

Report of Healthwatch Bradford and District to the meeting of the Health and Social Care Overview & Scrutiny Committee to be held on 5th March 2020

AG

Subject: Healthwatch Bradford: update on activities

Summary statement:

This report provides an overview of Healthwatch Bradford and what it does, before looking at its main activities over the last year. It summarises Healthwatch's engagement activities, and sets out some of the insights about health and care services shared by the public.

Sarah Hutchinson
Manager

Portfolio:
Healthy People and Places

Report Contact: Sarah Hutchinson
Phone: (01535) 665258
E-mail:
sarah@healthwatchbradford.co.uk

1. Summary

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2. Background

Healthwatch Bradford and District works to ensure that people across the area are supported to share their views and experiences of health and care services. We work with the public to ensure these experiences are heard and are used to help improve the support on offer. Healthwatch Bradford and District also provides a signposting service, helping people to find the right services for them.

Established in 2013 following the Health and Social Care Act 2012, there is a Healthwatch in each local authority area. We are independent from the NHS and funded by the local authority. Healthwatch Bradford and District is hosted by Community Action Bradford and is based in Central Hall in Keighley. We are a small team of five, assisted by two freelance consultants and a team of volunteers. We publish an annual report which provides an overview of our financial situation and details of team and activities for the year in July each year.

We work in a number of ways. We carry out a range of engagement activities, doing outreach sessions at health services, community centres, and other public places to gather feedback on services, which we report to the CCG on a bimonthly basis, and to the relevant providers. We have the legal power to carry out 'Enter and View' visits to services to provide insight on provision. We will undertake specific surveys and projects on particular services, e.g. in 2018 we published reports on people's experiences of the NHS complaints process, and on access to autism diagnosis and support. We also receive feedback from the public via our information line, and webform.

Strategic engagement with health, care and voluntary services across the district is another important area of our work. As well as meeting with leaders across services, we sit on a number of boards including the Health and Wellbeing Board, Early Help and Prevention, the CCG Joint Quality Committee, and we were on the JSNA working group.

This report provides a summary of our main activities over the last year.

3. Report issues

Local insight

In 2019 we carried out two large-scale pieces of engagement work, focusing on this rather than more generalised programme outreach work, as well as restarting our Enter and View programme. These are discussed below. However, we continued to seek and receive information from the public on their experiences.

Between February 2019 and January 2020 we received 573 pieces of feedback from the public. 50 per cent of this was received through outreach work, and the rest came to us through our phone line, email or webform.

- 68 per cent of feedback related to primary care services
- 11 per cent secondary care
- 6 per cent social care
- 3 per cent urgent and emergency care
- 11 per cent community services
- 3 per cent mental health

Over the last year, 55 per cent of the feedback we received was positive about the service being reported on, and a third was negative. 11 per cent was mixed, i.e. contained both positive and negative feedback.

NHS Long Term Plan

In January 2019 the NHS in England published a 10 year plan for how it would spend an additional £20 billion a year. This plan set out the NHS's priorities including:

- Improving how the NHS works so that people can get help more easily and closer to home
- Helping people stay well
- Making care better
- Investing more money in technology

West Yorkshire and Harrogate Health and Care Partnership was asked to formulate a local five-year strategy in response, and Healthwatch England commissioned the six Healthwatch organisation across the area to find out local people's views to help shape this. Two surveys were carried out and 15 focus groups, engaging with 1806 people in total over two months.

This engagement found that:

- The main things people do to keep healthy are exercise and healthy eating. People wanted support from the NHS and its partners to make it easier and affordable to keep fit and eat healthily as well as more pro-active support around weight loss
- There was a commitment to self-care, with 9 per cent of people saying the NHS could help by providing more information and advice about healthy lifestyles and about how to better monitor their own health
- Access to appointments was the single most mentioned theme (18 per cent) when asked what the NHS could do differently to help people stay healthy and well
- Mental health was a recurrent theme running throughout responses to many questions
 - People wanted mental health services to be more accessible for people of all ages, with shorter waiting times and easier and quicker assessments
 - People felt that the waiting times for counselling and therapy were far too long
 - Mental health services need to be more appropriate and accessible for people with autism, deaf people and speakers of other languages who may need an interpreter
 - Children's and young people's mental health services were highlighted as an area of concern – referral thresholds were said to be too high and waiting lists too long

- A fifth of respondents mentioned education as being crucial to ensuring children and young people live healthy lives. Schools were cited as having a key part to play.

Enter and View

Healthwatch Bradford and District has a statutory power to enter NHS and social care services to see them in action. This offers a way to identify what is working well with services and where they could be improved. We have carried out four Enter and View visits in the last year after re-launching our programme. These will be continuing this year.

Enter and View visits can be announced, semi-announced (where we let people know a time we will visit but not which day), or unannounced. They are carried out by staff and volunteers, who observe a range of factors including the quality of the environment, state of the décor, how staff interact, how person-centred the care is, and what activities are on offer. Following the visit a report is drafted which is first sent to the provider who has 7 days to respond. Once finalised, the report is sent to the CCG, NHS England, Healthwatch England and the local authority, and is published on our website. A month after publication Healthwatch will follow up with the provider to find out what progress has been made on any recommendations made. We can revisit if necessary to find out if these have been implemented.

Based on feedback from the public, we have focused on care homes, starting with visits to three outstanding homes, to help us understand what 'good' looks like, followed by one that requires improvement. So far we have found a consistency of good care across the care homes, although in one case some recommendations have been made regarding the building and external environment. Following this work we have been asked to contribute to the Quality Framework.

Healthwatch Stroke Project and the Stroke Ambassadors' Network

Healthwatch Bradford and District has previously carried out public engagement to look at better ways to delivery care for people who have a stroke. We have also supported public engagement on stroke care carried out by the West Yorkshire and Harrogate Health and Care Partnership.¹

Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust currently work together to provide care for stroke patients across the Bradford District. In January 2019 Healthwatch Bradford and District established the Healthwatch Stroke Project.

The project is a partnership between

- Local Healthwatch: Bradford and District and North Yorkshire
- Voluntary and community sector groups across Bradford and District
- Bradford Teaching Hospitals NHS Foundation Trust
- Airedale NHS Trust
- NHS Bradford, District & Craven Clinical Commissioning Groups

As part of this project a network of Stroke Ambassadors (Stroke Community of Interest) has been created from individuals affected by stroke and their representatives from community groups and organisations who support those affected by stroke. The network directly feeds the experiences of patients and carers in to the Stroke Service Improvement

Project Group, focusing on the service experiences of patients who have recently received stroke care in Bradford District and Craven. They ensure the exchange of ideas and information, ultimately influencing and improving stroke services and patient experience.

The Healthwatch Stroke Ambassadors meet four times a year, and send representatives to the operational meetings. They aim to establish communication pathways between community groups, ambassadors, Healthwatch, and the operational group.

The Stroke Project, and the Stroke Ambassadors, have helped to capture a range of experiences of stroke services and feed these into improvements. So far:

- Stroke ambassadors have participated in ongoing experience based co-design workshops to plan for 7/7 therapy working across Bradford and Airedale
- Stroke ambassadors' feedback has been incorporated into a document highlighting the gaps in service provision across Bradford and Airedale. Clinical teams are also starting to attend meetings to hear the patient and carer voice directly, which is helping to drive improvements
- They have co-designed a map of stroke services (NHS and voluntary sector) available on discharge to stroke patients across Bradford, Craven and Airedale. The map will be handed out on wards by staff and volunteers
- Gathered views for pilot on weekend working on weekend working for Occupational Therapy, Physical Therapists and Speech and Language Therapists on Airedale Stroke Ward

Happy, Healthy, at Home

In 2017, the CCG commissioned Healthwatch Bradford to carry out the 'Big Conversation'³, to find out people's health and care priorities as part of a process of updating the Bradford Local Plan (Happy, Healthy, & at Home).⁴ In 2019, the Health and Wellbeing Board and Integration and Change Board commissioned a follow up to this work.

This new project aims to understand local people's views and develop the conversation with them, moving away from talking about services and how people use them to what keeps people *Happy, Healthy at Home* – how people approach self care and prevention, and the role of community assets.

This work has been carried out collaboratively with Community Partnerships, combining resources, expertise and knowledge, and to align with the Integration and Change Board's 'Movement for Change'.

The project has worked to identify:

- what Community Partnerships want to achieve
- key stakeholder views of what's working well/not so well
- past/planned engagement – jointly develop engagement plan and deliver
- existing co-production/approach to/community view of involvement
- the community view of what is good, supportive, missing, available locally

To achieve this we carried out a three-month engagement period of extensive outreach across the 14 community partnerships within the district. This involved:

- 58 focus groups, held in community centres, libraries, GP surgeries, and sports facilities
- 12 drop in sessions
- Street-based outreach
- Community artist workshops
- Filmed 'Vox Pops' talking heads for the production of a short film
- Online and face-to-face questionnaires

Effort has been made to ensure that all the protected characteristics groups are represented within the project.

We are now in the analysis stage of the Happy, Healthy, at Home project. The local data gathered is now being produced into mini reports for the Community Partnership areas to inform their priority setting and spending plans post March 2020. An overall report will draw on city wide themes and share models of best practices from through out the district in terms of involvement and engagement, and steps forward.

The emerging themes from the data link into the Ways of Wellbeing:

- volunteering is a theme that runs through the lives of people who identify with being happy and healthy
- self care is linked to people's placement in the economy
- people generally feel connected, referencing voluntary sector organisations as being key to connecting communities
- voluntary sector organisations are particularly important in supporting people from less well off backgrounds to live active and healthier lives.
- environmental factors, air quality and feeling safe are priorities for people
- older people are more likely to have self-care routines.

The reports will be published in March.

4. **Recommendations**

- 4.1 That the Committee consider the details presented in the report and agree any specific recommendations and/or further scrutiny activity.

5. **Appendices**

- 5.1 Stroke Ambassadors report
5.2 Long term plan report