

healthwatch

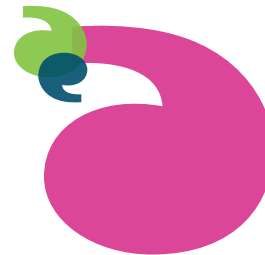
Doncaster



Healthwatch Doncaster
Annual Report 2013/14

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Healthwatch Doncaster

The Government created Healthwatch through the Health and Social Care Act (2012). This Act paved the way for a national body - Healthwatch England and required that each local council with social care responsibilities, using initial funding from central government, establish a Local Healthwatch from April 2013.

Healthwatch Doncaster was established in April 2013, as one of 152 local Healthwatch organisations.

Board members were appointed in June 2013. During our first year, there has been a change of support organisation and two changes of Board Chair.

We are based at Duke Street, Doncaster which is our business office and also serves as a drop-in centre for the public.

Healthwatch Doncaster aims to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their local area by gathering health and social care service user experiences (both good and bad) and feeding the information back to commissioners to help shape future service provision.

We also have a responsibility to provide or signpost people to information to help them make choices about health and care services.

Healthwatch Doncaster:-

- Has a seat on the statutory Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the re-authorisation of Clinical Commissioning Groups

- Enables people to share their views and concerns about their local health and social care services and understands that their contribution will help build a picture of where services are doing well and where they can be improved
- Alerts Healthwatch England, or the Care Quality Commission (CQC) and/or council scrutiny committees, where appropriate, to concerns about specific care providers, health or social care matters
- Provides people with information about their choices and what to do when things go wrong
- Signposts people to information about local health and care services and how to access them
- Gives authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services
- Can help and support Clinical Commissioning Groups and council social care departments to make sure that services really are designed to meet citizens' needs
- Should be inclusive and reflect the diversity of the community it serves

Healthwatch Doncaster is the local Healthwatch for the Borough of Doncaster. One year on from establishment, we have set up the staff and Board of Directors and are working towards each of its statutory duties. This Annual Report gives a detailed account of how we have fulfilled our responsibilities during the past year.



The Journey So Far.....



Structure and Governance of Healthwatch Doncaster

The administrative support for Healthwatch Doncaster is currently provided by the Carers' Federation. They employ the office staff and outreach workers and support the Board which consists of 7 Board members and an Interim Chairperson. These are:



Interim Chair
Sheila Barnes

Ayodele
Adenekan

Ann
Gilbert

John
Burke



Piotr
Adamczyk

Kay
Kirk

Arnold
Ntiege

Debbie
Osborne

Supporting the Board and the newly appointed Executive Committee are a number of sub committees who take lead responsibility for finance, business development, governance, community engagement, enter and view and advocacy service.

Importantly, all our volunteers play a vital part in the delivery and governance of the organisation and its aims.

Accessing Healthwatch Doncaster



The Head Office and Drop-in centre is based on 36 Duke Street, Doncaster, DN1 3EA and is open from 9am to 5pm Monday to Friday. This enables the public to call in or telephone and receive advice and guidance on local health and social care services or issues of concern. A website has been created to enable quick access to information and wider publication of events and news that affects the health and social care of the people of Doncaster. We can be contacted by one of the following:

Telephone 01302 378935
to speak to a member of the support team

Freephone 0808 8010391
for advocacy and signposting support

Email info@healthwatchdoncaster.gov.uk

Website www.healthwatchdoncaster.org.uk
for information about news and events



Vision Mission and Values

The Board wishes to make a public statement about how it sees its role serving the people of Doncaster. The following statements are our commitment to the people of Doncaster.

Vision

Citizens of Doncaster will be able to have their views of health and social care services heard by those who design, commission, deliver and monitor services locally and nationally, and have direct access to person centred information and advice to help navigate their way through the health and social care landscape.

Mission

To work collaboratively with everyone in Doncaster to improve the quality of local health and social care services.

Values

Healthwatch Doncaster will be a strong, **independent** voice and consumer champion for the citizens of Doncaster.

Innovation

Healthwatch Doncaster will strive to be creative and original in its work.

Quality

Healthwatch Doncaster is committed to promoting best practice and ensuring quality in all areas of performance.

Diversity

Healthwatch Doncaster embraces, encourages and celebrates diversity and strives to be inclusive in all aspects of its work.

People

Healthwatch Doncaster will support its staff and volunteers to help them develop and grow.



Strategic Aims

Healthwatch Doncaster's commitment to all communities in Doncaster is:

- To be an independent not for profit local organisation
- To be the public voice for health and social care services in Doncaster
- To engage with all communities in Doncaster
- To seek to influence the development, delivery and implementation of local health and social care services
- To support people to be involved and contribute to the work of Healthwatch Doncaster
- To support people to make a complaint about their treatment or care from local NHS services
- To provide comprehensive, accurate information and advice to the public to enable them to make effective choices and decisions when accessing local health and social care services.

Our Work and Performance

Community Engagement

This is a key platform for Healthwatch Doncaster to link with the community and to receive feedback on the issues and concerns of the population linked to health and social care.

The event was a joint venture with Doncaster Metropolitan Borough Council to help them determine the issues that were important to the users of social care in Doncaster.

Over the year we have hosted two major events:

It was attended by 89 people.



Meet Healthwatch Doncaster

In September 2013, 42 people attended our launch event at the Doncaster Trades and Labour Club where, through a series of workshops, we were able to discuss how people wanted to be engaged with us in the future and also to discover any issues of concern linked to health and social care services.

The results of the consultation were fed back to Doncaster Council.

We have also worked with other partners, attending events to increase awareness of Healthwatch Doncaster and its role in the community.

The issues raised have helped to frame our future strategy of engagement and involvement with the people of Doncaster.

We continue to work in partnership with other organisations in Doncaster and during the year have delivered 28 awareness raising events and attended 30 events held by other organisations across the borough such as:

What Matters to You About Social Care?

In January 2014 we hosted an event at The Lakeside Community Church to discuss the proposals about future social care in Doncaster.

- Stroke Awareness
- Disability Awareness Day
- Cancer Groups
- Carers' Rights Day
- Local Community Events

Community Hubs

Healthwatch Doncaster is present in Local Healthwatch Doncaster Community Hubs, where people can drop in and see us.

We have held fortnightly Community Hubs at:

Bawtry Community Library
Bentley Library
Martinwells Centre, Edlington
Vermuyden Centre, Thorne

These Local Healthwatch Doncaster Community Hubs will continue throughout the coming year and our dates of attendance will be displayed at the hubs and on our website.

We have a membership of approximately 900. Over 200 new members have been recruited during the last year with 600 plus inherited as part of the legacy of Doncaster LINK.

Our membership is important to us as it enables us to quickly make contact with news about activities and events being held by Healthwatch Doncaster and other organisations.

Importantly, our members become a direct point of contact for us when we need a response to requests made to us by other organisations and in gathering health and social service user experiences.

Volunteers

Healthwatch Doncaster could not be effective without the hard work of our volunteers. Currently we have 8 Board member and 7 Healthwatch Ambassadors. We have 6 volunteers who are members of the Community Engagement Group and 3 who are members of the Information and Publicity Group.

We ensure that we support our volunteers by use of an induction programme and pack and by providing extensive training.

Volunteers are trained in Enter and View. Enter and View is a crucial part of our work, and involves our volunteers visiting any NHS organisation or contracted care home to establish good practice or to raise awareness of areas that do not meet quality standards or have been identified as unsafe practices.

These reports can form part of submissions not only to the organisations involved but also to the Care Quality Commission.

We hold regular themed coffee mornings to enable members of the public to meet informally, talk with each other and to share their experiences.

Advice and Signposting

This major area of our work gives direct help to people who contact us by dropping in at our head office in Duke Street, by telephone or by email.

This service means we can give direct advice to enable people to contact the right person or organisation to support them with their concern, or we can redirect them to our Advocacy Service who can support them through a NHS complaint procedure.

Over the year we have dealt with 647 signposting activities.

Breakdown of mode:

398	Telephone
234	In Person
14	Email
1	Post

Breakdown of top 5:

190	Dentistry issues
174	Information and Advice
84	Advocacy Service
29	GP/Health Surgery Queries
27	Register with the NHS

The following case studies highlight how we support people who contact us with concerns.

Case Study 1

Background

The client called to talk about the problems they had encountered trying to get a referral from the Doctor at Bassetlaw Hospital to see a

Lymphoedema nurse at Retford Care Centre, which was the preferred choice of venue for treatment.

The relevant letters from the GP had been faxed over to the Doncaster Royal Infirmary (DRI) but the client was sure a Lymphoedema nurse was not based at the hospital.

The GP said the administration department would sort it all out but that did not happen. The client was frustrated by the lack of detail provided on the nearest location of a Lymphoedema nurse, and even tried to make direct contact with the Lymphoedema nurse, but without success.

This left the client very frustrated at the long delay in getting an appointment but also the lack of communication in getting the referral to the nurse arranged.

From the time of first speaking to the GP's secretary, it took 20 weeks to get an appointment with the Lymphoedema nurse.

Reason for Contact

The lady client wished to know where the most convenient care centre was to see a Lymphoedema nurse. Other than being informed it was St Johns

Information Centre, Bassetlaw Hospital no specific contact information was given.

How We Helped

Our Signposting and Information Officer researched the details of St. Johns for the client, making sure there was a Lymphoedema service. The relevant details and information were sent to the client by e-mail.

Feedback

The client replied, confirming a call from the Lymphoedema nurse at Retford Care Centre had been received and an appointment had been made for that same week. The client contacted us by email expressing appreciation for the Signposting and Information Officer's quick response to the query.

Case Study 2

Background

The client's partner had been moved into a care home situated out of town after suffering from a stroke. The concern was not being able to afford the train tickets, making visiting her partner very difficult due to travel costs.

Reason for Contact

The client wanted to know if she was eligible for support with travel costs.

What We Did

Our Signposting and Information officer researched for any potential travel schemes that might be of help. It

seemed that support with travel costs was not available.

However, information and leaflets about the Stroke Association and other relevant stroke support groups who might be able to offer some advice were given to the client.

Feedback

The lady left visibly thankful for the information provided.

Case Study 3

Background

The client attended Healthwatch Doncaster and was both visibly agitated and in a serious amount of dental pain.

Because the 8-8 surgery had been unable to offer a dental appointment the client felt the service received had been unsatisfactory.

Reason for Contact

To make a complaint against the 8-8 Surgery.

What We Did

A call was made to the surgery on behalf of the client and the situation was explained. An appointment for the following day was arranged.

Feedback

The client was delighted, relieved and very thankful.

Advocacy - Independent NHS Health Complaints Service

Part of Healthwatch Doncaster's role is to show how influential it has been in bringing about effective changes to Health and Social Care services as a result of evidence gathering and public feedback.

One of the ways it will do this is by offering a free, confidential, impartial Independent Health Complaint Advocacy Service.

What is Healthwatch Doncaster's Independent Health Complaint Advocacy Service?

Most of us use the NHS at some point in our lives, and many of us use these services regularly. Whilst the NHS works hard to make sure that people are satisfied with the services, unfortunately sometimes things do go wrong.

The NHS complaints procedure is in place to make sure that issues are resolved at a local level, but on some occasions it is recognised that someone might need support to make a complaint. Our advocacy service is there to work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

For those who wish to deal with their complaint themselves, Healthwatch Doncaster, supported by the Carers Federation, has produced a Self Help Information Pack (SHIP) which aims to help our clients feel confident about raising their concerns.

The self help pack explains the different options for raising your concerns about the NHS and offers you practical tips and things for you to think about when raising your complaint.

During the past year the Independent Health Complaints Advocacy service has:

- Provided advocacy support to **113** people who wanted to raise a formal complaint through the NHS complaint procedure
- To date **90** cases have been closed and marked as resolved and **23** cases are still currently receiving advocacy support

Achievements

Following complaints which have been raised through the NHS complaint procedure, changes in practice have been made at GP surgeries and NHS Trusts. This has led to service improvement and improved patient satisfaction.

We have received positive feedback from those we have supported as can be seen from the comments below:

“Without the invaluable support of Healthwatch Doncaster, I would not have known how to even begin to get the answers I am seeing to improve things for other families”

Quote from Lynn Jones

“I had a disagreement with my doctor’s. After trying to contact the Practice Manager for a day and a half with no success, I called Healthwatch Doncaster for assistance. The lady I spoke to was wonderful, polite, helpful and understanding. She arranged to send information to my computer, which was done very quickly. Immediately after the phone call, the Practice Manager finally called, then the doctor himself and things were finally sorted out. It is reassuring to know we have someone to help”

Quote Derek L French

The following case study shows how we have supported one of our clients.

Case Study

Client A contacted Healthwatch Doncaster Independent Health Complaints Advocacy Service (ICA) to raise a complaint against a NHS Trust hospital. With support, a letter of complaint was produced and sent to the Trust.

A response from the hospital was received which unfortunately raised more questions than answers and led to a request for a face-to-face meeting, where the client could raise the concerns directly to the medical staff involved.

The outcome of meeting was the client received an explanation, an apology and failings in care and treatment admitted. Changes in practices were agreed to ensure service improvement.

Permission was asked for and granted for a learning module to be devised by the hospital for all new nurses to complete as part of their induction highlighting client A’s story.

Involvement in Other Committees/Groups

Healthwatch Doncaster works with many other committees and groups across Doncaster with Board members, volunteers or support team attending.

These include:

- Health and Wellbeing Board
- DMBC HWB Board Officers Support Group
- NHS Doncaster CCG Governing Body
- NHS Doncaster CCG Engagement & Experience Committee
- Mental Health Alliance Board
- Children's Trust Board
- Regional Healthwatch Lead Officers Group
- Quality Surveillance Group
- Yorkshire Ambulance Service
- Stronger Communities Engagement Task & Finish Group
- Rotherham Doncaster & South Humber NHS Foundation Trust
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust
- South Yorkshire & Bassetlaw Patient Experience Forum
- Learning Disability & Autism Partnership Board
- Learning Disability Partnership Board Health Sub Group
- Doncaster Mencap
- DRI - Patient Experience Group
- Carers Forum
- DMBC Adults & Communities Engagement Group
- Disability Cluster group
- Doncaster Carers Forum
- NHS Complaints Advocacy Forum
- Inclusion & Fairness Advancement Group

We also work with Healthwatch England, the Care Quality Commission and NHS England.

Other Areas of Involvement of Healthwatch Doncaster

We have taken part in the Doncaster & Bassetlaw Hospitals NHS Foundation Trust Place Assessment process and with the Modernisation Strategy for Adult Social care in Doncaster. We are working with DMBC to obtain an independent response to the development and use of the Better Care Fund and have completed research on the development and refreshing of the Doncaster Physical Disability and Sensory Impairment (PDSI) Strategy.



Finance

The Carers Federation took over the responsibilities of host organisation in November 2013. The budget below reflects this and runs from November 2013 - March 2014:

Healthwatch Doncaster Budget 2013/14					
Income					
Core Contract	£143,174				
Total Income		£143,174			
Expenditure					
Management and Staff Salaries			£64,227		
Accommodation and Equipment Costs			£40,262		
Running Costs			£2,310		
Healthwatch Work Streams (Marketing Campaigns)			£15,386		
Total Expenditure				£122,190	
Efficiency saving returned to DMBC					£20,984

Future Plans and Challenges

Over the next year we seek to:

- Increase our membership across Doncaster
- Recruit active volunteers (Healthwatch Ambassadors) to take up the essential work that needs to be undertaken in all our areas of work
- Be the service users voice in all aspects of health and social care
- Engage as widely as possible with all communities in Doncaster and increase our membership. Working in close partnership with other organisations, especially in the voluntary and community sector, so that together we can capture the voice of local people and provide a greater influence on the shape of local services
- Engage in research on behalf of clients and partners to give an independent voice to such proposals as the Development of the Carers' Strategy for Doncaster which is to be implemented in the near future

- Organise further Enter and View training sessions for our Healthwatch Ambassadors, to give them support and confidence to undertake this vital task, along with any other identified training

Closing Statement

We still face many challenges.

We will be further developing our Executive Board, along with our newly appointed Executive Committee and looking at co-options to support the Board and Executive Committee in its work.

Healthwatch Doncaster has come through a challenging year but remains optimistic and encouraged that we can build on our first year's work on behalf of local people.

Acknowledgements

- Thank you to the Carers Federation who have supported Healthwatch Doncaster from 1st November 2013; helping to develop our future strategy and structure. We also wish to thank the Doncaster Metropolitan Borough Council for their continued support through a critical time in the early stages of

Healthwatch Doncaster's development. We would particularly like to place on record, our appreciation of the work of our former Chairperson Janet Greenwood, whose professionalism and commitment to Healthwatch Doncaster, took us through a very difficult time.

Publicity

This annual report is published and made available on the Healthwatch Doncaster website:

www.healthwatchdoncaster.org.uk

It is available in hard copy on request by contacting the support team. Copies also available at local libraries and community hubs across Doncaster.

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