

UPDATE ON NORTH STAFFORDSHIRE ACTIVITY JULY/AUGUST 2015

Carers Project

Following the tender procurement process by Staffordshire County Council, PeoplePlus were awarded the contract in July and are currently in the mobilisation phase prior to delivery of services with effect from 1st October 2015. The Staffordshire Carers Partnership, which is Chaired by John Bentley, Healthwatch Staffordshire Advisory Group Vice-Chair, has received two presentations from PeoplePlus setting out their approach to delivery of the services and an update Newsletter (attached). Carers will continue to be involved in the ongoing evaluation and performance monitoring of the new services when they are delivered from October this year and Healthwatch Staffordshire will be conducting Phase 3 of its Carers Project work for engagement, insight and co-production by gathering feedback from carers and professionals accessing the Carers Hub services and the production of an insight report. The likely timeframe for this work is January to March 2016.

GP Project

The final report is now with Healthwatch partners for final sign off before we can publish the report but has been escalated to NHS England. The final report will be publicly accessible via our website in the very near future.

Better Care Fund

The project is to engage people across Staffordshire in the plans for the County in relation to the Better Care Fund. Better Care Fund draws together some health budgets and social care budgets in order to integrate community health and social care services with the longer term aim to reduce incidents of emergency and non-elective admissions to acute hospital services.

ECS/Healthwatch has completed Phase 1 of the project and a presentation on the key themes and findings from Phase 1 has been presented to the Project Delivery Board (see attached presentation). This will also be referred through to the Commissioning Congress. Phase 2 of the project will focus on 3 mini qualitative research projects:

- Aids and adaptations
- Social isolation
- Mobility

The methodology for these projects will focus on three areas: patients, families and professional staff and the timeframe for starting Phase 2 will be mid-October.

University Hospitals of North Staffordshire NHS Trust (UHNM)

Healthwatch Staffordshire is conducting an evaluation of the transition of services during 2015 across the two hospital sites of UHNM to understand the patient and staff experience of the transition process.

The methods being incorporated into this project include:

- On-line survey via the Healthwatch Staffordshire website at:

<https://www.surveymonkey.com/r/UHNMTransitionPublicAppeal>

- Telephone survey with a member of the Healthwatch Staffordshire staff team by phoning our Freephone number 0800 051 8371

- In depth interviews with patients, carers and/or family members. **Staffordshire**
- Enter and View visits and production of reports for analysis and reporting on key themes and issues identified.
- Research and analysis of our various data and feedback streams including Experience Exchange (www.healthwatchstaffordshire.co.uk/x2), Digimind and Insight Reports and Dashboards.
- Staff focus groups.

Following completion of all the above activities, a Research and Insight Report will be produced by end of October 2015 and will be available for circulation.

North Staffs Combined Healthcare NHS Trust

North Staffs Combined Healthcare NHS Trust have recently launched its newly formed Service Users and Carers Council with both Healthwatch Staffordshire and Healthwatch Stoke-on-Trent being in attendance to represent the views of services users and carers. The first meeting/workshop took place on 20th August and there was very good attendance and representation from Service Users, Carers and the Trust Directorates including:

- Adult Inpatient
- Adult Community
- Learning Disabilities
- Substance Misuse
- CAMHS Services
- Neuropsychiatry and Older People's Services.

Healthwatch Staffordshire will continue to attend this Council to contribute to the ongoing development of mental health services by representing the views of service users and providing service user and carer feedback.

Staffordshire County Council and Clinical Commissioning Groups

Healthwatch Staffordshire has been working with Staffordshire County Council mental health commissioners and Clinical Commissioning Groups on the launch of the pan-Staffordshire Mental Health and Wellbeing Strategy including facilitating 3 public events to raise awareness of the new strategy and associated initiatives and engaging with service users on the issues that are important to them. Two events have taken place already and these were in Tamworth on the 6th July and in Leek at the Staffordshire Moorlands District Council offices on 9th September. The final event will take place on 17th September at the Stafford Gatehouse Theatre, Stafford.

All events have been very well attended with a format of market place stands representing voluntary and community sector organisations offering support and information; presentations from commissioners and providers - North Staffs Combined Healthcare NHS Trust's Chief Executive Caroline Donovan delivered a very comprehensive presentation at the Leek event supported by several of the Trust's staff which was followed by a Question and Answer session with the public; and the third element of the event was table discussions with service users which were facilitated by Healthwatch Staffordshire staff. The Leek event was attended by 87 people and the feedback from the event was positive.



North Staffs and Stoke-on-Trent CCGs - New Model of Care

Following completion of phase 1 of the engagement on the “new model of care” North Staffs CCG have invited Healthwatch Staffordshire together with a wide range of stakeholders to be part of a Communications Sub-Group looking at phase 2 of the engagement. This group has continued to meet and contributes to and comments on the development of an effective communications plan for the implementation of the New Model of Care. Following a shortlisting and voting process, the consensus for the public facing name of the New Model of Care has been agreed and is to be known as My Care, My Way - Home First.

Keele University

Healthwatch Staffordshire has been working closely with Keele University in respect of their Community Experience Placements and Community Leadership Project working with both Year 2 and Year 5 Medical Students.

We currently have a cohort of four Year 5 Medical Students who are working on a 15 week project as part of their training and volunteering Community Leadership Project and will focus on community services. Following the successful placement of a Year 2 Medical Student earlier this year, we are offering 2 more places to Year 2 students to work with our Complaints Advocacy team starting in early October.

Healthwatch Staffordshire has also been working with the Students Union to promote our volunteering opportunities and will be attending the Volunteering and Job Fair at Keele University on 13th October.

NHS Complaints Advocacy Service

Since the NHS Complaints Advocacy service has been in operation in-house from 1 February 2015 we have had contact with over 100 people requesting a range of information, advice and support from the in-house team. Services available include Self Help Information Packs and one to one support from our advocates. The service has its own Freephone number of 0800 161 5600 or text ‘Healthwatch’ with name and number to 60006. Leaflets and posters are available by contacting the team on the number above or e-mailing to advocacy@ecstaffs.co.uk

Over the last month, we have received a diverse range of complaints about a wide variety of issues including delays and cancelled operations, staff attitudes, access to GP services, NHS wheelchairs, 111 and emergency dentist access to name a few.

We have been getting out across Staffordshire to increase awareness of our service, offering drop in sessions and attending different events to talk to people about what NHS complaints advocacy is and how it can help people who want to make a complaint about the NHS.

Our advocates work hard to support as many people as possible, taking over 1100 calls on our Freephone number in the last month alone. They work closely to support people to get the best possible outcome to their NHS complaint.

However, sometimes, people still feel dissatisfied after they have received the final response from the NHS provider, and we inform people of their right to take their complaint to the Parliamentary and Health Services Ombudsman and support them to fill in the necessary paperwork.

As a client led service, we value feedback and input from people who access our service.



Healthwatch Advocates are committed to ensuring people are supported at every stage of the complaints process and here are some of the comments we have received so far in August from people who have used our service.

“The support from my advocate at the meeting was invaluable and much appreciated.”

“My advocate was very supportive from the start. She took my complaint seriously and wrote on my behalf which saved me a lot of angst. I was very grateful.”

Name of event	Date and Time
Newcastle Under Lyme Library Drop in	Monday 6 th July
Leek Show, Birchall Playing Fields, Leek	Saturday 25 th July

“My advocate was very understanding and I am immensely thankful for the support I received.”

”I was given regular updates and straightforward advice.”

We value feedback as it helps us to improve the service that we can provide. All suggestions, comments, compliments or ideas about what we could do better are welcome.

Get involved and become a volunteer advocate

Due to the large increase in the number of people we have seen coming to us for support, we are now looking to recruit volunteer advocates to work alongside our existing NHS Complaints Advocates to provide additional support to the people who access our services.

As a volunteer advocate the role will involve attending client visits with a Healthwatch Advocate, and assisting them to provide information and support to clients. The role will also involve attending local and county wide events to promote the advocacy service to increase awareness and usage of the service across Staffordshire.

If you would like more information please contact Elizabeth Learoyd, Complaints and Advocacy Manager on (01785) 221776 or email: advocacy@ecstaffs.co.uk

Hard to Reach Engagement

Healthwatch Staffordshire has a dedicated Community Engagement Lead, Jo Hall, who focuses on our hard to reach engagement work across the County. The specific areas Jo has been involved with thus far include:

- Homeless and rough sleepers
- Substance mis-use
- Learning Disabilities
- Not in employment, education or training, CSE and mental health.
- Mental Health
- Gypsy and Travellers



Bradwell Lodge, Newcastle Under Lyme	Saturday 1 st August
Mental Health Public Engagement Event Moorlands District Council	Wednesday 9 th September 2pm-5pm
Careers Fair Newcastle Under Lyme College	Wednesday 9 th September 2pm-4pm
Voluntary Sector Forum Newcastle	Thursday 10 th September
GP Out of Hours Event Moorlands District Council, Leek	Monday 14 th September 10am-12pm
Macmillan Community Event Victoria Hall, Stoke on Trent	Wednesday 16 th September 10am-3pm
Macmillan Event Victoria Centre, Station Road, Biddulph	Thursday 24 th September 5pm-9pm
GP Out of Hours Event Newcastle Under Lyme	Monday 28 th September 2pm-4pm
Keele SU University Volunteering Fair	Tuesday 13 th October 11-4pm

Engagement Activities and Drop-in sessions

Please see below a schedule of events and activities where Healthwatch Staffordshire has attended/had an engagement stand in order to raise awareness of Healthwatch, provide information and signposting materials and gather feedback from patients and service users as well as recruiting Members and Champion volunteers.