

**Public Document Pack
SOUTHEND-ON-SEA BOROUGH COUNCIL**

Health & Wellbeing Board

Date: Wednesday, 7th September, 2016

Time: 5.00 pm

Place: Darwin Room - Tickfield

Contact: Robert Harris

Email: committeesection@southend.gov.uk

A G E N D A

1 Apologies for Absence

2 Declarations of Interest

****** For Information Only**

3 Healthwatch Annual Report 2015-16 (Pages 1 - 40)
Report from Mandy O'Callaghan, Southend Healthwatch, attached

4 Summary Testimonials for 60 Minute Mentor Programme (Pages 41 - 42)
Report from Chris Burr attached

****** For Discussion**

5 CQC Outcomes - Southend Hospital (Pages 43 - 54)
PowerPoint presentation from the Chief Executive, Southend Hospital – slides attached

6 Essex Success Regime Briefing
Briefing from Programme Director, Essex Success Regime

****** Programme Governance Board for Southend: A Better Start**

7 A Better Start Governance
Briefing from the Interim Programme Manager for A Better Start

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Southend Health & Wellbeing Board

(Joint) Report of NAME OF DIRECTOR/CHIEF OFFICER
Mandy O'Callaghan, Healthwatch Southend

to
Health & Wellbeing Board

on
26/08/2016

Agenda
Item No.

3

Report prepared by: Leanne Crabb – Senior Officer

For information only	x	For discussion	Approval required	
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Healthwatch Southend Annual Report

Part 1 (Public Agenda Item) / Part 2

1. Purpose of Report

- 1.1. To highlight Healthwatch Southend's key priorities for 2016/17 and to emphasise the important part Healthwatch plays as an independent consumer champion for local residents.

2. Recommendations

- 2.1. None

3. Background & Context

- 3.1. Our annual report is a snapshot of the work we do on behalf of Southend residents with regards to health and social care services. One of our functions is to give advice, information and signposting about health and social care services locally. We are also experts in helping people understand their rights when it comes to their health and social care and provide advocacy for NHS complaints. We use the data we gather to improve local services by influencing the people who make the decisions.

Healthwatch consistently targets hard to reach groups to give them a voice. Our priorities for 2016/17:

- Engagement with Children and Young People
- Access to GP Services
- Domiciliary Care
- Patient Participation Groups
- The Essex Success Regime

We will especially be focusing on ensuring our residents get a chance to participate in the Success Regime’s consultation process.

4. Health & Wellbeing Board Priorities / Added Value

4.1 Ensuring all Southend residents have access to the health and care services they need and working with commissioners to bridge gaps in current services mirrors all three Health & Wellbeing Board Broad Impact Goals and the Nine Strategy Ambitions, especially addressing inequality.

5. Reasons for Recommendations

5.1. N/A

6. Financial / Resource Implications

6.1 N/A

7. Legal Implications

7.1. N/A

8. Equality & Diversity

8.1. N/A

9. Background Papers

9.1. Annual Report 2015/16

10. Appendices

10.1. N/A

HWB Strategy Priorities

Broad Impact Goals – adding value

- a) Increased Physical Activity (prevention)
- b) Increased Aspiration and Opportunity (addressing inequality)
- c) Increased Personal Responsibility and Participation (sustainability)

Ambition 1. A positive start in life	Ambition 2. Promoting healthy lifestyles	Ambition 3. Improving mental wellbeing
<ul style="list-style-type: none"> a) Reduce need for children to be in care b) Narrow the education achievement gap c) Improve education provision for 16-19s d) Better support more young 	<ul style="list-style-type: none"> a) Reduce the use of tobacco b) Encourage use of green spaces and seafront c) Promote healthy weight d) Prevention and support for substance & alcohol misuse 	<ul style="list-style-type: none"> a) A holistic approach to mental and physical wellbeing b) Provide the right support and care at an early stage c) Reduce stigma of mental illness

<ul style="list-style-type: none"> e) carers e) Promote children’s mental wellbeing f) Reduce under-18 conception rates g) Support families with significant social challenges 		<ul style="list-style-type: none"> d) Work to prevent suicide and self-harm e) Support parents postnatal
<p>Ambition 4. A safer population</p> <ul style="list-style-type: none"> a) Safeguard children and vulnerable adults against neglect and abuse b) Support the Domestic Abuse Strategy Group in their work c) Work to prevent unintentional injuries among under 15s 	<p>Ambition 5. Living independently</p> <ul style="list-style-type: none"> a) Promote personalised budgets b) Enable supported community living c) People feel informed and empowered in their own care d) Reablement where possible e) People feel supported to live independently for longer 	<p>Ambition 6. Active and healthy ageing</p> <ul style="list-style-type: none"> a) Join up health & social care services b) Reduce isolation of older people c) Physical & mental wellbeing d) Support those with long term conditions e) Empower people to be more in control of their care
<p>Ambition 7. Protecting health</p> <ul style="list-style-type: none"> a) Increase access to health screening b) Increase offer of immunisations c) Infection control to remain a priority for all care providers d) Severe weather plans in place e) Improve food hygiene in the Borough 	<p>Ambition 8. Housing</p> <ul style="list-style-type: none"> a) Work together to; <ul style="list-style-type: none"> o Tackle homelessness o Deliver health, care & housing in a more joined up way b) Adequate affordable housing c) Adequate specialist housing d) Understand condition and distribution of private sector housing stock, to better focus resources 	<p>Ambition 9. Maximising opportunity</p> <ul style="list-style-type: none"> a) Have a joined up view of Southend’s health and care needs b) Work together to commission services more effectively c) Tackle health inequality (including improved access to services) d) Promote opportunities to thrive; Education, Employment

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**Healthwatch
Southend**

Annual Report 2015/16

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Message from our Outgoing and Incoming Chair

Maureen Longley - Outgoing Chair

2015/16 has seen many successes for Healthwatch Southend. Our progress in collecting the views and lived experience of local people and advocating for this knowledge to be placed at the centre of service commissioning and design has taken us to a wide set of venues and allowed us to talk to a diverse mix of local people.

2015/16 saw us further strengthen our place in the local community, organising public events on issues including the future of local walk-in primary care services, cancer care and GP access for children in Southend.

We also worked hard to build our partnership links, working with services such as childrens centres and organisations such as Little Heroes to gain insight into local people's experience of health and social care.

“We also worked hard to build our partnership links”

The year began with changes to the Healthwatch team, allowing us to recruit a new engagement officer. The role offered us a member of staff whose work and skills were focused specifically on engaging with and learning from the experiences of local people.

By focusing our work in the community, we have further built on our achievements since 2013, and worked hard to make sure that what we have learned is heard by local

decision makers through our seat on the Southend Health and Wellbeing Board and Scrutiny Committee.

2016/17 will see further changes as Family Action have been commissioned to take on the contract until the end of September when it is expected that a new contract will be available for tender. My fellow Board members and I wish them and their successors every success in continuing to deliver this valuable local service.

Caroline Southgate - Incoming Chair

The Essex Success Regime is going to be bringing some big changes to the way our health services work in Southend, so it is more important than ever that we make sure the local residents' voices are heard.

We will continue to ensure the harder to reach members of our community are listened to as we work towards our priorities listed on page 27.

We thank SAVS for the excellent way they have run Healthwatch Southend for the last three years and look forward to working with Family Action and keeping the good work going.

The year at a glance

This year we've reached
8,684
people on
social
media



Our volunteers help us with
everything
from admin
to events



Our reports have tackled
issues ranging from cancer to
the NHS 111 service



We've met hundreds of local
people at
community
events



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

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

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

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

Our mission is:

- To work collaboratively with everyone in Southend to improve the quality of local health and social care services.
- To provide an effective and efficient Healthwatch service.
- To facilitate consumer engagement and involvement.
- To effectively represent local people.
- To effectively engage with regulators, commissioners and health care providers.
- To provide a comprehensive advice, information and signposting service.
- To provide an independent NHS complaints advocacy service.
- To provide evidence based feedback.

Our priorities

Our priorities for 2015/2016 were:

- Engagement with Children and Young People
- Public Engagement and Involvement
- Enter and View
- Domiciliary Care
- Cancer Services
- Development of services for people with Autism/Aspergers

In order to realise our strategic priorities it was important for us to build the capacity of the Healthwatch Southend team for the specific tasks and objectives these priorities demanded.

We appointed a new, dedicated engagement officer in the summer of 2015, increasing our engagement capacity and also conducted a volunteer recruitment drive, maximising the value of these volunteers through a training programme delivered in the autumn of 2015.

The Healthwatch Southend team have robust data recording processes in place to accurately and quickly identify issues, trends and gaps and regularly communicate these with commissioners and providers in the health and social care system.

Our engagement with residents who contacted us for advice, information and signposting enabled us to record a range of consented data for monitoring purposes, which served to underpin our understanding of the key issues and concerns on which Southend residents needed either advice, action or a combination of both.

We gathered an extensive range of data and together, with information received from 'Speakout' forms completed by the public online and at events, several key issues were highlighted. In response to the issues we identified, Healthwatch Southend shaped our engagement work for the year.

The information gathered from multiple sources was compelling and identified significant areas of concern relating to health and social care services in the borough, which led to the development of four key public engagement events developed and hosted by Healthwatch Southend:

- Primary Care Services for children (June 2015)
- St Lukes Walk-In Centre (August 2015)
- Cancer Cafe (September 2015)
- Speak Out about Cancer Care in Southend (February 2016)

These events were supported by a diversity of stakeholder groups which were brought together to engage with, assess and collaboratively navigate a way forward with the issues raised.

Black and minority ethnic (BME) engagement is an embedded strand of all the work we carry out and throughout the year we have also identified existing services, community groups and events that we could engage with to gain an insight into the views and lived experiences of BME residents and to promote the services we offer and raise the profile of the work we do.

83.35% of those accessing our Advice, Information and Signposting service provided their ethnic origin and of those 13.41% were recorded as BME service users. Southend is a borough of significant diversity and we will continue to develop our work to improve accessibility to our services and support for minority groups in 2016/2017.

In 2015/16, we identified it as a priority for our Engagement Officer to further develop our team of volunteers and to develop a programme of Enter and View visits, informed by the information we gathered from our services and outreach work. We completed further recruitment of volunteers and their training in the Autumn of 2015. In our planning for 2015/2016 we were keen to improve our

knowledge about local peoples' lived experience of cancer care in Southend. We attended events which were specifically targeted at engagement with people who had received cancer care in

the Borough and also convened two public engagement events to gather local peoples' views. We report on our progress in this area later in this report.

Our current Healthwatch Team (from left to right):, Leanne Crabb, Louise Christie, Katherine Burrows. We are also supported by Mandy O'Calaghan and Jan Symmonds from Family Action.



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Southend is committed to capturing, involving, evidencing and representing the views and lived experience of all residents across the borough.

During 2015/16 we promoted our services to a broad range of audiences including local residents, hard to reach groups, third sector organisations and health and social care providers, commissioners and regulators, and have continued to build the number of groups, events and meetings we attend. Working in partnership with Southend Borough Council, we have established a weekly presence in the highstreet at the Victoria Shopping Centre Hub and this has further widened our reach and presence in the community.

What we've learnt from visiting services

We maintain a database of this activity and consolidate our contact with these groups and individuals through repeat communications to build meaningful relationships with existing and new audiences.

We're particularly proud of our success this year in building our supporter numbers, and our social media presence. Following a focus on social media, the year saw our number of twitter followers doubling from around 700 at the start of the year to 1400 at year end. We maintain and support this presence

through regular messages on social media, our E-bulletin and web communications. Our E-Bulletin is published monthly on our website, automatically emailed to registered supporters and posted to those who do not have access to a computer.

The monthly E-bulletin provides a comprehensive overview of activities Healthwatch Southend are engaged in and informative pieces around current and potential local and national health and social care issues. The E-bulletin, our website and our other social media platforms consistently and systematically invite our stakeholders to get involved with our events and surveys as well as encouraging feedback about their experiences of any aspect of the health and social care services they access.

We also welcome opinion about the services we provide. We evaluate this information, learn and respond. Where necessary we make changes and improvements to our services and



processes.

Healthwatch Southend has continued to develop its event programme around

those issues and concerns that have been raised by the public via our services, engagement activities and completed 'Speakout' forms.

In 2015/2016 we have organised and convened four key events which have all been developed for the purpose of involving the general public, service users, carers, patients and families in the design and commissioning of local health and social care services.

These events were well attended and brought these stakeholder groups together with service providers, healthcare professionals and commissioners for questions to be asked, views to be heard and a greater understanding of the challenges and potential outcomes for all concerned.

“38.4% of people contacting us for advice and information were enquiring about access to GPs and Dental services”

Louise Christie, Information and Advice Worker, Healthwatch Southend

Reflecting our experience in 2013/14 and 2014/15, Access to GP services continued to be the number one issue that we were contacted about during 2015/16.

During the year, 172 local people contacted our information and advice service about access to GP services, and we also focused our work on gaining insight from seldom heard groups on the subject.

Summer 2015 saw us focus on gaining insight into the experience of children under six years old and their parents in accessing primary care services.

In partnership with Healthwatch England, we held a focus group in June attended by local parents and their children, representatives from Healthwatch Southend and Healthwatch England and Southend Clinical Commissioning Group's Commissioner for Children's Services.

Learning from the event was not only shared locally, but was also included in a national report by Healthwatch England on primary care access.

“The event was really interesting. It was good to have the chance to tell people about my experience of receiving treatment for cancer”

Southend Resident - Cancer Care Event
February 2016

Having identified access to GP services for residents of care homes as a particular issue during 2015/16, we were pleased to welcome the commissioning of a new GP service in Southend to provide GP services specifically for this patient group. Working closely with NHS Southend Clinical Commissioning Group (CCG), NHS England, Southend Borough Council and providers of care home services locally, we were part of the working group who assisted in developing the specification of the service, and assessed the bids of providers wishing to deliver it.

We were also pleased to build on our success in 2014/15 in improving access to Healthchecks for people with Learning Disabilities. 2015/16 saw us working with NHS England as part of a working group to ensure that every eligible person with a learning disability in the East of England will have access to a health check in 2016/17. Locally, we've been happy to see that NHS Southend CCG has continued to prioritise this issue and have collaborated with them through a working group to ensure that access to Learning Disability Healthchecks in Southend is maximised.

13% of people contacting Healthwatch Southend for advice are 65 and over

38% of this group are 80 and over

Healthwatch Southend has consistently targeted groups that support older people throughout the borough to promote our services and ensure involvement of this user group. We have made good links with associated agencies and charities.

Engagement with local people to facilitate and promote their involvement in the commissioning, provision and scrutiny of health and social care services is a statutory function of local Healthwatch.

Through our regular public events, paper and web consultations, information and advice service and our work with partners and forums such as the Southend Public Participation Group Forum, we gain significant insight into the lived

experience of local people. Through our work with commissioners and our seat at the Southend Health and Wellbeing Board, we consistently work to advocate for the lived experience of local people being placed at the centre of the planning, delivery and scrutiny of health and social care services in the Borough.

Understanding the experiences of young people under 21

A priority for Healthwatch Southend in 2015/2016 was improved engagement with and the involvement of children and young people in the design and commissioning processes of the health and social care services they access in Southend.

We were lucky to welcome Dan Turpin to the team for the period of April to September 2016, taking up the role of part time Engagement Officer focusing specifically on Children and Young People.

Using his expertise, we developed a Teachers Resource Pack in partnership with the Southend Healthy Schools Network, to encourage young people to talk about their experiences and share their views of local health and social care services.

To understand the experiences of younger children and their parents in accessing GP services, we held a focus group in June in partnership with Healthwatch England. The event was attended by local parents and their children, representatives from Healthwatch Southend and Healthwatch England and Southend Clinical Commissioning Group's Commissioner for

Childrens' Services. Learning from the event was both shared locally, and also included in a national report by Healthwatch England on primary care access.

We also focused our work on gaining insight into the views and experiences of people up to the age of 21 by engaging with South Essex College, attending their freshers fair to promote our services and gain the views and experiences of college age students. To assist in this work, we were fortunate to recruit a new volunteer, Connor, who had graduated from University himself during the summer of 2015. The event was also attended by our Information and Advice Officer, Louise, who was able to assist a number of students in registering with their local GP.

Involving disadvantaged and vulnerable people

Following Healthwatch Southend's Public Event and work focusing on the availability of local services for people with Autism and Asperger's during 2014/15, this remained a priority for us during 2015/16.

We're pleased to report that we were invited to sit on the Southend Autism Partnership Board, and have used this position to scrutinise and challenge the work being undertaken to improve services in the Borough.

In addition to this, in late 2015 we engaged with "Little Heroes", a support group for children who have been diagnosed or are going through the process of being diagnosed with Autism Spectrum Disorder, and their parents.

Through this work we gained a real insight into the difficulties in getting a diagnosis, both due to challenges in getting a referral for diagnosis and the length of time it then takes to get a diagnosis. We used this information to challenge commissioners and providers about waiting times through the Autism Partnership Board, and also fed our concerns to local and national commissioners and regulators.

Through our work with Little Heroes we were also able to work on behalf of a parent who had particular problems in securing an appointment for her child at the Lighthouse Centre in Southend. We were able to identify a breakdown in communication due to a change of professionals within the service, and secure a next appointment within a fortnight of our first conversation. Prior to our intervention, the next appointment had not been scheduled until five months after that.

During the year we also identified local people who have been diagnosed with HIV as a group whose experiences and views are seldom heard.

Working in partnership with the Terrence Higgins Trust we collected the experiences of a range of local people, detailing some concerning treatment which suggested a lack of knowledge and possible fear about treating people with HIV amongst some health professionals.

In addition to sharing these stories with NHS Southend CCG, we were also pleased to be able to work with the General Medical Council (GMC) to share these stories with them. These stories will be used by the GMC as part of a national

training course on the subject for doctors in the future.

Gathering the views of people from a BME background including those who have recently arrived in the country has been a priority for us in 2015/16.

Working with Mind, we gathered views from members of their BME Mens and BME Womens groups about mental health services in Southend.

We also engaged with Blenheim Childrens Centre. The Centre were very helpful and put us in touch with their “Welcome to the UK” group. This group offers support to people who have arrived in the country in the last six months, and provided particular insight into the difficulties for newly arrived mothers seeking to access maternity services and health visitors.

By working with this group we identified an opportunity for members of the group to volunteer as translators at Southend Hospital, and have worked in partnership with the maternity ward to progress this.

Through Streets ahead, we were able to identify a Romany Group who meet regularly at Trinity Church. Our early work with them has offered the opportunity to ensure that they have the information they need to navigate the health and social care system, and we intend to work further with them in 2016/17 to gain insight into their lived experience and views about local services.

Giving people advice and information



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

At Healthwatch Southend our Advice, Information and Signposting service has continued to see an increase in the numbers of people requiring support to navigate the health and social care system in Southend. Our trained advisors (via our Citizens Advice Bureau Partnership) have supported 523 people in 2015/2016 to access the services they needed.

Our advice and advocacy team work together closely and are committed to ensuring that every client is provided with the information needed to meet their required individual outcomes.

“You were very helpful and supporting to my friend when we called at your offices without prior notice ... I write to thank you and to let you know that you did support a person in real need with clear signposting.”

Email from Member of the Public, February 2016

It can be difficult to know where to turn when you need help from health or social care services. Our Advice, Information and Signposting service assists with local people's questions about services and their availability, helps individuals to navigate the health and social care system, helps them access the services they need and empowers people as

consumers with information on their rights and options.

The following case provides an example of how we can help people to access services and take more control of their own health and social care.

We were contacted by colleagues in the SAVS Turning Tides team, who had been approached by a couple who were having trouble organising passenger transport for a visit to a London Hospital for treatment.

Mr and Mrs Y were still in the building, so one of the team went downstairs to speak to them. The couple explained that Mrs Y was due to go to a London Hospital in the near future for surgery, and had been told that whilst she was eligible for patient transport, her husband could not travel with her and would have to make his own way to the hospital.

Mrs Y was distressed by this, and felt that without her husband with her she would not be able to make the journey due to anxiety. In addition to this, her husband had recently been unwell himself, and would struggle to make the journey without the assistance of the Passenger Transport Service.

Healthwatch Southend made contact with the Passenger Transport team at the Hospital but were unable to sway the opinion of the person they spoke to, who maintained that only Mrs Y was entitled to transport, in spite of the fact that Mr Y had been able to travel with her to the hospital on a number of previous occasions.

It became clear that we might have more success by talking to someone at the Hospital who understood more about Mrs Y's individual case, so we made contact directly with the surgical team who were going to carry out the procedure. The surgical team immediately understood the situation, and took up the case with the Passenger Transport Team.

Happily, it was agreed that not only would Mr Y be allowed to accompany his wife on this occasion, it would also be added to Mrs Y's notes that this should be the case for any future appointments she has at the hospital.

- 83 clients assisted with a signposting request
- 76 clients assisted to register with a new dental practice
- 86 clients referred to a health complaint advocate
- 41 contacts made to us from health and care professionals asking for information on local services

100% of respondents to our Information and Advice Service survey 2015/2016 found our advice service either helpful or very helpful.

Key Outcomes for our Advice, Information and Signposting service

- 540 clients given the information/advice required at the first contact
- 37 clients linked in with a relevant voluntary/ third sector groups
- 152 clients assisted to register with a new GP practice
- 101 clients made aware of rights and options for making a health and/or social care complaint

How we have made a difference



Our reports and recommendations

All reports we produce are circulated to our supporters, Healthwatch England, NHS England, NHS Southend CCG, Southend Borough Council, The Care Quality Commission and The Southend Health and Wellbeing Board as well as being publicly available on the 'reports' page of our website. We request and welcome feedback on any aspect of the reporting content.

In 2015/2016 we have produced detailed reports following our four key events during the year. These were:

- Primary Care Services for children (June 2015)
- St Lukes Walk-In Centre (August 2015)
- Cancer Cafe (September 2015)
- Speak Out about Cancer Care in Southend (February 2016)

The learning from our Primary Care Services for Children report had an impact not only locally, being shared with partners including NHS Southend CCG and NHS England, but also nationally, being included in a national report on Primary Care access released by Healthwatch England.

Following our event on the Future of the St Lukes Walk in Centre, we were pleased to note that the minutes of the question and answer session between local people and senior leaders from the CCG was included in the report on the subject which was sent to the CCG's governing board in the autumn of 2015, ensuring that local people's views and lived experience formed a key element of the information on which the decision was made.

Our learning from our Cancer Cafe event in September 2015 was communicated to the very top of both NHS Southend CCG and Southend University Hospital NHS Foundation Trust. Following our publication of a report on the event, in addition to distribution to all local and national partners, we sent personal copies to the Chief Officers of both the hospital and the CCG.

Both were very receptive and helpful in supporting the organisation of our Speak Out About Cancer Care in Southend Event in February 2016, which featured a presentation from the lead Oncology Nurse from the Hospital, and attendance and representation from the CCG Board.

We were also pleased to build on our success in 2014/15 in improving access to Healthchecks for people with Learning Disabilities.

2015/16 saw us working with NHS England as part of a working group to ensure that every eligible person with a learning disability in the East of England will have access to a health check in 2016/17. Locally, we've been happy to see that NHS Southend CCG has continued to prioritise this issue, and have collaborated with them through a working group to ensure that access to Learning Disability Healthchecks in Southend is maximised.

Putting local people at the heart of improving services

The purpose of all the events we organise is to bring commissioners, service providers and decision makers together with service users and local people.

We are pleased to report that our events have been well attended by all these stakeholder groups. Patients, their families and local people, Healthwatch Southend supporters and volunteers were able to voice their experiences and views to decision makers in an environment of listening, learning and collaboration. Their involvement and influence in the development and provision of services can be seen in our reports.

As previously noted a copy of all our reports is forwarded to Southend's Health and Wellbeing Board (HWB) at which Healthwatch Southend's Manager has a seat.

Through our public engagement feedback, consultation events, requests and report recommendations we collect a body of evidence which we can take to the HWB with the aim of influencing the decision making process.

Healthwatch Southend has been part of the Senior Leaders Group for the Essex Success Reime, consistently advocating for local people's lived experience to be placed at the centre of decisions about service design and change.

Working with others to improve local services

The success and outcomes of the events we have organised have only been realised as a result of the collaborative approach we have enjoyed with service providers and commissioners.

We have been encouraged by their willingness to engage with Healthwatch Southend and the general public in a setting of transparency, understanding and empathy. This can be demonstrated

in the reports we have produced and we believe that these relationships will only grow stronger and even more productive as 2016/2017 progresses.



Louise at South Essex College Freshers Fair September 2015

We have experienced a good level of response to our requests for information from specific providers and commissioners and all of our requests for information have received prompt replies.

The number of followers of Healthwatch Southend on Twitter doubled during 2015/16

We are in regular contact with the Care Quality Commission (CQC) to alert them to any trends and concerns that we identify, and we provide them with copies of all our reports that we publish.

Our work in focus



Our work in focus: Combining Engagement with Information and Advice

As part of our public engagement work we spend some time each month going out to groups and speaking to them about the services we offer and listen to what they have to say about the health and social care services in Southend.

6.5% of people who contacted Healthwatch Southend in 2015/16 were seeking advice about Hospital services

In September 2015 Leanne Crabb, our Engagement Officer, went along to a Residents Association meeting to help promote Healthwatch Southend and to find out if they had any concerns about local services.

During a break in the meeting she was approached by Mrs X who explained she had been waiting for quite some time (since 2014) for a hip operation that both her doctor and Southend Hospital agreed she urgently needed.

Mrs X explained that there had been setbacks since 2014 to her having the operation due to various reasons such as infection. She'd had three pre-operation assessments, the last one in July 2015. She was advised then that the operation would be going ahead this time and she would shortly receive a date for it.

When we met her in September 2015 Mrs X had, earlier that week, contacted the

Orthopaedics Department and was advised they had no record of her July pre-operation assessment, had nothing showing in her medical notes since March 2015 and that she wasn't on their waiting list for a hip replacement.

Leanne took contact details for Mrs X and the following day passed them onto our Information and Advice Officer, Louise Christie, who after checking with Mrs X that she was happy for us to act on her behalf, contacted Southend Hospital and outlined the situation. The hospital took all the details and said they would investigate.

A short time later that day Mrs X called Louise to say that straight after Louise's call to them, the hospital had contacted Mrs X and offered her an appointment for a hip operation in less than two weeks' time.

Southend Hospital also apologised to her and explained it was a communication issue at the hospital which had caused her to not be on the waiting list.

Mrs X was delighted with this outcome.

We were pleased to see evidence that by coordinating our engagement and advice services we are able to have a significant positive impact on the lives of local residents.



Leanne at an engagement event

Mrs X Wrote to us:

Dear Leanne and Louise, once again I would like to thank you both for being such a great help to me and liaising with the Orthopaedic Admissions Department at Southend Hospital with such a successful outcome.

Within half an hour of your call to me on Friday 11th Sept I was contacted by the Hospital Department and offered an admission for hip replacement surgery at 12:00 noon on Friday 25th September 2015. Only four days before I was told by the same department I was not even on the waiting list even though I had my 3rd pre assessment on July 7th. Those results appear to be lost somewhere in the system.

You really made a huge difference!

Yours sincerely Mrs X

Our work in focus: Advocacy Support Leading to Client Empowerment

Our Advocacy Workers at Healthwatch Southend (partnership with BATIAS) are here to support the client with any aspect of the NHS complaint process that they require.

However, despite advocacy support being available, 10 patients who met with our advocates who explained the process and agreed advocacy support, decided not to proceed with the complaint. Some did not give reasons but others felt it would not make any difference; it would be too time consuming or that they felt too ill at this stage to start the complaint process off.

1 client decided to proceed via clinical negligence route rather than the NHS complaints procedure as they felt that this enable them to achieve their desired outcome.

6 clients escalated their health complaint to the Parliamentary and Health Service Ombudsman (PHSO) as they were not happy with the outcome from the first stage (local resolution).

The following case study demonstrates the outcomes and impact that can result from advocacy support for patients and providers.

Patient X had an eye procedure carried out at Southend Hospital which was not successful. They wanted an explanation why the procedure had failed and why they had not been offered a follow up appointment to monitor their eye health. The patient also wanted to complain about the length of the waiting times at the clinic; on one occasion they waited for six hours to be seen.



Patient X asked Healthwatch Southend to support them in making a formal complaint. The advocate helped patient X to write a letter outlining their concerns, specifically:

- Why the procedure had been unsuccessful?
- If there was any further treatment which may result in an improvement of the

condition?

- Why they had not been offered a follow up appointment?
- Why they waited for six hours to be seen on one occasion?

Patient X received a response from the hospital explaining that there had been unforeseen complications during the procedure, which although rare, were more common in patients with a particular condition. They reassured patient X that the correct action was taken immediately and nothing else could have been done to prevent the unfortunate outcome.

Patient X also received an apology for the lengthy wait during an outpatient visit and the hospital explained that they are currently recruiting more staff in an attempt to rectify the problem.

Patient X was invited to attend a review meeting with a consultant to discuss their condition and further treatment and asked their advocate to go along with them for support and to ensure their concerns were communicated successfully and all their questions answered.

Outcome from the review meeting:

As a result of the meeting, patient X was reassured that they would receive on-going treatment and regular check ups, they were given adequate time to discuss what happened during the procedure and why it was unsuccessful. The patient was very grateful that an advocate had been able to support them during the meeting.

Patient X reported that they felt satisfied that all their concerns had been addressed and reassured that they would be well looked after in the future.

Key Outcomes for our Complaints Advocacy Service

- 25 Active cases from 2013/14 period
- 71 Referrals for advocacy support
- 82 Cases closed
- 58 Self-help packs sent out
- 328 Advocacy page website views
- 46 Clients empowered

Our plans for next year



Future priorities

Healthwatch Southend Priorities 2016/2017

- **Engagement with Children and Young People**
- **The Essex Success Regime**
- **Access to GP Services**
- **Domiciliary Care**
- **Patient Participation Groups**

Opportunities and challenges for the future

The Success Regime which is in its very early stages will bring many changes over time to the health services in Southend.

As an organisation based on being the voice of the people, it is important that we make engagement around that topic one of our key priorities for the next few years.

We want to keep residents informed throughout the process, and give people a chance to give their views.

Children and Young People are also a priority to us and our new providers, Family Action, will be key in helping us reach out to the younger members of our community.

We know from the calls we receive that getting to see a GP can be difficult at times so we will continue to work with

local commissioners and pass onto them any issues, trends and gaps in our services.

Domiciliary Care is an important issue for Southend, especially with our aging population. We will be responsive to any concerns raised with us and will strengthen our engagement with Southend Borough Council to ensure they are getting feedback from our residents.

Patient Participation Groups in GP surgeries are a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems.

All surgeries should be making every attempt to establish a PPG, and in Southend the majority of our practices do have one. Our goal is to work with the practices who don't have a PPG to try and ensure that their patients do have representation.

Healthwatch Southend will be facilitating a Forum made up of representatives from all the Southend Patient Participation Groups.

Our people





Decision making

Our 2015/16 board

Maureen Longley (Chair)

Janice Price

Aline Clayson

Michelle Hill

Caroline Southgate

Chris Gasper

Healthwatch Southend Advisory Board brings a broad background of experience and expertise which includes local government commissioning and an in-depth knowledge of the voluntary and healthcare sectors. As volunteers, they make an invaluable contribution to the direction and efficacy of our local Healthwatch.

The Advisory Board meets quarterly in public to review activities in accordance with operational and strategic planning as well as ensuring that our statutory obligations are at the forefront of the work we undertake. The board also evaluates and offers advice regarding Healthwatch Southend's annual priorities. Members of the Healthwatch Southend team regularly attend board meetings to update and discuss key projects and concerns raised by the public through our engagement activities. Additionally, an overview of the work of the team is presented by the manager to the board.

How we involve lay people and volunteers

We were pleased to begin the practice of holding Advisory Board meetings in public during 2015/16, offering anyone who wishes to attend the opportunity to scrutinise our work, and offer feedback and comment through the "questions from the public" agenda item that we have during each meeting.

All those volunteers recruited for specific roles at Healthwatch Southend undertake an induction programme which covers the aims, objectives, duties and the role of Healthwatch whilst also covering any respective policies. Training is offered as the role requires and specifies.

We look forward to expanding our volunteering team across all our activities in 2016/2017 and we will be promoting opportunities via our website throughout the year.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		190,000.00
Additional income (refund)		(47,000.00)
Total income		143,000.00
EXPENDITURE		
Operational costs		77,568.93
Staffing costs		84,156.11
Office costs		21,855.90
Total expenditure		183,580.94
Balance brought forward		47,204.28

Accounts information provided by SAVS

Contact us



Address:

Healthwatch Southend
SAVS Centre
29-31 Alexandra Street
Southend-On-Sea
Essex, SS1 1BW
Phone number: 01702 356066
Email: info@healthwatchsouthend.co.uk
Website: www.healthwatchsouthend.co.uk

Healthwatch Southend is delivered in partnership with:

Family Action

24 Angel Gate
City Road
London, EC1V 2PT
Registered charity number: 264713



BATIAS

The Beehive Resource Centre
West Street
Grays, Essex
RM17 6XP
Registered charity number: 1016226

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Southend Clinical Commissioning Group, Southend People Scrutiny Committee, and Southend Borough Council.

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.

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To date the 60 Minute Mentor programme has hosted sessions in seven schools, one college and the Southend Job Centre Plus. Five of these schools have had multiple sessions and the programme is continuing to expand into two new primary schools in the next academic year. Regular sessions are planned in Earls Hall Primary School, Eastwood Junior School, South Essex College and St Nicholas School (tbc) from September onwards.

Students have shown to really engage with the programme, 93% of students which have completed our session surveys said that they would attend another session and 81% of students said they enjoyed the sessions. This level of satisfaction is likely down to the quality of mentors recruited with 81% of students ranking the speaker a 4 or 5 out of a possible 5 (1 being poor and 5 being excellent). The following statements from teachers and students highlight student engagement and school satisfaction.

Ally Thomas – SEEC Head of Travel and Tourism Teacher “The students loved this session. The talk was so informative and inspiring showing the students that they could start their own business with hard work and motivation. They loved doing the scenario on the leaking roof that actually happened at the guest house”.

Ally Thomas – SEEC Head of Travel and Tourism Teacher “This session was brilliant. Feedback from the students was great and some of them now really see their local town in a different light. Scott was very professional and gave the students an insight into different jobs that they maybe hadn’t previously considered.”

Nick Dunn– Eastwood Academy Teacher “Thank you for organising today and please pass on my thanks to the M&S team. I found the presentation very informative and I’m sure it had the Year 10 audience thinking about their futures. I would be great if you could let me know the feedback you received today and I would also really like to get more involved with M&S for future projects between us “.

St Bernards Student “The presentation had interesting facts about Southend I didn’t previously know and it has increased my interest to stay and work in Southend”.

South Essex College ICT & Gaming Student “It was good to hear about apprenticeships in detail and it is nice to know other options besides university”.

The programme has successfully recruited 28 mentors to date from the local business community. All mentors have enjoyed helping the programme with 13 mentors keen to complete multiple sessions. The following quotes highlight what mentors can gain from the experience including; employers gaining a better understanding of the next working generation or a way to give back to the community.

Garry Lowen – Gleneagles Guesthouse “60 MM has enabled me to understand the aspiration of students today which is key for me as an employer to understand. I hope I have showed students that if you work hard and take risks then you can achieve your dreams”.

Luke Stillwell – 07Heaven “being able to assist young children in anyway during a difficult time where a lot of pressure is placed on them on important decisions. For the students, I hope, it gives them an honest insight to a different journey to reaching the goals that I have set out. Think them getting as many different perspectives will help them make informed decisions for themselves that hopefully will help them in the workplace and outside”.

Natalie Scarsbrook- Blatella Films “It was a real pleasure, I’m glad that you and the students enjoyed it. They were asking some great questions and it was brilliant that the teachers were getting involved as well”.

Pierre Craddock – Country Wide “Thank you for the opportunity to present to your candidates yesterday. I hope that it was well received and that hopefully we can do it again. I certainly valued the experience and hope would welcome an invitation again to present to more applicants and candidates that you feel may benefit from the presentation”.

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Outcome to the CQC in January 2016

Sue Hardy – Chief Executive
7 September 2016



Introduction

- CQC planned inspection January 2016
- Prompt response to immediate issues raised, although there were conflicting responses from regulatory bodies
- Many individual areas reviewed received good ratings and no areas rated inadequate
- The compassionate attitude of staff was recognised and we were aware of where we needed to improve



Our rating – ‘Requires Improvement’

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent & emergency services	Good	Good	Good	Good	Outstanding	Good
Medical care	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement
Surgery	Good	Good	Good	Requires improvement	Good	Good
Critical care	Requires improvement	Good	Good	Good	Good	Good
Maternity & Gynaecology	Requires improvement	Good	Good	Good	Good	Good
Children & young people	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
End of life care	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Outpatients & Diagnostic Imaging	Requires improvement	Inspected but not rated ¹	Good	Requires improvement	Requires improvement	Requires improvement
Overall	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement

Positive highlights from the formal report

- The Emergency Department was rated Outstanding in the 'Well Led' domain.
- Stroke service patient outcomes receiving highest SSNAP rating
- MSK ERAN team
- Calls for Concern service
- Radiology learning tool
- Mystery Shopper scheme
- Safe@Southend
- High compliance rates for cleaning of high risk equipment by nurses and technicians



Positive highlights from the formal report

- Across the trust, staff went the extra mile for patients and demonstrated caring and compassionate attitudes.



Summary of actions in the formal report

- 5 requirement notices:
 - Regulation 12 - safe care and treatment – actions completed
 - Regulation 16 - Premises and equipment – actions on track
 - Regulation 17 - Good Governance – actions on track
 - Regulation 18 (1) – Staffing – actions on track
 - Regulation 20 – Duty of Candour – actions completed
- 31 MUST do actions
- 30 SHOULD do actions



Key actions arising from the formal report

- Staffing ratios
- Mortuary facilities and equipment
- Duty of candour regulations
- Elective surgical cancellations and processes
- Backlog of patients waiting for follow up appointments
- Medication storage and monitoring
- Learning from incidents
- Safeguarding training
- Documentation in patient records

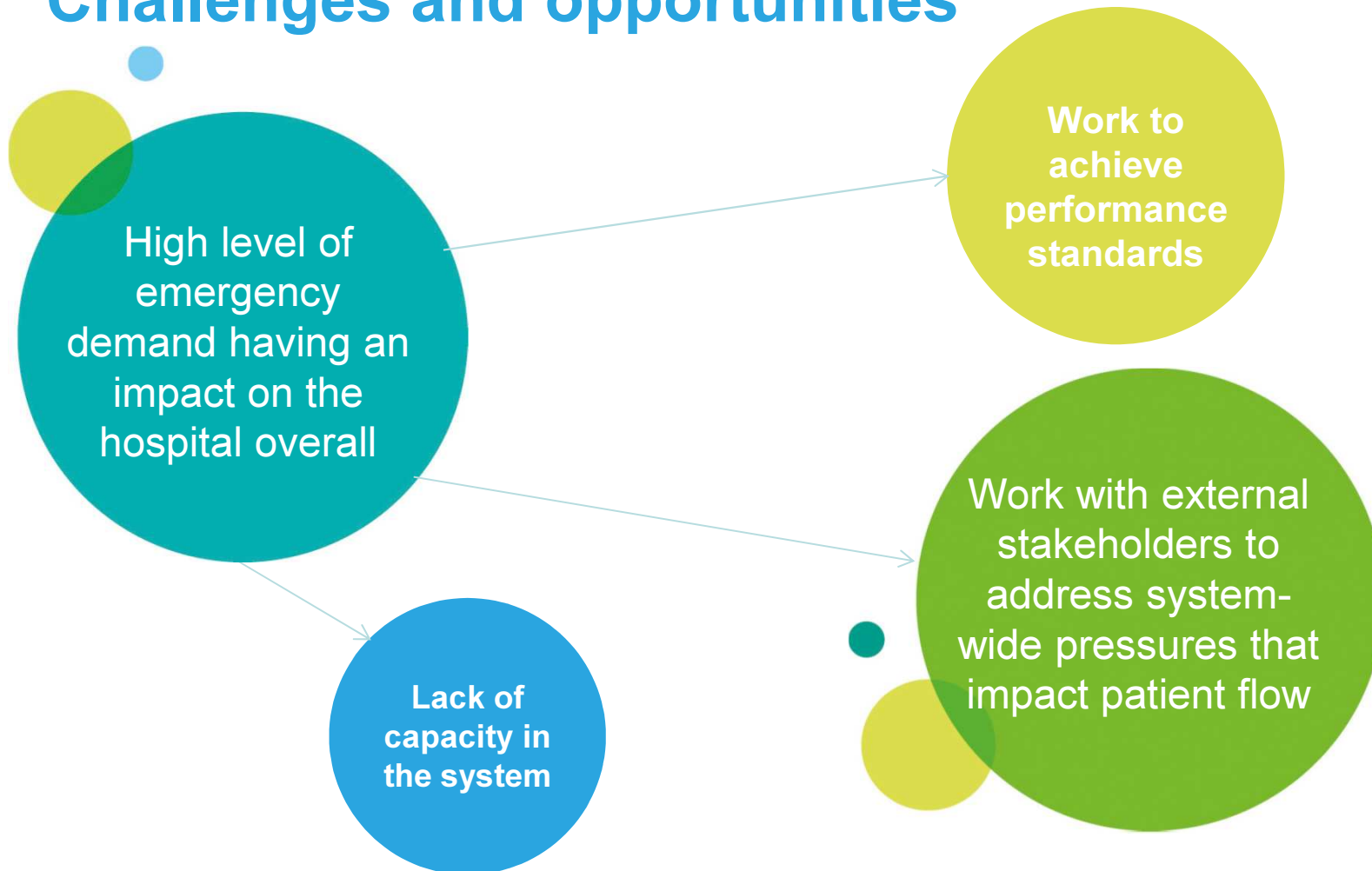


In summary

- All requirement notices have been achieved or have clear timescales in place
- Majority of actions have been completed and those still in progress have timescales in place for achievement and robust evidence is being collated



Challenges and opportunities



Moving forward together

- Working with our external stakeholders to address system wide challenges
 - Impact of CQC inspections of GP surgeries/regulatory action, single-handed GP surgeries and closure of St Luke's walk in centre
 - Capacity concerns in the community around health and social care cover increasing delayed discharges, averaging 30 a week
 - Emergency demand and acuity continue to increase – recognition that we need system-wide support to manage demand
 - Health & Social Care Summit September 2nd 2016
- Success Regime – pace of change and transition impact on retention of staff and morale
- Increased regulation - pay costs, use of agency staff, standards, reset etc.
- Financial improvement plan
- Workforce



Any questions?



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