

healthwatch Oldham



Healthwatch Oldham

Annual Report 2017-2018

Chair's Introduction



This has been another productive year for Healthwatch Oldham. We have had an active role at the Greater Manchester level supporting the Health Devolution work, and at a local level supporting the development of Oldham Cares. Designed to bring together statutory, private, voluntary, community and local residents, Oldham Cares aims to significantly improve the health and wellbeing of local people in Oldham through an ambitious programme of service redesign.

This year our Healthwatch Forums which focused on Type 2 Diabetes were again very well attended. Working with health partners we were able to provide information and advice, carry out pre-diabetes health checks and provide practical support to some of Oldham's Black, Asian and Minority Ethnic communities who experience a particularly high prevalence of Type 2 Diabetes.

We have continued to work closely as a member of the network of Healthwatch in Greater Manchester and have participated in cross boarder reviews with other local Healthwatch offices. We have actively represented the views of local people at the Greater Manchester level.

Going forward Healthwatch Oldham is keen to enable the views of local people, patients and carers in Oldham to shape health and care services as they change. These changes have been put into place to enable GPs, social services, community NHS services and the voluntary and community sector to integrate more, with the end result for patients and service users being joined up services that work more closely together in the interests of patients and their families. We are also keen to support the development of Neighbourhood Clusters of GP practices which will be rolled out across the whole of Oldham providing local access to a wider range of health and care services.

We are also planning a programme of service reviews and Forums for the coming year designed to support all these changes. If you want to find out more please do get in touch with the office or visit our website.

Thanks go to our Board members for freely giving their time and experience and also to our hard working, dedicated staff team, who have continued to work tirelessly on our behalf.

I would also like to recognise the enthusiasm and work of our Healthwatch Champions and volunteers. They have provided invaluable support at Forums as well as visiting services to help us gather the views of service users and families. Their involvement means we can provide the people of Oldham with a more effective Healthwatch service.

Thank you for all your support over the past year and we look forward to working with you to ensure your voice in health and social care in Oldham is heard in the year ahead.

John Starkey, Chair

Healthwatch Oldham

Our year at a glance:

Our quick healthcare experience surveys were completed by **420** people

We responded to **453** Information and signposting requests

512 people are active subscribers to our e-bulletins

Worked in partnership with health professionals at our Health Forum to complete **28** pre-diabetes screenings and **37** health screenings

Provided signposting information at **12** community outreach venues

189 patients and family members have taken part in 6 service reviews

Over **300** people took part in **3** Diabetes themed Health and Wellbeing Forums

We dealt with **79** NHS complaint cases

Our reports have highlighted the needs of care home residents, people accessing hospital emergency services and Haematology Day Services, as well as people accessing social care services

327 people shared their stories through Care Opinion

About Healthwatch Oldham

Our role is to ensure that health and social care services are delivered to a high standard and meet the needs of Oldham residents.

We listen to the views and first-hand experiences of patients and family members. Using this feedback, we speak out on their behalf in order to influence and shape the way services are provided.

The last twelve months have seen significant changes to health and care services with many being redesigned at both an Oldham and Greater Manchester level. New services are being created that bring together GPs, social services, community NHS services and the voluntary sector. It is the role of Healthwatch to ensure that key decision makers put the needs and wants of local people at the centre of these changes.

Healthwatch is uniquely placed as part of a national network and collaborates with Healthwatch organisations across Greater Manchester to carry out cross boundary service reviews. We promote examples of best practice and highlight factors that help to improve the patient experience.

Our vision and Priorities

Healthwatch Oldham's vision is to provide an independent voice, ensuring that local people are actively involved in shaping health and social care services. Our aim is to reduce health inequalities through service improvements, and by actively signposting people to support, services, and activities designed to

help people remain fit and maintain their health and wellbeing.

We have six strategic objectives that help us deliver our vision. These are:

- To gather intelligence so that we can influence commissioning decisions and improve the quality of local health and care related services*
- To offer different ways to engage local people in Oldham about health and wellbeing with a focus on groups who are often underrepresented in decision making*
- To undertake research to address health inequalities*
- To help people manage their own health and wellbeing so fewer people become unwell and people with long term conditions have a better quality of life*
- To communicate as widely as possible information about rights and choices within health and social care and to help people get the most out of the NHS complaints process if they are not happy with their care*
- To have robust governance to ensure the independence of Healthwatch Oldham*

Delivering Our Statutory Functions

Healthwatch has a number of statutory functions. These are the services we are required to carry out by law.

These functions fall under four headings:

- **Insight:** engaging with people who use health and social care services
- **Information:** providing signposting and support for people to make informed choices about health and social care services
- **Influence:** working with people who plan and deliver services to meet the needs of local people
- **Knowledge:** sharing information with Healthwatch England

The following explains how we delivered these functions in 2017/18

1. **Insight:** engaging with people who use health and social care services

Over the last year the Healthwatch team have worked really hard to engage with different communities across Oldham, gathering intelligence on a wide range of health and social care services. We have used a number of different mechanisms to understand people's experiences and needs:

- Our dedicated team of staff and volunteer Healthwatch Champions have delivered outreach sessions in GP surgeries, community centres, local college, leisure centre and cultural and religious venues. They have also run stalls at community events hosted by other organisations. As a result, over 400 people completed quick surveys sharing their experiences on a range of health and social care services
- More people have been encouraged to provide information through online options including surveys and the Care Opinion portal. The last year has seen a real increase in people sharing their experiences this way with over 300 people posting their story on Care Opinion.
- We were invited to hold outreach sessions in partnership with the community nursing team, and in the reception area at the Royal Oldham Hospital
- Our Health Forums have provided a great opportunity to reach into BAME communities. Through these events we have talked to patients and families whose voices are seldom heard and gained a real insight into their personal experiences of using services
- We have also been able to identify trends and recurring issues for patients, carers and family members through our NHS complaints service.

2. Information: providing signposting and support for people to make informed choices about health and social care services

As well as providing information and signposting as a stand alone service, our signposting function links to all the different services and outreach activities we provide. Whether we are talking to someone as part of our quick surveys, interviewing patients for service reviews, or unpicking an NHS complaint cases we automatically signpost people to other support, services and wellbeing activities wherever this is appropriate.

This approach means that we can put people in touch with services in a timely way and often before an issue becomes a crisis.

Our Healthwatch Forums also provide a vital opportunity to signpost people to other services. In fact, we get many requests from other services wanting to collaborate and come along on the day with an information stand to provide tailored advice and information.

Our twitter feed has also become a useful resource providing updates and information on services and community events to over 1000 followers.

Case Study: Healthwatch Oldham Type 2 Diabetes Forum

Oldham residents experience high levels of health inequalities and there is a particularly high prevalence of Type 2 Diabetes in BAME (Black, Asian, Minority Ethnic) communities.

To make sure we engaged appropriately with the Bangladeshi and Pakistani communities we met with local community leaders to help design our Forums. Advice included:

- Use local venues where people feel comfortable e.g Mosques
- Provide key presentations in Urdu and Bengali
- Promote the events via prominent community members e.g. GP practices, schools, mosques, community workers, and community groups in the area
- Ensure food is Halal
- Avoid Ramadan and Eid, school start and finish times, and prayer times.

The events were designed to be informal and welcoming. In total 129 people from both communities attended and highlights included presentations in Urdu and Bengali from the Community Diabetes nurses; health professionals conducting 28 pre-diabetes screenings and 37 health screenings each lasting 30 minutes; 31 people taking part in the healthy walk and chair-based exercises; whilst others signed up to a free pre-diabetes cooking course.

The Forums made a really positive difference to people's experience of using local health care services. Key factors included involving staff who spoke either Urdu or Bengali, providing information in the non-clinical setting of a community venue where people feel at ease, and offering practical solutions to Type 2 Diabetes that are culturally appropriate. So, for example the healthy cookery demonstrations were with Halal meat and dishes were chosen that reflected the meals of the local community.

The event included 12 information stands covering issues such as managing diabetes, mental health and CBT, Bowel Cancer screening, oral healthcare, Exercise on Prescription, TB awareness, stroke services and awareness, and Age UK services.

3. Influence: working with people who plan and deliver services to meet the needs of local people

We continue to ensure that the views and concerns of local people are heard by local, regional and national health and care service providers and commissioners. We do this by representing the views of local people at:

- Oldham Health and Wellbeing Board
- Oldham Primary Care Commissioning Committee
- Oldham Safeguarding Adults Board
- Pennine Care Healthwatch Partnership
- Northern Care Alliance Healthwatch Partnership
- Greater Manchester Healthwatch Network

During the year we have produced a number of reports designed to influence and shape services based on service user feedback.

Working in partnership with Oldham East Adult Nursing Team (District Nurses) we were able to engage with people considered hard to reach due their complex health needs and limited mobility. We were able to gain a wealth of information on a range of services and the detailed finding were set out in the 'Your Health and Care Experiences' Report.

Two separate reviews were undertaken with the Royal Oldham Hospital looking at patient experiences within the Emergency Department as well as

research into the experiences of patients attending the Haematology Day Unit. Both reports identified areas of best practice along with recommendations for how the patient experience could be improved. Action plans are being developed with providers to track changes made as a result of the Healthwatch recommendations.

Case Study: Accessible Information Standards.

We were contacted by a parent whose adult daughter had significant learning difficulties. Her daughter was asked to fill in a very detailed and lengthy document relating to her health and social care needs.

The mother contacted Healthwatch Oldham for some advice and was told about changes relating to Accessible Information Standards and there should be an easy read option available.

Healthwatch looked into this case with our Oldham Council Lead who followed up the issue with the service provider to ensure that they made the appropriate changes to comply with the Accessible Information Standards.

The Council also ensured that staff and other local providers were made aware of the new protocol.

Other reports have been produced that explore the experiences of residents at Oaklands and Edge Hill Rest Homes, as well as a collaborative review with Healthwatch colleagues across Greater Manchester to publish a report into the GM Pharmacy Electronic Referral System. All these reports have shared anonymised information and findings with the service providers and commissioners.

In addition to the service reviews and reports we also shape services by providing detailed feedback on the annual Quality Accounts for Pennine Acute NHS Trust and Pennine Care Foundation Trust. We use case studies and feedback gathered over the year to comment on services highlighted in the self-assessments.

Our rolling programme of collecting Care Opinion stories means that everyone who tells us about their experience of health or care services has the option of their story being shared straight away with the people responsible for planning, managing and paying for those services.

Knowledge: sharing our information with Healthwatch England and the Care Quality Commission (CQC)

We have continued to build positive working relationships with contacts at the CQC and actively share information on emerging trends and local concerns.

Reports, anonymised data and best practice are routinely shared with Healthwatch England and this year we took part in the Healthwatch Awards highlighting the best practice from our outreach Healthwatch Type 2 Diabetes Forums held with BAME communities across Oldham.

As a member of the Greater Manchester Healthwatch Network we have actively supported the work of the Healthwatch Liaison Function funded by the Greater Manchester Health and Social Care Partnership



Our 2018 – 2019 Priorities

Like other areas across Greater Manchester, services in Oldham are changing as health and care services are merged and new organisations like Oldham Cares are established.

There are also significant changes planned for the provision of acute hospital services. Healthwatch Oldham is committed to ensuring that the views of local people inform and shape all of these changes.

So our priorities for 2018/19 have been informed by the views of service users and from planned changes by partner organisations that we think will be of public interest. As a result, our priorities will be to:

- Continue to grow and develop our outreach Healthwatch Forums designed to support health and wellbeing and the self-management of long term health conditions
- Actively contribute to the Neighbourhood Clusters and development of health and care services as part of the Oldham Locality Plan
- Deliver a programme of service reviews designed to enable service user feedback to inform and shape current and future service delivery
- Continue to work as part of a wider Healthwatch offer across GM contributing to Care Together and GM health and Social Care agendas

Key Priorities 2018/19

The following areas have been identified as part of our programme of service reviews over the next 12 months.

Many of these areas will explore both the experiences of people using these services and how well the integration of health and social care is working at an operational level.

Priorities include:

- Experience of carers as part of the hospital discharge process for the person they care for
- End of Life care and choice
- Children and young people's community mental health services
- Oldham's Neighbourhood Clusters
- Review of care home provision and personalisation in Oldham
- Experiences of patients within Discharge to Assess and Intermediate Care services
- Experiences of asylum seekers and refugees accessing acute health services and primary care

Financial and governance information

Healthwatch Oldham is one of a number of organisations that come under the umbrella of Voluntary Action Oldham.

Healthwatch is governed by its own independent Board. Members of the Board have been appointed to reflect both the experiences of local people and skills needed to provide strong governance and direction to Healthwatch Oldham. As well as attending the Board, members also represent Healthwatch Oldham at a number of partnership meetings.

The Board membership for 2017/18 was:

John Starkey (Chair)
Norma Bewley
Norma Parry
David Makin
Yvonne Lee

In addition to our Board we rely on a network of local Volunteer Healthwatch Champions who are active across a range of Oldham communities. Through community outreach our volunteers collect information about people's views which are used to help shape our work and priorities.

Our staff team in 2017/18 was:

Ben Gilchrist (Chief Executive)
Kirsty Fisher
Linda Dunbar
Gaynor Keane
Martyn Nolan
Julie Cunliffe
Asma Khatun

Due to our strong partnership working and collaboration across partners Oldham Healthwatch has not been required to use any Enter and View powers during the year.



Financial Information 1st April 2017 to 31st March 2018

INCOME	£
Oldham MBC	167,200
Total Income	167,200
EXPENDITURE	
Office & Support Costs	36,101
Salaries and on costs	123,199
Direct Delivery	7,900
Total Expenditure	167,200
Brought Forward from 2017/18	80,646
Carried Forward to 2018/19	80,646

Notes:

1. Income is at a fixed level throughout the term of the contract which was due to terminate on 31st March 2018. The contract was in fact extended by a month to 30th April 2018 at the request of the Commissioner to assist the tender process. (all figures stated are to 31st March 2018)
2. As noted in the previous financial report, the year to 16/17 carried some vacant posts hence staffing costs for that year were below budget. Costs rise year on year and as mentioned in the last report we made provision in the 17/18 budget for a planned deficit to assist with increased staff capacity required to service additional demand. The change in staff structure during this financial year has necessitated greater input from the senior management of Action Together and an increase in the external resource required. However, despite this we have managed to balance expenditure to income and have therefore not reduced the brought forward figure at all this year.
3. The new tender price for the service is lower than previously contracted and this coupled with rising staff costs will put demand on the budget going forward. Added to this staffing realignment during this coming year will result in the appointment of a dedicated Manager for Healthwatch Oldham which will see some of the brought forward balance being utilised in the financial year to March 2019. We would anticipate that a significant amount of the savings previously accumulated would be required by the end of the term.

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