

**NORTH LINCOLNSHIRE COUNCIL**

**HEALTH AND WELLBEING BOARD**

**Healthwatch North Lincolnshire Update**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To provide an update on the progress of Healthwatch North Lincolnshire

**2. BACKGROUND INFORMATION**

- 2.1 A fifth report was submitted to this Board at its meeting of 6th March 2014, detailing progress of Healthwatch North Lincolnshire. The Healthwatch Status Report for February 2014 Quarterly report was attached.
- 2.2 The report was noted by the Board. Healthwatch North Lincolnshire is a partner on the HWB and will continue to:
- a. support the Board to meet its priorities as outlined in the Health and Wellbeing Strategy, and
  - b. fulfil its statutory duty to involve local people and be accountable to the community.
- 2.3. Healthwatch North Lincolnshire has recently reached its first year anniversary and has been working on producing their first annual report for the year 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014. The draft annual report demonstrates the work carried out to date by HWNL, along with the vision for the year ahead. This draft report is attached in Appendix 1 for consideration by this Board.

**3. OPTIONS FOR CONSIDERATION**

- 3.1 To consider the draft Healthwatch Annual Report for HWNL, covering the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

**4. ANALYSIS OF OPTIONS**

- 4.1. The Health and Social Care Act 2012 made Healthwatch the new consumer champion for publicly funded health and social care. As part of the Health and Social Care Act 2012, Healthwatch was granted a statutory seat on the Health and Wellbeing Board. All Local Authorities have a statutory function to commission a local Healthwatch for their area. It is therefore necessary for this Board to receive and consider regular status reports from Healthwatch North Lincolnshire.

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1. Any resource implications arising from this report will be met from within existing approved contract arrangements.

6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 Not applicable

7. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1. There are no conflicts and interests to declare.

8. **RECOMMENDATIONS**

8.1. That the progress of Healthwatch North Lincolnshire is noted and that Healthwatch North Lincolnshire continues to fulfil its role on the Health and Wellbeing Board.

HEALTHWATCH NORTH LINCOLNSHIRE

Queensway Business Centre  
Dunlop Way  
Scunthorpe  
DN16 3RN

Author: Farzana Khanum

Date: 24<sup>th</sup> May 2014

**Background Papers used in the preparation of this report:**  
Healthwatch North Lincolnshire Draft Annual Report

# Healthwatch North Lincolnshire

## Annual Report

April 2014

### Foreword

#### Chair's Foreword

As we come to the end of our first year of business, I am proud to provide this brief foreword to the first Annual Report for Healthwatch North Lincolnshire (HWNL).

HWNL is involved in a range of activities to fulfil its statutory function of being the citizen's champion for health and social care in North Lincolnshire and we look forward to building on the many excellent relationships we have developed this year. Our work has brought us into contact with a wide range of local people and provided us with opportunities to listen to what people feel about local services.

The past year has also been challenging for the HWNL staff team and its new Board of Directors. The first six months of the year centred around the formation of the team and the Board and the bringing together of a group of people who had the time and commitment to respond to the many challenges brought about by the Health and Social Care Act 2012. Once the Board was in place, the next priority was to understand the new roles and responsibilities placed on us to engage with a range of other relatively new organisations involved in local health and social care services, and to decide on areas where we could make a difference. We also wanted to ensure that our members were able to bring their own unique experience and to ensure that, as a Board, we were stronger than the sum of our parts.

As we reach our first anniversary, we need to look back with a critical eye and learn from what seems to have worked and what is yet to bear fruit. The future effectiveness of HWNL as the people's champion for health and social care depends not just on our partners in the public, private and third sectors, but most especially on involvement from the local community and their confidence in our ability to be a clear and strong voice for them.

Julia Pollock  
Chair, Healthwatch North Lincolnshire

## Healthwatch

The Government created Healthwatch through the Health and Social Care Act (2012). This Act paved the way for a national body - Healthwatch England, and required that each local council with social care responsibilities, establish a Local Healthwatch from April 2013.

Local Healthwatch aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their local area. Local Healthwatch also has a responsibility to provide or signpost people to information to help them make choices about health and care services.

### Local Healthwatch:

- has a seat on the statutory Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the re-authorisation of Clinical Commissioning Groups
- enables people to share their views and concerns about their local health and social care services and understands that their contribution will help build a picture of where services are doing well and where they can be improved
- alerts Healthwatch England, or the Care Quality Commission (CQC) and/ or council scrutiny committees where appropriate, to concerns about specific care providers, health or social care matters
- provides people with information about their choices and what to do when things go wrong
- signposts people to information about local health and care services and how to access them
- gives authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services
- can help and support Clinical Commissioning Groups and local authority, social care departments to make sure that services really are designed to meet citizens' needs
- should be inclusive and reflect the diversity of the community it serves

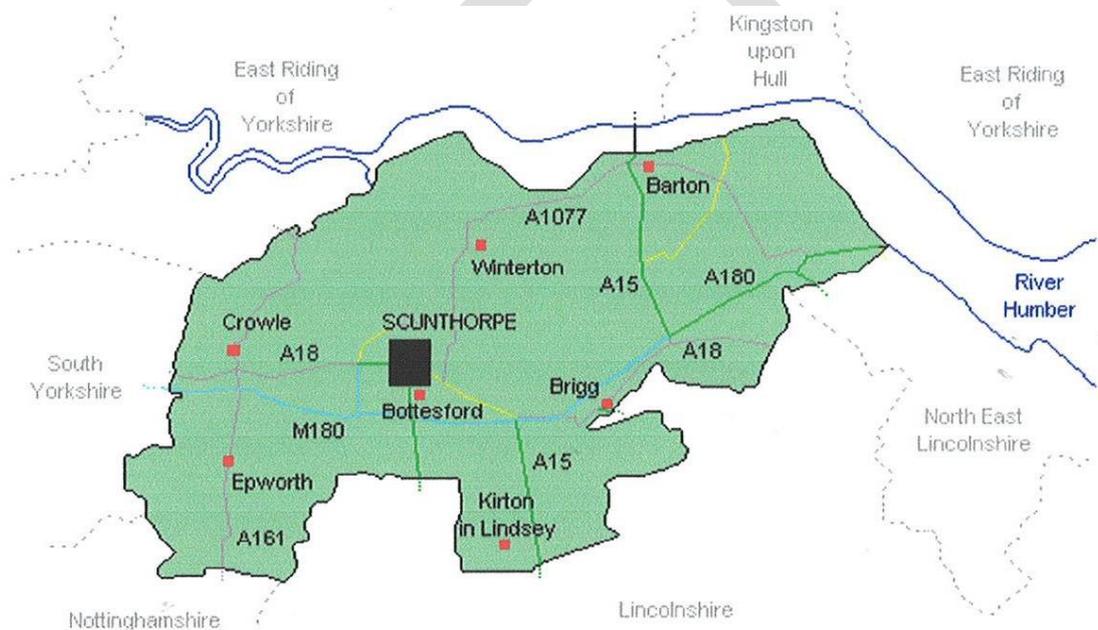
Healthwatch North Lincolnshire (HWNL) is the Local Healthwatch for the North Lincolnshire area. One year on from establishment, HWNL has set up

its staff and Board of Directors and is working towards each of its statutory duties. This Annual Report outlines progress to date.

## North Lincolnshire

North Lincolnshire covers an area of approximately 85,000 hectares on the southern side of the Humber estuary. The authority includes a large agricultural area that encompasses small market towns and villages, as well as a substantial urban area that includes the town of Scunthorpe.

North Lincolnshire has a population of around 167,400 people in both urban and rural communities. The Scunthorpe and Bottesford Urban Area is the major employment and service centre and accommodates approximately half of the total population.



The North Lincolnshire CCG is co-terminus with the local authority. There are 21 GP practices and over 70 GP's serving the people of North Lincolnshire. There are 3 providers which provide services for the CCG - One acute trust which includes Community services, one specialist provider and one provider of Mental Health services.

## Delivery of Statutory Activities

### 1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local services

To undertake this duty well, it has been important to develop strong and positive relationships with the key stakeholders involved. In our first year, all stakeholders have responded positively to working with Healthwatch North Lincolnshire and have demonstrated proactive approaches to partnership working. Where appropriate, such relationships have been formalised through protocols, which Healthwatch North Lincolnshire has established to define and confirm its relationships with its partners.

Protocols established to date are with the following bodies:

- North Lincolnshire Health and Wellbeing Board
- Overview and Scrutiny Committee of North Lincolnshire Council
- Care Quality Commission (CQC)
- Clinical Commissioning Group (CCG)
- Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) Council of Governors Membership Working Group

In addition, a protocol between Healthwatch North Lincolnshire and East Midland Ambulance Service (EMAS) has been drafted and awaits approval by the HWNL Board.

We envisage that these ongoing relationships will be maintained and developed in year two. This will be achieved through open and honest communication, shared goals and collaboration on joint projects. We will also continue to develop relationships with other sectors where further development is still required such as wider social care providers.

The Healthwatch team have assisted the Experience Led Commissioning Practitioners in consultation around Keeping Well Research and Dementia. The CCG have welcomed support by the Healthwatch team and praised their engagement at these events. Healthwatch also regularly supports partners through the delivery of presentations, and by including their press releases and news articles on our website, newsletter and social media outlets.

Presentations have been delivered to seven GP Practices to date with the intention of developing improved co-working between the practices and HWNL. HWNL aim to actively promote themselves within primary care services to encourage debate on quality and are currently improving channels of communication with Practice Managers. This will be useful in identifying the most appropriate ways to engage with patients and promote participation with our surveys and consultations.

## The role of volunteers and lay people

A Board of six Directors has been in place since October 2013. Rather than immediately allocating specialist functions to each of the board members, these have evolved over time as the need has arisen and individual skills and interests have emerged.

Roles allocated to date are:

- Julia Pollock- Chair.  
Holds the HWNL seat on the Health and Wellbeing Board. Julia also attends regional HW Chairs events and other senior meetings with key stakeholders.
- Fiona Beard- Board Member  
Representative on Learning Disability Partnership Board.
- Wendy Coffey  
Representative on the Frail and Elderly Strategy Group and NHS Improving Quality (NHSIQ) Group.
- Karen Cowan- Board member  
Leading on BME (Black Minority Ethnic) & Older People issues, with a special interest in equality and diversity.
- Harold Edward - Board Member  
Represents HWNL at various steering groups including Northern Lincolnshire and Goole NHS Foundation Trust Patient Record Board; Clinical Commissioning Group (CCG) Healthy Lives Healthy Future Transport Group and the Pharmaceutical Needs Assessment Steering Group.
- Una Lawson-Jackson - Board Member  
Leading on Public Engagement.
- Richard Leach- Board Member  
Leading on Mental Health

## Volunteering

In addition to the recruitment of the Board we have been encouraging community members to apply for volunteer roles. Opportunities have been available for volunteers to be involved in awareness raising and general surveying of the public, and we have conducted targeted recruitment for further specific roles such as Enter and View representatives, task and finish groups and readability groups. We have been keen to encourage volunteers from a cross section of local communities to ensure that involvement in Healthwatch is representative of the local community and meets local

needs. Such involvement to date includes the contribution of feedback on HW marketing materials and the Friends and Family survey, and we have had discussions with commissioners on other pieces of work for our volunteers to be involved in. In addition to this we have signed up to the Dementia Action Alliance and have pledged that we will train our volunteers in becoming Dementia Friends and help raise awareness around Dementia.

## **Enter and View**

Standardised training and information on Enter and View was provided by the Healthwatch England Development Team over the summer and autumn of 2013 and highlighted the need to have a clear purpose for any Enter and View activity. The Board felt it appropriate to ensure that our volunteers had the skills, knowledge and confidence to conduct this function in a professional way which gained the respect of service providers and was supported by the necessary protocols.

We now have eight trained Enter and View volunteers and we will be formalising work plans for Enter and View visits based on the intelligence that triggers Enter and View activities.

### **2. Obtaining the views of local people regarding their needs for and experiences of, local care services and importantly to make these views known**

A range of approaches have been implemented to obtain the views of local people regarding their needs and experiences of health and care services. Methods have included surveys, outreach engagement at community events, and the use of social media to reach a range of demographics.

#### **Website**

<http://www.healthwatchnorthlincolnshire.co.uk>

We have established our website and this is updated on a regular basis, with news and event items added to the site as soon as they are received. We regularly monitor the traffic to our website and this is showing a steady month on month increase in the number of visitors to the site.

#### **Newsletters**

Our newsletter is published both as an “e-news” bulletin using “Mailchimp” and in paper form using a template from Healthwatch England. There have been 10 editions so far, and past issues are available on the front page of our website.

The newsletter provides updates on local HW activities and events, provides information on how to contact the team, how to report issues, the outcomes of CQC Inspections, and any changes being introduced to health and care services both nationally and locally. The newsletter also includes activities and events of other local health and care organisations and support groups

along with activities of our neighbouring HW in North East Lincolnshire, Hull and the East Riding of Yorkshire.

There are currently 109 people subscribed to the e-news and paper copies are distributed to an additional 46 people. The newsletter is also distributed at presentations and outreach sessions. HWNL have met with North Lincolnshire Talking News; a free service provided by a team of volunteers that gives those who are partly sighted or blind the chance to receive news in alternative format; to discuss how information via our newsletter can be promoted through this outlet.

### **Social Media**

Healthwatch NL are regular users of Twitter and Facebook and at the end of March 2014 we had 453 Twitter followers, and 62 people had “liked” our Facebook page.

The HWNL Chair has also set up a Twitter account and produces a regular blog column featured in our newsletter. Social media is used to provide relevant and updated information and is a key tool to let the general public know about our upcoming engagement events. We are aware that we need to attract a greater younger audience to our Facebook and Twitter pages and this is something we plan to develop through the appointment of a Marketing Intern in June 2014.

### **Community Consultations**

Two consultations have been initiated in our first year. The first one aimed to identify the issues which were important to local people and took place between August and November 2013. Over 500 people returned questionnaires either on paper or online.

The second consultation has been in place since January 2014 and delves a little deeper; aiming to elicit more detail of peoples’ experiences of using services. We will use the results of this survey to direct our work plan and the results will be shared with local providers. The results of the first survey have already been used to measure changes since the publication of previous research by ‘Who Cares’, the former LINK, and to identify areas for further improvements.

HWNL held a successful Open Day at the HWNL office on November 5th 2013 where we invited partner organisations to find out more about the service. Over 25 organisations attended.

Face to face engagement to date has focussed on working with existing mechanisms to reach wider networks of people and ensure an even geographical coverage. This has involved holding outreach sessions at Local Links which are council offices that provide face to face access to all council services and advice across North Lincolnshire. We have established successful partnership working with the Local Link Mangers who have also helped to promote and signpost HWNL. Outreach sessions have been

welcomed as a key opportunity to inform the public of both Healthwatch and the Independent Complaints Advocacy Service (ICA), answer individual queries and to seek people's views for our consultation exercises. Healthwatch have held regular "outreach" sessions at Scunthorpe Central Library; the Angel in Brigg (initially in the Local Link office, now in the Library), Barton Local Link, Crowle and Epworth Libraries/Local Link Offices and South Humber Race Equality Council. HWNL will continue to deliver outreach sessions and increase the range of venues in the coming year.

We have also developed links with is the NHS Health Check Team. This team provides health checks across North Lincolnshire and at various sites such as local community venues. We have joined the Health Check Team at 12 sessions across North Lincolnshire; developed partnership working with the Health Trainers and Health Check Teams and have assisted in promoting the Health Check sessions.

Standard collection methods are in place for the recording of views and experiences of people who use health and care services. One of these is an experience survey, which we use as an engagement tool to gather views. Using this mechanism during outreach sessions we are able to gain valuable insights into public perceptions of local services as well as valuable feedback on the presentations we deliver.

In addition we have undertaken a range of activities to ensure that we make people's views known to the appropriate bodies which have been gathered:

- by completing our experience surveys
- by contacting us in person or by telephone
- via discussions with Healthwatch representatives at outreach sessions
- via engagement at community events
- via our website and social media

Healthwatch have been invited to provide representation on a range of external health related boards, forums and committees. Many of these forums provide an opportunity to gather issues and introduce Healthwatch to a broader audience, and forms the basis for future working relationships.

Following the introduction of the Board, both the Chair and the Directors have been representing Healthwatch on various steering groups relating to health and social care. This enables HWNL to both hear the concerns and issues of people represented by these groups, as well as bringing HWNL to their attention.

## **Engaging with the seldom heard**

There has been a lot of activity in engaging with the community, with a particular focus on minority communities and seldom heard groups. HWNL Staff have visited organisations to speak to groups, introduce Healthwatch, attend regular steering groups, distribute leaflets and promote surveys and consultations.

A range of proactive and innovative engagement methods are in place ensuring members of the public have a variety of means of interacting with Healthwatch. In total we have attended over 100 events and meetings.

## **Engaging with Black and Minority Ethnic community**

- Healthwatch are part of V-News steering group (Voluntary Network Empowering Women in Scunthorpe). V-News is open to women from all backgrounds and cultures to encourage and improve cohesion in the community and to promote confidence and self-esteem. Our involvement has included facilitating cancer awareness sessions, and enabling people from the Somalian community to share their experiences and journey.
- An update has been given to the Multi-faith Partnership on the role of Healthwatch North Lincolnshire and a member of staff represents HW at these meetings.
- HW was approached by the Regional Pharmacist at Weldricks Pharmacist to discuss ways in which HW can support the promotion of pharmacy services to under-represented BME communities. Weekly Advice sessions were piloted in March and received a significant uptake.
- Staff attended a meeting with the Communities Advice Centre, to inform them of HW's role and ensure they are kept updated on community engagement carried out by HW.

## **Engaging with Children and Young people**

- A presentation was delivered to the North Lincolnshire Youth Council (members of the cabinet group were involved in the tendering of HW), and experiences were shared via the survey at the session.
- An enquiry was received from Invenio Academy School for health organisations to be involved in delivering PSHE (Personal, Social and Health Education). HW engaged with over 118 year 10 students (aged 14 and 15) at the workshop and encouraged the students to think about health services available to them; under what circumstances they would use them and their experiences of using health services. The students shared their views in the form of group discussions; wrote their feedback and drew what they thought young-people-friendly health services should be like.

- The staff team attended North Lindsey College fayre where students were able to complete our survey to share their experiences of health services.
- The team met with the Project co-ordinator for Cafe INdependent to increase awareness around HW for younger people.

### **Engaging with People with a Learning Disability**

- HW staff have attended meetings of 'The Time 4 Action' and 'Thinkers self-advocacy Group', which represent people with learning disabilities. HW are working closely with these groups to look at ways to ensure that providers understand the needs of these groups.
- HW held a stall at the Learning Disability event at the North Lincolnshire Council Pods Gym & Fitness centre.
- The HWNL team met with NLC Children and Young People Advocates, to introduce the role of Healthwatch and ICA (Independent Complaints Advocacy Service) and also to build links in terms of referrals.
- A presentation was delivered to the Cloverleaf Learning Disability Group.
- The team has attended regular meetings of the Experts by Experience group.
- HWNL presented to the Learning Disability Partnership Board and provided leaflets in easy read. HWNL have also been invited to be part of the Learning Disability Board which is now attended by one of our Directors.

### **Engaging with people with a Mental Health condition**

- The team delivered a presentation to Mind, discussed current issues and agreed that a quarterly issues report on mental health provision would be forwarded to HW in order for them to capture the voice of this group, and where needed, share more widely. A HW Board Director has a portfolio lead for MH and attends regular meeting to ensure that experiences are fed back to the Board and staff team.
- A meeting was held with RETHINK Carers Support Centre to provide information on HW and ICA.
- HW staff formed part of a team led by the Commissioning Support Unit (CSU) which visited Great Oaks (In-patient and Adult Mental Health Unit). The group looked at the services being provided at the facility and how services users experience might inform the commissioning process in the future. The group also examined whether the services were provided at the level they were needed, and if there other options that could be considered. This also provided HW with the opportunity to add to the intelligence it has already gathered around mental health services in North Lincolnshire.

## Engaging with Older People

- Engagement activity has been conducted with the Senior Citizen Forum including the Winterton and Brigg Forums.
- Regular presentations have been delivered to Carers via the Carers Support Service.
- Meeting held with Rethink Support Service.
- ICA presentation delivered to Age Concern AGM.
- HWNL is a partner on the Strategic Partnership Group that oversees the development of the Citizen partnership, which includes Older People Forum.

## Engaging with Other Groups

Initially all GP practices were contacted and presentations were offered to all the Patient Participation Groups of which seven took up the offer.

Presentations and meetings have also been delivered to:

- Two of our local MPs with agreement to meet bi-annually
- Two town councils, parish councils and to the Town and Parish Councils Liaison meeting.
- Neighbourhood Action Team
- Community Voice Tenants Group
- Chatterton Crescent Residents
- Healthy Links
- Fresh Steps
- Multiple Sclerosis Society
- Fresh Start Ambassadors
- The Carer's Advisory Partnership, staff at the Carer's Centre and carers' groups in Epworth and Barton
- A group run by the Stroke Association with attendance by over 35 members
- Isle Network Lincolnshire Lakes Consultation
- Volunteer Fair at Wilderspin National School, Barton
- North Lincolnshire Homes/Ongo Family Fun Day
- Samaritans Open Day
- Westcliff Information Event
- Fresher's Fair at North Lindsey College
- Older People's Event at Epworth
- Creative Support Open Day
- Stress Event at Tata Steel
- Presentation delivered at a Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) members' event
- Children Contact Centre Managers across the localities. It was agreed that the team would look to provide an information session to parents/children groups at the centres

- PIP annual conference attended by over 50 parents of children with disabilities

## **Marketing and Promotion**

Marketing and promotion is key to raising public awareness and we continue to seek out different marketing tools to increase awareness. Marketing and publicity will remain a key area for development in the coming year.

We have held a series of outreach sessions and used flyers, articles in the Scunthorpe Telegraph, and the council website to promote these sessions.

We have also built close links with the Council's Public Relations team and North Lincolnshire Homes PR Team who have promoted our campaigns, services and consultation events through their media. We will look to capitalise on these opportunities to ensure that we reach a wide range of services and people.

Marketing and promotional activities to date have included:

- Fresh Start magazine- regular feature in North Lincolnshire Council's quarterly magazine
- Promotional articles distributed to local infrastructure support networks
- Articles published on North Lincolnshire Council websites
- Article distributed via MP constituents
- Article in parish newsletters
- Articles featured through North Lincolnshire Homes staff forums
- Press features circulates via NLAG membership working group
- Promotional material distributed to GPs, voluntary groups, libraries, customer service centres, colleges , health trainers, community partnerships,
- Attendance at North Lincolnshire Homes annual fun day events
- Interview with Radio 5
- Interview with Calendar News following the CQC inspection at NLAG
- Website, Twitter and regular newsletter
- Healthwatch link added to partner websites such as Rotherham & Doncaster and South Humber NHS Foundation Trust (RDaSH) and North Lincolnshire Council
- Press releases/comments distributed to press

## **Healthwatch Branding**

Healthwatch North Lincolnshire uses the Healthwatch trade mark under licence from Healthwatch England, and adheres to the recommended brand guidelines in all our activity.

**3. Making reports and recommendation about how local services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England**

The Healthwatch Team carried out a survey of local people which asked for views and experiences of local health and care services between August and November 2013. 494 responses were received (484 via the questionnaire, and 10 via focus groups).

The data collated via the survey results has assisted the Board in identifying priorities for Healthwatch North Lincolnshire. From the findings, the Board agreed that the primary areas for further exploration were:

- Access to Primary Care Services
- Pathways to Mental Health Services

A meeting was held with the CCG to discuss the findings and to gain a better understanding of the commissioning of these services. This had led to further liaison with the CCG lay member regarding public participation, and routes to engagement with the quality committee and practice managers group.

The former LINK, locally known as 'Who Cares' produced two reports on customer satisfaction with services in 2009 and 2012. The HWNL survey of 2013 demonstrated an improvement in satisfaction levels since these reports and the CCG were pleased to note this.

However, the CCG also recognised from the comments made in our survey that there is considerable inconsistency in the quality of care and access to care across the region and this is being considered as part of their Healthy Lives Healthy Futures Review.

HWNL have built a good relationship with the Health and Scrutiny Committee and attend meetings to update each other on progress and to identify any possible areas for duplication so that these can be avoided.

A joint visit between the Scrutiny Panel (3 elected Councillors and a Health Scrutiny Officer) and Healthwatch (2 Board Directors and a Healthwatch staff member) took place at Scunthorpe General Hospital where all members had the opportunity to speak to both staff and patients whilst visiting the Emergency Centre and Stroke Unit on Ward 25. Following the visits, the party took the opportunity to feed back their initial findings to the Chief Nurse and the Head of Nursing, Operational Matron.

In our second year we aim to agree a Common Complaints and Feedback Handling Procedure. Following discussions with partners including the Health Scrutiny Panel, PALs, and the CCG, it is evident that many complaints are dealt with in isolation. Members of the public approach a wide range of different organisations to raise issues and concerns and it has been agreed that a central point is required to analyse this information and look at data trends. This piece of work is still in draft format and will be discussed further with service commissioners, prior to being finalised. The document will set out a common method of dealing with complaints (both formal and informal), compliments and other feedback which is not directed through other official complaints procedures. HWNL has been tasked to take the lead in collating evidence from all partners and groups who deal with complaints.

Our Board of Directors play a key role in informing service providers where improvements can be made and sit on of a number of steering groups where they can influence change. The following provides a flavour of how the Board of Directors and staff team fulfils its roles of influencing commissioners and service providers:

- Healthwatch and EMAS have set up a working group to look at issues that affect patients that can be brought to a joint resolution. Recently an issue was raised with HW whereby an outpatient who arrived at the Transport Office in Scunthorpe Hospital when it had closed, had no information on how to arrange transport home. EMAS placed a sign in the window of the office giving the telephone number of who they should contact. A simple but effective solution.
- The Healthy Lives Healthy Futures Transport Group is led by the North Yorkshire and Humberside Commissioning Support Unit along with members from North Lincolnshire and North East Lincolnshire Clinical Commissioning Group, North and North East Lincolnshire Council, St. John's Ambulance Service, Northern Lincolnshire and Goole NHS Foundation Trust and EMAS. This meeting reviews the future transport needs of Northern Lincolnshire both for Health and Social Care and gathers data to feed into larger reviews. Our Director reports regularly on issues raised around transport to this steering group.
- A HWNL Director is a member of a multi-agency group leading successful large scale transformation for frail and elderly people within North Lincolnshire.
- North Lincolnshire CCG has been successful in their bid to secure funding from NHS England to become one of a dozen pathfinder sites in England to pilot the 2<sup>nd</sup> wave of the Friends

and Family Test (FFT) programme. The project covers the whole of the stroke patient pathway, from acute care through to rehabilitation. Healthwatch NL have been invited to help identify ways that the project can ensure it captures the patient perspective at each stage of care. HWNL have made valuable contributions in developing the survey questions and provided insight from a lay person's perspective.

- HWNL has representation at Quality Assurance meetings between NHS England and the North Lincolnshire Clinical Commissioning Group (CCG) Quality Assurance Team; predominantly as an observer of the assurance process for clinical commissioning groups. This process is designed to provide confidence to patients and the public that both CCG and NHS England are operating effectively to commission safe, high quality and sustainable services within their resources.

#### **4. Providing advice and information about access to local care services so choices can be made about local care services**

The registered charity Carers Federation is currently subcontracted to provide the NHS Independent Complaints Advocacy (ICA) for North Lincolnshire under the umbrella of Healthwatch North Lincolnshire.

North Lincolnshire ICA is a totally free and independent service, which supports people through the NHS complaints process - to seek an explanation, an apology or to ask for a service to be improved. People are offered a Self Help Information Pack if they would like to make a complaint themselves, or if they need more support a team of experienced Advocates is on hand to help. HWNL's ICA Advocate has achieved the Level 3 Independent Advocacy qualification.

The ICA Advocate has delivered ICA training to all Local LINK Managers explaining the role of ICA and the NHS complaints process and the difference between ICA Service and PALs. This has been well received and the ICA Advocate will be looking to roll out workshops on the role of the advocacy service. In addition, ICA presentations have been delivered to various groups such as Age UK Public, Governors of the Northern Lincolnshire and Goole Hospitals NHS Foundation Trust and to the HWNL Board members.

Since May 2013 our ICA Advocate has supported 40 clients and the information received via the ICA service provides a key role in informing HW on any trends that have been identified through the complaints process.

The following is a summary of complaints, which provides some insight into the nature of the work to date:

The ICA Advocate arranged for the translation of documents, requested updates in both English and the client's first language, and has monitored the complaint to ensure clients concerns have been addressed.

### **Information and signposting**

Our research and identification of services has initially focussed on generic services, e.g. GPs, dentists, care homes and larger charities. The range and scope of organisations providing health or care services or providing support and advice to users of those services is vast and constantly changing and evolving. However to assist the public with this a directory is planned for publication and distribution in the coming year. The Directory aims to contain current contact details for all GP surgeries, NHS Dentists, Pharmacies and Opticians. It will also contain details of local groups providing support services across North Lincolnshire, with explanations of the different roles of local Healthwatch (HWNL), Healthwatch England, the Clinical Commissioning Group (CCG), Monitor and NHS England.

The information and Signposting Officer deals with a range of enquiries and the following selection demonstrates the varied nature:

- Assistance with seeking appropriate help with general health problems
- Concerns over hospital discharge during the night
- Concerns about lack of cleanliness in A&E
- Queries about gender reassignment
- Query in relation to expenses to travel to London appointments
- Information regarding registering with an NHS Dentist - one of the most frequent enquiries to date.
- Information about dental and opticians charges
- Assistance available in relation to children with a fear of needles
- Support available to individuals with OCD and kleptomania
- Support available to individuals with Chronic Fatigue Symptoms.
- Funding for patients with Renal Deneration.
- Referral processes for those with Tourette's syndrome.

Many enquiries come from carers on behalf of the people they look after. A common problem is establishing which support group is most appropriate, as there is such a wide range and quantity available.

5. **Formulating views on the standard of provision and whether and how the local care services could/ought to be improved; and sharing these views with Healthwatch England**

Key strategic documents including the Joint Strategic Needs Assessment (JSNA), Health and Wellbeing Strategy and CCG Commissioning Plan are being assessed to identify gaps and determine where Healthwatch can feed in and add value. Relationships and protocols are being developed to support the ability of Healthwatch to influence these processes. HW is represented on the JSNA Steering group and updates on progress at these meetings.

A Healthwatch Staff member was involved in the Patient Led Assessments of the Care Environment (PLACE) at Scunthorpe General Hospital which was an unannounced visit to assess the quality of non-clinical services and their buildings. Healthwatch contributed to the scoring during the visits at the wards which include A&E and Ward 2. Staff spoke to a number of patients on how they were being treated and if they had any issues relating to the standards provided.

A Healthwatch Staff member was involved in a team which was led by the Clinical Commissioning Group that carried out a visit at Great Oaks (In-patient and Adult Mental Health Unit). The group looked at the services being provided at the facility and how services users experience might inform the commissioning procedure in the future. The group also assessed whether there was a need for the services available, whether they were being delivered at the right level and whether there were other options which could be considered. HWNL was able to add to this process by contributing research it had already gathered in this area.

**6. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or where the circumstances justify doing so, making such recommendations direct to the CQC) and to make recommendations to Healthwatch England to publish reports and particular issues**

Healthwatch representatives have attended Healthwatch England events, including dedicated sessions on a newly developed Local Government Association outcomes framework for local Healthwatch, as well as workshops on the use of enter and view.

Our Chair has participated in webinars that have been organised by Healthwatch England and is booked to attend the National Healthwatch England conference.

Healthwatch England facilitated a board development session in February 2014 on the request of HWNL and three other local Healthwatch Boards from the Humber region. We hope to benefit from a further workshop in 2014/2015.

One year in, we have not yet had cause to request special reviews by Healthwatch England. However, we are very aware of this function and feel confident in implementing it if the need arises.

## **7. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively**

### **Use of statutory powers**

HWNL has been granted a number of legal powers and HWNL has made use of statutory powers in the following ways:

- Submitting information to CQC and Healthwatch England on the findings of our local engagement with patients and service users.

HWNL have attended meetings with the CQC and ideas have been discussed around joint working. HWNL now receives the CQC's plans for local inspections and has a clear understanding of the CQC's processes and submits relevant intelligence to the CQC via their national website. Moving forward we hope to create a better dialogue and mutually share intelligence which may not necessarily result in an inspection, but may direct an enter and view visit.

HWNL participated at the Care Quality Commission listening event, the purpose of which was to hear people's experiences of NLAG prior to its forthcoming inspection.

### **Responses from the system**

HWNL ensures that it regularly feeds into the CQC by providing local feedback from patients about health and care services. HWNL is also active in promoting to the public how they can raise their concerns directly with the CQC. A key area of joint working is HWNL further assessing the services that the CQC has identified as borderline compliant. As Healthwatch develops, it will be in a better position to look at influencing reviews by the CQC.

### **Effective membership of the Health and Wellbeing Board**

Healthwatch is regarded as an equal partner on the Health and Wellbeing Board and through regular attendance at key strategic bodies. Healthwatch is developing the respect it requires to influence decisions and ensure they are based on consumer voice.

HW has a standing agenda item on the Health and Wellbeing Board so this might present an opportunity for HW to influence the Board as it develops. The key priority for the Board to date has been signing off the Better Care Fund and associated arrangements for integration of Health and Social Care services.

Healthwatch NL are keen to ensure that our position on the Health and Wellbeing Board is fully utilised so that we are in a prime position to influence change and drive improvements in health and social care in North Lincolnshire. This will be a priority for the coming year.

### Finances

- To add - following closure of Y1 accounts. To include:
  - Total funding received
  - Details of spending, including the amount that contractors (delivering your statutory activities) have spent

### Developmental Plans

Having established our Board and staff team, we have concentrated on laying the foundations for an effective Healthwatch during year one. Plans for subsequent years are currently being finalised, however we are able to provide a brief summary of priority areas for year two.

Ultimately the aim for year 2 is to influence the commissioning and delivery of local services as this is what local Healthwatch will be judged on.

Therefore key deliverables to aim for are:

- Deliver a strategic communications and engagement strategy to continue to raise awareness and encourage proactive engagement by the public.
- Conduct issue led investigations and submit reports to enable public views to direct how local care services could and ought to be improved.
- Work with HWB on public consultation areas aligned to the strategic aims of the Health & Wellbeing Strategy. This will demonstrate the involvement of the public in strategic decision making and the contribution of Healthwatch to the Health & Wellbeing Board.
- Work with the CQC to identify borderline compliant services for Healthwatch to investigate further.
- Deliver Children & Young Persons targeted work to demonstrate the commitment of Healthwatch North Lincolnshire to younger people
- Raise awareness of HWNL within the Social Care Sector and target specific work around engagement .

## Report Distribution

This Annual Report will be emailed to all current subscribers. It is also available on the Healthwatch North Lincolnshire website. Hard copies and alternative format versions are available on request.

## HWNL Board of Directors

Julia Pollock- Chair  
Fiona Beard-Director  
Wendy Coffey-Director  
Karen Cowan-Director  
Harold Edwards-Director  
Richard Leach-Director  
Una Lawson-Jackson-Director

## HWNL Team

Farzana Khanum-Delivery Manager  
Helen Kirk-Information Signposting Officer  
Celia Wangler- Outreach and Communications Co-ordinator  
Natalie Wilde-Independent Complaints Advocate

Healthwatch North Lincolnshire  
Unit 25, Queensway Business Centre  
Dunlop Way  
Scunthorpe  
DN16 3RN  
Telephone: 01724 844986  
Email: [enquiries@healthwatchnorthlincolnshire.co.uk](mailto:enquiries@healthwatchnorthlincolnshire.co.uk)

## Meeting New Horizons

Registered Offices  
Hull CVS and Meeting New Horizons CIC  
The Strand  
75 Beverley Road  
Hull HU3 1XL  
**Contact:**  
Helen Grimwood  
Healthwatch Contracts Manager  
Email: [hgrimwood@hull-cvs.co.uk](mailto:hgrimwood@hull-cvs.co.uk)  
Telephone: Tel: 01482 324474 (switchboard)