



Annual Report 2016/2017

healthwatch
Southend



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Message from our Operational Manager



Mandy O'Callaghan

I'd like to start by thanking our volunteers, board, staff and local providers for all working so hard together during 2016/17.

These are difficult times for everyone involved in the care of residents in Southend which makes independent organisations like us so important to continue making sure local people have a voice.

Due to the Success Regime (covered in more detail in “Our plans for next year” section) large scale changes to the way the Southend health and care systems work have been discussed throughout this last year. Healthwatch Southend has made sure we've been involved throughout and we

have always been there to remind service providers that the people who use the services should be at the centre of any decisions made.

We've listened to what you've been telling us over the last year and have used our position on local health and care related boards, and in our meetings with commissioners from Southend Borough Council and the Southend Clinical Commissioning Group, to keep the focus on our residents and their current and future needs.

We have continued to build up excellent relationships with organisations locally and will continue to work with them to help improve things for everyone.

We always achieve so much more with the help and support of our volunteers and we will be looking to build on the superb team we already have to help us with the challenges we will be facing in 2017/18.

Mandy O'Callaghan

Operational Manager Healthwatch Southend



Highlights from our year

This year we've had 3736 visits to our Twitter profile



Our volunteers helped us with everything from data entry to engagement



We've visited a wide variety of local services



We've facilitated 6 Patient Participation Group Forums



We've helped 81 people find a dentist taking on NHS patients



We've met hundreds of local people at community events



Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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

Our Vision

Healthwatch Southend is an independent community champion ensuring local people have a voice regarding their local health and social care services.

For Southend residents we will:

- + Help shape delivery
- + Influence the services they receive
- + Help drive improvements and change
- + Hold services to account
- + Work collaboratively with everyone in Southend to improve the quality of local health and social care services
- + Provide an effective and efficient Healthwatch service
- + Facilitate consumer engagement and involvement
- + Effectively represent local people

- + Effectively engage with regulators, commissioners and health care providers
- + Provide a comprehensive advice, information and signposting service
- + Provide an independent NHS complaints advocacy service
- + Provide evidence based feedback

Our Aims

- + To reach people through engagement to make sure everyone gets a chance to have their say
- + Continue to represent the views of residents through our roles on boards such as the Health and Wellbeing Board, Essex Quality Surveillance Group, the People Scrutiny Committee and Southend Safeguarding Adults Board
- + We will act as a critical friend to local service providers and commissioners and work with our partners in the public, voluntary and private sectors to drive improvements
- + We will work with Healthwatch England to shape improvements nationally
- + We will build our Volunteer portfolio with board level membership, Enter & View representatives, Mystery Shoppers, Healthwatch Champions



Family Event: Southend Adult Community College

Your views on health and care

How we listen to you...

The majority of our feedback is collected through outreach activities.

The team host engagement stalls at many events throughout the year such as community days, health events organised by Patient Participation Groups and information days hosted by other community organisations. We also attend many forums and groups to hear what their key concerns regarding health and social care services are, and we visit public venues such as supermarkets, libraries, shopping centres, community hubs and meetings. Volunteers help us spread the word about our services and help us collect your views.

Any information gathered is sent to Healthwatch England to support them in seeing the bigger picture of services around the country. We feedback residents' comments to the people providing the services such as the NHS and Southend Borough Council.

Hot topics that you have been raising with us during 2016/17 are:

- + Difficulties in getting appointments with GPs
- + Mid and South Essex Success Regime
- + Hospital Services
- + Difficulties in getting a diagnosis for children with Asperger's/autism
- + Learning Disability Health Checks
- + Care at home (domiciliary care)
- + South Essex Partnership Trust (mental health services)

- + Restrictions on prescriptions such as Gluten Free foods

You told us you found the Success Regime's communications hard to understand and after giving your feedback to the Success Regime team their updates changed to make their language more accessible to non clinicians

We want give a voice to local residents who may not normally feel heard so we have visited groups such as ones for older people, day centres for residents with learning disabilities, we've attended Children Centres across the Southend Borough, and we talk to the Youth Council to help younger people have their say.

We are always happy to come and talk to organisation or groups about what we do and give you a chance to give us your views about services and we will make sure your voice gets heard



Older People's Assembly



*Helping
you find the
answers*

Our Information and Guidance Officer has taken 307 calls from local residents asking for help or information

Healthwatch Southend can help you by providing information about access to local health and social care services. This service can provide local information to help with issues such as finding a new GP or accessing an NHS dentist. Healthwatch can also give advice on options for what to do if you are unhappy with your care or treatment. This includes signposting to our independent NHS complaints advocacy service.

”I was very pleased with the service and will always let people know about it when they need help”

81 Southend residents called us to find a local dentist taking on NHS patients

Client X called wanting information on criteria and eligibility for funding on NHS for IVF Treatment. Our Information and Guidance Officer sent them:

- + Southend CCG Funding Policy on IVF
- + NICE Guidelines on IVF treatment funding



We attended an event at Avenue Baptist Church where instant HIV tests were being carried out

The client appreciated that she had the full information to take to her GP and booked an appointment with them to talk through her options.

54 patients called us to get help accessing hospital services

Client X was trying to find out if his Mother was eligible for carer support. Our Information and Guidance Officer talked through how to get an Assessment of Needs from Southend Borough Council.

She then explained how direct payments work and what organisation to contact if his Mother was eligible for more support at home. Client X let us know that his Mother went ahead with the Assessment of Needs and is now having regular visits from a Personal Assistant.

39 patients called us as they were having difficulties booking appointments with their GP

”Keep up the good work, I felt like I was banging my head against a brick wall until I called you!”

Our NHS Complaints Advocacy Service



Health Complaints Advocacy

Most of us use the NHS at some point in our lives and many of us use these services regularly. Whilst the NHS works hard to make sure that people are satisfied with the services sometimes things do go wrong. The NHS complaints procedure is in place to make sure that issues are resolved at a local level.

“Helped me get my problem sorted out, I don’t think I would have done it on my own”

Independent Health Complaints Advocacy

We understand that you might need support to make a complaint about an NHS Service. We are able to provide free, independent support and assistance to people who live or use health services in Southend. We work to ensure people can represent their own interests as far as possible and are clear not to advise or influence how an individual should proceed.

You can make a complaint about hospitals, GPs, mental health services, nurses, pharmacists, dentists, opticians, 111, NHS-funded private care and more.

“My advocate was a sympathetic and supportive listener, at no time was I made to feel my complaint was less than valid”

What do we do?

Advocates support you through the whole NHS complaints process. They explain the options available and support you to pursue your chosen course of action. They only do what you ask them to and will not try to tell you what to do. They do not investigate

or encourage complaints, nor do they offer legal or medical advice. The service is free, independent and confidential.

Their aim is to ensure that:

- + You are in control of decisions which are made about you
- + Your experiences, views, wishes and feelings are heard
- + You can contribute to improving the health and care services you use

“Listened to my concerns and helped me make my complaint in an effective way in order to get the result I wanted“

In the six months between October 2016 to March 2017* our Advocacy stats were:

28 new cases

12 cases closed

1 case escalated to the Parliamentary Health Service Ombudsman

20 self help packs sent out by us

23 self help packs downloaded from our website

*prior to October 2016 the service was provided by Batias

The following is a case study showing how patients can feel supported by having an advocate

Client X was unhappy that they had not been given a diagnosis for their condition; our health complaints advocate provided support to write a letter and was able to give information about the formal complaints process.

Client X was not happy with the response received from the NHS organisation and requested a local resolution meeting to discuss their outstanding concerns.

Our advocate was able to attend the meeting with Client X to ensure their voice was listened to and all questions that Client X had were addressed.

The outcome of the meeting was very positive; Client X felt that their concerns had been listened to and had been able to achieve satisfactory answers to all the questions and received a diagnosis.

Client X was satisfied that the complaint had been resolved at local level and reported that they did not feel this would have been achieved without the support of an advocate.



A large, stylized number '3' is the central graphic. The top loop is a solid blue circle. The bottom loop is a green circle that overlaps with the blue one. The middle bar is a thick green horizontal bar that also overlaps with the blue loop. The text 'It starts with you' is written in white, italicized font inside the blue loop.

*It starts
with you*

#It Starts With You

For Healthwatch Southend to be effective we need to capture data and views about local services and pass them on to the people who can make improvements and changes.

We are privileged to be part of the following Boards and Advisory Groups:

- + Southend Health & Wellbeing Board
- + Southend People Scrutiny Committee
- + Essex Quality Surveillance Group
- + Southend Safeguarding Adults Board
- + Southend Primary Care Commissioning Committee
- + Dementia Steering Group
- + Pharmaceutical Needs Assessment Group

In 2016/17 we've also played a part in decision making for new NHS contracts, shared information with the Care Quality Commission (CQC), and collaborated with the General Medical Council (GMC) on improving training for junior doctors at Southend Hospital.

An example of this is we met with a representative from the GMC in December 2016 to discuss some concerns regarding feedback patients and their family members had given us. Two of the concerns were:

- + The overuse of catheters in patients, or catheters being left in for too long
- + The poor communication with family members of patients who had died while in Southend Hospital

The GMC used this information to shape their spring 2017 training sessions for junior doctors at our hospital. This should prevent these issues from occurring in the future.

We also helped plan a trial for young children in Southend to have fluoride painted on their teeth at a Children Centre. We captured information from parents as to why they haven't registered with local dentists, particularly the parents of children with SEN. Once work is completed on this it will result in more options for parent of children who find it difficult to visit their dentist in a formal setting.

Throughout 2017/18 we will continue to gather your feedback and use our position to make sure it gets to the right people.



Student dentists at Cambridge Road Children Centre



*Our plans
for next
year*

What next?

Our priorities for 2017/18 are

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

These are the same priorities we had for 2016/17 as they are all still very relevant to the local health and care services and the queries we receive from residents.

Engagement with Children and Young People

Young People's voices can often be overlooked when decisions are being made about new or current health or social care services. We plan to work closely with Southend's Youth Council to get their support with capturing younger voices; and to ensure they feel listened to and their opinions respected. We will also be collaborating closely with all nine Children Centres in the Borough to help children and parents shape the services they use.

Patient Participation Groups

A PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to patients.

Some local practices have very strong PPGs and this has led to:

- + The opportunity for patients to recommend improvements and to raise issues which have led to action
- + A better awareness for patients as to how their practice operates
- + A better understanding of the role and workload of their GPs and practice staff
- + Being enabled to look after their own and their family's health
- + GPs have better communications with their patients
- + Increased patient participation and support of the practice's aims and objectives

Healthwatch Southend facilitates a bi-monthly forum for representatives from each PPG to get together and share ideas, best practice, and learn about current or potential new services.

Some Southend practices don't yet have PPGs and we will be working with them to encourage the setup of PPGs so that every practice's patients are well represented.

Access to GP Services

Everyone wants to be able to access their GP when they feel they need to. At present the ease of booking an appointment varies greatly throughout the Borough and we, along with Southend Clinical Commissioning Group (CCG), want to see this become more equitable for our residents.

Earlier in 2017 the responsibility for commissioning primary care services locally changed from NHS England to Southend CCG. The Southend CCG now holds monthly

meetings that are open to the public, and Healthwatch Southend has a seat at these meetings. This gives us a bigger opportunity to influence how GP practices are run, for example opening hours, and we will work towards making it easier for our residents to access their GPs.

Domiciliary Care

This is a very big issue nationally, but especially important in areas such as Southend due to the large number of older people, thus more demand for domiciliary care.

We will be working with the Local Authority and our local care at home providers to understand what the problems with delivering an outstanding service are and we will work with them to ensure residents' needs are being met, and will continue to be met in future years.

The Success Regime

The Mid and South Essex Success Regime started in 2015 and its aim is to

- + Ensure the highest quality health and care to meet the growing demands of the population of mid and south Essex
- + Tackle the gaps in clinical staffing across all health and social care
- + Enable the system to achieve sustainable financial balance

There are two main parts

- + Local Health and Care - to build up services in the community
- + In hospital - to reconfigure and redesign hospital services across three sites

Essex was selected as a Success Regime area because of increasing financial deficits and repeated shortfalls against some of the national service targets

<http://www.successregimeessex.co.uk>

There has been over a year of discussions involving all the major health and care partners in mid and south Essex, including both clinicians and patients.

Over the last year Healthwatch Southend has been raising the profile of the Success Regime to help residents understand that there will be changes to our health and social care services. We have also been capturing comments and passing these onto the Success Regime so that local people's concerns are taken into account.

Below are examples of some of the comments we've captured and passed on:

“There need to be more step-down beds otherwise there will still be the current problem of bed-blocking, no matter what's done to improve the hospital.”

“A lot of people are worried about the journey time to Basildon hospital; I think people need reassurance from the ambulance service if a decision is made to make Basildon a big emergency centre.”

“The hospital is struggling to get the staff for a lot of positions now

so I hope that is going to be looked at as part of the Success Regime.”

Potential changes to our local services is understandably an emotive topic for residents, and it is important that local people are involved in the discussions every step of the way.

Later this year there will be a public consultation. Local residents will be given a couple of health service configuration options which have been whittled down from hundreds at the start of this process in 2015, and will be asked to give comments on them.

At Healthwatch Southend we think it is vital that as many people as possible are given a chance to have their say during the public consultation and we will be publicising it once dates are known, we will be talking to local groups about it, and will make sure paper copies of the consultation are available to those who don't use the internet.

For more information regarding the Success Regime please visit their website:

<http://www.successregimeessex.co.uk>

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Our finances

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		133,211.66
Additional income		0
Total income		133,211.66
Expenditure		
Operational and office costs		43,413.85
Staffing costs		78,956.47
Total expenditure		122,370.32
Balance brought forward		10,841.34



Contact us

- + Family Action
- + 24 Angel Gate
- + City Road
- + London
- + EC1V 2PT

Registered charity number: 264713

Get in touch

Address:

Healthwatch Southend,
Centre Place Family Centre,
Prospect Close,
Southend-On-Sea,
SS1 2JD

Phone number: 01702 416320

Email: info@healthwatchsouthend.co.uk

Website: www.healthwatchsouthend.co.uk

Twitter: @HWSouthend

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, 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.

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healthwatch

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