

Title: Update Report –Healthwatch

Wards Affected: All

To: Health and Wellbeing Board **On** 10 July 2013

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1. Achievements since last meeting

- 1.1 On 25th June Healthwatch Torbay Manager Pat Harris attended an NHS England Conference in London to provide a joint presentation with the South Devon & Torbay Clinical Commissioning Group (CCG) on our collaborative working with partners. During the conference, the collaboration between South Devon & 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 included support for 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.
- 1.2 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.
- 1.3 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 undertook training to participate in the PLACE assessments.

- 1.4 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.
- 1.5 Our Youth Coordinator has been working at developing a successful partnership with South Devon College and was recently asked to be a guest judge at the prestigious Worldskills UK Health & Social Care Competition, held at the College. Healthwatch Torbay, South Devon College and Torbay Youth Power (TYP) have been working closely together for a while on a variety of different initiatives.
- 1.6 For National Carers Week, Healthwatch Torbay was 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 also trained young adult carers to be peer evaluators at a creative activity event for young people at Parkfield Youth Centre, to gather feedback about the young carers service.
- 1.7 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 also preparing a similar survey and report on the cost of wasted medication in Torbay and are revisiting recommendations that were put forward to the Torbay and Southern Devon Health & Care NHS Trust via our domiciliary report, to see if the actions were taken forward.
- 1.8 We have created a communications plan incorporating forthcoming events, which include 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.

2. Challenges for the next three months

- 2.1 We expect to appoint a dynamic new board to officially launch at our inaugural Annual General Meeting on Wednesday 18th September (6.30pm - 8.30pm) at Paignton Library. The closing date has now passed and interviews will take place before the end of July.
- 2.2 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.

- 2.3 To encourage the sharing of feedback and information for our new database, we will need to engage more with users. The implementation of our new communications plan is seen as a must in achieving this.

3. Action required by partners

- 3.1 We do still need our partners to continue to continue helping to publicise and support the development of Healthwatch Torbay in any dealings that they have with the public and the media, including schools. We are receiving more and more regular patient feedback which we expect to grow further – any help to achieve this would be greatly appreciated.
- 3.2 Communication as a whole could be improved. There is a need for a joined up approach with all partners to create a single point of intelligence regarding services as there is already evidence of duplication between stakeholders which is no cost effective in this current climate.
- 3.3 Partners sharing their own information and feedback with us would help provide a greater understanding of patient issues. This would help us to make the correct recommendations for improvements and/or signposting and, in turn, help all of us provide greater user satisfaction.