

**Title:** Update Report – Healthwatch Torbay

**Wards Affected:** All

**To:** Health and Wellbeing Board **On:** 3 December 2013

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## 1. Achievements since last meeting

- 1.1 All the staff team (including some volunteers) have completed Flu Champion Training and are qualified to give advice and guidance on the administering of the Flu Jab. Some have also completed Dementia Awareness Training to qualify us to provide advice and guidance on Dementia – achieving us ‘Purple Angel’ status. Volunteers and staff are attending safeguarding training.
- 1.2 In total the staff team have attended 42 external meetings, including: Torbay Council (Commerce House); Torbay Hospital; Newton Abbot Hospital; Brunel Surgery; Holiday Inn Taunton (LGA); Bay House; Palace Hotel (safeguarding); Exeter Racecourse (HWBB); Safe Guarding Board; CVA Torbay; Pomona House (CCG); Parkfield; and even a national online ‘Webinar’ with the Healthwatch network and Healthwatch England.
- 1.3 Our Youth Coordinator has attended national London conferences twice to give presentations and share findings from our recent report into the Emotional and Mental Health and Wellbeing of Young People in Torbay. This report was to raise awareness of health and wellbeing issues for young people in Torbay, it has been presented to: the HWBB; the Children Re-design Board at the CCG; and Derek O’Toole (Lead for Mental Health). But, to date, there has been no response or follow-up from this report and the recommendations that were brought forward.
- 1.4 We are hosting a “Making The Most of Your Local Healthwatch” event on January 9<sup>th</sup> with the LGA and Public Health to discuss how Healthwatch Torbay can deliver its priorities and be supported by other stakeholder organisations.
- 1.5 We are still receiving questionnaires for our Cost of Wasted Medication in Torbay Survey and have completed 300 already. Once they are all uploaded

and analysed the results we will produce a mini-report incorporating suitable recommendations. This will be completed by 30<sup>th</sup> November.

- 1.6 We attended an “information and advice strategy in a day”, hosted by the CDT to look at how information and advice could be delivered by the voluntary sector. Currently there is no strategy for the voluntary sector to be delivering this service. There are concerns that as the budget cuts will be starting to impact, there appears to be no joined up approach to how this service may be provided. With only 5 months of the current year left there are concerns that there are no service specifications available and how this may affect service users.
- 1.7 We are exploring ways of supporting a team of volunteers to look at a possible rate and review data system attached to the online Torbay Directory. There have been discussions about the possibility of funding but no final decision agreed. We have received training and support to use Torbay Directory. Clarity is still required regarding the rate and review data system and how this could be taken forward.
- 1.8 Special Educational Needs - On 7 November our Chair, Patrick Canavan, attended a Ministerial roundtable discussion with Edward Timpson MP, Minister for Children and Families. The invitation to attend this event had come on the recommendation of the Director of the Council for Disabled Children. A key focus of the discussion was how Health & Wellbeing Boards can help drive forward the SEN reforms locally. There was general agreement on the strategic importance of Health & Wellbeing Boards and a discussion on the new requirement for Local Authorities and health and care services to commission services jointly. This was intended to ensure that the needs of children and young people are met and services are integrated. A number of documents in relation to these reforms are currently out for consultation. Two key points to consider are:
  - Local Authorities are required to consult over and publish their Local Offer’. The desire would be for this to be in place by September 2014, although it is possible there may be a slightly longer timescale depending on the outcome of consultation. The requirement for consultation in the draft regulations is significant and Healthwatch Torbay has submitted an expression of interest to undertake engagement work with Parent and Young People affected by these proposed changes.
  - The new arrangements will cover all those between 0 and 25 years old and will require the Local Authority to ensure that parents, young people and children have access to independent advice and advocacy. Healthwatch Torbay has also indicated to the Council for Disabled Children that it would be interested in assisting with the further work on this.
- 1.9 LOOK OUT – Young Inspectors About is our ongoing recruitment, training, support and delivery of Young Inspectors (YI). The second cohort of YI, along with the original group, has recently inspected Brunel Surgery & the ACORN centre in Torquay.

- 1.10 We are engaging with 'Children Looked After' (Children in Care) to build relationships and establish a baseline for information gathering. This is to ensure that their views are fed into the Operating Principles and Safeguarding Children's Leads at various events. A report will be disclosed in December.
- 1.11 We are setting up a focus group of key stakeholders to design an easy-read leaflet for service users, to inform them of the process involved with raising issues; when the right time to complain is, who to complain to, how to praise good services, etc. This was identified and discussed at the Safeguarding Board, with Healthwatch Torbay being tasked to look at this area.
- 1.12 We have been recruiting and training community ambassadors to work with Healthwatch Torbay to ensure that we can reach as many sections of the community, including harder-to-reach/seldom-heard groups and organisations. Healthwatch Ambassadors will be trained and supported by Healthwatch to gather patient experience and feedback with the groups and organisations they support.
- 1.13 We are developing systems and processes to have a more positive relationship with schools. We now have an agreement with continuous engagement with Devon Studio School and will be running various engagement activities at their assemblies.
- 1.14 We have met with the System Leadership Consultant at Taunton to discuss our dementia project. Following our Dementia Awareness training, a Dementia Awareness booklet is being produced in collaboration with Torbay Dementia Action Alliance to distribute to Care Homes during first part of 2014. We are exploring the possibility of additional funding from the CDT to train local businesses the same way.
- 1.15 We have been asked to visit the community hospitals across Torbay and Southern Devon Health and Care NHS Trust, along with Healthwatch Devon. These visits will build on the safety walkrounds 'in my shoes' visits that have been recommended in the Francis Report. These visits will commence in January 2014, volunteers will be trained to carry out visits on the wards.
- 1.16 Since the publication of the Making Melville Marvellous Report, a new residents association has been established. On September 1 2013, the St Lukes Road Residents the Association closed the road and held a very successful street party, and two community street cleanings have also been held. Forty-five people attended the last meeting and raised issues, including car parking and alcohol use amongst older people. The new Association is working closely with the more established Residents of The Hill group, who continue to be very active in supporting the community, particularly the more vulnerable members who often come into contact with health, social care and the police. Councillor Cowell, the Police and Healthwatch are also working together and offering joint surgeries in the Clipper Inn. The relocation of the Abbey Road GP Surgery to Roebuck House in Warren Road has been much

welcomed. Consultation with both community associations on the provision of a community room is now taking place and a leaflet is being prepared to be delivered by volunteers to all members of the community. Healthwatch England has recognised the Making Melville Marvellous Report nationally as an example of good practice in reaching a community which has, in the past, felt neglected.

- 1.17 We are uploading feedback collected from our three consultation caravan events in Torquay, Paignton and Brixham, where we engaged with over 200 members of the community. The four main issues raised locally were GP Appointment Booking Systems (appointment systems not patient-friendly), A&E (long waiting times to be seen), Dentists (difficulty in getting appointments), and Older People – more support on services needed (to enable them to live independently). A more comprehensive summary of results and issues is available on request.

## **2. Challenges for the next three months**

- 2.1 There has been some difficulty in the past few months about the different requirements from Stakeholders on the information they are requesting from Healthwatch Torbay. We are currently trying to develop a more systematic approach to reporting to ensure that we can send a collective message about user involvement to influence commissioners at service level.
- 2.2 There has been some delay in developing our new data management system. We have received further training and support, and from 1 November 2013 the team has started to populate the database. It is anticipated therefore as we start to move forward in the coming months a more comprehensive reporting mechanism will be available.

## **3. Action required by partners**

- 3.1 We would appreciate a response to the findings of our Emotional and Mental Health and Wellbeing of Young People in Torbay and an update on its recommendations. (1.3)
- 3.2 To consider placing the SEN review in its agenda for a future meeting and looking at how we can all help to ensure that Torbay is well prepared for these changes. (1.8)
- 3.3 We have some concerns about how the HWBB is going to ensure the voice of local people will actually influence local decisions due to all the complex current patient engagement activities currently taking place, and would appreciate some clarity on the current processes in place. (See Appendix 1 for suggested Governmental guidelines on patient involvement with the HWBB.)