

Projects and Consultations Update



healthwatch
Staffordshire

Healthwatch Projects Update



Community Services

- Phase 1 of the Community Services project has been completed by the cohort of Keele Medical Students with support from the Engagement and Research & Insight Teams with a focus on the Newcastle-under-Lyme community.
- Following liaison with University Hospital of North Midlands NHS Trust, arrangements were made for our Healthwatch volunteers and staff to interview patients, relatives and carers throughout the Outpatients Department and main atrium of the Trust's Royal Stoke Hospital site between 26th October and 6th November. A total of 242 surveys were completed and the results have been analysed.
- A second survey for completion by GP professionals was also developed with the view to gathering their feedback in relation to knowledge and awareness of community services and any barriers in respect of referring patients to community services. A total of 12 GP surveys have been completed.
- The survey results have been analysed and the Medical Students have produced a report which was presented at Keele Medical School.
- There will be a formal handover of the project to a second cohort of Year 5 Medical students starting in January 2016 to complete the comparison phase of this project undertaking another 'deep dive' of a contrasting area of Staffordshire.

Healthwatch Projects Update



Mental Health

- Phase 1 of the project is drawing to a close with the production of a comprehensive Research & Insight Report due for completion before Christmas which will be submitted to commissioners.
- The activities which have been undertaken to inform the report as part of this project include:
 - 3 large scale public events attended by a wide range of stakeholders and service numbers - almost 300 in total across Tamworth, Staffordshire Moorlands (Leek) and Stafford
 - A public survey to which over 100 responses have been received
 - A professional's survey to which over 65 response have been received
 - 6 focus groups representing diverse communities of service users
 - An on-line forum to promote discussion on different mental health related topics including: stigma and discrimination; crisis; recovery; mental health in A&E; child to adult support transitions; emotional wellbeing and psychosocial health
- The recommendations within the report will inform future activities associated with this area of work.

Healthwatch Projects Update



Evaluation of Transition of Services

- This project is also drawing to conclusion and will culminate in the production of a comprehensive Research & Insight Report with conclusions and recommendations.
- Activities undertaken to engage with patients, carers, staff and wider stakeholders have included:
 - Public appeal for feedback about patient experiences of the transitioning/transitioned services
 - In-depth patient/carer interviews
 - Telephone and online surveys
 - Comprehensive programme of Enter and View visits across both the Royal Stoke and County Hospital sites throughout the process of transition
 - Staff focus groups
 - Staff on-line surveys
- The findings, conclusions and recommendations from this evaluation project will inform our work on future engagement activities on University Hospital of North Midlands NHS Trust services across both the Royal Stoke and County Hospital sites.

Healthwatch Projects Update



End of Life

- This project is still in the scoping stage.
- Initial meetings have taken place with Healthwatch Stoke-on-Trent in terms of a shared area of work for this project.
- Undertaken 3 workshops/focus groups with clinicians, patients and carers on long term conditions including Respiratory, Diabetes and Heart Failure to inform the development of these service pathways.
- Initial meeting with UHNM and Healthwatch Stoke-on-Trent to start to scope involvement in the development of the Trust's End of Life care pathway as part of this project.
- Initial meetings with Hospices across Staffordshire and Stoke-on-Trent to gather information to help inform the scope of this project.

Healthwatch Project Update



CAMHS

- In the early stages of scoping this project and gathering feedback and intelligence from young people and organisations who work with and support young people, themes emerging thus far include:
 - Lack of emotional support and counselling in school and college settings
 - CAMHS intervention is too little, too late
 - Awareness of and access to information is limited for young people
- Stakeholder engagement with other organisations to gather feedback and explore synergies for potential joint working or shared activities to support this project
- CAMHS review work is being undertaken across Staffordshire and this will need to be considered in terms of the scope and alignment (if any) in the context of this project and Healthwatch involvement.

Consultations



My Care, My Way - Home First

- Consultation period extended to 17th January 2016
- 6 public events have taken place across North Staffordshire and Stoke-on-Trent
- Facilitated the table discussions with the public at these events and provided the independent Chair for them
- On-line and paper surveys - phase 1 saw 261 responses completed.
- CCGs are promoting the phase 2 surveys and conducting street and market places surveys.
- Broad themes emerging from consultation thus far include:
 - Concerns regarding capacity - are there enough GPs
 - Concerns regarding capacity from other providers eg. community services and domiciliary care provision
 - Housing demands if more people are to receive care in their own home.
- Consultation will be evaluated by the CCG.

Consultations



Primary Care Strategic Delivery Plan

- Relates to North Staffordshire CCG and Stoke-on-Trent CCG who have been working together to develop a strategic delivery plan for primary care.
- CCGs conducting a consultation on the Primary Care Strategic Delivery Plan.
- Working collaboratively with Healthwatch Stoke-on-Trent to support a range of public engagement and activities across Newcastle-under-Lyme, Leek Moorlands and Stoke-on-Trent.
- Timescale for completion of the consultation is end of March 2016.
- Activities are yet to be confirmed but are likely to include:
 - Public events
 - Focus groups
 - Interviews
 - Surveys
 - Facilitated table discussions