



healthwatch
Windsor, Ascot and
Maidenhead

Annual Report 2017/18

Message from our Project Lead Mark Sanders

During this first year as a new provider organisation, we have spent some time forming strategic partnerships, getting to know the local health and social care system and reconnecting with the public and volunteers.

Other local changes have made it a challenging year for all. Optalis, a social care company owned by the Royal Borough of Windsor & Maidenhead and one other local authority, has taken over delivery of social care, the three East Berkshire Clinical Commissioning Groups decided to become one, the accountable care system became the integrated care system and local Healthwatch now has to work within wider parameters to ensure local peoples' voices are heard.

There have been some highlights as local Healthwatch in the area worked together to produce great reports on Prospect Park Hospital and hospital discharge and we anticipate the need to continue to work together, particularly across the east of Berkshire, in the coming year.



It is important that local people have a voice in the changing landscape of health and social care

Highlights from our year

Healthwatch Windsor, Ascot & Maidenhead now has established social media accounts



Represented the patient and public voice at
130 meetings



We gather views from the whole community and have focused on engaging with those that are seldom heard



Our work and reports have tackled issues ranging from **Access to Primary Care** to **Mental Health Services**



Hello
Hi
We've visited **32** community groups and events to meet local people

We've given **473** people information and advice



Who we are



Healthwatch Windsor, Ascot & Maidenhead is the local independent champion for people who use health and social care services.



We give people information, advice and support about local health and social care services.

Our purpose



We find out what people like about services and what they think could be improved.



People's views come first - especially those who find it hardest to be heard.



We use this information to encourage those who run and make decisions about services to act on what matters to you.



We also share information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission (CQC).

Your views on health and care

Listening to people's views

- + Visited community groups and events



- + Outreach in the community with the 'Information Bus'



- + Developed a community engagement plan (as the new provider of the service) with new marketing materials and literature
- + Held drop in sessions in local libraries throughout the borough
- + Social Media - accounts were established on both Facebook and Twitter. As well as our own posts we engage in conversations about health and social care on online community forums and groups who have also helped us to promote public meetings and surveys
- + Website
- + Online surveys (available in other accessible formats if required)

Championing the seldom heard

We are committed to hearing the experiences and views of all members of the community. Some people's voices may be seldom heard because:

- + They have limited contact with services, or
- + They have a disability or long-term condition, or
- + English is not their first language
(*This list is not exhaustive*)

An example of our engagement work seeking out diverse voices is our commitment to empower people with learning disabilities to play an active role in their health and social care support.

During the year we met with the Community Team for People with Learning Disabilities 3 times; to inform them of our work and our engagement plans. We have now been invited to join the planned Health group.

We are also involved in the communication work stream around people with learning disabilities with Berkshire Healthcare NHS Foundation Trust (following their CQC inspection).

We have visited local learning disability services and groups to meet people and will be starting a supported training programme for people to become Enter & View representatives.

Patients who cross borders



Berkshire is a county with 6 local authorities so therefore has 6 local Healthwatch. Patients travel between authorities to access services. As part of the local Healthwatch network we all collect and share relevant information but we also meet with our county colleagues regularly.

Making sure services work for you

With the other Berkshire Healthwatch we carried out 11 Enter & View visits at Prospect Park Hospital in Reading over a week long period. The hospital provides services for people with mental health conditions and is run by Berkshire Healthcare NHS Foundation Trust.

A number of recommendations * were made to the Trust and, as a member of the Trust's patient experience group, we will be able to monitor if these have been acted upon.

Enter & View representatives have also assisted in Patient Led Assessments of the Care Environment (PLACE) at St Mark's Hospital and Prospect Park Hospital.

* To read the full report please visit our website

Helping you find the answers

We help the community to access the information they need to make decisions about their wellbeing, care and find the support they need by:

- + Providing information and advice to individuals. This can be at drop-in sessions or events, enquiries received by letter, telephone, email or online and, if needed, home visits
- + Developing a community map resource which details the support available from the community and voluntary sector
- + Referring people to services and groups, including advocacy services
- + Providing bulletins of important health and social care information - drawn from local and national sources

- + Hosting 4 public information and awareness events about the introduction of the Integrated Care System. These events also gave the public the opportunity to ask questions of the senior members and decision makers of East Berkshire Clinical Commissioning Group and Frimley Health NHS Foundation Trust

The meeting in Windsor was brilliant



I found it to be very interesting and you are very passionate about the subject

Making a difference together

The health and social care sector is vast, inter-linked and ever-changing. Healthwatch Windsor, Ascot & Maidenhead's approach to representation of the patient and public voice is to have a member of staff who attends the Health & Wellbeing Board and other strategic boards and committees. They then have a complete overview of services; how they are linked and the impact decisions in one area have in another.

This approach ensures the patient and public voice is heard at all levels and stages of the decision process to commission and evaluate services. It allows us to champion for patient and public representation by our volunteers, or others, on tendering panels, forums and partnership boards.

We record the feedback and experiences of the public and have developed a knowledge database. Members of staff draw on this when attending meetings therefore it is **essential** we continue to focus on collecting the stories of people who use services.

Here are a few examples of our work with others:

Joint Adult Safeguarding Board (Bracknell Forest and Windsor & Maidenhead)

As a member of the board we have been particularly involved in the workstreams to increase public involvement in the board's work and activities. This will continue next year when the board will also expand to include children's safeguarding.

East Berkshire CCG

In April 2017 the 3 separate CCG groups located in East Berkshire merged to form one clinical commissioning group. They are responsible for the commissioning of the majority of health services.

The East Berkshire CCG values the positive relationship with Healthwatch. In particular the CCG want to highlight a few of the key areas of work that Healthwatch undertakes:

- + *Working with the CCG and Patient Reference Groups (PRGs), especially where there have been contentious issues*
- + *Willingness to support CCG GP Member meetings and providing updates to Members*
- + *Crystallisation and organisation of public to explore the Integrated Care System (ICS) and emerging thoughts about care outside hospital*
- + *Appropriately challenges unreasonable patient issues and concerns*
- + *Provides the CCG with a useful triangulating link with Health and Wellbeing Boards*
- + *Constructive challenge on the CCG engagement agenda*
- + *Willingness to take part in different group work*
- + *Knowledge of the area and issues facing local people*
- + *Membership at CCG and ICS key meetings such as quality committee, primary care quality, equality and diversity and the mortality review group - providing both support and critical challenge*
- + *Sharing intelligence to help us sensitively challenge and support improvement in providers especially primary care*
- + *Sharing skills (such as supporting the CCG to produce documents in 'Easy Read' format)*
- + *Providing access to panel of experts by experience in disability*

Sarah Bellars, Director of Nursing & Quality - East Berkshire CCG

Healthwatch England

One of the ways we have worked with Healthwatch England this year (in addition to sharing information) is by regularly inputting and contributing to the design of a new website being created by Healthwatch England for use across the whole local Healthwatch network.

Care Quality Commission

We have regular conference calls with the Inspectors that lead on the work in our area. This allows them to discuss the inspection schedule and collect any local evidence and feedback we have and also allows us to raise any concerns about services the public have alerted us to.

I think it is very useful to have the HW opinion of how a service is performing and for voicing the patient view. As our decisions to inspect become more risk based, the relationship we have is even more important in advising on these decisions and for highlighting other risks or concerns we would not always be privy to.

Ali Robson, Inspector (Thames Valley Team) - Care Quality Commission

Community Nursing Review

This has been looking at how community nursing will develop given other health and social care changes. We have recently co-produced, with the other stakeholders including a specialist conducting the review, the patient quality indicators.

Thank you for giving me your time today - I took away lots of things that we can add into the 'vision' for better patient centred care, and also lots that we can do to move the change programme forward.

Eve Mitchell, specialist consultant

Local community

As well as visiting community groups, we support events that benefit the community's health and wellbeing. We attend, give presentations if required and help promote the event. Recent events include 'Daily Living Made Easy' and 'Carers Week'.

We work to develop links with businesses in the area as staff, even if they do not live in the area, may use local services. Shops are also places we can place posters. We have recently taken part in Tesco's 'Bags for Help' Scheme which gave us the opportunity to raise funds for more community engagement activities.

We developed a 'Cost of the NHS' poster which was distributed to GP surgeries and other community locations.

What a great poster, really gets the point across about costs to the NHS.

Patient, Cookham Medical Centre

People

We want everyone to feel able to take an active role in their health and wellbeing. As well as volunteering for Healthwatch Windsor, Ascot & Maidenhead we promote other opportunities where people can get involved - from membership of GP surgery Patient Reference Groups to Healthmakers (a local peer support project for people with long-term health conditions). We promote consultations and opportunities for 'experts by experience' patients.

Volunteers are essential to the delivery of Healthwatch Windsor, Ascot & Maidenhead. All of our volunteers receive, as a minimum, training in Safeguarding, Data Protection, Confidentiality and the Mental Capacity Act. We have different roles including Project Support Board member, Enter & View Representative, Community Champion and administrative roles. Our mission is to remove any barriers preventing people from becoming involved. Interested? Contact us to find out more.



Taharah, Healthwatch volunteer

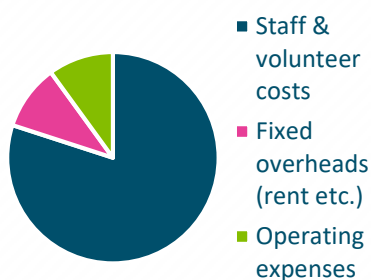
Going forward....

Finances and funding

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	65,000
Additional income	21,000
Total income	86,000

The additional income was received at the end of the year so has been carried forward to 2018/19. It will be used to fund community engagement activities.

Expenditure



Funding from the local authority will remain at the same level (65k) for 2018/19

Our top priorities for next year

1. Delivery of the community engagement plan - leading to increased public feedback on services and volunteer recruitment
2. Mental Health services
3. Social care
4. Services working together particularly around hospital discharge



Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, East Berkshire Clinical Commissioning Group, RBWM 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.

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