



healthwatch
Bristol

Feedback Feed Forward

Quarter 2 (July-September 2017)

Welcome to the Healthwatch Bristol Feedback Feed Forward report.

Healthwatch Bristol gathers feedback from the public about health and social care services in Bristol.

Section 1 of this report will consider the feedback gathered by Healthwatch Bristol between July to September, identify themes and where relevant, recommendations, from these comments and outline what Healthwatch will do with this information.

Section 2 will describe what Healthwatch Bristol did with the information gathered in previous quarters, and the outcomes of this. Along with any responses already received.

Section 3 will discuss how the information gathered will shape Healthwatch Bristol's work plan, and give an overview of planned activities.

CONTENTS

Healthwatch Bristol	page 2
Introduction	page 3
Section 1: What have we heard?	page 3
• Engagement activity feedback	page 3
• Community Pot funded engagement	page 5
Section 2: Enter and View / Volunteering	page 6
Section 3: Key themes from Advocacy	page 8
Section 4: What have we done with what we heard?	page 8
Section 5: What's next?	page 8-10

HEALTHWATCH BRISTOL

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community – children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Bristol is provided by The Care Forum.

W: www.healthwatchbristol.co.uk

W: www.thecareforum.org.uk

What do we do with your comments?

Healthwatch Bristol hears the experiences of health and social care service users through planned public engagement events, and from individuals contacting the team directly.

Healthwatch Bristol staff record these experiences and where relevant, signpost people to Patient Advice and Liaison Services (PALS), advise them on making a complaint, refer them to advocacy services, or in more urgent cases, report to Clinical Commissioning Groups' Quality Surveillance Groups (healthcare-related issues), or to safeguarding services (social care-related issues).



INTRODUCTION

Healthwatch gathers feedback from members of the public through a variety of methods:

- Planned staff engagement with community groups and health and social care service users;
- The network of Healthwatch volunteers share feedback they gather from their community groups;
- Any member of the public can also contact Healthwatch via telephone, email, social media and the website.

Healthwatch Bristol's theme for planned engagement during July, August and September 2017 was **Long Term Conditions**.

Healthwatch also worked with other community groups and health and social care services users in addition to those encompassed by the society and health theme.

SECTION 1: WHAT HAVE WE HEARD?

Engagement activity feedback

Healthwatch Bristol carried out the following planned public engagement and consultation work in quarter 2:

July through to September Healthwatch Bristol's Engagement Officer workers conducted a series of engagements with a range of groups, including seldom heard community groups, patients and individuals, in Bristol. Most of the Engagements were specifically planned in relation to and based on the Healthwatch Bristol Quarter 2 theme "Long Term Conditions", but in some instances were designed to increase the profile of Healthwatch relating to potential future areas of work. You can read more about how we plan our work, and remain accountable to the people of Bristol, here: <https://healthwatchbristol.co.uk/wp-content/uploads/2014/06/HW-Bristol.pdf>

Healthwatch Bristol uses a range of approaches to capture the views and experiences of the people they engaged with in relation to health and social care services, ranging from primary care, secondary care and local authorities social care services.

Healthwatch Bristol Engagements staff attended the following events and conducted targeted engagements in relation to the theme Long Term Conditions:

Bristol Eye Hospital Technology Day, 4th July, 2017: Healthwatch Bristol attended the Bristol Eye Hospital Technology day in collaboration with Deafblind UK. The day was in aid of patients who had a visual and hearing impairments to develop new skills and discover how to set zoom magnification, voice over screen reader and specialist apps for low vision users.

Bristol Pride: 8th July, 2017: Healthwatch Bristol collaborated with the Diversity Trust to celebrate “Diversity” at Bristol’s Pride Celebrations. Pride is a positive stance against discrimination and violence toward lesbian, gay, bisexual, and transgender (LGBT+) people. Healthwatch Bristol promoted the Trans Health Online Survey which was a joint project between the Diversity Trust and Local Healthwatch areas including: Bristol, Bath & North East Somerset, North Somerset, South Gloucestershire, Swindon and Wiltshire. Click on the link to access the survey: <http://bit.ly/2f4Oipa>

Hartcliffe Dementia Wellbeing Service, 28th July, 2017 / St Werburghs Dementia Wellbeing Service, 4th September, 2017. Healthwatch Bristol was invited to the Dementia Wellbeing Services in South and Central Bristol, to speak with the services users and carers who attended the Service User Involvement Groups, hearing about their experience of accessing services in Bristol.

Riverside Adolescent Unit, 1st August, 2017: Healthwatch Bristol visited the Unit and spoke with service users who are currently inpatients at the unit. Riverside Adolescent Unit, provides in-patient and day services for young people with severe mental health issues.

Bristol Recovery Festival- Friday 1 September The theme for The Bristol’s Recovery Festival was entitled breaking down barriers and for the first time, it was held in the community, at the St Agnes Church in St Pauls. The annual event showcases and celebrates the achievements of people in recovery from drug and alcohol addiction. Healthwatch Bristol attended the event and spoke to over 50 attendees of the event and was able to capture the views of 21 people, who feedback about their experiences of accessing Health and social care services. For more information visit.

W: <http://bit.ly/1EvHGpO>

St Pauls Learning Centre Open Day- Saturday 2 September Healthwatch Bristol attended the St Pauls Learning Centre which is located in the heart of the St Pauls community. Healthwatch set up an information stall and spoke several people about their experience of health and social care services. The aim of event was to welcome new people into the centre and for people to find out what is happening there The Centre has a role in promoting community cohesion. For more info visit. W: <http://bit.ly/2yo33rw>

Knowle West Festival 9th September 2017

Healthwatch Bristol attended Knowle West Festival Bristol which was organised by a group of local organisations, Knowle West Together with local residents to improve their area and celebrate different ages, cultures and talents in their community. This was a great opportunity for HWB to integrate with families and work in the south of Bristol to raise HW profile and promote the upcoming health and wellbeing event about long term health conditions and the importance of cancer screening. HW gathered lots of feedback from children young people and families about their people experiences of using health and social care services.

Knightstone Housing +55 Project (St Agnes), 11th September, 2017

The Knightstone Housing over 55 project is a co-production between Bristol Aging Better and the over 55 residents of St Pauls and St Agnes. The aim of the project is to reduce social isolation and to ensure people are aware of support networks that are available to them. Healthwatch Bristol was able to attend their community event and spoke to local residents who attended.

Family Fund day 12th September, 2017

Healthwatch worked in collaboration with Family Fund, a charity for disabled children on their information day in Bristol. It provided an opportunity for people to learn more about support services, grants and information available to them and their disabled child or young person to come along and receive support in completing their Family Fund applications.

Bedminster Carers Support Group, 19th September, 2017: The Carers Support Centre runs a series of support groups for carers across Bristol and South Glos. Healthwatch Bristol attend the Bedminster Group and spoke with the members, documenting their feedback. These groups offers a safe and confidential space to meet other carers and share how you feel about being a carer.

Celebrating Age Festival, 23rd September, 2017:

Healthwatch Bristol in partnership with B&NES and South Gloucestershire engaged with the attendees of the Festival. The event was put on by Age UK Bristol, with a purpose of improving the lives of older people in Bristol, regardless of culture or colour, through commissioning a range of services to reduce social isolation.

Malcom X Open day Age festival celebration 25th September, 2017

HWB worked collaboratively with Bristol aging better/Dhek Bhal to increase awareness of services in Bristol. Healthwatch Bristol provided an information/stall raising HWB profile and spoke to service users about their experiences of using health and social care services. There was opportunity for people to have a 1:1 chatr with HW to give their comments in private.

Health watch Bristol and health and wellbeing event 27th September, 2017

Healthwatch Bristol worked with Public Health, a Cancer Research UK, Macmillan Cancer Avon Breast Screening and a survivor of Prostate cancer awareness: to help raise awareness of the various cancers which affect men and women. As highlighted in the Joint Strategic Needs Assessment (JSNA) and wellbeing board, evidence shows that South Bristol communities have poor health outcomes due to a lack of accessing health and social care services and lack of understanding of the importance of screening programmes and health promotion. As a result of this, Healthwatch Bristol invited the public to their health and wellbeing event in aid of raising awareness of the different types of Cancers particularly prostate cancer in men and cervical cancer in women which coincided with HWB focus of Long Term Conditions. For Full report please click on Link: <http://bit.ly/2zbmXdW>

The full engagement reports are here: by Kervon Grant's engagements: <http://bit.ly/2za8DIY> and by Roopindera Kaur's engagements here: <http://bit.ly/2zOrUbF>

Community Pot-funded engagement

Prostate Cancer Awareness event for BME communities: Healthwatch Bristol awarded community pot funding to host an awareness raising event for BME communities earlier in 2017. In August we met with Errol Campbell from Friends of Caswell Thompson, for an update on the progress of the project. We invited Errol to the Wellbeing event in South Bristol and his presentation was very well received by members of the public. The next step is to provide recommendations arising from the research to Public Health in November 2017.

SECTION 2: ENTER AND VIEW / VOLUNTEERING

Volunteer training and support

Healthwatch Induction, Enter and View, Safeguarding Adults and Equalities training was delivered for new enter and view volunteers in July 2017. Volunteers gave great feedback about their volunteer training:

- “Energetic, enthusiastic, communicated ideas clearly.”
- Very friendly and approachable and prepared me well for my role.”

Two volunteers have received 1-to1 support/review meetings from their VSO in the community this quarter and five new volunteers have had informal interviews.

The Care Forum is in the process of being assessed for Investing in Volunteers. The outcome of our assessment is due in October 2017 and will be shared with volunteers.

In October, two UWE students will undertake training for the Healthwatch mini-project, a 40 hour placement designed by the VSO to support undergraduates to get involved with Healthwatch Bristol. The VSO will attend UWE’s volunteer fair in early October to recruit two more student volunteers.

Healthwatch Bristol VSO and Team Manager have spent time designing and planning a proposal for a Masters Student placement for UWE students. At the end of September we had received one application from a Public Health Masters students at UWE. In the next quarter we will be promoting this new volunteer role by liaising with lecture leaders at UWE and running interviews and induction for the successful student.

Ten Healthwatch Bristol volunteers undertook Mental Health Awareness Training with Bristol Mind in September 2017. Attendees learnt about different mental health conditions and how these might present. We also learnt how to manage delusions and maintain our safety on inpatient mental health wards. All gave very positive feedback and said the training helped prepare them for our upcoming enter and view visits to AWP mental health services at Southmead Hospital and Callington Road Hospital.

Healthwatch Bristol VSO attended the National Healthwatch Conference in July 2017 to deliver a workshop to other Healthwatch staff across the country. The workshop was called

“Recruiting Volunteers from Hard to Reach Groups” and aimed to share Healthwatch Bristol’s learning and good practices around adapting roles to suit university students’ motivations and needs.

- “I found the whole session very interesting and informative. Thank you.”
- “(The) Best workshop I have been to (since 2013.) Well done.”

Enter and view

The following enter and view activities took place during quarter 2:

- One enter and view planning meeting
- Ongoing meetings with Quarry House staff
- Three Healthwatch Bristol volunteers attended the CQC and Healthwatch link meeting in September 2017.

Healthwatch Bristol volunteers and staff have not visited any services with enter and view in this quarter due to staff sickness. We visited Quarry House Care Home in mid-June 2017. The focus of our visit was accessibility (as per the Accessible Information Standard), activity provision and access to primary care like GPs, dentists and opticians. We also asked residents, visitors and staff about staffing levels as this was highlighted by the CQC. Staff and volunteers are having ongoing meetings with Quarry House as there have been some disagreements around the final report. The full report and the provider’s response will be shared in the next quarterly monitoring report after we have met with the provider.

Seven volunteers attended the enter and view planning meeting in July 2017. We decided we would focus on re-visits to services we have already enter and viewed to demonstrate impact and follow up on recommendations. Next quarter, volunteers and staff will be focusing on revisits to AWP mental health inpatient services.

Healthwatch volunteers attended the following events and meetings on behalf of HW:

- UHBT PEG (Patient Experience Group)
- Maternity Voices Meeting
- Healthwatch Bristol Long Term Conditions and Cancer event in South Bristol
- Meeting with the Care Quality Commission

Promoting volunteering

Volunteering roles with HW were promoted in the following ways:

- HW July Ebulletin
- Do It and Voscur
- UWE Career Hub
- Tweets HWBristol
- Tweets UWE

SECTION 3: KEY THEMES FROM ADVOCACY

NHS Complaints Advocacy in Bristol is provided by SEAP and supports people to complain about NHS services. W: <http://bit.ly/2kJzf5r>

For the full details refer to the Q2 report for NHS Complaints Advocacy produced by SEAP.

Complaints Procedure Advocacy (CPA) in Bristol is provided by The Care Forum and supports people to complain about social care services.

For full details refer to the Q2 Complaints Procedure Advocacy report produced by The Care Forum. <http://bit.ly/2zby3j6>

SECTION 4: WHAT HAVE WE DONE WITH WHAT WE HAVE HEARD?

Healthwatch have forwarded all engagement reports to providers to highlight the issues and make recommendations as appropriate. During the 2017/18 period, work will also take place around re-visiting and reviewing issues that need to be followed up upon. These reports go to commissioners, public health, clinical commissioning groups and organisations to which the feedback applies.

Healthwatch worked in partnership with other organisations to raise local issues and use them to make a difference to the planning and commissioning of services. Examples in quarter two include:

Bristol, North Somerset and South Gloucestershire Sustainability and Transformation Plan (BNSSG STP) Healthwatch Bristol has arranged to meet with the Engagement and Communications event and workshop.

JSNA Steering Group meeting, 7 August 2017 The new Healthwatch Manager attended her first JSNA meeting and introduced the work she would be doing with the team.

Mental Health and Wellbeing is a key chapter for the city, as well as national priority, so Healthwatch were able to discuss their upcoming project on Mental Health and Wellbeing.

In addition, Healthwatch made representations and input on behalf of patients and the public at the following:

- Primary Care Joint Commissioning Committee
- Safeguarding Adults Board

SECTION 5: WHAT'S NEXT?

Healthwatch Bristol's quarterly topic for October 2017 onwards is Mental Health and Wellbeing.

During this quarter Healthwatch Bristol will:

- Hold an Open Advisory Group with partners from mental health services across the city.
- Be meeting with Mental Health partners and organisations such as Off the Record, CAMHS, Barnardos, Avon & Wiltshire Mental Health Partnership.
- Have Enter & View audits planned at Mental Health wards – Southmead, Callington Road Hospitals.
- Recruit and induct a new Marketing and Communications Administrator
- Explore how Healthwatch can engage with the Thrive initiative through dialogue with Bristol City Council
- Deliver Healthwatch FM and discuss long term conditions to spark debate with local people
- Writing our new Terms of Reference for Advisory Group for ratifying at our January meeting.
- Promote the Somali autism report via our well-established links with the JSNA and other decision-making and planning boards
- STP engagement with Engagement and Communications across BNSSG
- Publish reports on the Wellbeing day and Recovery Days held in September.
- Present to University of Bristol Reasonable Adjustments Conference, as well as talking to delegates about how Healthwatch's work has made changes within hospitals and healthcare.
- Continue a mini project on working with Friends of Caswell on Prostate Cancer and have worked collaboratively to present some evidence to Public Health on Prostate Cancer diagnosis and early interventions within the BAME community.

Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at info@healthwatchbristol.co.uk



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,

The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchbristol.co.uk

Healthwatch is an independent, statutory service which has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Each local authority has its own Healthwatch service. Although all Healthwatch hold the core value of championing the voices of patients and members of the public in health and social care, there are variations in how each local Healthwatch delivers the aim. For more information, please contact your local Healthwatch.