

#Healthwatch2018

Day 2

Imelda Redmond CBE
National Director, Healthwatch England






You said, we did

“We want help to reduce funding cuts”

29 Local Healthwatch have been helped,
leading to over £500,000 being retained by the
network.






You said, we did

“We want a more consistent network”

We are working with you on developing a new Network agreement and quality framework to help increase the consistency in effectiveness. This will be ready in summer of 2019.






You said, we did

“We want a more consistent approach to Commissioning and KPIs”

We have put on a series of workshops with Commissioners and are getting buy-in from them to use the new quality framework as a tool to commission better.





You said, we did

“We want shared information and content for our websites”

We have developed a new website and are trialling new ways of sharing content with the network.






You said, we did

“We want to be able to search and access local Healthwatch reports”

We have developed a reports library, that we are currently testing and will be accessible via the Healthwatch England website.






You said, we did

“We want leadership training”

We have arranged for NHS Academy to deliver courses for the network in November - you can also access the Academy's courses.



You said, we did

“We want more training to help us be the best at our jobs”


- In 2018/19 we are running more than 60 training sessions and events on topics from an introduction to health and social care to call handling training.
- We're also developing an induction course for all new staff and volunteers.



You said, we did

“Yammer isn’t working for me in the way I want”

We’re reviewing different tools to help you access and share information easily and network with one another, including piloting Facebook Workplace.






You said, we did

“We want to know the impact of our work on the national stage”

We now produce an intelligence bulletin which is shared twice a month, highlighting what we've learnt from the reports you produce and feedback shared.



You said, we did

The stories people have shared with you are being used to help the planning teams for the NHS Long Term Plan

- 34,000 people's experiences of mental health services
- 6,500 people's experiences of urgent care
- 750 people's experiences of homelessness
- 45,000 people's experiences of primary care
- 5,000 carers' experiences

You said, we did

The stories people have shared with you are being used to help the planning teams for the Social Care Green Paper.

- 9,000 people shared their views on social care issues such as home care, care homes, what they want from social care in the future



presents

Phyllis

www.womenandtheatre.co.uk

Healthwatch, Alzheimer's Society and Dementia Friends

United Against Dementia

Will Stent

**Regional
Public Affairs and
Campaigns
Manager**



Alzheimer's Society and Dementia Friends



- Alzheimer's Society is the UK's leading dementia support and research charity
- Dementia Friends is the biggest ever initiative to **change people's perceptions** of dementia
- A Dementia Friend is someone who has learnt **key messages** and turns their new **understanding into action**
- Target to make **four million** Dementia Friends by 2020

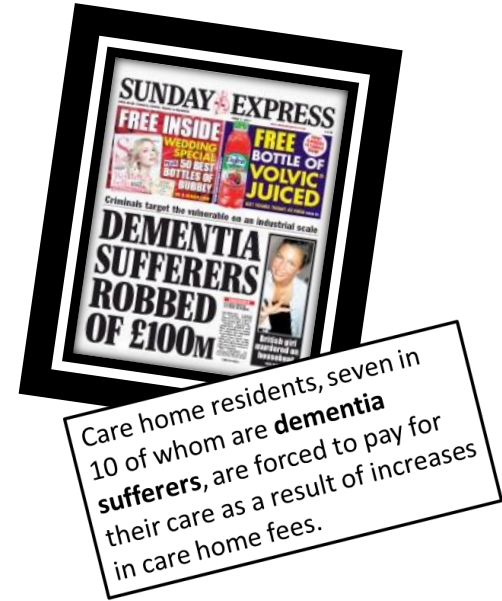


Activity

What are the first words you think of when you hear the word '**dementia**'?

Perceptions of dementia

- You may find that your words are mostly **negative**, but don't worry...
- This is unfortunately how society often views and talks about dementia



Care home residents, seven in 10 of whom are **dementia sufferers**, are forced to pay for their care as a result of increases in care home fees.

Doing everyday tasks

- You are 73 years old
- You were diagnosed with Alzheimer's disease six years ago
- You live with your partner in your family home

First key message

- Dementia is not a natural part of **ageing**



Second key message

- Dementia is caused by **diseases of the brain**



Third key message

- Dementia is not just about losing your **memory**



Fourth key message

- It is possible to **live well** with dementia.



Fifth key message

- There is **more** to the person than the dementia.



Understanding Dementia

- Dementia Friends is about turning **understanding into action**

How people are affected

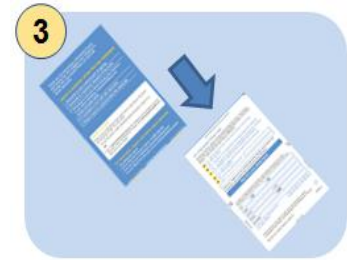
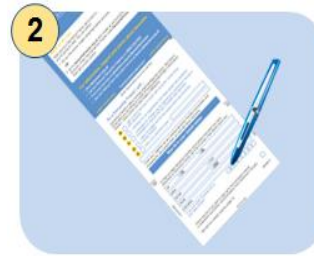
Watch our
'bookcase analogy'
video

<https://bit.ly/2IS1tCY>

25



Do you want to be a Dementia Friend?



- voluntary decision to become a Dementia Friend
- understands key messages
- committed to taking an action
- (no action too big or too small)

**You have just joined over 2.5 million
Dementia Friends**

Thank You!

Alzheimer's Society

Campaigning



**Dementia
Friends**

An Alzheimer's Society initiative



State of the Nation 2018

‘Dementia – the True Cost’

- Launched in May 2018
- Built from direct experiences of people with dementia, carers, social care professionals and dementia lead nurses

State of the Nation 2018

‘Dementia – the True Cost’

- What we found:
 - People are facing **catastrophic costs** to pay for their care and support. They wouldn't be expected to make this sacrifice if they had another medical condition
 - People **struggle to access** the vital care they need in the first place
 - Once people affected by dementia get support, their care is often **poor quality**

‘Why is dementia treated so differently from cancer or any other life-threatening disease?

Why should we be left in this position and faced with forfeiting so much of our income and our home just to get the support he needs to live?

I’m happy to pay towards care, but what’s expected is just too much.’

What we're calling for:

- **Cost** – the cost of extra care charges for a health condition must be covered by the state
- **Quality** – all health and social care workers must be given the training and support they need to deliver quality dementia care
- **Access** – everyone with dementia should have a care navigator to support access to timely, preventative and integrated support

How you can help

- **Take forward your action** from today
- Become a **Dementia Friends Champion** and share your experiences from today
- Become an active member of your local **Dementia Friendly Community**
- Help us **Fix Dementia Care** by signing up to our campaign
- Contact your local **Regional Public Affairs Officer** to discuss **campaigning together** in your local area

Contact information & links

Will Stent

william.stent@alzheimers.org.uk

07484 533 921

Regional Public Affairs team:

StakeholderRelations@alzheimers.org.uk

Dementia Friends

www.dementiafriends.org.uk

The future social care



The future of social care

Imelda Redmond CBE,

National Director, Healthwatch England

Andrea Sutcliffe CBE,

Chief Inspector, Adult Social Care, CQC

Iain MacBeath,

Director of Adult Care Services, Hertfordshire County Council

Clrr Izzi Seccombe OBE,

Leader, Warwickshire County Council

What did you say?

Has the number of people who speak to you about social care increased over the last year?

- Yes
- No
- Difficult to say

What did you say?

How confident are you that the government's Social Care Green Paper will achieve the change you want to see for your local community?

- Confident
- Not confident
- Difficult to say

What did you say?

What is the most important thing for people in your area?
Choose one:

- Quality of local services
- Assessments
- Finding reliable information and advice
- Choice and control (ie people are in charge of their own care)



**Imelda Redmond CBE,
National Director, Healthwatch England**





Andrea Sutcliffe CBE
Chief Inspector, Adult Social Care, CQC





Iain MacBeath,
Director of Adult Care Services,
Hertfordshire County Council





Clrr Izzi Seccombe OBE,
Leader, Warwickshire County Council



Q&A

Imelda Redmond CBE,

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Iain MacBeath,

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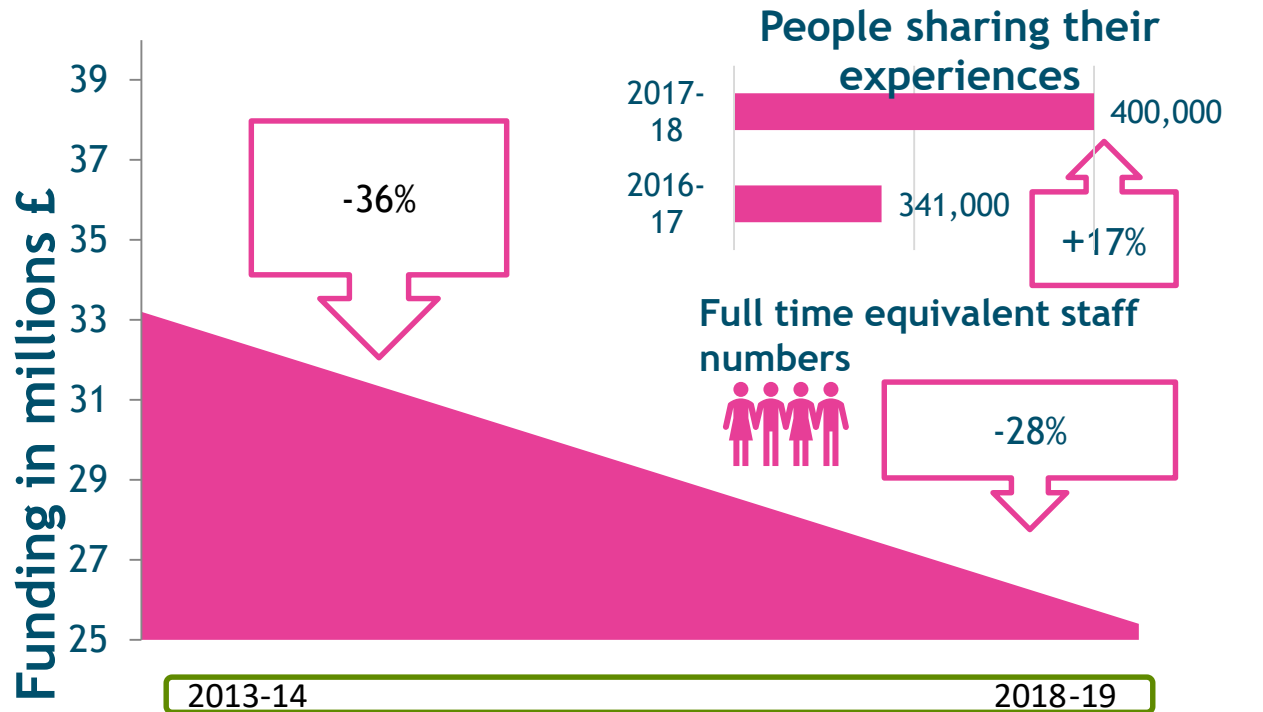
“Show me the money”

Securing future investment

Philip Huggon,
Vice Chair, Healthwatch England



Funding over lifetime of Healthwatch






What is Healthwatch England doing?





National

- State of Support briefing September 2018 - picture of Healthwatch funding 2018/19
 - Meeting with Minister Jackie Doyle-Price in May 2018. Committed to:
 - Send clear message to Council Leaders through MHCLG
 - DHSC Team to work with LGA so Local Authorities understand obligations
 - Confirmation of publication of Local Reform and Community Voices Grant
 - Seeking other funding opportunities
- 



Local Healthwatch

- Comprehensive understanding of funding/contracts/providers across the network and how Healthwatch are generating income
 - Tailored support for local Healthwatch approaching commissioning cycle
 - New training for Healthwatch leaders - understanding and navigating commissioning from a sector expert: October 2018
 - Quality Framework to help Healthwatch demonstrate effectiveness
- 



Local authorities

- Raising concerns = real savings
 - Engagement plan with commissioners, senior leaders and elected members
 - Making the case for investment
 - Local Government Association Conference Jul 2018
 - Commissioner workshops Sep 2018
 - NCASS conference Nov 2018
- 



Discussion

Philip Huggon,
Vice Chair, Healthwatch England

Nichola Esmond,
Chief Executive, Healthwatch Wakefield

Thalia Jervis,
Chief Executive, Healthwatch Bucks



NHS80 and beyond

Neil Tester, Deputy Director,
Healthwatch England





www.nhs70.nhs.uk

#NHS70

**Here's how Healthwatch
joined in the
#NHS70 party...**

healthwatch

Stockport



Come and Celebrate our
beloved NHS

Tuesday
24th July
2018
1pm - 4pm

Music!

NHS70 Party

Hear from nurses & other health
professionals who will share their
experiences of working in the
NHS.

Afternoon
Tea!

Join us for our **FREE** event at
St Catherine's Church
Centre in Heald Green

To book
call 0161
974 0753



healthwatch

Enfield

**CHOIR
TEA PARTY
STALLS
& MORE**

70

**11AM -
4.30PM**

**YEARS
OF THE NHS
1948 - 2018**

Birthday Celebration

Come along and celebrate with us

Thursday 5 July 2018

Main Atrium



News

28.06.2018

NHS70 #NHS #ItStartsWithYou #NHS7tea



Today (28/06/18) we visited the Lowry Outlet Mall along with Salford together to celebrate the NHS 70th Anniversary.



Healthwatch Salford @HWSalford · Jul 4

Its one day away from the **#NHS70** 🇬🇧 #NHS Birthday. What are your memories? #NHSHistory_ #NHSat70





Healthwatch Salford

1 July · 🌐

Don't forget we will be out and about in the community to help celebrate the NHS 70th anniversary at Tesco in Irlam TOMORROW 2nd July, 11:30am – 2:30pm with Salford Together #Salford #NHS70 📷 #NHS

70
YEARS
OF THE NHS
1948 - 2018

Healthwatch Essex @HWEssex · Jul 5
One of the nation's best loved institutions, the National Health Service, turns 70 today! Happy birthday NHS - 70 years young today! #NHS70 🇬🇧 #ItStartsWithYou @NHSChoices



We'd like to wish a very happy 70th birthday to the NHS!

#NHS70

healthwatch
Essex

Healthwatch Essex @HWEssex · Jun 29
Healthwatch Essex Announces Winner of Campaign to Celebrate the County's Healthcare Heroes #LivelyLives #NHS70 🇬🇧 #ItStartsWithYou @HealthwatchE ow.ly/tlkO30klOxf



healthwatch Essex



OCT 14 **NHS 70 Celebration**
Public · Hosted by Healthwatch Essex

★ Interested ✓ Going

↗ Share ⋮

🕒 Sunday, 14 October 2018 from 15:30-16:30

📍 Chelmsford Cathedral

Show map

🎫 Tickets by Eventbrite

General Admission

Free admission to NHS 70 Celebration at Chelmsford Cathedral...

More


Sales end on 12 October at 16

Free

1 ▼



Healthwatch Surrey @HW_Surrey · Jul 5

Our CEO Kate is at Fordingbridge Community Centre in Ashford helping to celebrate 70 years of public involvement in the NHS #NHS70 
#HappyBirthdayNHS #ILoveTheNHS





Healthwatch Dorset @HwatchDorset · Jul 5

We're celebrating **#NHS70** at Christchurch Library Health Information Session today with @LWDorset @Skills_Learning @DorsetLibraries @dorsetforyou @DorsetHealth @dorsetccg #HappyBirthdayNHS

Health Information Session

Come along for an opportunity to find out about diet and nutrition, weight and weight management, lung function, cholesterol, skin and lots more.



Christchurch Library

Thursday 5th July
10.00am - 2.00pm

For more information Tel: 01202 485938

www.dorsetforyou.com/libraries

Follow us on Twitter [@DorsetLibraries](https://twitter.com/DorsetLibraries)



7





Healthwatch C Beds @Healthwatch_cb · Jul 5

With the NHS turning 70 [#nhs70](#) today we want to hear about your experiences
Share your story with us! bit.ly/2iAcdOT

*"Dr Verity is excellent. The surgery
is very a good part of the
community."*

Review of Caddington Surgery

healthwatch
Central Bedfordshire

Healthwatch C Beds Retweeted

Healthwatch England @HealthwatchE · Aug 26

Stories of change No.17 Improving the quality of care of musculoskeletal services
in [#CentralBedfordshire](#). [#NHS70](#) [#ItStartsWithYou](#) bit.ly/2nDTVLY
[@Healthwatch_cb](#)



Stories of change - number 18 [#NHS70](#) [#ItStartsWithYou](#)

To help celebrate 70 years of the NHS we're collecting 70 stories of how
people's experiences are being used by health and care services and
healthwatch.co.uk



Healthwatch C Beds @Healthwatch_cb · Jun 21

Sign up to the Thunderclap taking place on 24th June and help us make some
noise about improving health & social care services.



Healthwatch England @HealthwatchE

SIGN UP: Lend your support to help encourage people to
share their experiences of health and care bit.ly/2HGAFoO
[#ItStartsWithYou](#) [#NHS70](#)



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News

05.07.2018

#NHS70 – Celebrating 70 years of our National Health Service

Today the National Health Service (NHS) celebrates it's 70th birthday.

Aneurin Bevan launched the NHS in 1948 as part of an ambitious plan to make quality healthcare available to everyone. Since then the NHS has delivered medical advances, pioneered new treatments and made strides to eradicate diseases like polio. Read more about the background of the [NHS here](#).

All of this wouldn't have been possible without the hard working staff;

'In March 2017, across Hospital and Community Healthcare Services (HCHS), the NHS employed (full-time equivalent): 106,430 doctors; 285,893 nurses and health visitors; 21,597 midwives; 132,673 scientific, therapeutic and technical staff, 19,772 ambulance staff, 21,139 managers; and 9,974 senior managers.' – NHS Workforce Statistics.



Healthwatch Portsmouth @HealthwatchPO · Jul 2

Watch out for very own Spinnaker Tower lit up in blue on Thursday to celebrate #NHS70 🇬🇧



Antony Tiernan @AntonyTiernan

On Thursday night, over 100 buildings, historic monuments and other high profile sites will light up blue to mark the NHS's 70th. Have a look at our map to find your nearest one nhs70.nhs.uk/get-involved/... #NHS70 🇬🇧 ...



healthwatch Portsmouth



Healthwatch Portsmouth @HealthwatchPO · Jun 26

The cake has arrived! Join us tomorrow for our AGM to hear about health and care in Portsmouth and from @HealthwatchE Director Imelda Redmond and of course to eat cake to celebrate #NHS70 🇬🇧! 6-8pm at Civic Centre healthwatchportsmouth.co.uk/news/healthwat...



Spinnaker Tower shines blue to celebrate NHS70

Last night the Spinnaker Tower in Portsmouth Harbour was lit in blue to celebrate the 70th anniversary of the foundation of the NHS.



Portsmouth's Guildhall Square celebrates NHS70

On Thursday Healthwatch Portsmouth joined the Lord Mayor of Portsmouth, local NHS organisations, staff, school children and members of the public in a celebration of the 70th anniversary of the foundation of the NHS. Portsmouth News - Portsmouth's Guildhall Square is taken over for a healthy party for NHS70



Healthwatch Birmingham @HWBBrum · Jul 5

Absolutely amazing to see all the **#NHS70** 🇬🇧 messages & feedback today! Happy Birthday to the NHS! Thank you to all the fab staff for supporting patients, their families and carers!



Healthwatch Isle of Wight celebrates #NHS70 by recognising staff who go the extra mile

Healthwatch Isle of Wight have been shortlisted for the Network NHS 70 Award for supporting those with learning disabilities to have their say in the Isle of Wight

Be the first to add your thoughts in the comments section ↓



Nikki shares this latest news from Healthwatch Isle of Wight. Ed

In the run up to the 70th anniversary of the NHS, Healthwatch England are joining in the celebrations with the launch of a new award to recognise the outstanding contributions of health and care staff towards improving patient care.

Monday, 23rd July, 2018 1:22pm

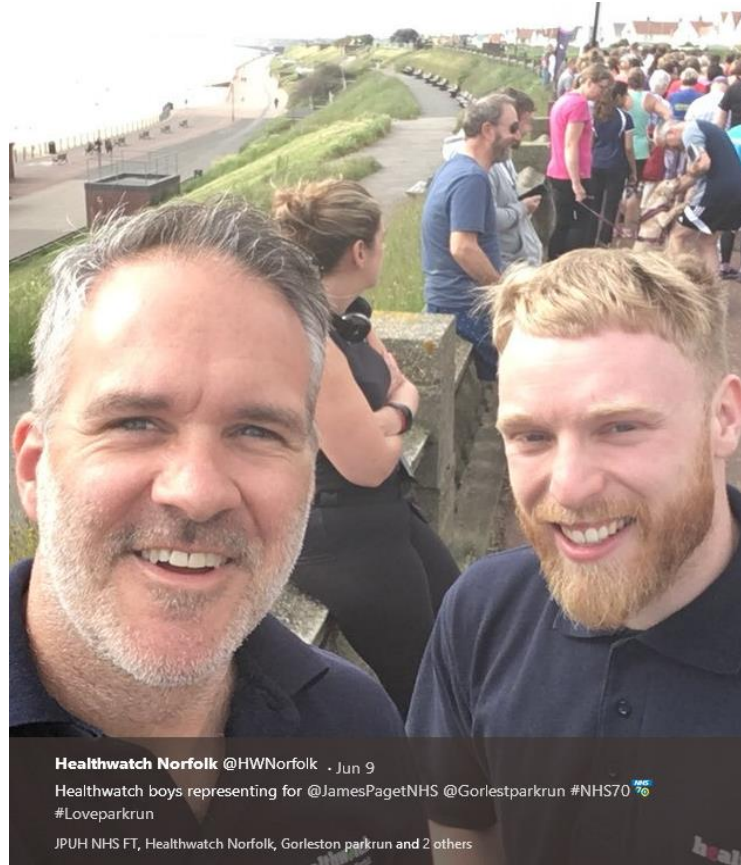
By Nikki Stewart

ShortURL: <http://wig.ht/2ldJ>

Filed under: Health, Island-wide,
Isle of Wight News, Top story



Like 5



Healthwatch Norfolk @HWNorfolk · Jun 9

Healthwatch boys representing for @JamesPagetNHS @Gorlestonparkrun #NHS70 🇬🇧
#Loveparkrun

JPUH NHS FT, Healthwatch Norfolk, Gorleston parkrun and 2 others

Healthwatch Trafford @HealthwatchTraf - Jul 7

Our Ann won a lifetime achievement award at today's NHS birthday party in Urmston! Congratulations to Ann Day, Director on our Board - also our founder Chair. Presented by shadow sec for health @JonAshworth local MP

@KateGreenSU and Cllr @Joanne13Harding #NHS70



BIRTHPLACE
OF OUR **NHS** **TRAFFORD GENERAL**

70TH BIRTHDAY PARTY
IN THE PARK
SAT 7TH JULY 2018
GOLDEN HILL PARK, URMSTON M41 5AR 12 - 5pm
WAYNE DEVLIN MC LIVE MUSIC

FOOD & DRINK
SPECIAL VIP GUESTS
AWARD CEREMONY FOR NHS STAFF
BOUNCY CASTLE
ICE CREAM
FACE PAINTS
A COMMUNITY EVENT FOR ALL THE FAMILY

healthwatch Trafford
Tel: **0300 999 0303**
healthwatchtrafford.co.uk

healthwatch
Trafford





Healthwatch NY @HealthwatchNY · Jun 29

#NHS70 Join in the Celebrations for NHS 70th Birthday on Thursday 5th July - for more information visit valeofyorkccg.nhs.uk/nhs70 @ValeofYorkCCG



NHS - celebrating 70 years

Thursday 5 July 2018 from 1-3pm in York

The NHS Vale of York Clinical Commissioning Group (CCG) is holding a birthday celebration to commemorate 70 years of the NHS in July – and you're all invited to take part in the celebrations.

The NHS was launched on 5 July 1948 by the then health secretary Aneurin Bevan with a clear objective: to provide free healthcare for all at the point of delivery. Seventy years later, the NHS is one of Britain's most treasured institutions.



So to mark the 70th birthday of the NHS on Thursday 5 July, the CCG is hosting a celebration between **1pm and 3pm** in the reception at West Offices, Station Rise, York, YO1 6GA.

You can pop along at any point during this time to come and chat to staff, share stories and have an NHS7tea.

For more information about our NHS70 celebrations, visit www.valeofyorkccg.nhs.uk/nhs70



Healthwatch S Glos @HWSouthGlos · Jul 5

Here to support @SironaCIC in celebrating the 70th anniversary of the NHS
#NHS70 🇬🇧 come and share your great stories and experiences of the NHS
@TheCareForum @WellAware_TCF




**Our volunteers took their
rightful places in the national
celebrations at Westminster
Abbey and York Minster**




Healthwatch Barnsley @HWatchBarnsley · Jul 5

Our Chair Adrian England will be joining the celebrations at York Minster today

#NHS70 



NHS England  @NHSEngland

#NHS staff and patients will attend special celebrations at Westminster Abbey and York Minster to mark the NHS's 70th birthday. ow.ly/Halc30kGQhb #NHS70 





We're continuing to celebrate by sharing your '70 stories of change'

And we all came together for our most successful #ItStartsWithYou campaign yet, tied in to the anniversary

Healthwatch England
Healthwatch England ✓
@HealthwatchE



Thanks to Sandra, changes are being made for #Deaf people in #Northamptonshire to help them access care and receive the right support #ItStartsWithYou #NHS70 bit.ly/2N01w2Z
@HWatchNorthants

♥ 1 8:50 AM - Jun 28, 2018



Getting the basics right for people who are Deaf

Thanks to Sandra, NHS England is improving the way they communicate with people who are Deaf or hard of hearing.
healthwatch.co.uk



See Healthwatch England's other Tweets



**Have
your
say**



Healthwatch England ✓

@HealthwatchE



Thanks to Becky's hard work, young people in Dudley are being better supported to speak up about their mental health.

#ItStartsWithYou #NHS70 @HWDudley

healthwatch.co.uk/news/helping-y...

♡ 22 12:13 PM - Jun 27, 2018



Helping young people speak up about their mental health

Becky felt there wasn't enough mental health support for people her age, and decided something needed to change.

healthwatch.co.uk



See Healthwatch England's other Tweets



**Have
your
say**

Healthwatch **Healthwatch England** ✓
@HealthwatchE



Find out how through using his experience, Tony has helped improve the information available to people choosing a care home in #Durham bit.ly/2N12iwr

♡ 1 1:37 PM - Jun 26, 2018



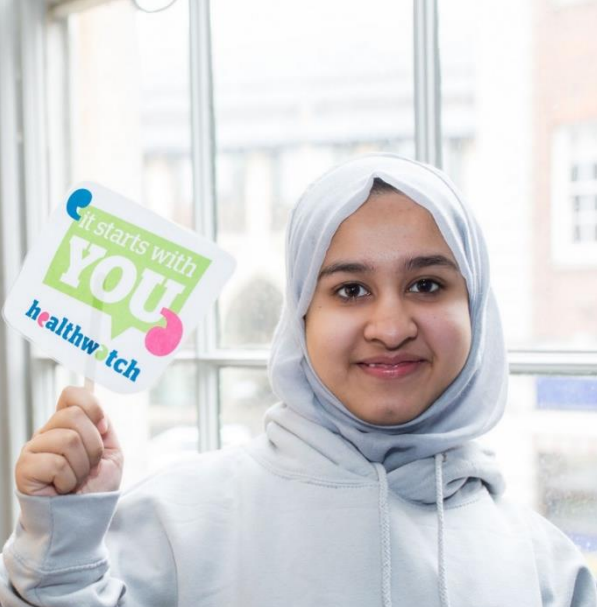
It's easier to choose a care home in Durham thanks to Tony
After struggling to find the right information when choosing a care home for his mum, Tony decided to take matters into his own hands.
healthwatch.co.uk



See Healthwatch England's other Tweets



**Have
your
say**



**Now it's time to take the best of the
past with us into the future...**

Now it's time to take the best of the
past with us into the future...

#NHS100

- What will our future health and care needs look like, and how will we meet them?
- Roles, relationships and responsibilities
- What will technology and data make possible?

What do you think?

Would you rather be treated by a human doctor who is more likely to make mistakes but offers compassion, or by a robot doctor that rarely makes mistakes but lacks compassion?

- Human doctor
- Robot doctor

What did the public say?

Mean Score

I would rather be treated by a human doctor who is more likely to make a mistake but offers compassion

66%

I would rather be treated by a robot doctor that rarely makes a mistake but lacks compassion

34%

- Two thirds (66%) of respondents would prefer to be treated by a human doctor who is more likely to make a mistake but offers compassion whilst a third (34%) would rather be treated by a robot doctor that rarely makes a mistake but lacks compassion.
- Respondents aged 65+ (72%) are the most likely to prefer to be treated by a human doctor who offers compassion even if they are more likely to make a mistake.
- Respondents in the DE social grade (73%) are also significantly more likely to prefer to be treated by a human doctor than those in the AB (61%), C1 (67%) and C2 (65%) social grades.

What do you think?

Are you confident the NHS and social care services are currently able to meet the needs of you and your family/friends?

- Yes
- No
- Don't know

What did the public say?

I am confident that the NHS and social care services . . .

Base: All Respondents (2,106)

	Are currently able to meet the needs of my immediate family and friends	Are currently able to meet any needs I might / already have	Are currently able to meet the needs of my local community	Are currently able to meet the needs of the country as a whole
NET: Agree	62%	61%	49%	37%
NET: Disagree	28%	30%	34%	51%
Don't know	10%	9%	17%	12%

- 3 in 5 (62%) respondents are confident that NHS and social care services are currently able to meet the immediate needs of their friends and family, (61%) able to currently meet their own needs.
- This reduces to half (49%) who are confident that NHS and social care services are able to meet the needs of their local community, with less than 2 in 5 (37%) confident in the ability to look after the country as a whole.



What do you think?

Are you confident that the NHS and social care services will be able to meet the needs of you and your family/friends in 20 to 30 years' time?

- Yes
 - No
 - Don't know
- 

What did the public say?

I am confident that the NHS and social care services . . .

Base: All Respondents (2,106)

	Will be able to meet all the needs I am likely to have in the future (20 to 30 year timeframe)	Will be able to meet all the needs of my immediate friends and family in the future (20 to 30 year timeframe)	Will be able to meet all the needs of my local community in the future (20 to 30 year timeframe)	Will be able to meet all the needs of the country as a whole in the future (20 to 30 year timeframe)
NET: Agree	30%	27%	24%	21%
NET: Disagree	49%	51%	52%	55%
Don't know	21%	22%	24%	23%

Topic 1. The changing needs and wants of people using health and care services in your area

What is going to be the biggest change in people's health and care needs and wants in your local area?

What needs to happen to meet those changing needs?

Topic 2. The way you see relationships between people and services shifting

What is going to be the biggest change in relationships between people and services?

What opportunities and challenges do these changes present?

Topic 3. The impact technology, digital and data will have on the care we all receive

Will hardware, digital information or use of big data have the biggest impact on our health, care and wellbeing?

What choices might the country need to make as a result?

So what happens next?

More polling released w/c 15 October

Encourage people to share views at
[Healthwatch.co.uk/nhs-100](https://healthwatch.co.uk/nhs-100)

Social media conversation #NHS100

Report in December 2018,
roundtables in 2019

#Healthwatch2018

Day 2

Philip Huggon
Vice Chair, Healthwatch England





See you next year

Thank you all for coming, travel safely and don't forget to tell us what you thought of this year's conference!

