the services they have received, including signposting them to POhWER and AVMA for advocacy support.

Advocacy Referrals	Qty
POhWER	10
AVMA	3
Total	13

6. ENGAGEMENT

During this quarter, Healthwatch Hillingdon directly engaged with 713 people through the course of its activities.

The engagement activities conducted by our Outreach and Volunteer Officer during this reporting period saw us directly engage with over 243 members of the public at 10 planned events across the Borough. The events we attended included:

- Uxbridge College Freshers' Fair
- Day of the Older Person

- REAP AGM
- Assembly for people with disabilities
- Afghan Women's Group
- Amigos Visual Impairment Group

Event	Attendance	Outcomes	Age Category				Communities of Interest
			Under 5s	6 - 21	22 - 65	Over 65	
Afghan Women's Group	12	x 12 people spoken to directly			12		General Public
Amigos visual impairment group	9	x 9 people spoken to			9		General Public
Hillingdon Leisure Complex	70	x 16 people spoken to			16		General Public
Day of the Older Person	250	x 53 people spoken to		4	19	30	General Public
Stall at Tesco Yiewsley	250	x 44 people spoken to			34	10	General Public
Freshers' Fair, Uxbridge College (Uxbridge Campus)	200	x 35 people spoken to		30	5		General Public
Freshers' Fair, Uxbridge College (Hayes Campus)	150	x 42 people spoken to		35	7		General Public
Brookfield Adult Learning Centre	65	x 6 people spoken to			6		General Public
Reap AGM	80	x 15 people spoken to			15		General Public
Hillingdon Sports and Leisure Complex	70	x 11 people spoken to			9	2	General Public

Total	1156	243		69	132	42	
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Below is a brief overview of our engagement at a few of the key events we participated in.

Brookfield Adult Learning Centre

We set up a stall at their open day in September. The open day was well attended by residents enrolling for new courses for the September term. We handed out our literature and signposted residents to other health and care services.

Whilst at Brookfield we spoke with Melanie Van de Velde, the tutor-coordinator for Wellbeing at Hillingdon Adult Learning. She is keen to work with Healthwatch and provide free wellbeing courses for volunteers and service users.

Afghan Women's Group

The group meet once a month at the Nestle Children's Centre in Hayes and welcome guest speakers to attend to talk about their services. We spoke to a group of 9 women, some of whom had children who attend the nursery.

The women shared their experiences of health services, which was positive overall. One issue, however, was that some of the women had found it difficult to book an interpreter for a GP appointment. With most women speaking English as a second language, having an interpreter to aid communication with the GP was considered vital.

Amigos Visual Impairment Group

The Amigos Visual Impairment Group meet at Christ Church in Uxbridge once a month. Our visit was unplanned, but the group lead was happy for us introduce ourselves and speak briefly to the group about Healthwatch. When we mentioned that Healthwatch Hillingdon were looking for volunteers to take part in a review of Hillingdon Hospital's signage, 4 members of the group put themselves forward and welcomed the review. There wasn't enough time to have any meaningful discussion about the group's experiences of services, so a revisit was planned for November.

Having met with 2 other visual impairment groups in previous quarters it will be interesting to see if we can pick up on any recurring themes.

Young Healthwatch Hillingdon (YHwH)

The 28 members of Young Healthwatch Hillingdon engaged with 330 young people during this quarter. They attended four panel meetings, continued to build on their social media presence, delivered a summer programme of activity and delivered Healthfest 2018.

Summer activity:

- Facilitated focus groups with 118 young people at two National Citizenship Service (NCS) events about what health concerns are important to young people and how YHwH should engage with young people. This feedback will inform YHwH from October onwards.

- Delivered a Healthy Lifestyle workshop with 45 children (aged 8 to 11) focusing on a quiz based around healthy eating and exercise.
- Delivered two Body Image and Self Esteem workshops with 48 young people (aged 11 to 14).
- Hosted a Body Image and Self Esteem stall in the Pavilions Shopping Centre where they engaged with 15 young people. One young man praised the volunteers for focusing on these issues publicly. He has experienced difficulties with eating disorders and greatly appreciated YHwH's efforts.
- Participated in a workshop with the Transformation Project Lead for Child and Adolescent Emotional Wellbeing and Mental Health at Hillingdon Clinical Commissioning Group, about the Children and Young People Mental Health Local Transformation Plan. They learned about the plan and provided feedback about the focus it should take moving forwards. This will inform the plan refresh, which is due in October. They aim to create a youth-friendly version of the plan, to make the information more accessible to young people.
- Participated in a workshop with Brook (a national charity providing advice, information, support and training for young people and professionals around sexual health, relationships and wellbeing). They took part in the Brook workshop around Body Image and Self Esteem and provided feedback that will help shape the workshop moving forwards.
- Facilitated a focus group with CAMHS service users and staff members about the Hillingdon Local Transformation Plan.

Healthfest 2018

Healthfest 2018 was held on Saturday 29 September and YHwH engaged 94 people at the event. YHwH worked incredibly hard in preparation for the event and took responsibility for all aspects including:

- Planning the format and content.
- Inviting stall holders.
- Creating posters and an EventBrite page to publicise the event and ensuring the event was regularly publicised on social media.
- Creating signage and decorations.
- Putting together the feedback survey.
- Writing the risk assessment.

At the event they all had individual responsibilities and it was amazing to watch the confidence of all members grow over the course of the day.

The grant that we received from Awards for All in November last year part funded the first year of YHwH and the funding report is due at the end of November. YHwH members are putting together a newsletter to submit with the report as supporting evidence, to give their perspective on the programme so far. Both the Awards for All funding report and the YHwH newsletter will be presented at a future board meeting. Hopefully some YHwH members will be able to attend to share information and their stories with our board.

Social Media

Below are our social media stats for the current period. Our top tweet reached a total of 7426 twitter users and our tweet impressions for the quarter totalled 19,035, meaning that for the months of July to September Twitter users saw our tweets almost 20,000 times.

Facebook likes, Post Reach and Post Engagement between July and September increased significantly over the same period, to 1468 in September.

Our Instagram growth has accelerated faster than our other social platforms and since the last reported period we had added 30 followers. The steady growth is a result of us posting more consistently and sharing engaging content.

Over the coming months we will be reviewing our content on twitter as well as other social media platforms.

	July	August	September
Twitter Followers	1228	1220	1220
Tweet Impressions	7426	7026	4583
Profile Visits	145	146	148
Facebook Likes	423	424	425
Facebook Post Reach	164	905	1468
Facebook Post Engagement	15	30	64

7. VOLUNTEERING

Healthwatch volunteers contributed a total of 689 hours volunteering hours to Healthwatch Hillingdon’s activities. Our volunteers were involved in engagement activities throughout July to September, including Uxbridge College’s Freshers Fair, the Day of the Older Person event at the Pavilions Shopping Centre and the Disability Assembly.

Typically, there is a concentration of events taking place in the months of August and September and we were very grateful to have had the support of such a great team of volunteers, who made it possible for us to take part.

In future months there will be a focus on recruiting more volunteers for our Ambassador role. This will increase our capacity to engage with more communities within Hillingdon. Our Young Healthwatch Hillingdon members contributed nearly 300 hours during their hectic summer schedule, with all 28 contributing to this total.

8. ENTER AND VIEW ACTIVITY

Patient Led Assessments of Care Environments (PLACE)

7 Healthwatch Hillingdon volunteer PLACE assessors visited both Hillingdon and Mount Vernon hospitals in September 2018 to carry out 2 days of assessment with staff and governors from the Trust. These were part of the continual programme to follow-up on the main PLACE assessment carried out earlier in the year.

9. FINANCIAL STATEMENT

To end of Quarter 2 (2018-2019)

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	79,000
Bought forward 2017/2018*	34,685
Additional income	-
Total income	113,685
Expenditure	
Operational costs	6,151
Staffing costs	59,499
Office costs	10,564
Total expenditure	76,214
Surplus to c/f	37,471

*Provisional, awaiting 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 during Quarter 2.

KPI no.	Description	Relevant Strategic Priority	Monthly Target 2018-19	Q1			Q2			Q3			Q4			Accumulative Totals	
				2016-2017	2017-2018	2018-2019	2016-2017	2017-2018	2018-2019	2016-2017	2017-2018	2018-2019	2016-2017	2017-2018	2018-2019	Target	Actual
1	Hours contributed by volunteers	SP4	525	637	540	629	522	504	689	491	363		516	564		1050	1218
2	People directly engaged	SP1	330	434	220	444	270	675	713	634	2027		347	440		660	1157
		SP4															
3	New enquiries from the public	SP1	200	177	208	243	296	286	267	173	247		248	235		400	510
		SP5															
4	Referrals to complaints or advocacy services	SP5	N/A*	12	24	21	8	23	13	1	17		18	6		N/A*	34
5	Commissioner / provider meetings	SP3	50	93	62	62	69	70	52	69	52		58	49		100	114
		SP4															
		SP5															
		SP7															
6	Consumer group meetings / events	SP1	15	16	26	19	15	23	18	15	13		22	31		30	37
		SP7															
7	Statutory reviews of service providers	SP5	N/A*	0	0	0	0	0	0	1	0		0	0		N/A*	0
		SP4															
8	Non-statutory reviews of service providers	SP5	N/A*	3	5	3	3	2	2	3	2		7	1		N/A*	5
		SP4															

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