

**healthwatch**

**Healthwatch**  
Bath & North East Somerset  
Annual Report 2015/16



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# Message from our Manager



Alex Francis Healthwatch B&NES Manager

This has been a great year for Healthwatch B&NES. The strong collaboration between staff and volunteers has enabled us to achieve a lot, with the main headline being an 89% increase in the amount of patient and public engagement work carried out compared to the previous year.

The project team has worked hard to support engagement in large scale service reviews, such as the your care, your way programme; worked in partnership with neighbouring Healthwatch projects to hear the views of people using acute services; and provided opportunities for some of our more seldom heard communities to share their experiences of using local health and social care services, including people that use mental health services and their carers.

We have improved our communication methods this year too through a new online review centre, which allows members of the public to share their views directly and give the service a star rating out of five. An additional function that we set-up this year allows service providers the 'right to reply', meaning they can respond directly to the comments that people have left, for example by

explaining any action that has been taken as a result of the feedback.

Healthwatch B&NES continues to engage with seldom heard communities across the district to share the feedback that it has received. During 2015/16, Healthwatch heard 246 individual comments from communities across Bath and North East Somerset on a wide range of health and social care services. A new format quarterly report 'Feedback Feed Forward' has also helped us to share the public view with service providers and commissioners.

Priorities for Healthwatch B&NES during 2016/17 include hearing more from people with learning difficulties, hearing views on primary care, identifying the mental health needs of children and young people, hearing views on social care and hospital discharge.

I would like to say a heartfelt thank you to the public and colleagues across the local health and social care system for their valuable input this year. I would like to say a special thank you to our dedicated volunteers who help to ensure that, even with a small staff team, Healthwatch B&NES is able to influence local health and social care services and make a big impact.

# Message from our Chief Executive



Morgan Daly, Interim CEO The Care Forum

Bath and North East Somerset (B&NES) has a strong track record of effective partnerships between health and social care services – and this integration has often resulted in very good quality care for local people. It is also true that the way in which health and social care is delivered in B&NES is currently evolving quickly, and Healthwatch has been working hard to ensure that the people who use services are involved in developing them. An example of this is the engagement work we have done around the ‘your care, your way’ programme. The role of Healthwatch has been vital during this time, as we are well-placed to inform, involve and empower local people to speak up about how they want their services to work in future.

We support local volunteers to lead on elements of this work, thereby ensuring that local ideas and solutions are found for local issues.

Healthwatch works best when we are integrated into, and working with, the local health and wellbeing priorities. As such, by engaging with ‘your care, your way’ we are contributing towards theme 1 of the Health and Wellbeing Strategy – ‘Preventing ill health by helping people to stay healthy’. Similarly, as the Royal United Hospitals site develops, Healthwatch has been active in holding consultation events and empowering local people to share their thoughts and ideas with local hospital management. By working in this way, we are supporting the Health and Wellbeing Strategy Theme 2: ‘Improving the quality of people’s lives’, particularly for those with long-term conditions, and for those who are older.

The mental health of people who live in B&NES is a key local priority, and Healthwatch is pleased to report that we have worked hard with local organisations to help improve understanding around supporting people in crisis.

We could not have achieved our successes without the dedication of our excellent group of volunteers – and so I would like to thank them for the effort, innovation and intelligence they have brought to our work this year!

# The year at a glance

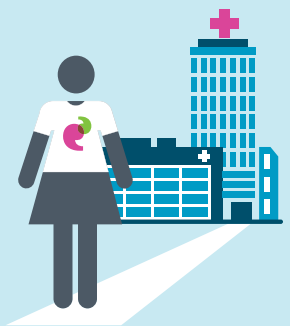
Over the last year, the Healthwatch B&NES website has seen an 18% increase in traffic with 11,000 page views and almost 3,500 user visits



We have recruited 8 new volunteers (increasing our volunteer base by 50%)



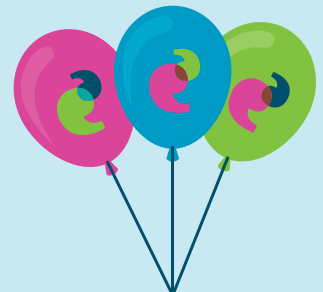
We have carried out 6 Enter and View visits to adult social care settings across the district



This year we have heard 246 individual comments from B&NES residents



We have held 3 public meetings attended by around 100 people



# Who we are

Healthwatch B&NES is here to make health and social care better for everyone, especially those who perhaps face additional challenges. Healthwatch believes that the best way to do this is by designing local services around people's needs and experiences.

## Our vision

Communities and people in all their diversity in Bath and North East Somerset can maintain their health and wellbeing, and care for themselves and each other.

## Our mission

Healthwatch Bath and North East Somerset will involve local people to help improve health and social care services.

Everything Healthwatch says and does is informed by our connections to local people and Healthwatch expertise is grounded in their experience.

Healthwatch is uniquely placed as a network as there is a Healthwatch in every local authority area in England. Healthwatch organisations have come together regionally in the South West to share what is being heard and this gives Healthwatch B&NES the opportunity to work closely with other Healthwatch. Healthwatch replies to the NHS Trust Quality Account (QA). Working co-operatively with other Healthwatch enables us to share some of the work, for example Healthwatch B&NES has been working with Healthwatch Swindon and Healthwatch Wiltshire

to reply to the Arriva Transport Solutions Limited QA. Healthwatch B&NES is also working with Healthwatch South Gloucestershire to reply to the Sirona care & health C.I.C QA and with Healthwatch projects in Bristol and South Gloucestershire to reply to the Avon and Wiltshire Mental Health Partnership NHS Trust QA.

As a statutory watchdog the Healthwatch role is to ensure that local health and social care services, and local decision makers, put experiences of people at the heart of their care. Each quarter Healthwatch collects and collates children, young people and adults' views of their health and social care services and publishes these to service providers, commissioners at the local authority, the Clinical Commissioning Group (CCG), NHS England, Quality Surveillance Group and the regulators at the Care Quality Commission and Healthwatch England. The issues are viewed at the Healthwatch advisory group and decisions are made to take up themes from the analysis and to undertake more research into the areas of concern.

We aim to:

- obtain the views of local people regarding their needs for, and experiences of, local health and care services and make these views known
- provide information and signposting about health and social care services
- ensure local people who wish to complain are signposted to SEAP to provide them with the support to enable them to undertake this.

## Our priorities

### Healthwatch B&NES strategic priorities

Using the Joint Strategic Needs Assessment, Health and Wellbeing Strategy and the information heard direct from local people, the 2015/16 priorities were to:

- commissioning of community healthcare services through the 'Your care, your way' process
- people's experiences of secondary care, including patient discharge
- mental health
- primary care
- older people, end of life and dementia (through our enter and view programme)
- lesbian, gay, bisexual and transgender (LGBT+) communities.

The Healthwatch advisory group is made up of:

Diana Hall Hall, Health and Wellbeing Board Representative; Roger Tippings, Quality Lead; Christina Chow, Equality lead; Vacancy for Children and Young People; Vacancy for Enter and View lead; Tracey Wilmot, SEAP; Karen John, Age UK B&NES.





# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

Over the last 12 months Healthwatch B&NES has seen an 89% increase in engagement with members of the public, receiving over 246 individual comments about local health and social care services.

Following the work plan priorities that were selected by the advisory group, the community engagement for 2015/16 has focused on five main areas: recommissioning of community healthcare services; secondary care; mental health; experiences of the lesbian, gay, bisexual and transgender (LGBT+) community; and primary care.

## Recommissioning of community healthcare services

Since January 2015, B&NES Council and NHS BaNES Clinical Commissioning Group (BaNES CCG) have been working on a two year project to recommission community healthcare services across Bath and North East Somerset. The project, called your care your way, is reviewing the way that community healthcare services are delivered in time for the recommissioning of a new contract from 1 April 2017.

The your care your way project team has carried out over 300 engagement events with members of the public, service users, carers and voluntary, community and social enterprise (VCSE) sector organisations in order to understand people's current experiences of community healthcare services and how they can be improved for the future.

Healthwatch B&NES has been a partner in this work: helping to steer public engagement through participation on the project's

communications working group; promoting key messages and information through its online and social media channels; enabling discussion with the VCSE sector through facilitated meetings; and supporting engagement with the public through the your care your way community champions programme.

## Secondary care

This year Healthwatch B&NES has continued its programme of work with the Royal United Hospitals Bath NHS Foundation Trust (RUH), including four joint visits with Healthwatch Wiltshire to run an information stand in the main hospital atrium and carry out ward visits.

In July, Healthwatch attended a forum organised by the RUH to discuss patient experiences of discharge and how it could be improved. This forum was held by the RUH to discuss implementation of a discharge passport. Members of the Healthwatch B&NES advisory group and volunteers considered the draft passport and gave suggestions to the RUH on how it could be improved based on feedback received about patient discharge and the recommendations made in the Healthwatch England special inquiry in 2014.

Healthwatch B&NES held a meeting for members of the public and representatives from VCSE organisations to find out more about the RUH Fit for our Future redevelopment programme. This meeting included a presentation from the trust giving greater detail about the redevelopment of the site, and an opportunity for people to ask questions, including for example, improved access to services for people with disabilities and long-term conditions. Healthwatch has also heard feedback from members of the public regarding the relocation of services from the Royal National Hospital for Rheumatic Diseases to the RUH. All feedback regarding the

redevelopment of the RUH and relocation of services has been shared with the trust and BaNES CCG. Healthwatch B&NES has promoted opportunities for consultation and engagement with the RUH around these programmes of work via the Health and Wellbeing Network, monthly e-bulletins and social media.

## Mental Health

Healthwatch B&NES has been working with B&NES Council, St Mungo's and New Hope to develop a Mental Wellbeing Charter. The charter is linked to 'Think Local, Act Personal', a national initiative which helps organisations to make services truly person-centred. Healthwatch B&NES has helped promote the charter and a number of focus groups that have been run with service users, carers and their families to ensure that it reflects their expectations and aspirations.

It is hoped that the charter will provide a reference point for service users and their families/ carers to understand what support they can expect from mental health professionals and service providers. The charter will provide a tool for service users and their families to 'review' their experience against and an evaluation method for mental health professionals, service providers and commissioners to use to assess the quality of the services they provide.

Towards the end of the year Healthwatch B&NES started discussions with Avon and Wiltshire Mental Health Partnership NHS Trust about the new inpatient hospital that is being built on the RUH site, including investigating how it can support patient and public engagement in the design of this setting. Healthwatch B&NES has also been involved with the initial discussions around establishing a Mental Health Collaborative Alliance in B&NES, bringing together service providers, clients and

carers to shape the delivery of services in a multi-disciplinary way.

## Experiences of the lesbian, gay, bisexual and transgender (LGBT+) community

Following release of the Diversity Trust's research report in 2014 on LGBT+ health and inequality, Healthwatch B&NES has been working with the Diversity Trust to deliver training on LGBT+ awareness to health and social care professionals across the district. Healthwatch B&NES has promoted the training to staff from a wide range of organisations including B&NES CCG, the mental health trust, VCSE organisations, housing associations, GPs and practice managers, and representatives from the local authority.

This training, attended by 25 people, gave an overview of the experiences that people from the LGBT+ community have had when using local health and social care services and enabled health and social care professionals to reflect on their own practice and that of their team/ organisation to help make services more inclusive and accessible.

## Primary care

Healthwatch B&NES consistently receives feedback about primary care services across the district. The feedback received varies greatly, but often includes: concerns about waiting times for appointments; the need for more information and signposting to voluntary and community-based services to help people manage their health independently; and more recently, concerns about new housing developments and the provision of primary care services in areas where there is already a perceived strain on resources.

From July 2015, all examples of best practice and the concerns raised by patients regarding primary care have been shared directly with the B&NES Primary Care Co-commissioning Forum, set up by NHS BaNES Clinical Commissioning Group to help shape future service provision and address areas where things need to be improved. Healthwatch B&NES has two seats on this forum, one for a member of staff to provide formal updates and the other for a lay representative.

In January 2016 Healthwatch B&NES hosted a joint meeting with BaNES CCG. During 2015 both organisations hosted public sessions for people to find out about the services provided by B&NES Enhanced Medical Services (BEMS+). The January meeting enabled members of the public and representatives from VCSE organisations to find out how BEMS+ services had developed over the previous 12 months and share experiences about primary care in general. This information has been shared with the Joint Primary Care Co-commissioning Forum in order to identify areas of best practice and improvement, and BaNES CCG to help shape the Primary Care strategy.

### What we've learnt from visiting services

Enter and view visits to care homes is part of an ongoing programme being implemented by Healthwatch B&NES to understand the quality of residents' experiences within local care and nursing homes; particularly where residents have, or could be expected to have, dementia.

### Enter and view visits are identified by:

- concerns around safeguarding and a subsequent B&NES Council invitation to visit and report on a care home independently;
- seeking a balance between new build ('state of the art') and specialist provision or older care homes;
- identifying concerns that have been raised about a care home through Healthwatch research;
- placing an emphasis on the care of elderly people with dementia;
- managing a balance of visits to the small family owned care homes or local/regional providers and large (national) providers of care for elderly people.

Healthwatch B&NES has 17 authorised enter and view representatives who undertake these visits. During year three, they have carried out six enter and view visits, primarily continuing with the theme of older people's care. One visit was carried out following negative ratings received via the review centre on the Healthwatch B&NES website [www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk)

### Enter and view visits 2015 - 16

- Treetops Care home February 2015
- Culverhays Nursing Home May 2015
- Rosewell Country Home July 2015
- Oldfield Dental Practice August 2015
- Englishcombe House Residential Care Home January 2016
- Hillsborough house (residential for adults with learning difficulties) February 2016

## The enter and view process in action

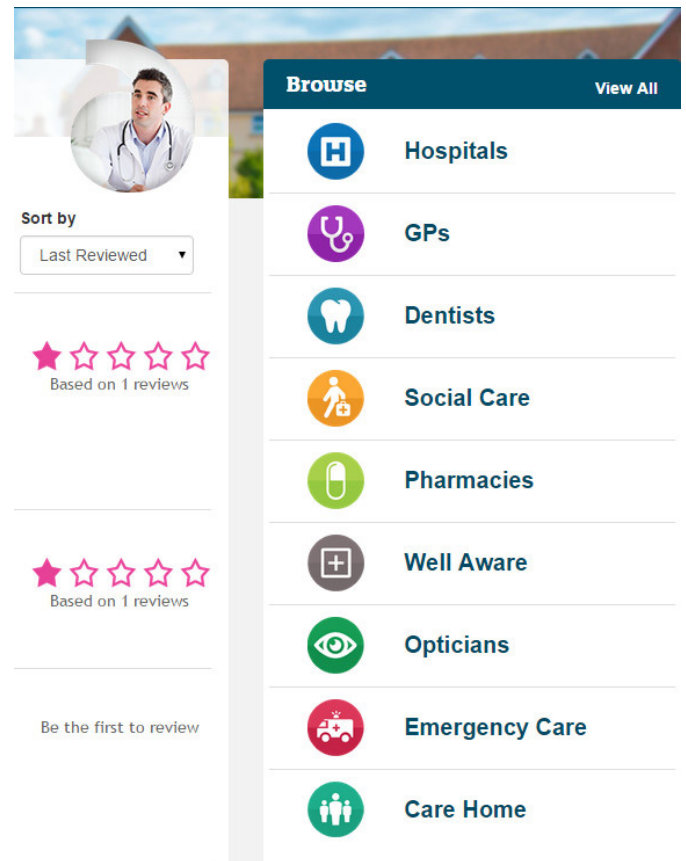
In August 2015 Healthwatch B&NES carried out its first enter and view visit to a primary care setting – Oldfield Dental Practice in Bath. Following the release of the enter and view report in the autumn, mydentist (formerly IDH Dental) the company that owns the practice, contacted Healthwatch B&NES to discuss approaches they can use to improve patient engagement in order to better understand their experiences.

mydentist is the largest corporate dentistry chain in the UK with approximately 670 practices, 30-40 of which are located in the west of England. During the meeting Healthwatch B&NES and mydentist discussed current approaches to patient engagement and suggested some additional pieces of work that could help to enhance how they respond and react to the feedback they receive. Examples included:

- displaying 'you said we did' information in waiting areas so patients can see how each practice is responding to the themes and comments that have been received about their service
- trialling patient participation groups to enable patients to engage directly with how the service is run and developed
- linking with Independent Complaints Advocacy Services (ICAS) to understand any themes emerging through NHS complaints, and the experiences of more 'at risk' patients who may not have felt confident or able to contact mydentist directly.

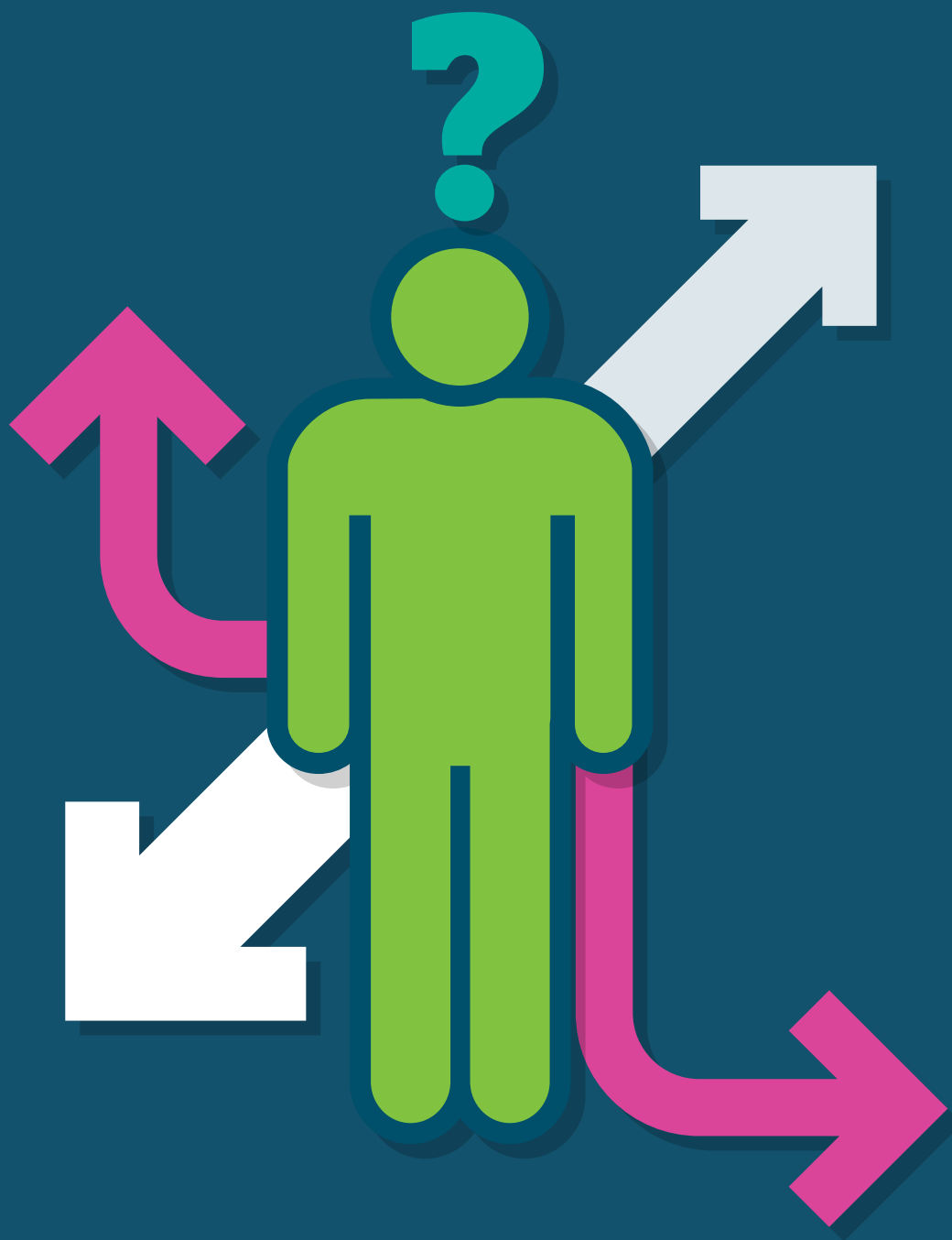
mydentist expressed their hopes to engage with local Healthwatch projects across England in order to enhance independent scrutiny of the services they provide, including holding local Healthwatch information in all mydentist practices across the west of England region.

Finally, the Healthwatch widget, an online tool that can be included on organisations' websites to allow feedback to be gathered directly by local Healthwatch projects, was discussed and mydentist took this information away for consideration.





# Giving people advice and information



## Helping people get what they need from local health and care services



Healthwatch B&NES provides advice and information to local people in several ways including the Well Aware health and wellbeing database and free phone telephone line.

During 2015/16 the directory had 332,256 page views searched by 112,934 local people across Bath and North East Somerset, Bristol, South Gloucestershire and Somerset. Well Aware received 2,550 telephone calls over this period and answered 533 email enquiries for signposting information.

Categories of information include:

- support around the home
- home maintenance adaptations and housing
- getting around
- personal health services
- socialising
- emotional support
- living, learning, working

In addition there are specialist areas on dementia, learning difficulties and mental health with local support, information and resources.

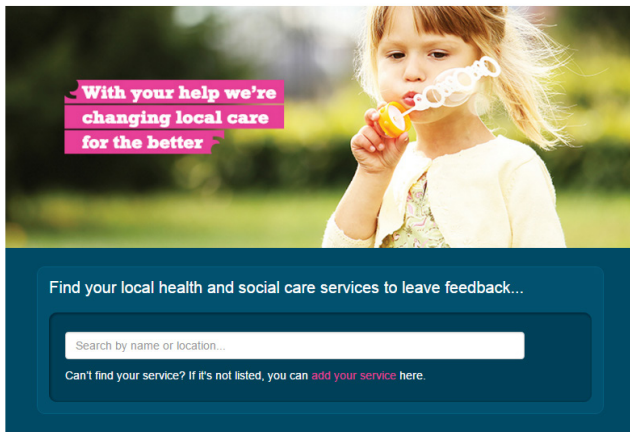


The freephone telephone line offers people in the area the option to phone for assistance in finding health and wellbeing support and activities in the area to include people without internet access.

The Browse Aloud feature on Well Aware and the Healthwatch B&NES website enables users to listen to content and Google translate means that information can be shown in a variety of different languages to assist people whose first language is not English.



The Healthwatch B&NES website: [www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk) has seen 3,422 users visit the site with 11,339 page views increasing by 18% from 2014/15.



### On website and Facebook

The feedback centre on the Healthwatch B&NES website and Facebook enables the public to provide information about all health and social care organisations in Bath and North East Somerset. This helps Healthwatch B&NES to generate data that we can understand, benchmark and act upon.

People can find any local organisation simply by searching its name, location or postcode. This can be done through a variety of devices including mobile phone whilst on the move.

When providing feedback through the feedback centre, users are prompted to review and rate services by answering a list of questions that help them to provide the right level of detail, in the shortest amount of time. They can also praise a particular member of staff whose conduct has been exemplary. All feedback is moderated before being published.

Providers also have the opportunity to respond to feedback left by service users on the website.

We capture the following data:

- an overall rating of the service provider
- a summary of experience which we divide into themes and subthemes
- friends and family test questions.



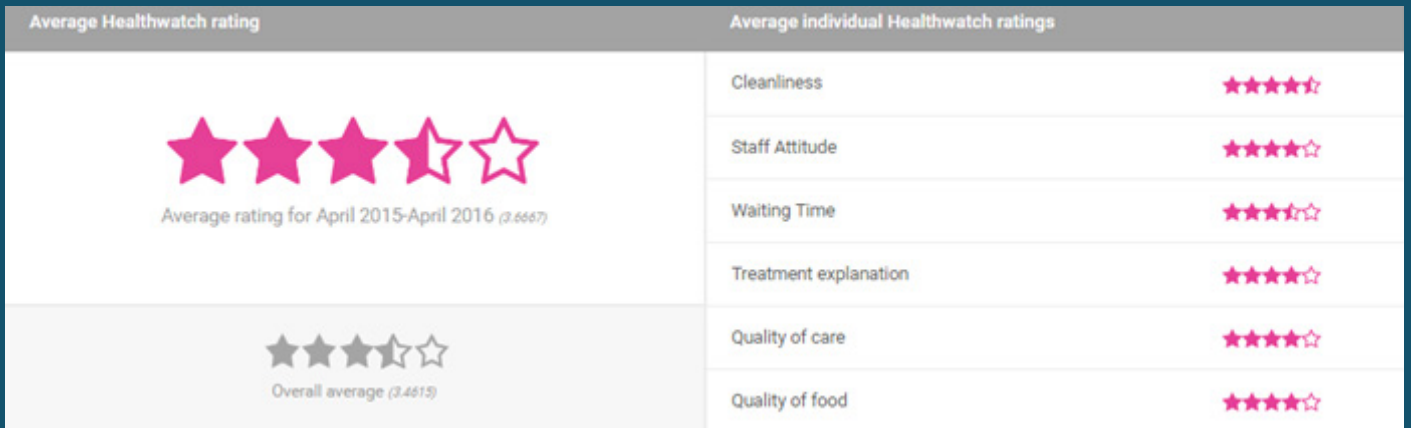
Average sentiment between April 2015 and March 2016 where green is positive and red is negative.

From the alerts on our feedback centre regarding a service Healthwatch took action and undertook an enter and view visit to find out more about service users' experiences. The results of the enter and view visit were published on the Healthwatch B&NES website.

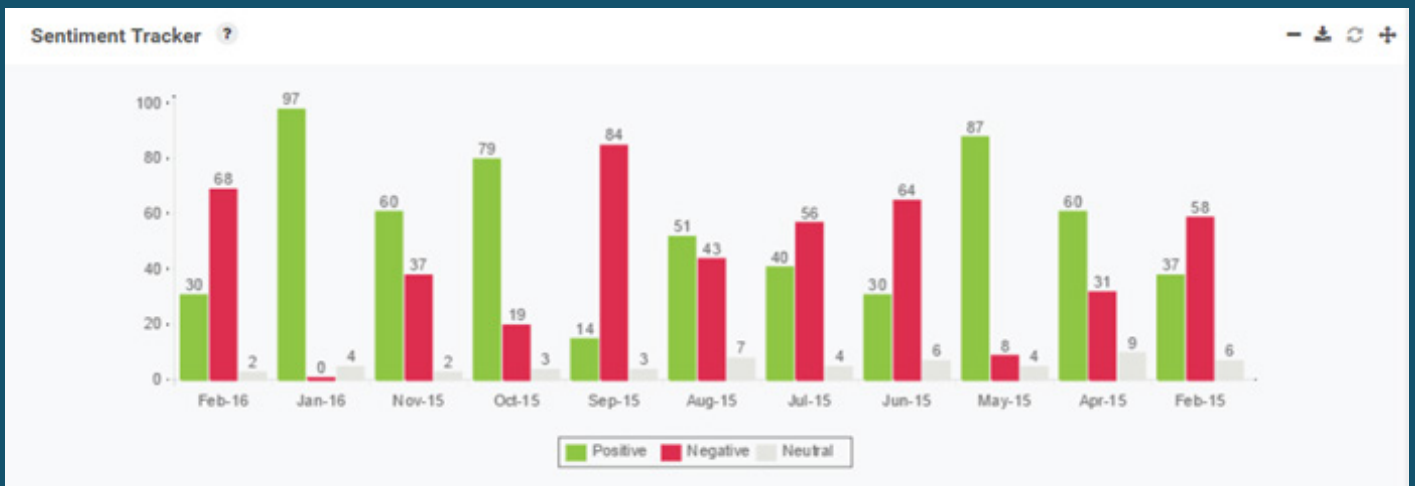


# Healthwatch feedback centre

Average star ratings given on reviews between April 2015 and March 2016



## Overall sentiment captured



## Social media

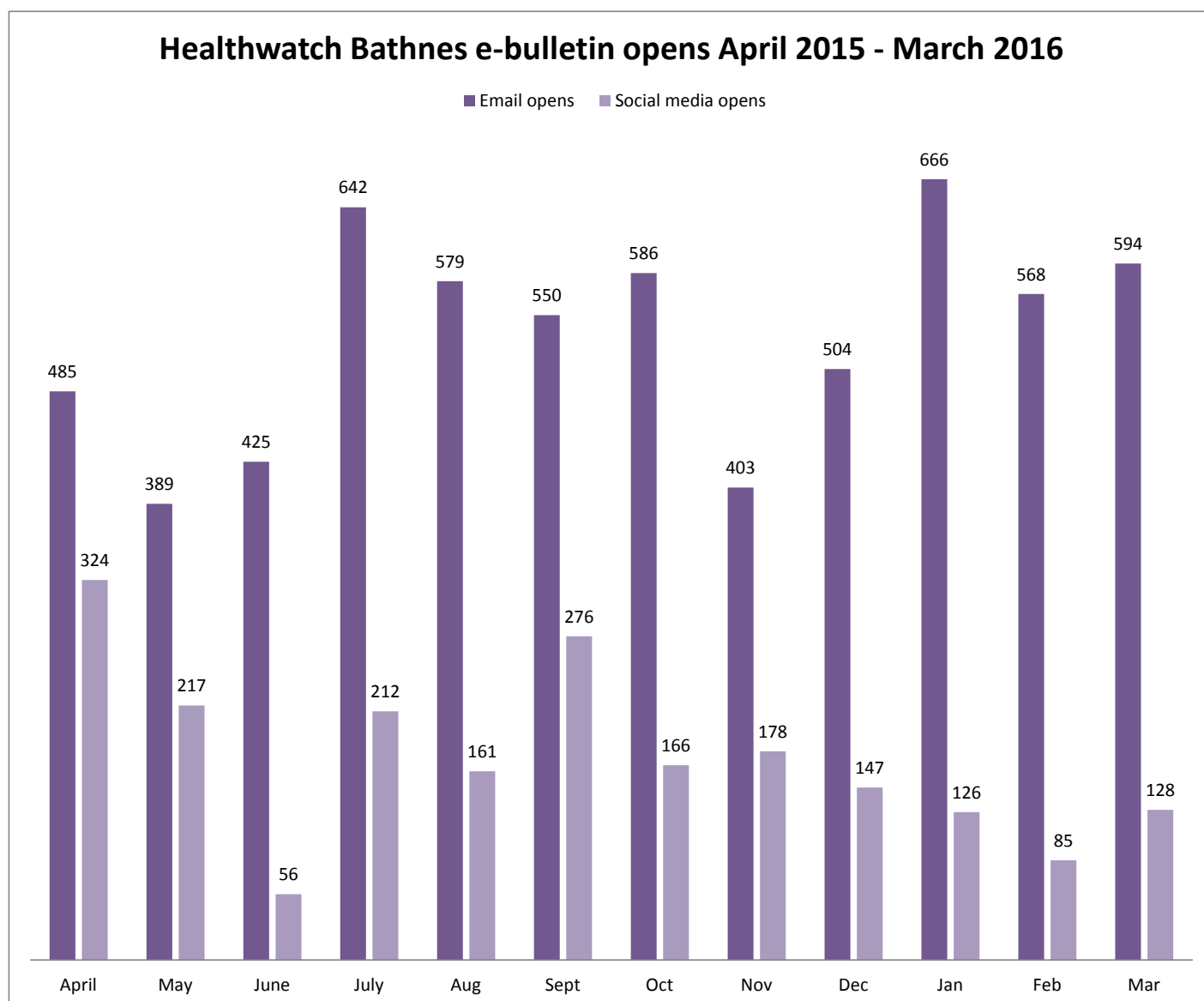
Our twitter following grew to 1,529 over the last year. In a quarter period our tweets have been reaching 12,700 twitter feeds.

Of our followers 46% are male and 54% are female.

Our Facebook page now has 137 likes, 61% are female and 36% are male.

In the last quarter of the year Healthwatch B&NES has been able to offer people the chance to leave reviews of health and social care services directly onto Facebook.

The Healthwatch B&NES monthly e-bulletins are read widely both on Twitter and Facebook and can be downloaded and shared from our website.





# How we have made a difference



## Our reports and recommendations

Over the last year, Healthwatch B&NES shared feedback from the community about the Blue Badge assessment process with B&NES Council's Community Transport Liaison Group. In October 2015, Healthwatch was delighted to hear that the assessment process had been amended to take into consideration people's movement over different surfaces, their overall health and wellbeing, for example if they are having a 'good or bad day', and more clarity if a Blue Badge is refused. This information was shared with the community group that had raised it and they will let Healthwatch know the impact of these changes.

In October 2015 Healthwatch exercised its statutory right to raise a question on behalf of a member of the public at the Health and Wellbeing Board regarding the local authority's strategic plan for housing development across the district, specifically regarding the provision of lifetime homes. A response was received and shared with the commentator who was reassured with the approach that B&NES Council is taking. Healthwatch B&NES asked the Health and Wellbeing Board to keep a watching brief on housing and lifetime home provision as development continues.

Healthwatch B&NES has continued its work with Healthwatch Wiltshire and the Royal United Hospitals Bath NHS Foundation Trust to gather and share the experiences of people using services at the Royal United Hospital (RUH), as outlined in case study three. This year Healthwatch B&NES held an open meeting for the public to find out more about the redevelopment programme 'Fit for the Future' which is taking place at the RUH site. This development programme is expected to take up to five years and will include creation of a new pharmacy building, a specialist cancer

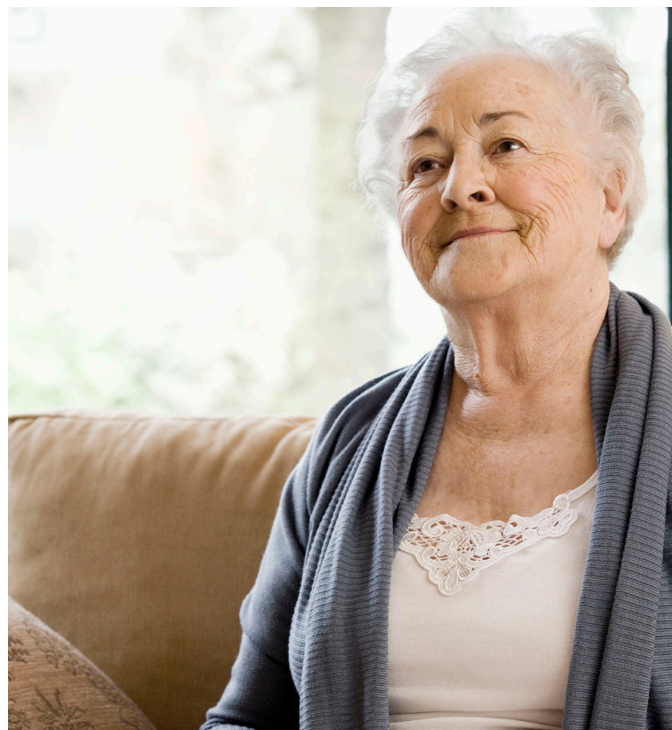
centre and integrated therapies centre, in addition to extra parking spaces and enhanced green space allowing patients and their families more access to outdoor areas for their wellbeing. The open session was attended by 25 members of the public and a member of staff from the RUH who presented details of the capital programme and answered many questions from the audience. Feedback gathered was shared with the hospital trust to be taken into consideration as the development progresses.

Healthwatch B&NES has also shared information with the public and voluntary sector regarding the transition of services from the Royal National Hospital for Rheumatic Diseases (RNHRD) in Bath to the RUH site, a process which commenced in April 2015 and is expected to take around two years. Healthwatch has shared feedback and concerns raised regarding this transition with the hospital trust, commissioners and the Health and Wellbeing Select Committee to help ensure that the experience and quality of services that patients and their families receives continues during this process.

As many people's first port of call when something happens with their health or wellbeing, Healthwatch is always hearing feedback regarding primary care. This year Healthwatch B&NES carried out its first enter and view visit to a primary care setting as set out in the section 'How we have made a difference', which led to a separate follow-up conversation with the provider about how they can improve their patient engagement.

This year Healthwatch B&NES has continued its focus on how primary care services are preparing for the future, including following the development of B&NES Enhanced Medical Services (BEMS+), a two-year funded project that is working to reduce emergency weekend

admissions for people with long-term conditions, increase interoperability, review and support workforce development and improve partnership working between surgeries. In January 2016 Healthwatch B&NES held a joint open meeting with NHS BaNES Clinical



Commissioning Group (CCG) to give members of the public a chance to discuss their experiences of primary care and how things could be delivered differently and/or improved. A joint report was produced and fed into the NHS BaNES Joint Primary Care Co-commissioning Forum for consideration as part of the development of a local strategy for primary care.

Healthwatch B&NES and The Care Forum's voluntary sector service are working with NHS BaNES CCG and B&NES Council to understand the experiences of people in receipt of a Personal Health Budget (PHB). This will be an ongoing piece of work, which aims to bring together those people who have received a PHB to share their experiences of the process and identify what works well and what needs to be improved. So far two informal discussions have taken place with PHB recipients with more in the pipeline, including an ongoing aim to develop a

peer support network. Although separate, this work will complement a review of direct payments that is being carried out across B&NES. It is hoped that the outcomes of both work streams will help inform the development of personal budgets and personalised commissioning.

### Working with other organisations

Healthwatch B&NES meets quarterly with the local Care Quality Commission (CQC) team in order to share intelligence about local health and social care services and find out the focus for upcoming inspections. Healthwatch B&NES shares all enter and view reports with the CQC, in addition to the quarterly Feedback Feed Forward reports which capture the comments, themes and service provider responses that Healthwatch B&NES has heard from the public over the last three months, and any topic specific reports that are written, for example feedback gathered from the public meetings.

In January 2016 Healthwatch B&NES attended a workshop to contribute towards the development of the CQC's strategy for the next four years. In autumn 2015 Healthwatch B&NES met with the CQC's community engagement lead for the south of England to understand the engagement role and identify how we can work in partnership to complement one another's work. Healthwatch B&NES has since shared CQC public engagement opportunities prior to inspections, including for Avon and Wiltshire Mental Health NHS Partnership Trust and the Royal United Hospitals Bath NHS Foundation Trust.

### Involving local people in our work

# Our work in focus



# Our work in focus: Your care your way

Your care, your way is the name that has been given to the recommissioning process for community healthcare services in Bath and North East Somerset (B&NES). This two year project has been led by B&NES Council and NHS BaNES Clinical Commissioning Group (CCG). It has included a huge amount of consultation and public engagement in order to understand what residents want from their community healthcare services in the future.

Healthwatch B&NES has supported this process with ongoing activities, such as promoting opportunities for people to engage online, through social media and the monthly e-bulletin, and more specific work as outlined below.

In April 2015 Healthwatch B&NES hosted a joint event with the B&NES Health and Wellbeing Network to enable care providers to share their views of how services could be delivered in the future. This event was attended by 30 people from a wide range of community, voluntary and social enterprise organisations, to discuss what seamless care within the community could look like and what the barriers are to achieving this, and to take part in a creative discussion around local solutions and opportunities.

Healthwatch has had a staff presence on the your care your way communications working group, which works to develop the project's approach to engagement and sharing key messages.

In October 2015 Healthwatch B&NES ran an engagement session in partnership with NHS BaNES CCG and Bath Area Play Project to gather young people's views on the recommissioning process. This successful first engagement activity with children and young people gathered young people's views and helped to identify how Healthwatch B&NES can work with key partners

to increase engagement opportunities for children and young people around health and social care. This group was supported by a Young Healthwatch champion from Bristol, who shared their experience of having been part of a similar process across Bristol, South Gloucestershire and North Somerset.

In January 2016, Healthwatch B&NES worked with the your care your way project team to develop and deliver training for community champions - a group of lay people who would become involved with the project as it moves into the tendering and procurement process. Healthwatch B&NES promoted the community champion opportunity, recruited four people who wanted to be involved with the process and helped to deliver the training. These champions will view tender documents as they are submitted and help to develop questions for the interview process to shortlist a prime provider of community healthcare services.

Healthwatch B&NES will continue to support public and voluntary, community and social enterprise engagement with the your care your way project as it progresses into the next phase of specification development, with commencement date for the new community healthcare contract set for 1 April 2017.





# Our work in focus: Mental health



Throughout year three, Healthwatch has continued its work around mental health in partnership with voluntary, community and social enterprise (VCSE) partners and the local mental health NHS trust.

In September 2015, Healthwatch B&NES was invited to support the development of a B&NES Mental Wellbeing Charter for service users and their families – a joint project between B&NES Council, St Mungos and the B&NES Health and Wellbeing Network among others. The Charter is linked to 'Think Local, Act Personal', a national initiative which helps organisations to make services truly person-centred. It helps to set out people's expectations of the support and care that they will receive through a service using a range of "I" statements, for example:

"I have the maximum possible choice over how I am supported. My support is planned with family and friends and is regularly reviewed with support from staff when needed"

"I feel in control of my wellbeing and feel safe"

Healthwatch B&NES worked with partners to set up and promote a series of focus groups which ran during October – December 2015. This was launched by a special focus group run by Healthwatch B&NES and New Hope on World Mental Health Day in October. The focus groups asked service users, carers and their families to discuss the draft charter in order to ensure that it truly reflected their expectations of mental health services and their aspirations.

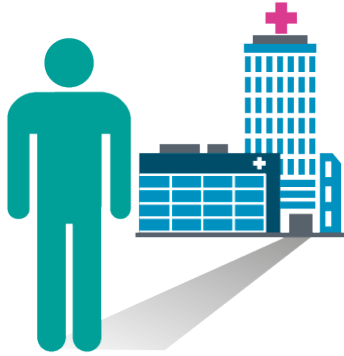
The project's aim is that the charter will be a mechanism through which mental health providers can monitor the effectiveness of their services in relation to how service users and their families wish to be treated and supported. Discussions between the charter project team and the local NHS mental health trust indicate that this is a shared aim, in addition to mental health commissioners taking it onboard when monitoring service provision and quality. Finally, and of most relevance to Healthwatch, the charter will provide a measure for service users and their families to use when accessing services to ensure that providers are delivering person-centred care. Service users and their families will be able to use the charter to gauge what is working well and what needs to be improved and then feed back to Healthwatch accordingly.

In November 2015, Healthwatch B&NES supported a discussion with the VCSE sector around the Mental Health Crisis Care Concordat. This discussion included how VCSE organisations can help to support someone when they are in crisis, how we can build on the learning from the crisis care concordat and how organisations can support the development of the Mental Wellbeing Charter.

In March 2016, Healthwatch B&NES met with Avon and Wiltshire Mental Health Partnership NHS Trust to discuss the opportunity of a public engagement session around the development of a new inpatient hospital in Bath. This discussion will be continued into 2016-17.



# Our work in focus: Secondary care



## Working in partnership with acute hospital trusts

In 2014/15 Healthwatch began its programme of engagement with the Royal United Hospital Bath (RUH), in partnership with Healthwatch Wiltshire. This has continued and developed during 2015/16, providing valuable learning around how to engage with a large organisation such as a hospital trust.

Following the success of the week long information stand and ward visits in March 2015, Healthwatch B&NES continued its engagement with the RUH throughout the summer with monthly information stands in the main hospital atrium and ward visits to gather the views and experiences of patients receiving inpatient care.

Part way through this programme of engagement it was felt that some guidance should be developed to outline the process for planning and carrying out ward visits. Due to the nature of the setting and the model of engagement, each visit was proving quite complex to arrange. This guidance would provide clarity for all parties around how ward visits should be carried out, who should be informed before, during and

afterwards, and what would be done with the information gathered. Following a visit in July, engagement with the hospital paused whilst the guidance was drawn up, including learning and feedback from enter and view volunteers and staff from Healthwatch and the RUH.

In September 2015, an information sheet and checklist were finalised between Healthwatch B&NES, Healthwatch Wiltshire and the RUH outlining:

- the role of Healthwatch and remit of ward visits
- guidance around patient confidentiality and etiquette whilst visiting wards
- clarity regarding which members of staff would be informed before, during and after a visit
- contact details for both parties if concerns are raised.

The guidance is a valuable tool to help reduce complexity around ward visits, and provided an opportunity to build relationships and understanding of the main acute provider in B&NES which Healthwatch B&NES shall take into 2016-17.



# Our plans for next year



## Future priorities

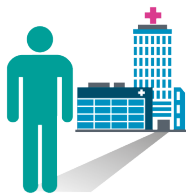
### Topics

Mental health



Accessible Information Standard

Urgent care



Recommissioning of community healthcare services



Enter and View



### Audiences

Children and young people



People with physical and sensory impairments



People that use mental health services and their carers



### Priority communities:

- Twerton
- Twerton West
- Whiteway West
- Fox Hill North
- Radstock
- Chew Valley (rural access).

### Communication

- monthly e-bulletins
- information sheets
- website updates
- posters and leaflets
- service user feedback
- social media



# Our people





## Decision making

The Healthwatch B&NES advisory group is a group of lay-people and representatives from key stakeholder organisations who volunteer their time. The group has responsibility for setting the strategic direction of the project, deciding operational priorities and identifying key engagement work from the feedback Healthwatch receives. This group identifies areas that require further research and set up sub-groups to undertake the work, or make use of the expertise already present in the community. The group also agrees how to communicate with the Health and Wellbeing Board and signs off the annual report to Healthwatch England.



## How we involve the public and volunteers

The Healthwatch B&NES advisory Group has been set up to include volunteers to lead on:

- equalities
- quality
- B&NES Health and Wellbeing Board
- enter and view
- children and young people

Others invited to the table include representatives of older people and carers, Age UK B&NES, SEAP advocacy for NHS complaints and NHS BaNES Clinical Commissioning Group's lay representative for patient and public involvement. The advisory group has been meeting monthly and members of the public are encouraged to attend and give information to the group through the public submission.

In order to ensure our volunteers are fully equipped with the skills and knowledge they need to carry out their role successfully, Healthwatch B&NES provides the following training:

- introduction to Healthwatch
- representing Healthwatch
- enter and view training

Representatives have informed Healthwatch B&NES about what is current and important at numerous boards across the health and social care sector enabling staff to identify themes and initiate enquiries.

Healthwatch volunteer training and support is well embedded and has been continually reviewed and improved in response to feedback from volunteers. Questionnaires, surveys and evaluation forms have been used to inform service improvements. In March 2015 an organisation-wide workshop including staff, volunteers and trustees gathered a wealth of views and feedback to create a well consulted agreement on principles in volunteering.

As well as the core training which volunteers have received this year Healthwatch B&NES has also offered a range of additional training and awareness raising sessions to enhance skills and build confidence, including:

- Deprivation of Liberty Safeguards (DoLS) and mental capacity training
- champion and representative refresher training
- how to run a focus group training
- DeafBlind awareness
- carers awareness
- dementia awareness
- autism awareness
- equalities training
- safeguarding
- falls prevention (useful for enter and view volunteers to identify what to look for on care home visits)
- inspirational career coaching

Volunteers have also been offered safeguarding training provided by Sirona care & health C.I.C, a community healthcare provider in B&NES.

Support has been offered to volunteers throughout the year both individually and as a group. Volunteers receive updates in the form of e-bulletins (printed or in an accessible format for those who do not use email, or have a communication need), quarterly monitoring reports and local information. Group support has been offered on a bi-monthly basis in alternating venues around the area to provide equity of access.

At our most recent and very productive group support meeting in March 2015 Healthwatch provided an external speaker on the Care Act 2014 following a request from volunteers.

During the meeting Healthwatch B&NES asked volunteers what support they feel they need to carry out their role, what is important to them and what people appreciate about them. This has further informed our continued support and celebration of volunteers.

In 2015 Healthwatch asked volunteers to complete a satisfaction survey. From this, we have learnt what motivates the volunteers, what they find rewarding and what they feel they are bringing through their volunteer involvement.

“I enjoy working well with other volunteers and staff. Making a meaningful contribution to the community. Broadening my knowledge and skills through training and workshops.”

“Very much appreciate the support provided by the Healthwatch staff”

“I enjoy my role because it keeps me up to date with new initiatives”

“I enjoy my role with Healthwatch. I enjoy the versatility of it, meeting people and using my health skills as a retired nurse within Healthwatch.”

“I have had a positive and interesting volunteering experience so far.”

Total no. volunteers	27
Trained representatives	13
Trained enter and view	17

What people appreciate about  
us

Friendly  
Experience  
Compassion  
Non-judgmental  
Fairness  
Understanding  
Caring  
Tact  
Charm  
Thoughtfulness  
Friendliness  
Helpfulness  
Willingness  
Reliable  
Commitment

What is important to  
us

Society  
Home Friends  
Helping-people  
Wellbeing  
NHS Health Safety  
Family  
Exercise  
Mental-health  
Healthwatch

How to support us

Information  
Understanding  
Feedback  
Availability  
Transport  
Accessibility  
Capacity  
Time  
Patience



# Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		82,000
Additional income		
Total income		82,000
EXPENDITURE		
Operational costs		16,339
Staffing costs		65,832
Office costs		3,527
Total expenditure		85,698
Balance brought forward		-3698

# Contact us



## Get in touch

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Website:	<a href="http://www.healthwatchbathnes.co.uk">www.healthwatchbathnes.co.uk</a>

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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