

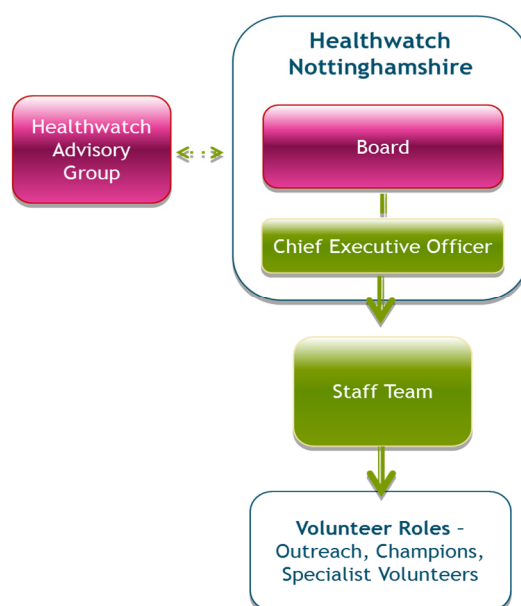
**Nottinghamshire Health and Wellbeing Board meeting January 7 2014
Healthwatch Nottinghamshire Report April - December 2014**

1. Summary

Healthwatch Nottinghamshire (HWN) started operating in April 2013. This is the first formal report presented to the Health and Wellbeing Board and provides members with an update about Healthwatch Nottinghamshire's work to date and the issues that are being reported to it by members of the public.

2. Organisational Developments

2.1 The structure for Healthwatch Nottinghamshire is shown below:



2.2 Healthwatch Nottinghamshire Board

The HWN Board has recently co-opted Dr Juliet Woodin as a Director and member of the Board. Juliet has worked in the NHS as a Chief Executive and as an academic and brings a range of skills and experience to the Board. There are now four Directors on the Board and a further Director/Board member with a legal background is still being sought.

2.3 Healthwatch Nottinghamshire Advisory Group

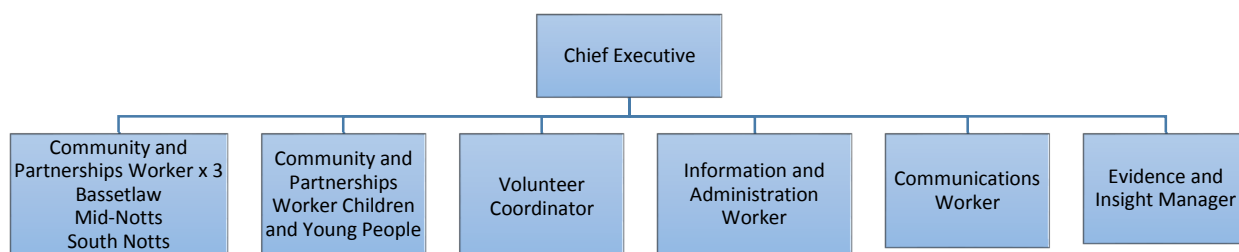
The HWN Advisory Group has met three times now and is establishing itself as a useful source of information, advice and challenge to HWN's work and the strategic decisions of the Board. Membership of the Advisory Group includes three CCGs (North, Mid and South), two District Council (North and South), Nottingham University Hospitals Trust (NUH), Nottinghamshire Healthcare NHS Trust, Nottinghamshire County Council Adult Social Care and Children and Families Social Care, Self Help Nottingham, NAVO, Families and

Children's Forum, Disability Nottinghamshire, Older People's Advisory Group and the CVSs. The notes of the Advisory Group meetings are available in the Documents section of the HWN website

<http://www.healthwatchnottinghamshire.co.uk/about/docs>

2.4 Staff structure

A new structure has been agreed for HWN:



The Board decided to create posts of Community and Partnerships Workers for Bassetlaw, Mid Nottinghamshire and South Nottinghamshire and a fourth post of Community and Partnerships for Children and Young People.

The four staff who transferred to HWN from the Nottinghamshire LINK have moved into new posts in the structure and two new members of staff have been recruited into the posts of Community and Partnerships Worker for Children and Young People and Volunteer Co-ordinator.

The two final posts of Communications Worker and Evidence and Insight Manager are being recruited jointly with Healthwatch Nottingham and should be in post by March 2014.

3. Activities update

3.1 Engagement

Since April Healthwatch Nottinghamshire staff and volunteers have attended almost 200 different meetings and events, attended by over 6000 people in different ways. This has included meetings with Chief Executives, Chief Operating Officers and senior managers across health, social care and the voluntary and community sector. HWN has had a presence at a wide range of events arranged by other organisations and has given presentations to members of organisations and groups at a local or county-wide level. More recently HWN has organised local events, 'Coffee with Healthwatch' which will continue into the New Year.

Locality-based Community and Partnerships Workers are developing their plans for local engagement activities and the Children's and Young People's worker is developing her plan to engage with all ages of young people, from nursery to college age.

3.2 Volunteers

So far thirty nine volunteers have been recruited from across the county for various activities within HWN as follows:

- 28 Champions - people who are members of existing groups, meetings or organisations who volunteer to be a bridge for information between their group and HWN
- 4 Outreach Volunteers - people who help to promote HWN at meetings, events and in local communities
- 7 Prioritisation Panel members (see below)

3.3 Hearing Patient, Carer and Service User Stories

People can contact HWN in a number of ways if they want to pass on their experiences or views about local services, by telephone, email, or by completing a Have Your Say form in person or via the website. In the New Year, HWN will be working with local organisations to develop 'Healthwatch Have Your Say Points' in local communities. Organisations that agree to be Have Your Say Points will offer help to people to send in their stories either by completing and returning a Have Your Say form or submitting an on-line form.

3.4 Prioritisation

HWN has developed a process for prioritising the issues that come into it directly from the public or through other organisations collecting people's views, issues or complaints. A matrix has been developed which uses six criteria to prioritise the issues for a range of actions. These actions include:

- raising the issue with the provider
- reporting the issue to the commissioner
- undertaking further investigations or research
- initiating an Enter and View visit
- reporting the issue to the Care Quality Commission, locally or nationally
- reporting the issue to Healthwatch England

Up to now the prioritisation of issues has been carried out by an Interim Prioritisation Panel made up of staff and the Chair of the HWN Board, but seven members of the public have now been recruited as Prioritisation Panel members, who will meet monthly with the Chief Executive to consider the issues that have come in and carry out the prioritisation process. The recommendations of the Prioritisation Panel will be reported to the HWN Advisory Group and ratified by the HWN Board. The notes of the Prioritisation Panel will be available on the HWN website.

3.5 Regional and National Presence

HWN has been active in responding to issues arising in the development of Healthwatch England. It has been a regular participant in the newly formed East Midlands Healthwatch Providers' Meeting and has led the way in the early establishment of inter-Healthwatch protocols for responding to cross-border issues and services e.g. East Midlands Ambulance Service and Nottingham University Hospitals Trust. The Healthwatch England first Annual Report to Parliament was published in October 2013. As part of the report, Healthwatch

England introduced its work on a statement of consumer rights for people using health and social care services and they are currently consulting on eight draft statements.

HWN attends two Quality Surveillance Groups, which have been meeting monthly. These are for Nottinghamshire and Derbyshire (covering all areas except Bassetlaw), and South Yorkshire and Bassetlaw (Bassetlaw). These groups provide an overview of quality and risk across health and social care services in the area. As issues are coming in, HWN is better able to make more of a contribution to the oversight of services in the area.

3.6 Assistance with Partner Consultations and Developments

HWN has played a full role in the recent public health consultations on the Health and Wellbeing Strategy for Nottinghamshire. HWN attended and presented at all the District-based consultation events. Other public health consultation exercises that HWN contributed to have been for the commissioning of substance misuse services and services for the prevention and treatment of obesity.

HWN has also been involved in other work with partners including: contributing to the work following the Keogh Review of Sherwood Forest Hospitals Trust, in the Communications and Engagement work associated with the Mid Nottinghamshire Integrated Care Transformation Project, the Strategic Review of the Care Homes Sector (Nottinghamshire and Nottingham), and has been invited to participate in the work of the South Nottinghamshire Transformation Board.

4. Issues that have come to HWN to date

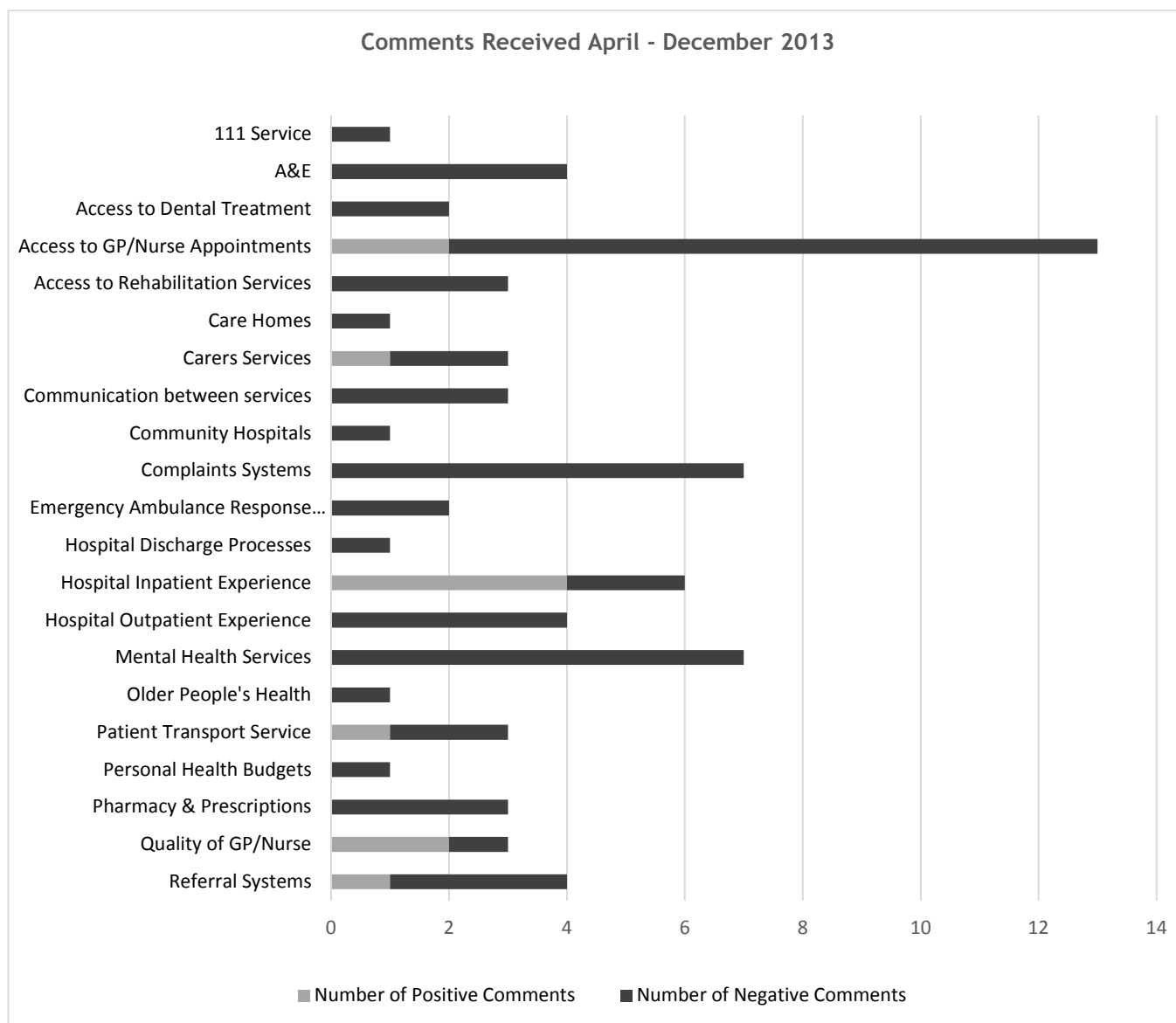
There have been 58 individual comments reported to HWN, which are made up of 73 issues. A breakdown of the issues received so far is shown in the graph overleaf.

The most common comments received so far have been about:

- Access to GP/nurse appointments
- Mental Health services, both in hospital and in the community
- The outcome of complaints to the NHS
- Hospital inpatient experiences (mostly positive)

Approaches have been made to a number of health and social care providers about issues that have come into Healthwatch and the responses received have been generally constructive and helpful.

A quarterly report will be produced about the issues that have come into HWN and the outcomes. The first issue of the 'Have Your Say' Report will be published in January 2014 and will be presented to the Board meeting for information.



5. Work Programme January - March 2014

5.1 The HWN Work Programme will be determined by a combination of those issues highlighted by the Prioritisation Panel for further research or action and priorities that come from other sources.

5.2 The Priorities for January - March 2014 will be:

- Access to GP/Nurse appointment - more work to be undertaken to understand the difficulties people are experiencing and to look at possible solutions
- Learning from NHS Complaints - more work to look at the procedures in place for organisations to implement the learning from complaints and make changes to services
- Care Homes - a joint project with Healthwatch Nottingham to ensure that residents and carers of care homes know about Healthwatch and can report issues. Developing HWN's overview of care home quality, including recruiting and training Enter and View volunteers

- Carers' Health - HWN is organising a conference on carer's health on behalf of the County Council and CCGs. Carer's health, including young carers, will be a focus of HWN's work this quarter

Joe Pidgeon
December 2013