

March 2016

# What Healthwatch is currently working on

## Engaging People

### General

- Working with organisations for the **Deaf** to promote visual the new Accessible Information Standards (before experiences and what it should be going forward)
- Talking to West Sussex **Carers Forum** to promote visually the new Accessible Information Standards (before experiences and what it should be going forward)
- Working with a Polish, Bulgarian and Latvian community based in Bognor, through a Saturday School group event planned for 09.07.16 - targeting 30-60 migrant families to reflect **some seldom heard voices**
- Working with **LGBT+** groups to capture dentistry experiences. Early indications suggest there are some unnecessary but demeaning practices taking place when people with HIV are receiving dental treatment
- Working with the **Alzheimer's** Society and its user groups to challenge the variation in accessing council tax and impact this has on health services
- Carrying out an in-depth **Communication Review**, including survey, focus groups, researching other Healthwatch providers approach to communication to ensure we communicate in ways that engage the public and our stakeholders

### Health

- Talking to **Patient Participation Groups (PPGs) members** to hear examples of local best practice in engaging patients, to provide support and encourage to PPGs for greater patient engagement and to showcase latter in the year
- **Patient-Led Assessment of Care Environment** (a national programme) – planned visits across the county through March and April to identify issues in cleanliness, maintenance, food and quality in general of the patient experience in hospital & hospice environments

### Adult Social Care

- **Safeguarding Journey interviews** (in conjunction with Independent Lives and through Healthwatch stories) to feedback peoples' experiences of the process
- Enter & view follow-up visit report on **Darlington Court** to look at how the service has improved for its residents and to report on these
- Enter & view visits to 2-3 care homes to pilot our new method looking at residents social **quality of life in a care home** environment
- Working with as part of a multi-agency group on issue of **malnutrition** in residential homes to input the residents views of dinning and how this effects their nutritional intake
- Working with the Safeguarding Adults Board Business Manager and Emily King to develop **Care Home Communities** (concept previously known as HomeWatch) to create opportunities within two pilot communities to connect care homes and local people to provide integration and transparency solutions

## Influencing Services

### General

- Working with others on the development of an enter & view **Accessible Information Standard** visit and reporting format to evaluate and report on providers progress against this important patient focused standard
- **Safeguarding Adults Review/Case Review** Panel Task & Finish Group – produced a confidential report and will be part of the group to improve the public facing information and engagement around reviews

### Adult Social Care

- Participating in the **Adults Social Care Roundtables**, led by Peter Catchpole to feedback and use our insight to influence discussions around the more difficult issue facing local people and adult social care
- Reporting what people have told us about **residential care**, with added recommendations as part of the WSCC's Raise It campaign to use individual feedback to improve residential experience and safety



## Influencing Services continued ...

- Working with WSCC communication team on the relaunch of the **Raise It campaign** to get this important message out to the public
- Following-up on issue of collecting **blue badges** to support profoundly immobilised citizens to have flexibility on how they receive their issued blue badge

### Health

- Using local people feedback about Littlehampton Gazette GP advertisement we working with CCG on further GP communication with the public/patients in Worthing GP messages that will engage patients/public more and reduce risk of alienating **public opinion of GPs**
- Providing **briefings to CQC** ahead of GP and hospital inspections, including telephone conference discussions. Making sure patient/public feedback informs inspections
- Sharing **feedback with Trusts** through the production of briefings which inform meetings between volunteer Liaison Representatives and senior staff of Trusts to inform Trusts of trends in recent patient feedback and challenged on concerns identified
- Creating of briefings to inform meetings of **strategic bodies** such as Health and Wellbeing Board, and Health and Adult Social Care Select Committee to ensure that strategic discussion and scrutiny is able to take account of patient experiences
- Input into **NHS England's** correspondence to GPs regarding PPGs to make sure GPs are aware of support offer and our contact details. Also used as a reminder of their responsibility to display Healthwatch material
- Providing feedback on the **Friends and Family spotlight** week in primary care to help NHS England's South East Team to understand response to their message/promotion
- Recommendations to a practice on approving their advertising for patient feedback (Crawley practice) to encourage better valuing of **patient feedback**
- **Quality Account submissions for all Trusts** with services within West Sussex to include patient input in to quality measures for next year and to evaluate and report on the whether the public feel the services is getting better or worse
- Inputting patient voices and talking to the programme lead for the **Tier 2 mental health services development** to inform the current development and secondly to see how patient experiences/evaluation is going to be sought
- Identifying a volunteer to provide input to the GP revalidation process so we can use lay input and our insight into improving the way GPs response to patients
- Part of a task & finish group for **Coastal CCG** looking at equality and diversity (including the implementation and monitoring of Accessible Information Standard) to make sure that coastal commissioning is done in a way that people with protected characteristic have access to and receive an equal service to others
- Following-up with Trusts on the **maternity recommendations**, including attending a stakeholder event on 25.04.16 to report on progress and changes implemented from listening to parents last year
- Following-up with **Trusts on the discharge recommendations** to report on progress and changes implement from interviewing patients last year
- Taking a relative's investigations and concerns over **St Wilfrid's Hospice** to the provider and commissioner to understand what has been done to listen to the person's concerns and to identify if further investigation is needed
- Working locally, and with regional Healthwatch, to escalate concerns around access to **primary care in deprived areas** to influence the development of GP services to make sure people living in deprived areas have access to primary care
- Working with other regional Healthwatch and the ambulance trust on engaging patients and the public (meeting with them to discuss this and inputting into the revised engagement strategy) to improve the way in which patients/public inform decision-making and service development (in light of the **forensic report into the R3 project**)
- Working with other regional Healthwatch and the **mental health trust** on engaging patients and the public (meeting with them to discuss this and inputting into the new engagement strategy) to improve the way in which **patients/public inform decision-making service development**. With particular emphasis will be on learning from mistakes (given their low position in the NHS league table)

To find out more or contribute to any of these activities please contact the Healthwatch Team