

Title: Update Report - Healthwatch Torbay

Wards Affected: All

To: Health and Wellbeing Board **On:** 3 April 2014

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1. Achievements since last meeting

- 1.1 Patient experience platform (PEP) feedback centre** - Our new rate and review system, along with a brand new website, is in the development phase and should be ready to go live w/c 28th April. We are currently sending out letters to all publicly funded providers to advise them of the launch of the new system and are working with potential partners to purchase the 'widget' – which will help to support the sustainability of this system. We are working with the Social Media Partnership (SMP) at the moment to populate the provider database and work on the design and content of the new website that comes with it.

We are also working with SMP, the South West Academic Health Science Network (SWAHSN) and NHS England following their interest in the system to roll it out across the South West peninsula with other local Healthwatches. Meetings have been taking place to discuss moving this forward with Healthwatch Torbay being the project lead. There is opportunity, therefore, that this project will be funded by the SWAHSN.

- 1.2 Meetings** - In order to strengthen communication between key partners, regular meetings have now been set up with the CCG and Healthwatch Devon on a monthly basis to discuss Healthwatch activities across Southern Devon and work that the CCG are involved with that may impact the general public. We have also been invited to go to the Torbay and Southern Devon Healthcare Trust Board of Directors pre-meeting on Monday 7th April to discuss working with Healthwatch Torbay.
- 1.3 New Healthwatch Torbay Children and Young People's Steering Committee** - A meeting took place on 18th March at Paignton Library to recruit a panel of individuals to develop a steering committee for Healthwatch Torbay. Pam Teague

has been appointed as Chair of the Committee. The next meeting is scheduled for the 7th April.

- 1.4 **Volunteer Recruitment Campaign** - We have been actively campaigning for the recruitment of local volunteers to join us, particularly as community researchers. Articles have been published in local newspapers and online via our e-news, website and social media. We are also still searching for an additional member to join our Board. A number of applications have been received.
- 1.5 **PLACE Assessments** - Following statutory requirements for hospitals to undertake PLACE assessments within their area, Healthwatch Torbay have been contacted by all partners to assist with the process. We have already been part of the assessment process at Mount Stuart Hospital in Torquay and Paignton Hospital. Torbay Hospice and Torbay Hospital have also approached us to be part of this process.
- 1.6 **Mock Assessments for Community Hospitals** - In February one of our volunteers took part in a pilot to carry out a mock assessment in Teignmouth Hospital as part of the Government's initiative to "walk in my shoes" visit. We are currently awaiting feedback as to how this pilot worked before it's rolled out across the other community hospitals in Torbay and South Devon.
- 1.7 **Consultation on Measure Up** - Following a discussion with James Drummond from the Carers Service, a review is needed on the next 2 year plan to provide Carers services. It has been requested for Healthwatch Torbay to undertake a survey involving carers on how existing services have measured up and to form the next strategy for 2015-17 for carers. A request has been put forward for James Drummond to attend the next HWBB meeting to discuss the proposals for the next measure up strategy.
- 1.8 **Information and Advice Strategy** - Following several attempts to get the information and advice strategy off the ground, it has now been decided that all statutory partners will look at jointly commissioning this service. Julie Sharland from Torbay Council is the lead in pulling this together and we are working as part of the steering group to undertake a scoping exercise to identify what the needs are for an effective information and advice service jointly-commissioned will be able to deliver and how this can be achieved.
- 1.9 **Cost of Wasted Medication** - Our completed Cost of Wasted Medication Report was very well received locally, and appeared as the front page lead story in the Torbay Times. The report was also welcomed by the CCG, who are taking it to their next Board Meeting to discuss joint-working opportunities and how to achieve its recommendations, which included providing patients with more options during the repeat prescription process (e.g. a bi-monthly prescription) and conducting a wasted medication awareness campaign targeted at patients.

- 1.10 **Dementia Project** - Our Dementia Guide Booklet for Care Homes has been produced and distributed to Torbay care homes, with a covering letter encouraging their staff to read the information and answer a short questionnaire to receive a Purple Angel Award. Volunteers have been making follow up calls to Care Homes that haven't responded.

We have also worked with the TDAA to approach businesses in the Brixham with a view to explain why it is important to have an understanding of dementia and to encourage many businesses to sign up to the purple angel award scheme in the Brixham area. 152 business signed up on the day. The final report for the Dementia project should be completed by the end of May 2014, with reports and findings being forwarded to the senior leadership team at Public Health England.

- 1.11 **Current Surveys** - We are currently running two online surveys to gather public opinion on two current issues with health and social care in Torbay, the Out of Hours GP Service and experiences with making a complaint. The GP Out of Hours Service is about to go out to tender and people's experiences of making a complaint about a Health or Social Care Service will be fed directly to the Parliamentary Health Select Committee. This should be complete by the end of April.

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

- 2.1 **Steering Groups** – The new Information and Advice Strategy steering Group (1.8) and our own Children and Young People's Steering Committee (1.3) will require support to ensure they are a success and achieve their goals.
- 2.2 **Collaborative working** – As discussed in 1.1 above, we are launching our new PEP feedback Centre at the end of April. Working together with partners to create a pioneering, innovative new way of monitoring patient and public feedback to ultimately improve service quality is paramount.

3. **Action required by partners**

- 3.1 **PEP feedback centre** – We believe 100% that our new rate and review feedback centre (1.1) will help Torbay achieve improved service quality, whilst definitely also ensuring that the public are listened to and engaged with. Working together with partners to ensure the success of this ground-breaking tool is – we believe - of the utmost importance to the Torbay community. Any support you could provide; from signposting patients/public to the new feedback centre online; to looking into purchasing a 'widget' for your own sites, will be very much appreciated. The necessary significant behavioural shift to ensure success will prove difficult for us all, but will be ultimately extremely rewarding.