

# Presentation to Health Scrutiny Committee

Sheralee Turner-Birchall

Chief Executive

28<sup>th</sup> February 2017



# Our Statutory Responsibilities

1. Promote and support local people to be able to get involved in deciding what services should be paid for, where, when and we have to help local people examine the services for themselves
2. Help local people check the standard of care on offer and whether the services can and should be improved
3. Meet with local people and groups to gather information on their experiences of local care services and make your information known to the people who run, pay for and check these services
4. Make reports about how local care services can and should be improved
5. Provide advice and information about how to access local care services so people can make their own choices
6. Express the views of local people to Healthwatch England
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews and investigations when there may be concerns about a service. We also request that Healthwatch England publish reports about particular issues, to raise awareness nationally
8. Provide Healthwatch England with the information and understanding it needs to perform effectively

# How we undertake our work

## PERSONNEL

- Staff team of 12 (9.8 full time equivalent)
- Currently we have \* 55 volunteers of which 9 are our Non Executive Directors
- \* *Giving 1000 hours and 30 minutes by undertaking 184 different activities*

## PROGRAMME OF WORK or 'Our Tools'

1. Enter and View visits – health and care settings
2. Patient Engagement Days - health settings
3. Community Engagement through Care Circles and Pop Ups
4. Mystery Shopping
5. Gathering of Case Studies
6. Campaigns and Projects
7. Commissioned work
8. Partnership work

## SUPPORTING ACTIVITY

- Social Media
- Annual Report
- E-bulletins – database of Lancashire residents and organisations
- Quarterly newsletters

## HEALTHWATCH REPRESENTATION @

- CCG Meetings: Patient Groups, Quality Committees, Governing Body
- Hospital Trust Meetings: Patient Groups, Trust Board, Governing Body
- NHSE: Lancashire Quality Surveillance Group, Primary Care Quality Forum
- Sustainability & Transformation Plan - Lancashire & South Cumbria Change Programme: Programme Board, work stream groups and sub groups
- Lancashire Safeguarding Adults Board: Board and sub groups
- Health & Wellbeing Board and Partnership Groups
- Others !

# 1. Enter and View visits – health and care settings

## **Care Homes – 20 visits**

Focussing on observations of the environment, interactions between residents and staff (being cared for with dignity and compassion whilst maintaining high standards of care and safety). Observations supported by feedback from residents and families in relation to what is important to residents when residing in a care home setting.

## **Hospitals – 2 visits**

Focussing on a revisit to Ward 39 at Royal Lancaster Infirmary and the Fracture Clinic services at Royal Blackburn Hospital

## **GP's – 6 visits**

(note prior to 1<sup>st</sup> January 2017 these were undertaken as Patient Engagement Days)  
Focussing on access to same day/urgent appointments, opinion on on-line access for patients, quality of care and patient involvement via Patient Participation Groups

## 2. Patient Engagement Days - health settings

### **Hospitals** - 28 days

Project 1. Focussing on the pathway from notification by GP of requirement of hospital appointment through to attending the appointment (*note this 'phase 2' programme was a direct result of our earlier generic Patient Engagement Days, where we identified this to be a significant issue*)

Project 2. Focussing on hospital A & E departments to observe and hear about the effect that 'winter pressures' have from a patient perspective

### **Other settings** – 1 day

Focussing on the provision of services at The Minerva Centre (part of a wider LCFT programme of work)

### **Pharmacies** – 10 days (on-going project)

Focussing on public awareness of the range of pharmacy services (including these services being seen as an alternative to attending the GP or A&E), interaction between staff and patients/customers, quality of services, environment

### **GP's** – 38 days (*on-going project - though with effect from 1<sup>st</sup> January 2017 these are now conducted as Enter & Views*)

Focussing on access to same day/urgent appointments, opinion on on-line access for patients, quality of care and patient involvement via Patient Participation Groups  
Includes 'a week in the life of a GP surgery'

### **3. Community Engagement through Care Circles and Pop Ups**

Care Circles – 67 of which

- 31 linked to our generic 'fact finding'
- 14 linked to our Homelessness and Deprivation project (Sep – Oct 2016)
- 22 linked to our mental health project (Nov 2016 to Feb 2017)

Pop Ups – 31 of which

- 26 linked to our generic 'fact finding'
- 6 linked to our mental health project (Nov 2016 to Feb 2017)

## 4. Mystery Shopping

Four projects:

- GP access to on-line medical records and services
- Accessibility of LCFT on-line service directory
- Making complaints to health and social care services
- Access to hospital appointments for those living with a visual impairment

## 5. Case Studies

10 patient / service user stories gathered





# 6 and 7. Campaigns and Projects

4 projects as part of our core work programme (surveys)

- Your GP your Say
- Complaints Survey
- Specialist Dental Service
- Cervical Cancer Screening

5 projects as part of our commissioned work programme

- Patient Engagement Day at Morecambe Dental Access Centre (NHSE)
- Screening and Immunisation (NHSE)
- STP Public Facing Document Focus Groups (HLSCCP)
- Safer Care Homes / Enter & View Impact Assessment (NWC IA or AHSN)
- Improving Outcomes Through the Service User Voice – Care Homes (ELCCG)

## 8. Partnership work

This area of work involves Healthwatch undertaking activities from a 'lay person' perspective coupled with scrutinising the activities to ascertain that they are 'fit for purpose' public engagement

Examples:

- Participation in the Local Delivery Plan engagement events
- Macmillan and Healthwatch on Tour
- Consultation for public leaflets
- Thematic working groups
- Patient Led Assessments of the Care Environment (PLACE) and mini PLACE
- CQC mock inspections
- Attending stakeholder Annual Reporting events

# Direct public feedback

In addition to our programme of work members of the public contact Healthwatch Lancashire to share their experiences, this is either by:

- telephone or by email- this feedback is logged on our website database
- Accessing 'have your say' on our website

## HEALTHWATCH LANCASHIRE FEEDBACK APRIL 2016 - JANUARY 2017

Website Email and Phone				
Category	Total No. of Reviews	Of which is positive sentiment	Of which is neutral sentiment	Of which is negative sentiment
Dentists	8	7	0	1
GPs	40	15	0	25
Hospitals	33	23	1	9
Opticians	4	3	0	1
Pharmacies	10	4	0	6
Social Care	15	6	0	9
Other	3	1	0	2
<b>Totals</b>	<b>113</b>	<b>59</b>	<b>1</b>	<b>53</b>
Care Circles and Pop Ups				
Category	Total No. of Reviews	Of which is positive sentiment	Of which is neutral sentiment	Of which is negative sentiment
Dentists	19	13	2	4
Emergency Care	16	5	0	11
GPs	211	84	36	91
Hospitals	246	126	29	91
Pharmacies	8	2	0	6
Social Care	5	0	0	5
Other	9	2	3	4
<b>Totals</b>	<b>514</b>	<b>232</b>	<b>70</b>	<b>212</b>
<b>TOTAL</b>	<b>627</b>	<b>291</b>	<b>71</b>	<b>265</b>

# Our intelligence

All feedback gathered by Healthwatch Lancashire is utilised in the following ways:

- Feedback from all our programmes of work are detailed in our reports, all of which are shared with relevant stakeholders – the public, service providers, commissioners and the regulator Healthwatch England and *Formally through meetings and via contacts with stakeholders*
- CQC request intelligence and information prior to their inspections
- Feedback relating to significant areas of concern and / or safeguarding issues are shared with the CQC, relevant CCG and where appropriate with the local authority (feeding into RADAR)

***\*Between the 1<sup>st</sup> April 2016 and 31<sup>st</sup> January 2017 Healthwatch Lancashire produced and published 81 reports these can be found on our website [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)***

## Moving into 2017 - 2018

- New programme of work for 2017 – 2018 currently being planned
- Healthwatch Lancashire now delivering the Healthwatch Blackpool contract

## Challenges for Healthwatch Lancashire

- Understanding what the STP will bring?
- The public appetite to be actively involved in influencing health and social care for the future
- “So what !”

*One of our significant challenges has been to evidence and challenge the impact of our work. 2017 will see Healthwatch Lancashire as a member of Lancaster Universities Health Hub embark on a project to interrogate our intelligence and scrutinise what changes and improvements have been made as a direct result of Healthwatch Lancashire's programme of work and the service user voice.*

The background features two large, overlapping, semi-transparent shapes. The shape on the left is pink, and the shape on the right is green. They overlap in the center, creating a brownish-pink area. The text is centered over this overlap.

Thank you  
and  
any questions ?



## Contact details:

Sheralee Turner-Birchall  
Chief Executive  
Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

Tel: 01524 239108

Mobile: 07809309275

Email: [sheralee.turner-birchall@healthwatchlancashire.co.uk](mailto:sheralee.turner-birchall@healthwatchlancashire.co.uk)

Website: [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)