

Internal Report - July 2013

Contents:

1. Internal Developments
2. News, Events & Community Projects
3. Public and Patient Engagement



1. Internal Developments

Feedback Systems

Healthwatch Torbay are up and running as the new champion for local people and independent regulator for health and social care services in the Bay. We are already receiving plenty of feedback from service users and have established specific systems to gather feedback, including:

- Online submission forms via our website, www.healthwatchtorbay.org.uk;
- Our Freephone number (08000 520 029) and email address (info@healthwatchtorbay.org.uk);
- Our purpose-built walk-in centre at Paignton Library & Information Centre;
- Through social media via our Facebook and Twitter accounts;
- Visiting providers and both hosting and attending community events where we can directly interact with users;
- Through the design, production and distribution of 5000 promotional leaflets with a separate written submission form that can be posted in privacy for free (see design on the right).



Healthwatch Torbay, in Paignton Library & Information Centre on Great Western Road



A cross section of the design of our new Healthwatch Torbay leaflet

New Information System

To ensure all the feedback we capture is utilised in the correct way, we are currently in the process of implementing a brand new information database system that will allow us to quickly and easily collate and analyse all the user feedback we receive. We will then be able to produce particularly extensive reports and recommendations at a much faster rate. The system also allows us to signpost users to the correct services and deal with enquiries very efficiently.

Staffing

As well as a Manager and a Coordinator, we have employed a Youth Coordinator to specifically engage with young people in Torbay and gather feedback (e.g. young carers); a Community Engagement Worker to liaise directly with consumers and feedback providers; and an Information and Communications Officer to promote Healthwatch Torbay locally and ensure communications systems (including website, information, responses, etc.) are regularly maintained. We also have a part-time Communications Officer to gather personal case studies and news items.

Board of Directors

To mark National Volunteers' Week we recently thanked all our fantastic volunteers and launched a search for a new voluntary **Board of Directors**. An interim Board of Directors was set up to oversee the launch of the organisation, which is now in the position to elect a new a voluntary Chair of the Board - as Lay Leader for three years - and also voluntary Board Members - Lay Members required to work together as a team to influence decision makers to bring about positive changes. The new Board will be officially launched at our inaugural Annual General Meeting on Wednesday 18th September from 6.30pm - 8.30pm at Paignton Library.

2. News, Events & Community Projects

Official Opening

Special Guests poured into Paignton Library & Information Centre recently for the official opening of new offices for both Healthwatch Torbay and Torbay Carers Services. Torbay MP Adrian Sanders joined dignitaries and guests from Torbay Council, Torbay and Southern Devon Health and Care NHS Trust, South Devon and Torbay Clinical Commissioning Group, Paignton Hospital League of Friends, South Western Ambulance Service NHS Foundation Trust and others at the special lunchtime launch, with the opening plaque officially unveiled by Councillor Christine Scouler, Executive Lead for Adult Social Care and Older People at Torbay Council. Speeches from Mandy Seymour, Chief Executive of Torbay and Southern Devon Health and Care NHS Trust (TSDHCT) and Healthwatch Torbay Acting Chairman Kevin Dixon congratulated both organisations on their new headquarters, thanking everyone for attending.



Kevin Dixon, Pat Harris, Katy Heard, Cllr Christine Scouler and Mandy Seymour at our official opening

Torbay Hospital PLACE Assessments

Healthwatch Torbay volunteers took part in a special assessment designed to assess Torbay Hospital across a range of environmental aspects against common guidelines. The Patient-led assessments of the care environment (PLACE) provide an annual snapshot that gives hospitals a clear picture of how their environment is seen by those using it, and how they can improve it. Three of our volunteers - Anita Forrest, Kevin Dixon, and Sam Ebden - undertook training to participate in the PLACE assessments.

National Carers Week

For National Carers Week, Healthwatch Torbay were involved in a variety of events, including hosting a Cream Tea for Carers event at the Livermead Cliff Hotel, Torquay, attended by over 50 local carers. Our Youth Coordinator Bekki also trained young adult carers to be peer evaluators, to be able to gather feedback and experiences from other young adult carers. This included a creative activity event for young people at Parkfield Youth Centre to gather feedback about the young carers service.



Healthwatch Torbay hosts the 'Cream Tea for Carers' event at the Livermead Cliff Hotel, Torquay

NHS England Conference

Healthwatch Torbay Manager Pat Harris attended the NHS England Conference in London on 25th June to provide a joint presentation with the South Devon & Torbay Clinical Commissioning Group on Healthwatch Torbay and our collaborative working with partners. During the conference, the collaboration between South Devon and Torbay CCG and Healthwatch Torbay was described as the “**jewel in the crown of partnership working in the South West**” by the Local Government Association’s senior Healthwatch adviser, Trish Stokoe. Healthwatch Torbay was put forward for working closely with the Health and Wellbeing Board, Director of Public Health at Torbay Council and the CCG throughout transition, authorisation and the establishment of the new organisations. The collaboration also included support for current Healthwatch Torbay youth work initiatives, including setting up Torbay Youth Power and training a team of Young Inspectors. The youth project has been cited by NHS England as an example of national good practice and is expected to be highlighted in a keynote speech at the Association of Directors of Children’s Services national conference.

South Devon College Partnership

Our Youth Coordinator has been working at developing a successful partnership with South Devon College and was even recently invited to be a guest judge at the prestigious Worldskills UK Health & Social Care Competition held at the College. Healthwatch Torbay and South Devon College have been working closely together for a while on a variety of different initiatives, including: students designing promotional materials for the launch of Torbay Youth Power (TYP); setting up creative consultation activities for health & social care professionals and over 150 students; giving presentations; and hosting quizzes and Q & A sessions at the College.

Quality Account Responses

To date we have provided responses and recommendations to six separate Quality Accounts for local NHS Trusts and other organisations, including: South Devon Healthcare NHS Foundation Trust; Torbay and Southern Devon Health & Care NHS Trust; Devon Partnership NHS Trust; Rowcroft Hospice Quality Account; and the Adult Social Care Local Account.

Community Events

We have attended a variety of events including: the first ever National Healthwatch Conference in Birmingham; information sessions at Pembroke Surgery (Paignton) and Brixham Community Centre; the Active for Life event at Torquay Town Hall; and we have also chaired a CCG Open Forum meeting Q&A session at the English Riviera Conference Centre in Torquay.

Surveys and Reports

- We are preparing a report on the Melville Hill/Warren Road area of Torquay to outline recommendations for improvement, after a survey we commissioned discovered people, on average, die 8 years younger in that area.
- We are preparing a similar survey and report on the cost of wasted medication in Torbay.
- We are also revisiting the recommendations that were put forward to the Torbay and Southern Devon Health & Care NHS Trust domiciliary report to see if the actions were taken forward.

Forthcoming Events

- We have created a communications plan incorporating our own forthcoming events which includes three separate public community engagement events in Brixham, Paignton and Torquay town centre in September.
- We are currently working with the Herald Express on a patient-led double page spread on how changes to the NHS will affect the public, and also to produce a regular Healthwatch Torbay monthly column.
- We are also hoping to be part of an exciting bid - with the CCG - to become one of only ten national 'Pioneer Sites for Integration'.

Further information on any of the above can be found on our website:

www.healthwatchtorbay.org.uk

3. Public and Patient Engagement

healthwatch
Torbay

Introduction

As we are yet to implement our new information system; thorough statistical analysis and tracking of enquiries, feedback, experiences or concerns is limited. However, below is a breakdown of the issues and concerns received from 2nd April to 11th June (10 week period) and the action taken.

NB. Date range does not apply to 'Current Issues & Trends' section

Number of Concerns

- **21** individual issues/concerns have been received either via events, telephone, online or from our drop-in-centre at Paignton Library and Information Centre.
- **10** people raised concerns around **2** separate issues at external meetings.

Breakdown of Responses

- **6** have been logged with no further action at this moment of time, people have been informed of this when placing the issue
- **8** have been given the information they required either when they phoned or when they dropped into the centre or - in the worst case - have been phoned back the same day with the information required
- **4** have been forwarded to PALs for further investigation with the client's approval
- **3** have been received through the web site, but **2** were anonymous. The named person was contacted immediately to confirm we had received his concern. He didn't want us to do anything just to log his concern.
- The concerns raised by the **10** people at external meetings have been logged with no further action at the moment but we will monitor any developing pattern.

Further Action

- As a result of all the logged information we have made **1** formal request for information on 29th May with the expected reply no later than 28th June. Acknowledgement of receipt of this letter has already been received.

Current Specific Issues (for June 2013 ONLY)

- Of the **14** concerns raised in June via events, telephone, online or from our drop-in-centre: **7** involved Doctor First Appointment; **4** were experiences with Torbay Hospital (**1** positive experience); **1** involved Mental Health (accessing Counselling Services); **1** was Community Based (accessing a support group) and **1** was Housing-related. A response was required in 5 cases.
- **5** were signposted - **2** to SEAP, **2** to PALs, and **1** to Disability Information Service. The rest were logged.

Any Other Comments

- Our new social media development is showing signs of patient involvement. As of 30th June 2013, Healthwatch Torbay had **280** followers on Twitter and **22** likes on Facebook. We have had interaction with a number of different people and organisations, and have even received patient feedback on specific health-related issues on 4 separate occasions.
- We are currently in the process of distributing the majority of our **5000** leaflets to Care Homes, Doctors & Dental Practices, waiting rooms and other available outlets. The leaflets have a separate written submission form that can be posted in privacy for free.