

HEALTHWATCH BARNET HIGHLIGHT REPORT
For Barnet Council Health Overview and Scrutiny Committee Monday 8th December 2014

This report provides the Health Overview and Scrutiny Committee with details of Healthwatch Barnet's performance and key activities for Year 2.

YEAR 2 PERFORMANCE

Healthwatch Barnet is on track to meet its contractual targets for Year 2 as follows:

REACH (promotion of health and social care issues and raising awareness of Healthwatch Barnet to local residents.)

Target: 12,000.

Achieved at end Q2: 17,756.

ENGAGE (residents are provided with the opportunity to actively express their views on an individual basis.)

Target: 1200.

Achieved at end Q2: 506.

VOLUNTEER ROLES

Target: 105.

Achieved at end Q2: 110

YEAR 2 PRIORITIES AND ACTIVITY

Through a series of community engagement events, Healthwatch Barnet consulted with local residents on its key priorities and activities for Year 2, as follows:

- Consultation on year 2 priorities with community organisations and Partnership Boards took place in May and June 2013.
- Consultation on Year 2 priorities with the public took place through an open meeting for local residents in June, with 63 people attending. 13 evaluation forms were completed, of which 3 said the event was excellent, 7 said it was good and 2 said it was average. 11 said they found out new information. There were 15 recorded follow-up actions, where participants said they would take further action as a result of the meeting, such as making contact with health and social care services, or volunteering.

The information below provides an update on

- activities undertaken to date to meet these priorities
- future activity
- key issues arising.

Priority	Activity	Progress
Older Adults	Enter and View to hospitals. Enter and View to care homes.	E+V to care homes is continuing. The planning group is exploring how a Kings Fund tool that summarises good dementia care, could be used to review

	<p>the quality of care to residents in care homes.</p> <p>The E+V meal time review at Barnet Hospital also included visits to and reports on geriatric wards.</p> <p>The Hospital Discharge Report engaged with 136 local residents. It found that many patients and carers had experienced good quality services, but a significant minority (25%) had not. The report is currently with the providers, Royal Free Hospital and Central London Community Healthcare for comment.</p> <p>Healthwatch Barnet Engagement Group and staff are currently exploring, with commissioners and key charities, the general quality of dementia services in Barnet and whether more detailed community consultation should be undertaken on particular aspects of social care or community, primary or secondary health services.</p> <p>Healthwatch Barnet is represented on the new Barnet Council Transport Group which will explore the quality of services in the Borough.</p>
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Mental Health	<p>Enter and View to mental health community and hospital settings.</p> <p>Charity partner BCIL will review BEH Mental Health Trust complaints process, to develop a person-centred approach. Liaison with Mind in Barnet and Barnet Voice and MH Partnership Board on effective patient engagement by the Barnet Enfield and Haringey Mental Health Trust.</p> <p>Liaison with the CQC about any key issues as required.</p>	<p>An Enter and View visit has taken place at Thames Ward to review whether recommendations from our visit in summer 2013 have been implemented and sustained. Further visits to wards for patients with mental health conditions are planned for winter 2014/2015.</p> <p>Barnet CCG commissioned Healthwatch Barnet to deliver a focus group on the quality of mental health services. The CCG was pleased that the focus group included those that do not usually attend such fora, different ethnic groups and also young people under 24. Our report and recommendations were submitted to and endorsed by the CCG Board, specifically in relation to investment in primary and community care services to avoid demand on secondary and acute care.</p> <p>This project is due to start in December 2014.</p> <p>Quarterly meetings take place with the CQC and Barnet Council Care Quality Team.</p>
Learning Disability	<p>Led by charity partner Barnet Mencap, potential consultation on the quality of services for people with autism or Asperger Syndrome.</p>	<p>This project is due to start in November 2014.</p> <p>BCCG has a working group to implement the recommendations of the HWB-Barnet Mencap report, Talk To Me (March 2014), to provide summary of appointment letters in Easy Read and double appointment times for</p>

		people with learning disabilities.
Young parents and parents of young families.	Led by charity partner Home-Start Barnet, consultation on parents' experiences of and barriers to childhood immunisation.	This project started in September 2014 and the report will be submitted to the Health and Wellbeing Board in March 2015.
Carers	Led by charity partner Barnet Carers Centre, TBC.	
Children and Young People	Potential Youth Board and/or further consultation with young people.	The first meeting of the Youth Health Forum took place in November 2014. There were ten participants from the ages of 15 to 19. The Forum is keen to carry out projects relating to mental health. In addition Public Health will consult with the group over the development of sexual health services for young people.
Engagement with key communities.	Healthwatch Barnet to undertake an equality analysis to review reach and engagement in year 1 and to identify any potential further engagement and activities with key communities.	<p>Community Barnet's Parenting Consortium will undertake specific consultation with some of Barnet's key ethnic communities and will potentially undertake consultation on sexual health services and alcohol usage.</p> <p>Multi-Lingual Wellbeing Service has been invited to become a charity partner to Healthwatch Barnet to help engage with and disseminate information to key ethnic communities in the Borough.</p>

Effective patient engagement	<p>Promote effective patient engagement with Barnet CCG and Royal Free Hospital over acquisition of Barnet and Chase Farm Hospital and redefined healthcare pathways.</p> <p>Promote effective patient engagement with Barnet CCG in its development of the Patient Reference Group, including with key communities and under-represented groups.</p> <p>Promote effective patient communication and engagement with the Health and Social Care Integration Programme.</p>	<p>On-going meetings are taking place with RFH Directors and senior staff at Barnet CCG to develop patient workshops on the re-design of pathways, in early 2015. Three volunteers contributed to the initial high-level clinical workshops in June 2014.</p> <p>Healthwatch Barnet Engagement Group gave guidance and feedback to Barnet CCG on developing its Patient Reference Group, including the format, structure and topics for meetings and effective communications. BCCG positively welcomed these recommendations which will be implemented going forward.</p> <p>Two Healthwatch Barnet volunteers are part of the Shared Care Record Governance and Information Management project teams for the HSCI Programme.</p>
Primary care services	<p>Healthwatch Barnet Primary Care Group to formulate Year 2 work plan, potentially including dental services, GP access and information, promotion and involvement of Patient Participation Groups.</p>	<p>The Primary Care Group is currently defining the community research that it will undertake on dentistry. Through Healthwatch England and Which?, this potentially will be part of a national project to explore the quality of services, particularly around charges for treatment.</p> <p>The Primary Care Group and Barnet CCG are currently planning an event to promote Patient Participation Groups, for patients, GPs and Practice Managers, due to be held in early 2015.</p>
OTHER ACTIVITY		

Social Care	<p>The Care Act</p> <p>Domiciliary Care Review</p>	<p>Ongoing liaison with Barnet Council to contribute to the consultation on The Care Act and raise awareness of Act.</p> <p>Liaison with Barnet Council on its project to review standards of domiciliary care.</p>
Community Consultation		<p>Event with the Gypsy, Roma, Traveller community to raise awareness of diabetes and to gather their feedback on using diabetes/health services took place in June 2014.</p> <p>Community consultation with homeless people and the adult safeguarding group to gather their experiences of health and social care services took place in June and July 2014. From this, a report was sent to Healthwatch England for their Special Inquiry into Hospital Discharge.</p>