

	Health and Well-Being Board Thursday 29th January 2015
Title	Healthwatch Barnet update and Hospital Discharge Report
Report of	Selina Rodrigues, Head of Healthwatch Barnet
Wards	All
Date added to Forward Plan	June 2014
Status	Public
Enclosures	<p>Appendix 1: Healthwatch Barnet (Advocacy in Barnet and Jewish Care) Hospital Discharge Report</p> <p>Appendix 2: Royal Free responses to Healthwatch Barnet Hospital Discharge Report</p> <p>Appendix 3: Central Local Community Healthcare Response - Hospital Discharge Consultation for Older Adults</p>
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Summary
<p>This report provides the Health and Wellbeing Board with:</p> <ul style="list-style-type: none"> • A summary of Healthwatch Barnet performance in Year 2, April-November and • The Healthwatch Barnet, Advocacy in Barnet, Jewish Care Report on Hospital Discharge (Appendix 1)

Recommendations
<p>1. That the Health & Well-Being Board notes the Report and provides comments on their content.</p>

1. WHY THIS REPORT IS NEEDED

This report provides the Health and Wellbeing Board with a summary of Healthwatch Barnet activity for Year 2, Quarters 1 and 2 and shows how it is meeting its contractual targets. It also includes a report on hospital discharge by local providers.

2. REASONS FOR RECOMMENDATIONS

2.1 Healthwatch Barnet welcomes any comments from the Board.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 None.

4. POST DECISION IMPLEMENTATION

N/A

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

Through its representation on statutory bodies and its ongoing relationship with health and social care fora and residents, Healthwatch Barnet will contribute to the development and delivery of the Health and Well-Being Strategy and other relevant strategies and initiatives.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to CommUNITY Barnet. The Healthwatch contract value is £197,361 per annum. The contract commenced on 1 April 2013 and expires on 31 March 2016; the contract sum received is £592,083. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

5.3 Legal and Constitutional References

Section 182 to 184 of the Health and Social Care Act, 2012, in amending the Health and Social Care Act 2008 and The Local Government and Public Involvement in Health Act 2007, and regulations subsequently issued under these sections, govern the establishment of Healthwatch, its functions and the responsibility of local authorities to commission a local Healthwatch. The Terms of Reference of the Health and Wellbeing Board are set out in the Council's Constitution (Responsibility for Functions, Annex A), The Health and Wellbeing Board is required:

(1) 'To jointly assess the health and social care needs of the population with NHS commissioners, and apply the findings of a Barnet joint strategic needs assessment (JSNA) to all relevant strategies and policies.'

(5) To receive assurance from all relevant commissioners and providers on matters relating to the quality and safety of services for users and patients

5.4 Risk Management

N/A

5.5 Equalities and Diversity

One of the core objectives of Healthwatch Barnet is to ensure the views and experiences are heard and represented of those group with protected characteristics under the Equality Act, and with under-represented communities and individuals. Healthwatch Barnet runs targeted activities with people from protected groups (as defined in the Equality Act 2010) and its work is further enriched by our engagement programme with children and young people and older adults.

5.6 Consultation and Engagement

Consultation and engagement with local residents about their experiences of health and social care, is one of the key objectives for Healthwatch Barnet and as such, is central to its work programmes. This Report provides a summary of the main engagement activity for this financial year and confirms that Healthwatch Barnet is meeting its contractual targets for engaging with a wide range of diverse communities.

6. BACKGROUND PAPERS

The Health and Wellbeing Board received papers from Healthwatch Barnet as follows:

- At its meeting of 25 April 2013, the Health and Well-Being Board noted a paper from Healthwatch Barnet on its establishment and initial activity.
- At its meeting on 26 June 2013, the Health and Well-Being Board noted a paper from Healthwatch Barnet on its activities and priority future actions.
- At its meeting of January 2014, the Health and Well-being Board noted a paper from Healthwatch Barnet on its activities.
- At its meeting of March 2014, the Health and Well-being Board noted a paper from Healthwatch Barnet and Barnet Mencap about the report, Talk To Me.
- At its meeting of June 2014, the Health and Well-being Board noted Healthwatch Barnet's Annual Report for Year 1 and reports from its charity partners as follows: Community Barnet Children and Young People Team Report; Home-Start Barnet Engagement with Families and Young Parents Report; Barnet Centre for Independent Living summary of feedback from mental health service users.

7. DETAILS

7.1 **Consultation on Year 2 activities**

After a successful first year, in which Healthwatch Barnet was recognised in the Healthwatch England national awards, the staff team undertook consultation with local communities on the Year 2 priorities. As at the end of Quarter 2 Year 2, Healthwatch Barnet is on track to meet its contractual targets. A verbal update for the end of Quarter 3 will be provided at the meeting. Further details are provided below.

7.2 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 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.

7.3 **Year 2 performance on contractual targets at end of Quarter 2 (April-September 2014)**

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

7.4 **Details of Healthwatch Barnet activity**

The following section provides highlights of activity in the period April-November 2014.

7.4.1 Hospital Discharge

Two of Healthwatch Barnet charity partners, Jewish Care and Advocacy undertook research on hospital discharge in Barnet during summer 2014. We were aware of poor experiences, some of which had been reported to the Older Adult Partnership Board, and in addition, Healthwatch England was running a Special Inquiry in this area, focusing on vulnerable people. On the whole, most people had good experiences at all the local hospitals. However,

a quarter of people had difficulties, including long waits for their medication and hospital transport and lack of communication and care. We have sent the reports to the local hospitals and asked them to say how they will improve these services. The report is attached at Appendix 1.

7.4.2 Enter and View meal-time review Barnet Hospital

Concerned about local people's feedback on hospital meal-times, the Enter and View team undertook visits to six wards at Barnet Hospital during spring 2014. The full Report was presented to Barnet Council Health and Overview Scrutiny Committee in December 2014 and is available on Healthwatch Barnet's website.

The team recognised that good patient care takes place, but highlighted that

- some patients unable to eat independently or who were immobile were not supported at meal-times
- although the experience for most of the patients was very positive, many patients were unaware that they could request snacks and drinks between meals
- patients unable to eat independently or who are immobile did not always get the opportunity to wash hands before a meal or get prompt help with eating when the food arrives.
- mealtimes were not always "protected" meaning that meals were sometimes interrupted by treatment, and there was little monitoring of when food was uneaten.

Royal Free London has responded positively to the Report, saying "the reports have been extremely helpful to us in our determination to improve the experience of patients at meal-times" and has committed to changes, including nutrition link nurses for each ward, and protected meal-times being managed by senior nurses. They will also ensure that patients understand they can ask for snacks and drinks between meals, have a wider choice of Kosher and Halal food and ensure hand-wipes are available.

7.4.3 Healthwatch Barnet Primary Care Group Dentistry

Healthwatch Barnet Primary Care Group volunteers are investigating how easy it is to access an NHS dentist, and the transparency of dental costs for service users. These two areas have been identified to us as concerns in the local area.

Co-incidentally, the consumer body Which? is also researching people's experiences of dental services in England, with a focus on charging. Once the survey is complete, if permission has been given, they will share the relevant results with local Healthwatch to understand the current situation in more detail. This is potentially an opportunity for Healthwatch England, local Healthwatch and Which? to nationally highlight good practice and raise any issues of concern or trends in negative patient experience.

7.4.4 Healthwatch Barnet Primary Care Group Choose Well Local Leaflet

The Primary Care Group and the Practice team at Watling Practice in Burnt Oak have produced a leaflet for patients, with contact details for all local services from pharmacies to A&E to direct them to the most appropriate

services. These are currently being issued by GPs through appointments. If successful it could be used in other practices.

7.4.5 Mental Health services

Healthwatch Barnet was commissioned by Barnet CCG to hold a focus group with local residents, as part of the CCG's review of services. Working with Barnet Voice for Mental Health, the Focus Group attracted twenty-four people, including young people, carers and those from different faith and ethnic communities. 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 reduce demand on acute and crisis services. Barnet CCG will liaise with local people, including those from the Mental Health Partnership Board, for their feedback and recommendations on how these services should be developed.

7.4.6 Youth Health Forum

The first meeting of the Forum was held in November. Ten young people attended, between the ages of fifteen to twenty-two. The forum is currently scoping a project on how teachers can be helped to give support/sign-post to young people with emotional concerns or developing mental health symptoms.

7.4.7 Volunteers/Podiatry and Phlebotomy Services Review

The Board will note that the expertise and commitment of Healthwatch Barnet volunteers are key to Healthwatch Barnet's delivery and its assurance that is focusing on issues that are priorities for the local population. Volunteers are also offered training and development and the opportunity to be involved in regional and sub-regional fora and activity. Two volunteers are currently active in the pan-London End of Care Alliance and the CQC consultation on EoLC, which enables them to develop their knowledge of national issues and programmes and also to inform Barnet staff and volunteers and engender positive change. One recent example is our volunteer that attends the Central London Community Healthcare patient engagement group. Patients fed back their poor experiences with the podiatry and phlebotomy services in Barnet, and from our volunteer raising this issue, CLCH has reviewed the pathways, with patient representatives to identify how improvements can be made.

7.4.8 Promotion of Healthwatch Barnet

One of Healthwatch Barnet's challenges for Year 2 was to increase the awareness of the national and local Healthwatch network. We have subsequently held sessions to reach local people that would not necessarily be involved in the charity or statutory services networks, including at Job Centre Plus, drop-in at local libraries and stalls at all the local hospitals, which in the last quarter has reached approximately 160 people.

Three events will take place to enable local people to help support and improve local services. We are pleased to deliver these in partnership with local statutory services, to enable us to pool expertise and resources and ensure we reach as wide a range of local residents as possible. The local events are:

- January 13th: Consultation on The Care Act (with Barnet Council).

- February 19th Health Engagement event for the lesbian, gay, bisexual and transgender community and those that work and volunteer with them (with the support of Barnet Council Domestic Violence department).
- February 25th: Delivering Patient Participation Groups (with Barnet Clinical Commissioning Group).

7.4.9 Engagement with Barnet communities

Another challenge for Year 2 was to ensure we engage with a range of Barnet's diverse communities. To this end, we are contracting with the consortium Multi-Lingual Well-Being Service, the partner organisations of which will promote Healthwatch and capture feedback from Turkish, Somali, Chinese, Iranian and Afghani community.

7.5 **Summary of activity and projects.**

The information below provides an update on

- activities undertaken to date to meet these priorities
- future activity

Priority	Activity	Progress
Older Adults	<p>Enter and View to hospitals. Enter and View to care homes.</p> <p>Consultation with older adults on dementia care and hospital discharge and hospital transport, in liaison with charity partners Advocacy in Barnet, Age UK Barnet, and Jewish Care.</p>	<p>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 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</p>

		<p>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>
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</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. A visit to Oaks ward took place in November, following a CQC visit, both of which were positive. 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 reduce demand on secondary and acute care.</p> <p>This project is due to start in December 2014.</p>

	<p>a person-centred approach.</p> <p>Liaison with the CQC about any key issues as required.</p>	<p>Quarterly meetings take place with the CQC and Barnet Council Care Quality Team.</p>
<p>Learning Disability</p>	<p>Led by charity partner Barnet Mencap, 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 people with learning disabilities.</p>
<p>Young parents and parents of young families.</p>	<p>Led by charity partner Home-Start Barnet, consultation on parents' experiences of and barriers to childhood immunisation.</p>	<p>This project started in September 2014 and the report will be submitted to the Health and Wellbeing Board in March 2015.</p>

Carers	Led by charity partner Barnet Carers Centre, TBC.	
Children and Young People	Youth Health Forum	The first meeting of the Youth Health Forum took place in November 2014. There were ten participants from the ages of 15 to 22. 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 dementia 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,</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,</p>

	<p>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>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 work plan, includes dental services, GP website reviews, and promotion and involvement of Patient Participation Groups.</p>	<p>The Primary Care Group is currently researching local dentistry services. 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 February 2015.</p>
OTHER ACTIVITY		
Social Care	<p>The Care Act</p> <p>Domiciliary Care Review</p>	<p>Event with Barnet Council on The Care Act to take place on January 13th 2015.</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>