



Healthwatch Cheshire East
Annual Report **2013/14**

Contents

3 Introduction from the Chair

4 Healthwatch Cheshire East Outcomes Framework

6 Our Functions

7 “How we make our decisions”

8 Our Work and Achievements

8 Community Engagement

9 Youth Engagement

10 Scrutiny

11 Information and Signposting

12 Partnership Working

15 Who’s Who - Staff and Volunteers

17 Coming Up in 2014 - 2015

19 Our Finances



Introduction

Introduction

I am delighted to provide an overview for this, the first year of Healthwatch Cheshire East, established in April 2013 as the new consumer champion for local health and care services. Healthwatch in Cheshire East is being delivered by a consortium of voluntary sector organisations led by CVS Cheshire East. The advocacy function is provided under a separate contract held by the Carers Federation. This report gives a general overview of the significant progress that has been made over the last year in establishing Healthwatch Cheshire East.



This year I want to particularly celebrate the development of our relationship with the Health and Well Being Board and the opportunity it gives to us to ensure that the views and voice of the Cheshire East community are heard. Also I welcome the support that has been given to us by our commissioners and service deliverers as exemplified by our involvement in the Eastern Cheshire Caring Together Programme and Cheshire East Councils “Think Local Act Personal” (TLAP) programme.

In conclusion, I would like to thank our volunteers and staff who have enabled us to establish Healthwatch Cheshire East in such a short time frame. In particular, I would like to highlight the contribution made by my fellow board members who have played such an important role in shaping this new organisation. I hope you enjoy reading this report and would welcome any questions you may have.

Stefan Pyra, Chair of Healthwatch Cheshire East



Outcomes Framework

Outcomes Framework

The Board of Healthwatch Cheshire has developed the following outcomes framework.

Our Vision:

Healthwatch Cheshire East as “Consumer Champion” will give everyone in our community a powerful voice enabling them to get the best out of their local health and social care services and help to shape and improve these services for the future.

Our Principles, we aim to be:

- Inclusive
- Attentive
- Engaging
- Influential
- Responsive
- Independent
- Collaborative
- Representative
- Evidence based
- Focused on Impact

Our Objectives:

Objective 1

Healthwatch Cheshire East will be a "hub" for best practice in user empowerment and access across health and social care

Objective 2

Healthwatch Cheshire East will work with service providers and agencies to unlock the information, knowledge and skills needed for consumers to make informed choices

Objective 3

Healthwatch Cheshire East will manage its resources effectively and work through and with others in partnership to ensure best use of collaborative working



Outcomes Framework

Our Outcomes:

Outcome 1

Consumers are empowered and better informed about their health and social care options

Outcome 2

Consumer voice is utilised to effect positive influence on service provision

Outcome 3

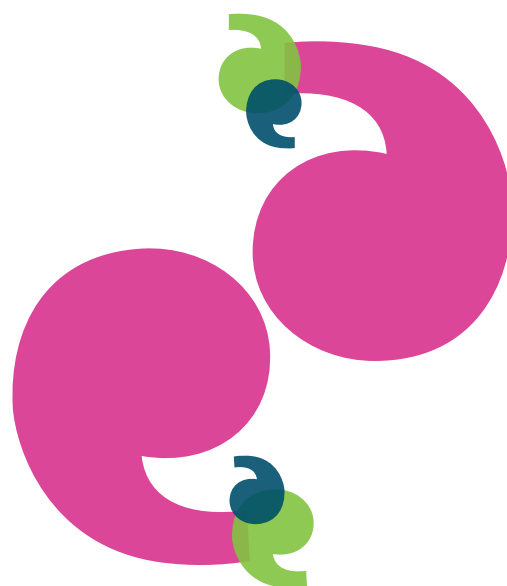
Healthwatch Cheshire East secures a meaningful response to systemic/organisational barriers to consumer empowerment

Outcome 4

Service providers and commissioners will have a better understanding of the needs of consumers

Outcome 5

Healthwatch Cheshire East has the resources and skills to complete its functions



Our Functions

Our Functions

Healthwatch Cheshire East meets its statutory requirement by undertaking the following programmes.

Community Engagement

Healthwatch Cheshire East is a new organisation and, in part, our success depends on our ability to reach into the community of Cheshire East, obtain their views and experiences make these known enabling local people to have a “Voice” in the way in which their health and social care services are developed and delivered.

Youth Engagement

A key priority for Healthwatch Cheshire East is to ensure that all of the community has an effective “Voice” in the way that services are delivered and developed with and for them. Both nationally and at the local level, young people have been identified as a group with in our community who are seldom heard by decision makers in the Health and Social Care Economy.

Scrutiny Function

As the Health and Social Care Consumer Champion, Healthwatch Cheshire East has built its service to identify areas of community concern

around Health and Social Care provision; and to work constructively with partners and the community to ensure the best possible solutions are found to issues that concern the public.

Information and Sign Posting Service

Health and Social Care provision is complex and changing. National evaluation and local consultation both indicated that people often need help to ensure that they get the services they need when they need them. Healthwatch Cheshire East has established a sign posting service to support people to make choices about their care.

Advocacy Service

The advocacy service is provided by the Carers Federation. This is a free independent service providing support to patients who want to make a complaint about any part of their NHS treatment.

Our Functions

“How we make our decisions”

Healthwatch Cheshire East is committed to being an evidenced based organisation which works to achieve the best impact and outcomes for the community.

When setting the work plan Healthwatch Cheshire East board uses all the evidence that it has at its disposal to identify the key issues that are important for the community. We gather this information from a variety of sources including:

- Tracking issues and trends from our signposting and information service
- Feedback from our community engagement events
- Your Stories shared with the Healthwatch team
- National and local health and social care statistics

The Board will use this evidence along with any further research that it commissions to ensure that service providers and commissioners have a better understanding of the issues of their service users and to influence current and future service delivery.



Our Work and Achievements

Our Work and Achievements

Community Engagement

We have worked to raise the profile of Healthwatch across the community of Cheshire East. We have targeted people in major urban areas as well as the rural community to help us get an over view of the Cheshire East community. This has helped us to identify what they value in their local health and social care economy and what they want to see change.

- Carried out a press campaign obtained significant coverage in our local newspapers; we distributed more than 37, 000 leaflets, and 500 posters and advertised on local buses.
- Supported our partners in their community engagement promoting, attending, and facilitating at community engagement events and online surveys.

We have:

- Established a Web Site, Facebook and Twitter account and undertook a social media marketing campaign using community and voluntary sector networks to get our message out to 20 000 individuals and 200 local organisations.
- Attended 64 community events across Cheshire East and signed up over 800 people onto our contact list.



Our Work and Achievements

Youth Engagement

We conducted a wide ranging consultation of youth groups talking to 275 young people and held a workshop to gain the views of youth professionals as to how to best engage with young people.

A internet based survey raised the following issues for young people;

- Too formal - young people do not want to be judged by adults for accessing services.
- Lack of time to see the school nurse, and the lack of publicity when she is in school
- Having to take time off school/work to make appointments; more appointments should be in the evening or after school
- Not being able to make appointments in sexual health clinics, so having to just sit around and wait

This work is recorded in a report that can be found on our web site* and has informed our approach in 2014.

*www.healthwatchcheshireeast.co.uk/news/healthwatch-cheshire-east-youth-engagement-report



Our Work and Achievements

Scrutiny

Our staff and Board have worked hard to ensure that we develop an effective scrutiny function. They have engaged with the new NHS Quality Surveillance Group and Cheshire East Safeguarding Committees and local Care Quality Commission officers.

A Board task and finish group has, using best practice from Healthwatch UK, developed a policy for using its Enter and View powers. In its role as a “critical friend”, Healthwatch Cheshire East has a responsibility to develop a relationship with its partners within which it can scrutinise the quality of services provided and, when necessary, make suggestions for improvement.

Healthwatch Cheshire East may consider scrutiny of a particular service necessary for a number of reasons. These include:

- Concerns expressed by service users or their carers and/or relatives.
- Information provided by other partners or professionals which may raise cause for concern
- There is a national concern about a particular issue which needs checking out locally

Healthwatch Cheshire East will work with its partners in its scrutiny role in a number of ways. These include:

- Asking for information to be provided. There is a requirement in legislation for government funded services to respond to our requests.
- Meeting and informally discussing issues or the information provided.
- Enter and View.
- In the event of serious concerns outside of the remit of Healthwatch Cheshire East being raised, these will be referred on to partners such as Care Quality Commission (CQC) and Cheshire East Council. In urgent cases we can refer to Police or relevant safeguarding authorities.

We have recruited and trained a group of volunteers, nine of whom have successfully completed our training programme and are **Authorised Representatives**. They will undertake a range of scrutiny roles including; Enter and View, Patient Lead Assessment of The Care Environment (PLACE) reviews and mystery shopping.

Our Work and Achievements

Information and Signposting

We have established a signposting and information service.

This service is internet based with a supporting telephone help line.

We have promoted this service widely but to date we have had limited take-up, with 46 enquiries since September 2013 when the service was launched.

Calls that have been received have highlighted that the main issues seem to be around a lack of understanding of what the public can expect from service deliverers, and identifying suitable care for family members.

The following quotes typify the enquiries we have had;

“I’ve been asked to pay £30.00 at my GP practice for a copy of my blood test I used to get for free”

“I’m deaf and can use e mail to make appointment at my GP but not at the local hospital”

“How do I find a new Care Home for my dad whose dementia seems to have got to a point where the current home is not able to cope?”

We would like to thank Cheshire East Council and Eastern and South NHS Clinical Commissioning Groups for their support in developing this service.



Our Work and Achievements

Partnership Working

Healthwatch Cheshire East has a representative on the Health and Wellbeing Board.

This Board is a key forum for strategic planning and development, bringing together senior representative from both commissioners and major service providers.

Our representative on the board is Mike O'Regan. Mike has nearly 30 years' experience of working in the NHS both as a practitioner and senior manager.

He has ensured that members of the Health and Wellbeing Board have attended our board meetings and given detailed briefing on the, Cheshire Easts' Joint Strategic Needs Assessment and Health & Well Being Strategy.

He has also requested that Cheshire East Council and Eastern Clinical Commissioning Group attend and brief the Healthwatch Cheshire East board on their change programmes.

Mike's focus on the Health and Wellbeing Board has been to ensure that services engage with our community. An example of this has been following a report from the North West Ambulance Service the Board agreed the need to champion and promote their First Responder programme.

This programme recruits, trains and provides defibrillators to volunteers in our local community to help provide emergency life support as early as possible.

"Can I thank you for adopting and supporting our drive to increase Community First Responders ---- Your notices in the local print media and indeed the event have already generated new leads for ourselves in terms of volunteers and indeed interest in Community Resuscitation, which is fantastic. Thank you".

Robert Hussey, North West Ambulance Service

Our Work and Achievements

Partnership Working

Personalisation

The Healthwatch Cheshire East Board identified “Personalisation” as a priority for action. We spoke with families that were in receipt of personal budgets and received a number of case studies. These presented some initial concerns in respect to the support that people were being provided by professionals when changes were made to the management of their budgets.

The issues identified through the case studies have been raised with Cheshire East Council and they are being included in the current review of adult social care in Cheshire East. The Board will be continuing to work with the Council during 2014-2015 to ensure that the issues are responded to and the voice of the consumer is represented within the consultation.

Mental Health Crisis response

During 2013 Healthwatch Cheshire East had a number of individuals and organisations approach us who were very dissatisfied with the response they received to what they considered to be a Psychiatric crisis. Case studies and anecdotal evidence gathered by Healthwatch Cheshire East suggested a potential systematic failure and a lack of a joined up approach to Mental Health.

We recognised that we had only limited evidence and the need to seek services understanding of these issues. As a consequence we

contacted the following services to identify what policies, processes and agreements were in place.

- Cheshire Police
- North West Ambulance Services
- East Cheshire NHS Trust (A&E)
- Mid Cheshire NHS Trust (A&E)
- Cheshire and Wirral Partnership NHS Trust
- Cheshire East Council

We are currently finalising a report which will draw together the findings. This report will be available in 2014.

Integrated Care programmes

Healthwatch Cheshire East has been engaged with the two main integrated Care programmes, Connecting Care (South Cheshire CCG) and Caring together (Eastern Cheshire CCG). The

board has recognised that these change programmes will have a significant impact on the way that health and social care services will be delivered in Cheshire East.

Our Work and Achievements

Advocacy Service

We have developed an effective working relationship with Healthwatch Advocacy and supported them by promoting their service, providing office support and making referrals.

They give free, independent service to patients who want to make a complaint about any part of their NHS treatment. The cases from residents of Cheshire East are detailed below

New Level 1 and 2 cases supported in 2013/14	31
New Level 3+ cases supported in 2013/14	36
Case closed in 2013/14	22
Active/live cases at the end of each quarter	
Quarter one	22
Quarter two	23
Quarter three	29
Quarter four	30

Explanation of levels of help offered:

- Level 1 and 2 - Self-help and assisted information, i.e. leaflets, directories, or working with a client to explore which route would be the best remedy for their circumstances
- Level 3 + - General, in depth or specialist support i.e. working with clients to explain options and giving assistance i.e. letter writing, form filling, contacting third parties to seek information.

Who's Who, Staff and Volunteers

Healthwatch Cheshire East Directors

Healthwatch Cheshire East is managed by 7 Directors representing the consortium that currently holds the contract for the delivery of the Local Healthwatch Service for Cheshire East.

It was important to the community that they were involved in the design and delivery of the Local Healthwatch and so the Directors set up the

Healthwatch Cheshire East Board. This Board has delegated responsibility to set and deliver the work plan for Healthwatch Cheshire East.

The Directors and the Board Members work closely together in setting the vision and work plan and ensuring that all resources are allocated to ensure that we meet our outcomes.

Healthwatch Cheshire East Board

We recruited 15 local people to the Healthwatch Board in April 2013.

They come from across Cheshire East and have a good range of personal and professional experience in local Health and Care services.

They each contribute around 2 days of their time each month to support the development of Healthwatch Cheshire East.

As well as attending Board meetings, they are all members of task and finish groups that support the work of Healthwatch.

They have also engaged with key partners through a stakeholder event and regularly attend forums such as the Health and Wellbeing Board and the NHS Quality Surveillance Group.

You can also find details of our current Board members on our website.

Our Work and Achievements

Volunteers

A number of voluntary roles have been developed including Scrutiny, Signposting, and Community Engagement Volunteers.

Details of these roles can be found on our website.

Volunteer Training and Development

In this our first year, we have recruited 30 volunteers. We have developed an induction and training programme that has included;

- Induction to Healthwatch and the Health and Social Care Economy,
- 5 Healthwatch Board development workshops
- Introduction to scrutiny and the use of Enter and View

- How to communicate effectively
- Planning and formulating questionnaires
- Safeguarding awareness and action to be taken should you have concern
- Care Home Awareness
- PLACE Visits

We particularly would like to thank Cheshire East Council and Mid Cheshire Hospital NHS Foundation Trust for the support and training they have given our volunteers.

Staff Team

We have a small staff team made up of 2 full time and 2 part time staff.

They are led by Healthwatch Manager Phil Johnston.

Staff profiles can be found on our website.



Coming Up in 2014 - 2015

Below we highlight some of the key activities we will be doing over 2014/15, a full description can be found in our 2014/15 work plan a copy of which can be found on our web site.



Community Engagement

Over the coming year our Community Road Show will visit all ten urban centres in Cheshire East and will attend events targeted at the rural community.

We will also be out and about with our community counters, proactively seeking the views of local people and promoting our signposting service.

We will continue to engage with young people and will publish a report in the summer which will outline our work to date and the way forward.

From July 2014 the Healthwatch Cheshire East board will be holding every other meeting in public. This will give members of the public the opportunity to observe the Board at work and ask questions about the work we are doing.

The board will also be undertaking a reflective audit during the Autumn of 2014, which will engage all stakeholders and give them an opportunity to shape our priorities for the coming year.

Coming up in 2014-2015

Scrutiny

We will continue to develop our training programme in conjunction with our partners to ensure our volunteers are competent and supported. We plan to undertake a review of residential care homes visiting 30% of them in May and June 2014. We aim to publish the report at our first public Board meeting on the 24th of July. In the autumn, we will

undertake a review of GP practices across Cheshire East. Our aim will be to visit 50% of practices and talk to customers about the service they get from their GP.

We are also working with Mid Cheshire NHS Foundation Trust at Leighton Hospital and Eastern Cheshire NHS Trust at Macclesfield Hospital.

Signposting

We will continue to develop and deliver our current signposting service. We will ensure that it becomes a focus of our community road show messages when we are out at our planned community events.



Our Finances

Our Finances

Table heading showing statement of activities for the year April 2013 - March 2014

	Restricted 2013 £	Total 2013 £
Income		
Contract - Cheshire East Council	177,500	177,500
Total Income	177,500	177,500
Expenditure		
Staffing Costs	88,709	88,709
Travel Costs	6,369	6,369
Board Expenses	2,192	2,192
Youth Projects	3,655	3,655
Marketing and Events	21,975	21,975
Premises	22,238	22,238
Management costs	28,750	28,750
Website/database development	6,262	6,262
Total resources	180,152	180,152
Net income/(expenditure) for the year	-2,652	-2,652
Fund balances brought forward	32,513	32,513
Fund balances carried forward	29,861	29,861

Note. The current contract period for the delivery of the Local Healthwatch Service is 14th January 2014 to 13th January 2015. The balance carried forward is allocated to be spent within the current contract.

As the contract holder the Healthwatch funding is shown within the accounts for CVS Cheshire East. Audited accounts for the period January 2013 - March 2013 can be found on the CVS Cheshire East website. Audited accounts for the period April 2013 - March 2014 will be available shortly. Please contact us if you wish to receive a copy of these.



Healthwatch Cheshire East is incorporated under the Companies Act 2006 as a private company, that the company is limited by guarantee, and the situation of its registered office is in England and Wales.

Company Number 8460850

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