

Independent Strategic Advisory Body Meeting

Wednesday 27<sup>th</sup> January, 2016 3-5pm

Hexagon Music Centre, Beverley

**Agenda**

Advisory Body Members: Carol Dyas (CD), Julia Pollock (JP), David Gamble (DG), Linsay Cunningham (LC) and Trevor Smith (TS).

1.	Welcome and introductions	TS	15.00
2.	Election of Chair (the ISAB agreed at its meeting in Oct 2015 to operate on the basis of a rotating chair)		15.05
3.	Ground rules	Chair	15.05
4.	Public Questions (submitted in advance)		15.10
5.	Update on strategic plan and current delivery i. To receive an update on current delivery ii. To receive an overview of the HWERY workplan Jan to March 2016	LC	15.15
6.	Engagement Plan and “Hard to Reach” Strategy - Discussion regarding who are our “hard to reach” groups and how can we best reach them? (verbal update/presentation only)	SM/MF	15.30
7.	Strategic Plan 2016/17 - Discussion regarding priorities for 2016/17	LC	16.00
8.	ERYC CCG Memorandum of Understanding - To approve revised MOU with East Riding CCG	LC	16.45
9.	Any Other Business (previously notified)	Chair	
10.	Date and Times of future meetings  Wednesday 27th April 2016 at 3pm Wednesday 13th July 2016 at 3pm		

## Agenda Item 5(i) Update on delivery

# Activity Report Year 3 Quarter 3

Oct to Dec 2015

## ENGAGEMENT

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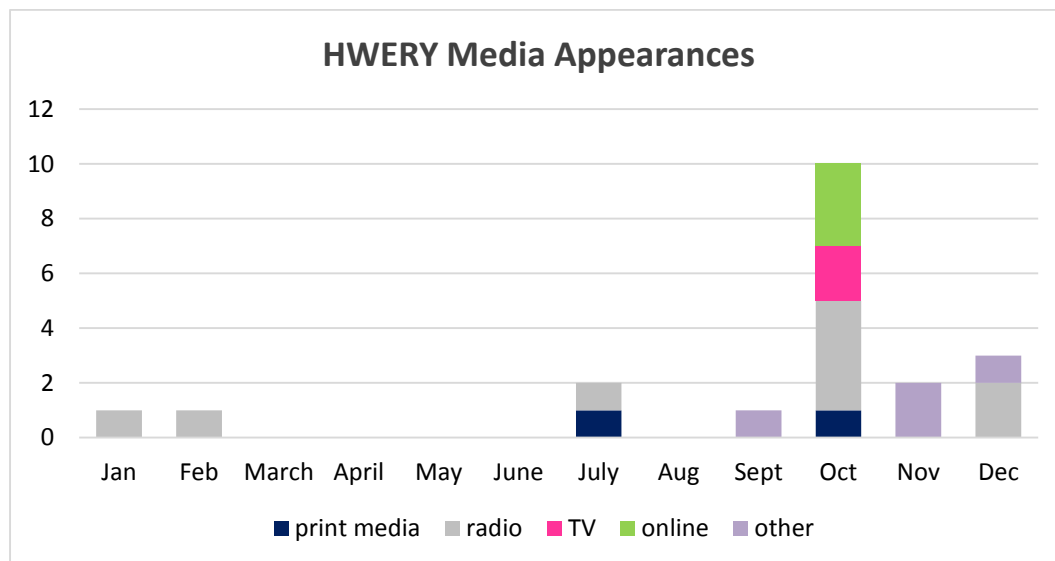
### Locality meetings –

Healthwatch East Riding of Yorkshire is the independent consumer champion for health and social care. Our job is to give children, young people and adults a powerful voice locally to help **you** get the best out of health and social care services in **your** area.

This is why we have developed the Locality meetings. These range from meetings to drop-ins where the public can come and give their views in their area. The Locality meetings will be held across the county. They will be staffed by Healthwatch staff and volunteers.

The first locality meeting took place on 25<sup>th</sup> November at Goole Leisure Centre. The next one will take place at Hornsea Cottage Hospital on the 21<sup>st</sup> January 2016.

### Media presence:



## INFORMATION & SIGNPOSTING

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**Health and Social Care Services Directory** – 2015/16 version is now in print and available from a broad range of health and social care organisations.

**Health Literacy Project** – The Information Service is now part of the Tinder Foundation's UK On-Line Centres Network, which aims to widen digital health participation.

## CHILDREN & YOUNG PEOPLE

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**Dentist Report** – Report due end of January

**Engagement** – Worked with students from the local colleges in workshops and sessions.

**Partnerships** – Attendance at Youth Participation steering group and continued to work alongside the Youth Action Board.

## INVESTIGATIONS

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**GP's appointments system (update)** – Report Published November 2015; awaiting formal responses from each GP practice.

**Residential Care** – Enter and View visits resumed in January; Final summary report will be published in April 2016.

**Domiciliary Care** – initial work undertaken.

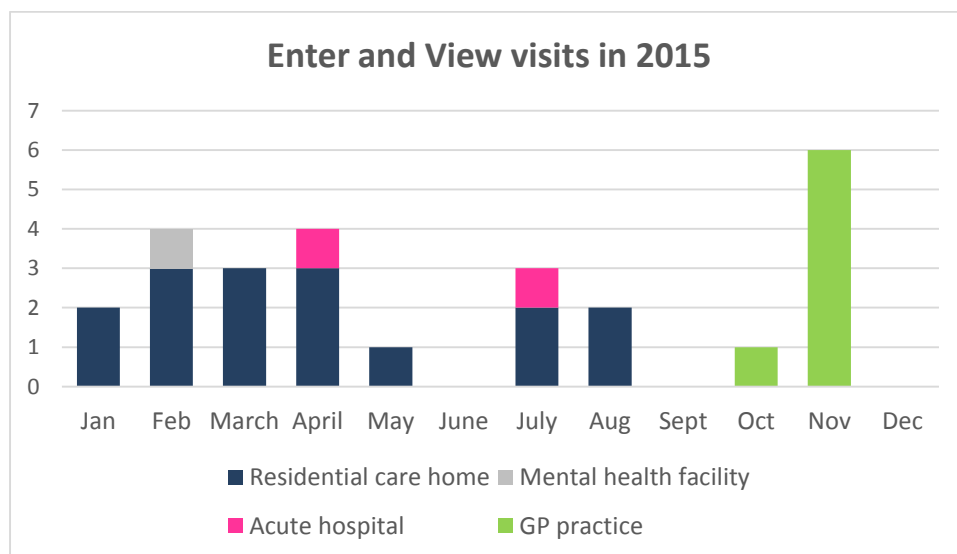
**Mental Health** – collation of entries for themed directory.

## ENTER & VIEW

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**GP services** - During the latter part of 2016, our Enter and View activity focused on GP practices. From October to December 2015, Healthwatch conducted 7 Enter and View visits of GP practices and published reports for each of these on our website.

During the period, we conducted 2 Enter and View training sessions and now have a total of 14 trained Enter and View representatives.



## VOLUNTEERS

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**Involvement** – Enter and View visits undertaken by HW volunteers; volunteer involvement in locality meetings/drop-ins; representing HW at various stakeholder meetings and working with ERY CCG.

## INFLUENCE

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First Stakeholder Forum held – Dec 2015, attended by both CCGs, ERY Council, all main provider organisations and key voluntary sector partners.

**Recommendation:** to note the update on current delivery.

**Reason:** to ensure the Independent Strategic Advisory Body (ISAB) are fully informed of the ongoing work of HWERY.

Report author:

Linsay Cunningham (Delivery Manager, HWERY)

## **Agenda Item 5 (ii)**

### **Workplan Jan to March 2016**

The following document sets out our key work streams and activity that will be undertaken over the coming months to support delivery against our strategic priorities.

#### **Key Workstreams**

Over the next 3 months, Healthwatch East Riding of Yorkshire will be focusing on the following key themes:

##### **1. Mental Health**

- Engagement work throughout January/February to capture patient stories and further information for mental health services directory (expected April 2016)

##### **2. Domiciliary Care**

- Paper survey to go out Jan/Feb
- Completion and publication of report (March 2016)

##### **3. Learning Disabilities/Children & YP with Disabilities**

- Follow-up survey (from FISH event) in partnership with ERVIP
- CYP engagement event (April 2016)
- Learning Disabilities listening event (tbc)

##### **4. Enter and View**

- Continue programme of residential care Enter and View

**Plus the following ongoing work:**

#### ***Information and Signposting Service***

- Promotion and distribution of Health and Care Services Directory
- Health Literacy Project

#### ***Children and Young Peoples' Work***

- Dentistry survey
- Ongoing engagement, promotion of work experience and internship opportunities
- Focus on disabilities (partnership events)

#### ***Engagement***

- Locality meetings monthly
- Monthly newsletter
- New volunteer newsletter

## Timeline (Jan to March 2016)

<b>January</b>	
21 <sup>st</sup>	Hornsea locality meeting (drop-in session @ cottage hospital)
27 <sup>th</sup>	ISAB meeting
throughout	Enter and View visits (residential care)
<b>February</b>	
2 <sup>nd</sup>	Student Union Volunteering Fair
5 <sup>th</sup>	Young Peoples' Experiences of Dentistry Report
22 <sup>nd</sup>	Market Weighton locality meeting
25/26 <sup>th</sup>	HW England Committee Meeting
throughout	Enter and View visits (residential care)
<b>March</b>	
1 <sup>st</sup>	College engagement event
10 <sup>th</sup>	College engagement event
31 <sup>st</sup>	Bridlington locality meeting (in conjunction with Brid Health Forum)
31 <sup>st</sup>	Outcomes tool launch
throughout	Enter and View visits (residential care)
<b>April</b>	
11 <sup>th</sup>	Domiciliary Care Report
19 <sup>th</sup>	Health Scrutiny meeting (HW update)
22 <sup>nd</sup>	Residential Care final report
27 <sup>th</sup>	ISAB meeting
tbc	Driffield locality meeting
throughout	Enter and View visits (dentists)

## **Agenda Item 7.1**

### **Strategic Plan 2016/17**

#### **Background**

The current strategic plan for Healthwatch East Riding of Yorkshire comes to an end in March 2015. Over the past two to three months we have been consulting with stakeholders and the public to gather their views on priorities for Healthwatch East Riding over its next (fourth) year of operation.

The following report gives details of the findings of this consultation as well as a summary of intelligence gathered via comments and complaints. This information is intended to guide the Advisory Body in its discussions around what priorities to include in the strategic plan for 2016/17.

A draft plan based upon this discussion will be circulated and then brought to the Advisory Body's April meeting for final approval.

#### **Overview**

At Healthwatch East Riding of Yorkshire we are always looking to identify themes through both keeping track of incoming data and proactively seeking the views of stakeholders and the general public. What follows is a brief summary of our latest stakeholder meeting, an analysis of our contact log, and the results of a public survey.

Many of the themes identified are areas Healthwatch East Riding of Yorkshire have already investigated, are continuing to investigate, or plan to investigate in the near future.

#### **Stakeholder Forum - Wednesday 16<sup>th</sup> December - Hexagon Centre, Beverley**

Healthwatch East Riding of Yorkshire held a stakeholder forum which allowed the delegates to engage in conversation with the view to help shape and influence what Healthwatch prioritise in the 2016. We also wanted to identify hard to reach groups and the different methods of engaging with them.

The following are some of the notes/concerns and issues raised from the individuals who engaged in the conversation.

#### **Priorities**

In the conversation around priorities we identified a number of topics of significant interest. Those topics included:

- Carers.
- Mental Health.
- Intervention, Prevention, and Self-Care i.e. obesity.

- Health needs of those with Learning Disabilities.
- Hospital discharge procedure.

The majority of the conversation on carers centred on young carers. Specifically how do we identify them, what concerns they may have, and how they can access Healthwatch?

How Healthwatch could examine such a broad area as self-care was less clear but it was suggested we could examine the quality of services aiding those quitting smoking, better sexual health information, weight loss assistance etc.

Discharge from hospital has also been identified by Healthwatch England as one of the main areas of public concern.

### **Hard to reach groups**

This conversation again highlighted a few key groups that everybody felt Healthwatch should be engaging with, this included:

- Working age men.
- Armed Services & ex Armed Services.
- Prisoners & Ex-offenders (especially continuity of care.)
- People living in coastal caravans.
- Homeless.

Working men was a main area of conversation and highlighted because of the following:

- Less time to visit and consult with health professionals.
- Men are more likely to keep health concerns to themselves.

How we could engage with this hard to reach group was also discussed. Universally it was stated that Healthwatch should be visiting the work place i.e. factories, building sites, offices etc. This is when we are more likely going to get feedback and engagement from this group.

Concerns were raised in regards to the homeless, and those at risk of homelessness, that there are a number of often interrelated issues including mental health problems, physical health problems, drug misuse, alcohol problems & crime. The importance of homeless people getting the right support as soon as possible was also highlighted, as their problems escalate once they become homeless (even if they get a place in a hostel.)

### **Healthwatch East Riding of Yorkshire Signposting & Issues Summary July - December 2015**





The words in the Word Cloud above represent the broad subject of the contacts we received, the larger the word the more contacts we received. The vast majority of complaints referred to specific hospital stays, visits to GPs, or the conditions in care homes. The information requests that we received centred on allowance/benefits concerns, how to obtain specific medical equipment, or how to make an official complaint.

### Driffield Show

In July 2015 we attended the Driffield Show and conducted a survey in order to gather people’s opinions on the ease of access to services. We surveyed around 100 people and asked them how easy it was to access the following services. Below is the ranking (most difficult to access first) of various healthcare areas:

- 1) Mental Health Care.
- 2) Respite Care.
- 3) Domiciliary Care.
- 4) Residential/Nursing Care.
- 5) Hospital Inpatient Service.
- 6) Therapies.
- 7) Hospital Outpatient Clinic.
- 8) A & E.
- 9) GP Surgery.
- 10) Dentist.
- 11) Minor Injuries Unit.
- 12) Sexual Health/Family Planning.
- 13) Opticians
- 14) Pharmacy
- 15) NHS 111

Report author:  
Matthew Kay (Research Officer, HWERY)

## Amended Strategic Plan 2015/16 (Sept 2015)

	July	August	September	October	November	December	January	February	March	April
Learning Disabilities				Planning & Initial Engagement		Analysis	Report	Follow Up Engagement		
Mental Health		Planning & Initial Engagement				Analysis	Report (Directory)	Follow Up Engagement		Report
Social care in the home				Planning & Initial Engagement			Analysis	Report		
York Hospitals					Follow-up activity consequent to CQC Inspection Report			Analysis	Report	
Yorkshire Ambulance Services		Follow-up activity consequent to CQC Inspection Report			Analysis	Report				
Bridlington issues							Planning & Initial Engagement			
Care Quality Commission	Planning and engage to inform inspections (Reactive)									
Enter & View			Report	Adults Residential Care					Report	
		MH RC		GP practices			LD RC	MH RC	Dentistry	
Children & Young People	Drugs & Alcohol	Analysis	Report		Dentistry engagement			Analysis	Report	
			Learning Disabilities lead							
HWBB & OSC	Topics tbc (could include YAS, HEY, GPs, York Hospitals, CAMHS)									
Information Service focus		H & SC Directory		Mental Health Directory		Social care in the home			H & SC Directory	
	Health Literacy Project									
Existing work follow up				GP Appointments		Outpatients	Hospital Discharge	Eating Disorders		HEY A&E

