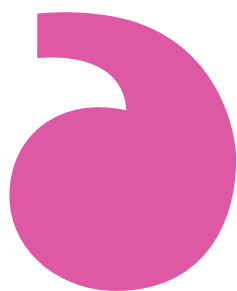


Healthwatch Cheshire East



Annual Report
2014/15





Contents

Contents	3
Note from the Chair	4
About Healthwatch	5
Engaging with people who use health and social care services	6
Raising awareness.....	9
Providing information and signposting for people who use health and social care services	11
Influencing decision makers with evidence from local people.....	13
Putting local people at the heart of improving services.....	14
Impact Stories	16
Our plans for 2015/16	18
Our governance and decision-making	19
Financial information	21
Contact us	22
Get in touch.....	22



Note from the Chair



I am delighted to reflect on our year at Healthwatch Cheshire East. We have really moved forward this year and I have thoroughly enjoyed working with our ever-increasing volunteer team to carry out our Scrutiny work including Care Home visits and Hospital visits.

The report reflects the amount of work

and commitment that has gone into building on the relationships that were formed last year with our strategic partners, commissioners and the public in Cheshire East.

We describe the projects we have worked on this year, and the ways in which we have ensured that people are involved in decision making about health and social care in the region.

We have continued to meet and engage with the community through public events and meetings, with the overall focus on hearing people's stories to ensure that services are improved for all.

I am pleased that our communications have improved this year. Our website continues to be updated with news items and we have concentrated on our social media connections to great effect.

The reports that our teams produce have been modified to reflect our partners' outputs and we share them on our website. Our signposting service has been continually improved throughout the year and we receive several calls a week.

I would like to thank the Board, Staff team and all the Volunteers for their work over the last year. It takes time and commitment to ensure that we move forward to achieve our aim of better health and social care services for all in Cheshire East.

I invite you to read the annual report and if you have any questions or suggestions I welcome the feedback.

Stefan Pyra, Chair

Healthwatch Cheshire East



About Healthwatch

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed within a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put people's experiences at the heart of their strategies.

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 objectives

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

Healthwatch Cheshire East will work with service providers and agencies to unlock the information, knowledge and skills

needed for consumers to make informed choices.

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

Our strategic priorities

During 2014-2105 the priorities for Healthwatch Cheshire East have been:

- To raise the profile of Healthwatch Cheshire East within our community
- To scrutinise local services and capture the views and experiences of health and social care services in the community
- To use the community views to influence changes in services
- To build and strengthen our relationship with our local commissioners, including undertaking a Reflective Audit to guide partnership working
- Undertaking specialist project work based on trends identified including:
 - Think Local Act Personal - Partnership work with Cheshire East Council to gauge whether people have real control over their care and support, so they can live the life they want
 - Supporting the local Mental Health Crisis Care Concordat
 - Carrying out a survey with young people to discover how they were using the school nurses



Engaging with people who use health and social care services

Understanding people's experiences

Our Engagement Team's goal this year has been to increase the number of people we interact with.

Our priority was to speak with seldom heard groups and make sure their voice was represented. At the beginning of the year we analysed the stories gathered so far and undertook a 'gap-analysis' to find out who we hadn't yet spoken to.

Our key target groups for the year were identified as:

- Carers
- Older people
- Young people
- Young mothers

'Seldom heard' is a term used to describe groups who may experience barriers to accessing services or are under-represented in healthcare decision making.

[NHSinvolvement.co.uk](https://nhsinvolvement.co.uk)

We wanted to engage with each group to ensure they were represented with commissioners and to remove barriers they may be facing.

Engagement tactics

During the first part of this year we identified and communicated with associations throughout the region who were working with our target groups.

Introductions and communications led to our engagement team being invited to listen to members of the public and hear their stories. Trends were identified and further work planned.

Although we value everyone's experiences of health and social care in Cheshire East, we have not sought the views of people who work or volunteer in Cheshire East (but do not live in the region) as a specific group. Through some of our work we have spoken to people who do not live in the region but who access services here, but we have not sought out their experiences as a distinct group

Our engagement with each of our priority groups is described in the following section.



Listening to people's experiences

Carers

It's estimated that 1 in 8 people throughout the UK are carers for other people. For some it's a sudden change: someone you love is taken ill or has an accident, your child is born with a disability. For others, caring creeps up unnoticed: your parents can't manage on their own any longer or your partner's health gets gradually worse.

We suspected that Carers would have specific needs when accessing health and social care. When we listened to their stories they identified new work streams for us

Dementia Friends

Listening to carers of people living with dementia led us to become a Dementia Friendly workplace. We have our own Dementia Champion who helps other organisations become dementia friendly.

Autism and Asperger's diagnosis pathway

Listening to parent carers experiences in Cheshire East helped us understand that the diagnosis pathway is confused and very lengthy. We are raising parent concerns with Eastern Cheshire CCG and this will form part of our work for next year.

Older people

Cheshire East has the fastest growing ageing population in the North West, and older peoples' groups are well established in the area.

Healthwatch Cheshire East has attended events specifically targeted at older people throughout this year

We attended 10 events during 2014-2015 targeted at people over 65

Access to their GP was a persistent worry for this demographic. Further investigation into GP Access will be taken forward into next year.

We have spoken to residents in various care homes across the region - engaging with them after we have carried out Enter and View visits.

Young people

We engaged with young people in a number of ways this year.

- For a specific project about school nurses (described in more detail later in the report)
- As part of the Youth Forum
- Enabling Young Advisors
- By providing Dementia Friends sessions

Young Advisors

As a commitment to the engagement of young people in the region, we supported the development of a new Young Advisors programme for Cheshire East. Healthwatch was involved in the selection of the Young Advisors and funded the training programme that has given them the skills to carry out engagement and consultation work. The Young Advisors have supported Health partners to undertake consultation with young people enabling their voice to be heard in the design and delivery of services.

The Young Advisors will be involved in the ongoing mental health work we are carrying out with young people in Cheshire East.

Dementia Friends

Healthwatch Cheshire East sits on the Cheshire East Council Dementia Steering Group and our Dementia Friends Champion has engaged in 11 Dementia Friends awareness events with children and young people, resulting in 307 young people becoming a Dementia friend.

Young mothers

As part of our engagement programme we have developed strong networks with

various groups across the region that assist young mothers. We have also engaged with mothers who live in social housing and young homeless mothers via a refuge.

**It's good to know someone
listened and took action**

Support worker in refuge



Raising awareness

Healthwatch Cheshire East has worked hard this year to improve communication channels.

Social Media Communication

Early on this year we recognised that improving our communication with residents via our digital channels would help us engage with residents beyond our priority groups. We have worked hard to keep our social communications relevant and have used these channels more effectively.

Communication with Cheshire East residents through social media formats has increased for us this year and we describe our achievements below.

Twitter

Our Twitter feed is updated daily listing key events in the region, letting people know where we are and updating followers on national health stories and campaigns. Interaction from our followers has also increased and we are now alerted to local stories through this channel.

Our Twitter followers have increased to 875 this year

Facebook

We have used our Facebook page as a broadcast channel this year, and increased our likes and shares this way. We link to local groups and events, and update people on our activities and those of our partners. Facebook has been an important tool to gauge local interest in national stories too.

Following a post about maternal mental health, we have linked up with local groups and fed their stories and experiences directly to commissioners.

We will be working with these groups again this year.

eBulletin

Our eBulletin has also been revised this year. We received feedback at the end of last year that our communications were not targeted enough and too infrequent.

We revised the format slightly so that the bulletins are focused around themes and aim to send 1-2 per month. Feedback is more positive and recipients are increasing.

868 local people receive our eBulletin

We receive personal accounts of experiences of health and social care via our website and through talking to people in person.

Further updates to our website is a key priority for next year.



Enter & View

Healthwatch Cheshire East has worked with Cheshire East Council to complement their Care Home inspection cycle.

Healthwatch Cheshire East has concentrated on quality of life for care home residents by reviewing social activities on offer and independent living assistance available.

We have completed 52 Enter and View visits to Care Homes this year.

an opportunity to respond, and any response is shared on our website with the report.

We are working closely with Cheshire East Council and Eastern Cheshire and South Cheshire Clinical Commissioning Groups and our work compliments their quality of care assessments.

The team are also completing Enter and View visits to Mid Cheshire Hospital Trust and East Cheshire NHS Hospital Trust. Our findings have led to the Trusts sending us their Improvement Action plans.

Following our visits, we write a report detailing our observations and any recommendations for change, and this is shared with the home. Managers are given





Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Cheshire East runs a signposting service from its offices in Macclesfield.

This includes staffing a telephone service where local people can call and be guided to the best service for them.

When we receive calls, people need the following:

- Information on services available
- Signposting to another organisation that can help
- Advice about how to complain about services received

“I complained that my GP was charging me twice for prescriptions (my two month repeat prescription has recently been reduced to one month) and you have provided me with the guidance that allows for people like me to have no change in their prescriptions.”

Signpost caller

We have enhanced this service by providing a ‘pop-up’ signposting team in healthcare providers across the region,

including doctor’s surgeries and hospitals. We have also ‘popped-up’ in care homes across the region.

The signposting enquiries have been varied, but some trends have emerged.

NHS dentist charges

In December 2014 we had several enquiries about charges for NHS dentists, which resulted in a campaign improving people’s understanding about this.

Social groups for older people

We receive several enquiries a month asking for information about older people’s groups. This has led us to improve our relationships with various community groups to enable us to better signpost these questions.

Groups for carers

We have also gathered a large directory of Carers Groups throughout the region because we receive a high proportion of enquiries about these.

When we are in the Community, our Engagement Team often refer people to groups that will suit them.

68% of information calls were about health services



Signposting directory

We have produced a Signposting Directory, delivered to all Medical Centres, Hospitals, Clinics, Dentists, GP Surgeries, Opticians, Care Homes, Pharmacies and Social Housing schemes in the area. This provided people with information on local health and social care services and has been very well received.

Consultations

We promote local (and national) consultations via our social media and communications channels. This helps local people influence change in the area by getting their voices heard. We are working hard with our partners from local health and social care providers to improve our knowledge of upcoming consultations so that we can enable people to take part.

It's nice to have a number to call - I've been trying to find this out for 3 years!

Caller about dermatology clinics in the region





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Scrutiny reports

Our scrutiny reports have undergone a process of improvement, and have been styled to be similar to the Care Quality Commission reports, with easy to understand ticks and crosses.

Our volunteer team of Authorised Representatives has visited Care Homes and local Hospitals and have highlighted issues that must be improved.

We have:

- Suggested that cleaning rotas in a major A&E setting included replenishing hand sanitizer dispensers
- Insisted that people with mental health problems are treated with dignity and allowed a semi-private waiting area in an A&E setting
- Produced a report suggesting several ways that patient access to a hospital could be improved

We are pleased to say that in each example above, our reports and recommendations were read and taken very seriously.

In each instance the hospital concerned updated their procedures as a direct result of our work.

In the last example, we received a very positive reply, detailing the many ways in which the hospital had improved access. On a follow up visit, we were able to see all the improvements that had been made.

Both Hospitals in our area have asked us to organise their PLACE (Patient Led Assessments of the Care Environment) visits as a result of our scrutiny work, and next year we will expand this with patient experience journeys and pathways.

School nurse survey

Our initial consultation highlighted that young people felt there was a lack of time to see the school nurse and that there was a lack of information as to when they were in school.

Healthwatch Cheshire East wanted to find out more about young people's experiences.

Over three months from June-September 2014, we spoke to over 70 young people about their experiences with their school nursing team and how they thought the service could be improved. We spoke with young people at youth clubs and community events. This included young people across all age ranges and from a mix of schools across Cheshire East.

50% of the young people knew when the Nurse was in school, with 58% having visited the nurse in the last 12 months.



Young people said they valued that their nurse was easy to talk to and kind and that appointments were confidential.

To improve the service young people wanted more sessions with the nurse and more information on how to make appointments. 70% of young people wanted drop in appointments with only 15% wanting a text or email service.

Most young people felt comfortable discussing their issues with the nurse with 82% feeling happy with the outcome of their appointment.

These results have been fed into and influenced the school nursing commissioning process that was undertaken by the Cheshire East Council Public Health department supporting the development of a service that young people want.

Sharing Your Stories

Towards the end 2014-2105 we started to share, on a quarterly basis, the stories we gather from the public with our key commissioners and providers. Over the next year we will be sharing trends with them too and working to track where this information is used in their decision making.

Putting local people at the heart of improving services

At Healthwatch Cheshire East, we try and ensure local people have a say in how local services are run. This year, we have been helping the following groups get their voices heard:

- People with learning disabilities
- Older people and people with dementia

People with learning difficulties

Healthwatch Cheshire East was asked by Cheshire East Council to assist with the organisation of some consultation events to understand how people used their personal budgets.

The council wanted to understand where problems occurred and recommendations for improvement from the people who used the budgets.

We suggested that the opinions and experiences of people with learning difficulties were gathered directly from the people themselves, and not through a carer. We used our connections and invited several groups to attend two events which were facilitated especially for people with learning difficulties.

The events were a great success, and attendance was high, so much so, that we needed to add an extra event. Attendees felt empowered to speak and Cheshire East Council were delighted with the new ideas that were forthcoming.

Next steps - we are having an ongoing conversation with Cheshire East Council about how we can work in partnership to implement actions that will make a difference against the TLAP Making It Real outcomes.

Older people and people with dementia

Healthwatch Cheshire East submitted a response to a Cheshire East Council consultation on the commissioning of residential respite care for older people and older people with dementia.

We raised a number of questions and issues that we felt should be considered when Cheshire East Council was reviewing



the consultation process and the range of opinions.

Questions we asked were as follows:

- How will hospital patients who currently use the services at Hollins View for respite be supported?
- Will carers or family members continue to have access to a range of options in the new service in a way that is appropriate for them?

Our response supported and reflected the strong opinions from the wider community

This led to Cheshire East Council approving the option to continue to provide residential carer respite at Lincoln House and Hollins View up until December 2015 whilst the Council explores options with alternative partners.

Cheshire East Health and Wellbeing Board

A representative from Healthwatch Cheshire East sits on the local Health and Wellbeing Board. This is an opportunity to get local people's voices heard at the heart of decision making. Our representative has been Vice-Chair of the Board this financial year, reflecting the importance of local people's experiences to service providers.

We have helped ensure that local people are heard by the Board by sharing all the stories we hear especially those from people suffering from problems with their mental health.

Working with others to improve local services

We work closely with Cheshire East Council and the Care Quality Commission (CQC) when we undertake Enter & View visits to care homes across the region.

We have reported two care home bad-practice findings to both Cheshire East Quality Assurance team and the CQC. In both cases, the homes were issued with an improvement action plan and the homes have shared their improvement actions with us.

We work closely with our local partners and neither commissioners nor providers have refused us information when requested.

We have not shared reports, recommendations, escalations and intelligence with Healthwatch England although we share intelligence closely with local partners. Working across our network to strengthen our local voice at a national level is part of our plans for next year.



Impact Stories

Case Study One

Congleton War Memorial Hospital



Congleton War Memorial Hospital, NHS Choices

Our volunteer team visited Congleton War Memorial Hospital to carry out an Enter & View inspection. They considered how patients might feel when entering the hospital with particular emphasis on those that might be less able.

The team noticed several areas where the hospital could improve access with particular emphasis on patients who may have difficulty reading the small signs used.

We put together a report detailing our findings and recommendations and are delighted to say that the hospital has responded positively.

I would like to thank you for the obvious time and effort you have put into this visit and putting together the report. It is always extremely helpful to have an independent view of services to confirm where we

are doing well and to identify further areas for improvement. The issues you highlight and the resulting changes we are able to make can only be of benefit to our patients, visitors and staff.

Kath Senior, Director Nursing, Performance and Quality

Our team revisited the hospital a few months after the initial visit and could see all the improvements made.





Case Study Two

Waiting room privacy in A&E departments



Hospital ward, freeimages.co.uk

When a concerned support worker came to us expressing surprise that the young woman she looked after was made to wait in A&E without an offer of a private area, we wanted to know more.

This young lady had anxiety issues compounded by the busy waiting area in A&E. When an enquiry was made, reception staff said that the private waiting area was in use as a consultation room.

We understood that A&E was busy, but was this situation a one-off? We decided to find out.

Volunteers and staff took turns to 'Mystery Shop' the A&E services in the area. Bravely, they decided to take Friday night as a case study.

We found that hospital staff were courteous to everyone. The department was very quiet at the time of the visit and this meant that visitors were seen promptly in most cases.

**A good experience throughout,
very helpful with my small child
- Very approachable staff.**

Patient, A&E Department

Provision was made for people who would not be able to cope with a busy waiting room, although as the Department was quiet at the time of visiting it was difficult to see how this might change when things were busier.

Patients who were interviewed were very happy with the service.

From our work, it seems that our local hospitals have the provision to help people suffering from mental health issues, but sometimes when A&E is busy these things get forgotten.

Local hospitals have agreed to reiterate in staff training the importance of assisting people with mental health issues, even when staff and departments are busy.





Our plans for 2015/16

Opportunities and challenges for the future

Healthcare in the North West of England is at an exciting time. Greater Manchester is the first region in England to get full control of health spending, and our community in Cheshire East use some of those services.

In Cheshire East itself, we represent the voice of local people on two integrated care programmes, Connecting Care and Caring Together and we will work to ensure local people have a voice as the Health and Social care landscape develops and changes.

The population of Cheshire East is changing too. We have more ethnic groups living and working in the area and one of our priorities is to engage with these communities and ensure their voice is heard.

We will build on our work with carers and young people and we are working closely with Clinical Commissioning Groups and Cheshire East Council to improve diagnosis pathways for autistic children and conduct a survey into the mental health of young people.

A national survey conducted by Monitor recently found that 81% of patients are satisfied with their GP practice but around 30% find it difficult to get an appointment in the first place.

Our initial work this financial year in Cheshire East has echoed these findings, with the majority of people we speak being happy with the service they receive at their GP.

However, in the specialist groups we have been speaking to - carers and older people in particular dissatisfaction with accessing their GP is high. We have commissioned research to discover what GP Access means to our Community in Cheshire East.

Above all we are looking forward to another year championing the consumer voice in Cheshire East.





Our governance and decision-making

Our Healthwatch Team

Board Members

The Healthwatch Board comprises local people who have a range of personal and professional experiences in health and care services. The Healthwatch Board works with the staff team to set the vision and workplan ensuring that we carry out activity that is evidence based and utilise the consumer voice.

Board members volunteer around 2 days of time per month to support the delivery of our services. Over the last year the Board carried out a recruitment process to replace board members that stood down last year. They welcomed 5 new board members.

Our current Board Members are:

- Adrian Lindop
- Alison Kaye
- Kate Sibthorp
- Keith Pickton
- Lisa Digby
- Maggie Harwood
- Marion Goddard
- Mike O'Regan
- Nicola Cook
- Paul O'Neill
- Saskia Ritchie
- Stefan Pyra (Chair)

Staff Members

The Healthwatch Cheshire East Board is supported by a small staff team.

Our staff team includes

- Helena Binder, Communications and Engagement
- Julia McCoy, Volunteer and Service Development
- Loreen Chikwira, Community Engagement

Volunteers

The service could not be delivered without the support of our wider volunteer team. Healthwatch Cheshire East currently has 16 volunteers supporting the Scrutiny and signposting service

Directors

Healthwatch Cheshire East is supported by a small group of Directors representing the consortium that currently holds the contract for the delivery of the local Healthwatch service for Cheshire East. This group provides financial, legal and HR support enabling the Healthwatch Board to focus on the operational activities of Healthwatch.

How we involve lay people and volunteers

Our Board and Directors are all volunteers and they direct the work of Healthwatch Cheshire East.

Some of the Board's meetings are in public and questions are submitted by the public and answered at the meeting.



Our scrutiny and signposting work is mainly carried out by our volunteers and they undergo a structured training process. Our Enter & View visits are carried out by our Authorised Representatives who have been trained, assessed and approved to fulfil this role.

All volunteers attend safeguarding and Mental Capacity Act training with Cheshire East Council. They have dementia awareness and stroke awareness training. We match up experienced volunteers with

newer volunteers on visits to ensure full support. Our volunteers also have the opportunity to complete online Care Act training modules and are invited to attend additional training opportunities that meet their skill needs for example report writing or social media training.



Financial information

The table below shows a statement of activities for the Year April 2014 - March 2015

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		176,719
Additional income		0
Total income		176,719

EXPENDITURE		
Office costs		17,272
Staffing and Management costs		126,595
Direct delivery costs		33,377
Total expenditure		177,244
Total		-525
Fund balance brought forward from 13-14		29,862
Fund Balance Carried Forward		29,337

Note. The current contract period for the delivery of the Local Healthwatch service is 14th January 2015 to 13th January 2016. 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 April 2014 - March 2015 will be available shortly. Please contact us if you wish to receive a copy of these.



Contact us

Get in touch

Address: 81 Park Lane

Macclesfield
SK11 6TX

Phone number: 01625 838394

Email: info@healthwatchcheshireeast.co.uk

Website URL: www.healthwatchcheshireeast.co.uk

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright (Healthwatch Cheshire East 2015)
