



healthwatch

Healthwatch Bracknell Forest
Monitoring Report
January - March 2018



This report is about the work we have done from January 2018 to March 2018



This report is broken down into the key areas of service delivery and operations



This report identifies challenges faced



This report summarises work to date



This report provides details of the next steps

Contract and monitoring



Actions from Quarter 3

- To continue to provide BFC with a quarterly update which can be circulated and published.
- To work with commissioners, HMRC and NCVO to seek clarity on the VAT situation.



None identified



HMRC have confirmed, despite the court ruling concerning Healthwatch Hampshire, that provision of local Healthwatch is outside the scope of VAT – however other work delivered under contract by charities may be.



- To complete the Annual Report (required by Healthwatch England) and circulate, before the 30th June 2018.

Project Support Board



Actions from Quarter 3

- Identify a new independent chair
- Identify local organisations to be invited to become part of the board



- Reductions in funding has led to limited capacity within the community and voluntary sector
- Economic climate (business support)



One public board member has completed the necessary checks and training and has attended their first meeting. An additional public member is currently undergoing this process; meaning we will have the desired minimum number- 3.

A new community organisation 'The Know How' has been identified and from April 2018 will be a part of the consortium.



- Recruitment of representation from the community and voluntary sector in the areas of: older people, families/children and long-term health conditions
- Contact the local Chamber of Commerce to promote the independent chair position within their membership

Website



Actions from Quarter 3

- Publish further website content
- Prepare for new website template/format



- No launch date for the new Healthwatch site template from Healthwatch England yet. Once available this will be adopted by Local Healthwatch.



We are one of ten local Healthwatch organisations regularly inputting and contributing to the design of a new website being created by Healthwatch England for use across the whole local Healthwatch network.

Due to this change in design and therefore template, major update of content and accessibility of the existing Healthwatch Bracknell Forest site has been on hold. We will continue to provide regular updates to our news section, events etc. and a link to these the regular email bulletins; this encourages traffic and activity on the site.

1,421 people visited our website. These people had 1,781 sessions and visited 3,698 pages. Most visited pages:

- Home page
- Public meetings information
- News story – NHS prescription charges
- About us
- Reports
- Get involved

- News
- Survey report on GP access
- Speak out
- Events

Google Analytics was able to record the demographics of 56% of visitors to the website in the period. 18-24 year olds had 5% of the sessions, 25-34 year olds 17%, 35-44 year olds 21%, 45-54 year olds 24%, 55-64 year olds 16%, 65 years + had 17%. Males made up 35% of the visitors, 65% were female.



- Continue to work with Healthwatch England to develop the new website
- Update important content information on existing website and populate news section

Data Management and GDPR



No actions from Quarter 3 (new section)

1323 contacts on CRM at end of Quarter 3



- Introduction of General Data Protection Regulation (GDPR) on the 25th May 2018
- Confusing guidance from different sources
- Impact on information sharing protocols
- Additional cost of implementing GDPR



Healthwatch data is stored on a CRM system that provides remote, secure back-up of data which allows anonymised reports to be generated, provides a mailing list for health and social care information and assists in the collation of intelligence for representation of the public at meeting.

At the end of Quarter 4 there were 1, 376 contacts on the database (CRM)

Healthwatch Bracknell Forest has an existing opt-in policy for individuals and robust data protection and confidentiality policies. However, the GDPR increases transparency on why and how information on data subjects (individuals) is collected, held and utilised.

Healthwatch Bracknell Forest has undergone a data audit and has made the decision that consent needs to be re-obtained as the historical opt-in is too generalised.

Additional extensive training, funded by the Lloyds Bank Foundation, has been undertaken by the member of staff leading on the GDPR.



- Agree information to be held on individuals, and under what circumstances, with commissioners and Healthwatch England
- Re-obtain consent
- Update policies and procedures
- Update forms
- Data cleanse
- Review information sharing protocols

Information, Advice and Guidance



Actions from Quarter 3

- Identify further community locations to distribute materials and replace old posters and leaflets as made aware of them and emphasise IAG element of service
- Other organisations providing similar services (providing advice and information) which is a statutory duty of local Healthwatch



91 people were provided with specific information and signposting support via the website, email, social media and face to face 107 times (separate sessions/cases). Information in these cases included: access to local mental health services, how to get a social care needs assessment, how to make a complaint (health), access to social housing, support available for carers, access to primary care and how to complain about pharmacies.

Of these 91 people, 43 identified themselves as carers and 37 of these were transferred to SIGNAL4Carers.

2 referrals were made to the Adult Safeguarding Team, 2 to advocacy services and information was given to 2 individuals to self-refer to advocacy services.

Informal signposting takes place constantly on social media groups linked to Bracknell Forest; staff post reliable sources of information for people to utilise (e.g. NHS Choices) and encourage people to access

the Healthwatch Bracknell Forest website and also to complete the 'Speak Out' Form to provide feedback on local services (good and bad).

New speak out flyers have been distributed to locations – these not only encourage people to provide us with feedback but also promote all the functions of the service.

By the end of Quarter 4 there were 1,376 contacts on the database receiving email bulletins fortnightly containing information and news on local health and social care services and consultations. Important information – such as alerts (such as cold weather warnings) were sent as required.



- Continue to promote this aspect of local Healthwatch
- Meet with other organisations who provide similar functions to try and agree partnership working and/or referrals

Community Engagement



Actions from Quarter 3

- Continue to identify locations that can accommodate the Mobile Information Vehicle. Develop a schedule that can be published on the website and promoted.
- Explore possibility of providing a drop-in service at local libraries



- Repair delay after attempted break-in on the Mobile Information Vehicle. Courtney Buses assisted with finding a suitable company but additional issues occurred (possibly due to the bus standing for so long unused)



2 regular locations have now been secured for the Mobile Information Vehicle: Tesco's (Martin's Heron) and Bracknell Sport and Leisure Centre.

We attend a local library every month to promote both Healthwatch Bracknell Forest and SIGNAL4Carers.

We continued to support placement of a student from Bracknell and Wokingham college; 1 full week at the start of the term followed by once a week. The students that attend are from the Health and Social Care course and they report that they find it useful to carry out placements which show them a wide variety and exposure to more of health and social care than their usual care home placements. This also promotes the service.

10 community events/groups have been attended in Quarter 4 including: carers groups, PPGs, parent forum, local CVS groups, the Royal Military Academy and the local cultural festival.

Healthwatch Bracknell Forest has agreed to organise and manage the relaunched mental health forum. Costs for room hire and lunch are met by the Community Team for Mental Health.

This forum has met twice in Quarter 4 (it meets every 2 months) and has been well attended (30 people). The first meeting focused on asking people who attend what they want from the forum. The second focused on current commissioned services and what plans there are for the future and how mental health fits into this. The next meeting people agreed that they would like it about Crisis care – from a commissioning perspective.

Being involved with the forum not only allows us to engage and inform the public (including patients and carers) about Healthwatch Bracknell Forest but also allows us to collect feedback used to represent people in meetings such as our quarterly Patient Experience and Engagement meeting with Berkshire Healthcare Foundation.

4 public meetings were held in this quarter – open to both people from Bracknell Forest or the Royal Borough of Windsor and Maidenhead. These were to inform members of the public about changes happening across East Berkshire (such as the Clinical Commissioning Groups merging and Integrated Care Systems) and give them an opportunity to ask questions of senior representatives from health services. People were able to attend any event.

119 people attended these events which, considering 2 of them were held during the extreme cold weather, was a good turnout.

The ones held in Bracknell Forest were 28th February – Sandhurst Community Centre and 5th March Easthampstead Baptist Church. These were held in the evening as most other meetings about the changes are held during working hours, during the day. Two people have raised the issue that this meant they could not attend so we will be replicating the meetings, on a smaller scale, and will be presenting it at other groups in Quarter 1 2018/19.



- Continue to identify locations that can accommodate the Mobile Information Vehicle. Develop a schedule that can be published on the website and promoted.
- Visit other libraries in the borough.
- Revisit community groups contacted earlier in service delivery period that do not engage regularly with Healthwatch Bracknell Forest.
- Implement a system to record community engagement activity and its outcomes more effectively.

Social Media



Actions from Quarter 3

- To build relationships with administrators of online community groups so they will post information on our behalf rather than staff doing so on their personal accounts.



None identified



The majority of social media sites allow us to post as Healthwatch or on our behalf. Staff who post on sites directly have made sure their personal accounts are private.

As well as informal signposting taking place online we also use it as a forum to collect feedback including posting polls and surveys.

Twitter

During Quarter 4 we tweeted 65 times. People saw these tweets 15,374 times. We had 375 profile visits and were mentioned by others 115 times. We also retweeted 18 messages by others. We shared information about local health events, Thames Valley Police information, weather alerts and the public meetings we were holding.

The most popular (popular being the tweets viewed or interacted with the most) were about feedback about personal health budgets, our public meetings,

consultation on reducing prescribing of over the counter medicines and the mental health forum.

At the end of Quarter 4 we had 1,778 followers (an increase of 30 from the last quarter). 38% of these are male, 62% are female; a 3% increase for male followers. Age demographics have been removed by Twitter.

Facebook

During Quarter 4 we posted and shared 118 messages to Facebook. 11,480 times people saw these messages.

The most popular was a link to our survey report on access to local GP Practices which 2,304 unique people saw. The next most popular message was about changes to the diabetic eye screening service which 1,867 people saw. These were followed by promotional information about our public meetings, the mental health forum and a variety of events happening locally.

At the end of Quarter 4 we had 251 likes on Facebook (an increase of 28 from the last quarter). 76% of our fans are female, 24% are male. Age demographics are similar to the last quarter with a slight increase in people aged 13-24. The largest group are female aged between 35-54 (42%)

- To continue to utilise social media particularly holding polls on local commissioning decisions.



Volunteers



Actions from Quarter 3

- To ensure all existing volunteers complete renewal of Enhanced DBS and refresher Safeguarding training within the 3-year period (best practice).
- To recruit new volunteers



- Safeguarding 'best practice' compliance
- Lack of new people interested in volunteering



During the quarter, 1 volunteer left the organisation due to work commitments. 2 volunteers recruited last quarter completed the necessary checks and training. 2 potential volunteers have started the recruitment process.

Volunteer opportunities are promoted on the Healthwatch Bracknell Forest website, in the community and on the Do-It-All website.

A member of Healthwatch staff, accompanied by a volunteer, attended the volunteer recruitment event hosted by Involve on the 15th March. No new volunteers were recruited at this event.

Existing volunteers who have not yet undergone refresher training and new DBS checks, if required, will not be utilised until they have done so.



- To ensure all existing volunteers complete renewal of Enhanced DBS and refresher Safeguarding training within the 3-year period (best practice).
- To recruit new volunteers

Gathering people's views



Actions from Quarter 3

- Continue to recruit volunteers and provide Enter & View training.
- Plan Enter & View schedule based on patient feedback
- Limited resource and staff time to undertake Enter & View visits, particularly with the work required to ensure Healthwatch Bracknell Forest complies fully with the GDPR



The report of the Pan-Berkshire Enter & View of Prospect Park which took place in Quarter 3 has now been published and shared.

178 pieces of individual feedback on health and social care services were collected from our interactions with people in Quarter 4. These are logged on our CRM and used to build up intelligence on local services and highlight issues. This information is used to help inform Healthwatch Bracknell Forest staff when representing the public at meetings.

We also undertake specific pieces of work and in Quarter 4 we published a report on GP access (from a survey conducted on our website in October 2017)

We initiated a poll on social media about extended hours in the last week of March – it closed in April with 950 responses and the report will be published in Quarter 1 2018/19.



- Continue to obtain public and patient views and feedback on services utilising all appropriate channels and methods.
- Plan Enter & View schedule based on patient feedback factoring in CQC inspection schedule and current issues/events within the local health and social care landscape – but recognising that GDPR compliance will be utilising much of the organisation's resource and capacity in Quarter 1 2018/19.

Representing patients & public



Actions from Quarter 3

- To continue to work with the CCG about communication, engagement and involvement of the public about all the upcoming changes (merger into East Berkshire CCG for example)
- To hold 2 public meetings, open to all in the borough, with key personnel from the Accountable Care System, Sustainability and Transformation Programme and Clinical Commissioning Group to inform the community of the changes in health and social care and give the public opportunities to ask questions (**Covered in Community Engagement**)
- To collect more feedback, and from more diverse sources, to better inform representation (**Covered in Gathering people's views**)
- To ensure in the minutes of meetings that the correct service(s) being represented are recorded



- Due to the way Healthwatch Bracknell Forest operates, sitting on boards and committees to influence decisions, rather than focusing on generating public reports, there is the danger that both the public and some professionals are not aware of the work we do.
- Many meetings cover East Berkshire and we attend the majority; asking Healthwatch Slough to alert us to relevant feedback that needs to be discussed. Healthwatch Slough has been representing all of East Berkshire at some meetings such as East Berkshire Primary Care Council but we have been made aware that they have not been attending so we have now added that to our schedule.

- After developing a good working relationship with Clare Marshall, Associate Director of Patient Experience and Public Involvement at Frimley Health Foundation Trust over a number of years, meeting with her regularly to discuss patient issues and seeing changes being implemented, after she left this post we were told these meeting would continue with her replacement, however, to date the only engagement we have had has been around STP/ICS communications.



Feedback and knowledge of local and regional issues has informed Healthwatch Bracknell Forest when representing patients and the public at meetings attended.

39 such meetings have been attended in this quarter. These include:

PCOG - Primary Care Operational Group

Looks at all things to do with primary care estates, locally commissioned services, primary care commissioning strategy, risks such as closures or underperforming surgeries and how they will be covered, CCG finance. Healthwatch is quorate to this meeting which covers East Berkshire

PCQIG – Primary Care Quality Improvement Group

Looks at day to day quality and performance issues, infection control, CQC visits and planning, quality visits to surgeries, changes to local services (such as diabetic eye screening). It is the day to day part of PCOG. Healthwatch is quorate to this meeting that covers East Berkshire.

PCCCIC - Primary Care Co Commissioning In Common

Public facing board of the 3 CCG's. Healthwatch has a statutory seat. Summary of the all that is going on for the public.

Quality Committee

Looks at all quality across acute, primary, CHC, care homes etc. Healthwatch is quorate and it covers East Berkshire.

Safeguarding Board

Looks at everything to do with adult safeguarding including looking at published safeguarding reviews and discussions as to how they can be implemented. Sub group looks at quality assurance and how it is implemented across all sectors.

Health and Wellbeing Board

This brings together all partners within the local integrated care system to look at how everyone works better together, avoid duplication, allowing questioning on services being introduced, planning communications moving forward and working together when a system is not working well to improve it.

Overview and Scrutiny

Attend as a speaking observer to input public views and intelligence into the discussion.

Better Care Fund Board

Looks at how integrated health and social care money should be spent locally to benefit local people whilst avoiding duplication and making best use of money. Also looks at integrated teams and how health and social care locally will work better together moving forward.

Community Nursing Review

Looks at how nursing will change given other health and social care changes. Recently agreed and wrote the patient quality indicators with the CCG and specialist conducting the review

“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 leading the review

GP Council

All practices represented and Healthwatch can hear local changes, issues and feed into discussions and workshops representing patient views.

EBE²

The Experts by Experience (EBE²) group, part of Healthwatch Bracknell Forest, are involved with the communication work stream around people with learning disabilities with Berkshire Healthcare Foundation Trust (BHFT) following their CQC inspection. It was agreed that materials and a video would be co-produced to demonstrate to professionals the good and the bad way to communicate with people with learning disabilities.

EBE² have discussed and shared the issues they had encounters with health and social care professionals with a team from BHFT and these were used to produce ideas for a short film which they also agreed to be in. Filming was due to take place in March but, due to the snow, actually took place in April. Leaflets to accompany the film will also be developed.

“I could see how strong the feelings were and how indifferently they have been treated. I really hope we can use this film to help people behave differently” – Dr Catherine Evers, Consultant Clinical Psychologist Lead (East), BHFT

Healthwatch Bracknell Forest have also been working with Heath Hill Surgery and have attended meetings with stakeholders around the current issues the surgery is facing.

We have also been working with Boundary House around the issues with telephone access identified by patients.

Project Support Board members also attend meetings where they represent people's views such as the Learning Disability Partnership Board (Mencap)



- To continue to represent the public
- To make the public, as well as professionals, aware of the work we undertake and its impact

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