

## UPDATE ON NORTH STAFFORDSHIRE ACTIVITY 2015

### GP Project

The final report has now been signed off by Healthwatch partners and submitted to Healthwatch England. The final report is publicly available via the Healthwatch Staffordshire website.

### University Hospitals of North Staffordshire NHS Trust (UHNM)

The Healthwatch Staffordshire evaluation of the transition of services across the two hospital sites of UHNM to understand the patient and staff experience of the transition process is progressing well with good responses to the on-line and telephone surveys as well as the more in-depth patient interviews, enter and view visits and analysis of feedback streams.

As mentioned previously, 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.
- 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](http://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 mid-December and will be available for circulation.

### 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.

An on-line discussion forum has also been set up via our website and has a monthly topic for discussion. Topics include stigma and discrimination, crisis, mental health and A&E, child to adult support transitions, recovery, emotional wellbeing and psychosocial health.

<http://healthwatchstaffordshire.co.uk/forum/>

**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.

The CCGs have arranged a series of consultation events to engage with people on the plans and Healthwatch Staffordshire and Healthwatch Stoke on Trent have provided support by way of the Independent Chair for each event, staff to facilitate table discussions and promoting the events via our website, social media and newsletters.

The event schedule:

- 23<sup>rd</sup> October - 1pm - 4pm - Moat House, Festival Park.
- 3<sup>rd</sup> November - 1pm - 4pm - Fenton Manor.
- 9<sup>th</sup> November - 6pm - 9pm - Core, Longton.
- 20<sup>th</sup> November - 3pm - 6pm - Staffordshire Moorlands District Council
- 23<sup>rd</sup> November - 10am - 1pm - Bentilee Community Centre
- 27<sup>th</sup> November - 2pm - 5pm - Guild Hall, Cheadle.

**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. The survey has been developed with a focus on services in the Newcastle-under-Lyme area and Healthwatch volunteers have been conducting the surveys with patients and carers during the w/c 26<sup>th</sup> October and 2<sup>nd</sup> November. The Medical Students have also developed a GP survey for completion by GPs in the local area. The surveys will then be analysed and a report produced. The Medical Students will be presenting their project at Keele Medical School on 2<sup>nd</sup> December and Healthwatch Staffordshire have been invited to attend.

**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](mailto:advocacy@ecstaffs.co.uk)

During Quarter two, Engaging Communities Staffordshire (ECS) opened 110 new cases- seeing a peak of 47 in September. Again, this is an increase in the previous quarter’s figures. The majority of referrals are coming through PALS referrals and we are continuing to build strong professional relationships with PALS to ensure the referral stream increases as more people become aware of their right to advocacy support.



In the last quarter, we have made changes to the NHS Complaints advocacy website page, to include more easy read and large print documents and links to support people who have learning disabilities to enable them to make a complaint. We have also ensured the website is accessible in other languages and in larger print.

ECS continues to increase awareness and usage of the service and will continue to monitor the level and pattern of referrals. Increasingly, ECS will engage with the public at events and public venues and is creating partnerships with other agencies and organisations within Staffordshire to ensure clients are signposted to the service and to ensure the service has an increased presence amongst members of the public and staff within the NHS.

All clients are provided with detailed and comprehensive information about the service on initial contact and Client support plans are drafted and agreed with all clients and recorded on our case management system. This forms the basis of the client’s instructions throughout the case.

### Outputs and Throughputs

**Table 1a- Number of cases opened, closed and ongoing**

Status	2015 / 2016 Q1			2015 / 2016 Q2			2015 / 2016 Q3			2015 / 2016 Q4			YTD
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	
No. of New Cases	15	31	43	38	25	47							199
Ongoing	33	59	80	105	123	147							324
On Hold	18	19	20	20	20	20							20
Closed	16	7	8	22	14	25							92
Av Duration of Closed Cases (m)	211	322	224	236	354	325							267

**Table 1b- Number of opened, closed and ongoing cases by client location**

District	2015 / 2016 Q1			2015 / 2016 Q2		
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Cannock Chase	22.2%	22.2%	11.1%	0.0%	33.3%	77.8%
East Staffordshire	22.2%	77.8%	44.4%	100.0%	0.0%	44.4%
Lichfield	0.0%	0.0%	11.1%	0.0%	0.0%	33.3%
Newcastle-under-Lyme	11.1%	33.3%	0.0%	66.7%	11.1%	66.7%
South Staffordshire	0.0%	22.2%	11.1%	0.0%	0.0%	33.3%
Stafford	33.3%	44.4%	77.8%	33.3%	22.2%	88.9%
Staffordshire Moorlands	0.0%	55.6%	66.7%	66.7%	66.7%	44.4%
Tamworth	0.0%	0.0%	0.0%	33.3%	33.3%	55.6%
Other	11.1%	11.1%	11.1%	22.2%	22.2%	22.2%

**Table 2a- Time taken to acknowledge cases compared with targets**

	Target	2015 / 2016 Q1			Q1 Total	2015 / 2016 Q2			Q2 Total
		Apr-15	May-15	Jun-15		Jul-15	Aug-15	Sep-15	
		Actual	Actual	Actual		Actual	Actual	Actual	
Acknowledgement times for cases closed in the quarter									
% of cases acknowledged within 48 hours	98%	100%	100%	100%	100%	100%	96%	100%	100%
% of cases contacted by an advocate within 5 working days	98%	100%	90%	100%	97%	100%	96%	100%	99%

**Table 2b- Time taken to resolve cases compared with targets**

Time take to resolve cases compared with targets		2015 / 2016 Q1			2015 / 2016 Q2		
		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Resolve time for cases closed in the quarter	Target	Actual	Actual	Actual	Actual	Actual	Actual
% of cases resolved within 6 weeks of opening	15%	56%	29%	63%	50%	36%	52%
% of cases resolved within 3 months of opening	25%	100%	43%	75%	64%	57%	64%
% of cases resolved within 6 months of opening	60%	100%	100%	100%	100%	86%	88%
% of cases resolved within 1 year of opening	90%	100%	100%	100%	100%	100%	100%

### 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

Jo has focussed on developing professional contacts and networks, attending and facilitating drop-in sessions and group discussions with service users, facilitating referrals into Healthwatch services including NHS complaints advocacy and meeting with the gypsy and traveller community as well as supporting a wide range of activities related to our mental health project work. Jo will also be supporting our developing programme of work on young people participation and prisons.

Jo is also working with learning disability partners to develop our easy read literature.

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.


SCVYS Your Thoughts Matter....so let's talk event - Leek	Monday 12 <sup>th</sup> October 6-8pm	Haregate Community Centre, 46 Queens Drive, Leek, ST13 6DJ. Informal engagement event for young people to gather feedback regarding issues that affect them in their local area. Pizza and drinks provided.
Keele SU University Volunteering Fair	Tuesday 13 <sup>th</sup> October	Opportunity to promote Healthwatch Staffordshire and recruit young people as Healthwatch members and Champions.
Macmillan Event Victoria Centre, Station Road, Biddulph	Thursday 15 <sup>th</sup> October 5pm-9pm	Macmillan Community Event 'Coping with Cancer' aimed at PABC Opportunity to raise awareness of Healthwatch Staffordshire. To make PABC and support groups aware of the services and Macmillan Partnerships within the area.
New model of care Public Event - Moat House, Festival Park	Friday 23 <sup>rd</sup> October 1-4pm	Moat House, Festival Park. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per 100 people required.
Ageing and HIV Workshop	Saturday 31 <sup>st</sup> October 10.30am-3.30pm	Skyroom, Hanley YMCA. Healthwatch stand and to answer questions at workshop - together with resources and services to help. Places limited, priority given to people living with HIV.

**Event Schedule October - November 2015**



**Engaging  
Communities**

Inspiring Change, Improving Outcomes

<p>New model of care Public Event - Fenton Manor</p>	<p>Tuesday 3<sup>rd</sup> November 2-5pm</p>	<p>Fenton Manor. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per 100 people required.</p>
<p>New model of care Public Event - Core Longton</p>	<p>9<sup>th</sup> November 6-9pm</p>	<p>Core Longton. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per 100 people required</p>
<p>UHNM Staff Focus Groups</p>	<p>Wednesday 11<sup>th</sup> November 10-12pm 2-4pm 6-8pm</p>	<p>Focus groups with UHNM staff regarding feedback following transition of services RAB Thomas Lecture Theatre, Post Graduate Medical Centre, County Hospital.</p>
<p>Community Health Event</p>	<p>Thursday 12<sup>th</sup> November 10-2pm</p>	<p>Community Health Event at Redstreet Community Centre, Newcastle. Organised by SSOTP, Newcastle Adult Services. Healthwatch Stand.</p>
<p>New model of care Public Event - Staffordshire Moorlands</p>	<p>Friday 20<sup>th</sup> November 3-6pm</p>	<p>Staffordshire Moorlands Council, Churnet Room. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per 100 people required.</p>
<p>UHNM Staff Focus Groups</p>	<p>Monday 23<sup>rd</sup> November 10-12pm 2-4pm 6-8pm</p>	<p>Focus groups with UHNM staff regarding feedback following transition of services. FF03, Clinical Education Centre, Royal Stoke.</p>
<p>New model of care Public Event - Bentilee Community Centre</p>  <p><b>Engaging Communities</b> Inspiring Change, Improving Outcomes</p>	<p>Monday 23<sup>rd</sup> November 10am-1pm</p>	<p>Bentilee Community Care. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per</p>

		100 people required. <b>Staffordshire</b>
Expert Citizens Insight Event	Tuesday 24 <sup>th</sup> November	Kings Hall, Stoke. Voices of change, independence and empowerment in Stoke on Trent. Keynote speakers and workshops. Healthwatch stand.
New model of care Public Event - Guildhall Cheadle	Friday 27 <sup>th</sup> November 2-5pm	Guildhall, Cheadle. Public consultation regarding new model of care My Care My Way. Healthwatch Staffordshire and Stoke have been asked to provide an independent chair, Healthwatch Stands (at Staffordshire venues) and facilitate table discussions. 10 Facilitators per 100 people required.

### Enter and View Programme

Our programme is supported by a pool of 34 active volunteers and the portfolio of enter and view visits over the last few months has focussed predominantly on a schedule of 11 hospital visits as part of our project to evaluate the transition of services across University Hospitals of North Midlands NHS Trust with one further visit to take place in November.

The analysis and reporting of which will be included in our overall evaluation report which is due for completion by mid-December.

We have also visited several care homes and those specific to the Newcastle-under-Lyme and Staffordshire Moorlands area including Pine Meadows in May and follow-up visit in September. Copies of the reports are attached for your information. Further follow-up activity on progress for this home will be done initially by letter and then assessed for possible further follow-up visit if concerns continue.



We have also been working with NHS England to facilitate focus groups in prisons as part of the quality monitoring programme. Prisons visited so far:

- 1) Monday 5<sup>th</sup> October 2015, HMP Oakwood
- 2) Tuesday 21<sup>st</sup> October 2015, HMP Hewell

We are due to conduct two further focus groups before the end of the calendar year:

- 1) HMP Drakehall
- 2) HMP Swinfen

The focus groups are to inform the clinical review visits that NHS England undertake as the commissioners of the services in the prisons.

### **Prisoner Engagement Work**

The work around prisoner engagement is currently being developed and we are looking to arrange a working group to develop some assessment criteria and training for this piece of work. This programme will also be supported by our active volunteers who will have specific training.

### **Young People Engagement and Participation**

One of our priorities for this year is the development of robust engagement and participation mechanisms with young people and a “Youth Healthwatch”. Kerry-Jane Kelly, our Engagement Co-ordinator, who started with us in September, is leading on this work and below is a summary of activities thus far:

Young People’s Healthwatch so:

- Your Thoughts Matter so Let’s Talk Young People’s Events- Supported SCVYS
- Keele University Volunteering Fair - recruiting young people as members & volunteers
- South Staffordshire College - Health & Social Care Student workshops/volunteer recruitment
- Creating a database of partner organisations working with young people
- Researching Young People’s/Youth Healthwatch services nationally - best practice
- Networking/partnership meetings - Youth Participation Partnership, SCVYS, CCGs, CAMHS, Staffordshire Fire Service, Street Games/Door Step Sports, Children’s services engagement meeting -Staffordshire Police, FYI families Lichfield, youth groups.

Young People’s Healthwatch Next Steps

- Staffordshire University - Health & Social Care student workshops/volunteer recruitment
- Stafford College - Health & Social Care student workshops/volunteer recruitment
- Wolgarston High School, Penkridge - student engagement and volunteer recruitment
- Working with Jo Hall, Brighter Futures - engaging with hard to reach young people
- Healthwatch Staffordshire young people engagement events delivered in partnership - CCGs, Staffordshire Police, Fire Service, schools, voluntary sector and private organisations delivering services for young people.
- Development of young person’s volunteer role description and volunteering policy
- Designing of promotional materials and website for a young people’s Healthwatch - views of young people

