

## Appendix 1

### Report on the activity of Healthwatch Barnet to July 2015

It has been an exceptionally busy year for Healthwatch Barnet. We have managed to successfully build upon the platform of our previous work and have proved the success of our partnership model through the amount of activity that we have been able to achieve. Throughout the year we have seen some great examples of how the model for Healthwatch that we have developed in the Borough provides opportunities to create much, much more.

**More engagement** with our many and varied local communities. **More influential briefings and reports** that have made a real impact on the health and social care services in the Borough. **More Enter and View visits** with another 30 covered in the year. **More volunteers, more awareness, more calls and more visits to our website.**

A massive effort has been put in by our partners who have not only helped promote Healthwatch across the Borough through their own networks, but have also undertaken significant pieces of work covering mental health, hospital discharge, take up of vaccinations and more that you will find outlined in this report.

Of course, nothing could be achieved without the support and work of our volunteers. At Healthwatch Barnet they have a very special place and effectively direct much of the work of the organisation through our different groups. The Engagement Group, the Primary Care Group, the Enter & View Group, amongst others take a full role in directing the work of Healthwatch Barnet and in the work that makes it all happen. Whether writing reports, carrying out surveys, running engagement events or being part of an Enter & View Team, our volunteers make it happen and we are very grateful to them.

We have been formulating our priorities for next year following on from a consultation exercise with our community partners and the information that we have collected through our many listening events across the Borough.

### Consultation on Year 3 activities

After a successful first two years, in which Healthwatch Barnet was recognised in the Healthwatch England national awards, the staff team undertook consultation with local communities on the Year 3 priorities.

Through a series of community engagement events, Healthwatch Barnet consulted with local residents on its key priorities and activities for Year 3.

Consultation events were held throughout the year and some are listed below.

- Care Act Event
- Knit & Natter at Hendon Library
- Pensioners Voice Meeting
- Underhill Parenting Group
- TB Awareness Workshop
- LGBT Engagement Event
- Patient Participation Group Event (in conjunction with Barnet CCG)
- Dementia Event
- Parenting Consortium Afghani Group
- Parenting Consortium Café Church Meeting
- Parenting Consortium Living Way Ministries Meeting
- Parenting Consortium at Grahame Park

Consultation also took place with community organisations, through the LBB Partnership Boards and through our charity partners.

A public meeting is planned for September 2015 to further consult with the public.

We are currently working to align the Healthwatch Barnet priorities with those of the Health and Wellbeing Board and the JSNA and Barnet CCG in order that we can have impact and add value to the health and social care system locally.

## **Performance on contractual targets (year 2)**

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

Target: 12,000.

Achieved: 108,398.

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

Target: 1200.

Achieved: 1409.

### **New contacts**

Target: 180

Achieved: 574

### **Volunteer Roles**

Target: 105.

Achieved: 136

### **IAS**

Target: 240

Achieved: 145

### **Enter & View Visits**

Target: 30

Achieved: 30

### **Summary details of Healthwatch Barnet activity**

The following section provides some highlights of activity throughout the year.

#### **Enter & View**

- We have carried out 30 visits
- 87% of providers we visited carried out at least one recommendation
- 33% of providers adopted 5 or more recommendations
- We contributed to a review of meal time procedures at Barnet and Chase Farm Hospitals

#### **Consultation and engagement**

- We consulted 150 people around hospital discharge and as a result hospital staff are now increasingly involving carers and making sure that cultural requirements are met;
- 50 people attended an LGBT flagship event which fed into a public health consultation on sexual health services;
- Over 80 people attended a PPG summit ran in conjunction with the CCG to discuss the role of patient involvement and Patient Participation Groups;
- Established the Barnet Youth Health Forum and as a direct result young people are now consulting about mental health support services in schools.

#### **Reaching out to the public and volunteering**

- 108,398 contacts through our 11 delivery partners;
- 45 active volunteers covering 136 different volunteer roles.
- Face-to-face consultation and engagement with **1,409 residents**, including 547 contacts new to Healthwatch Barnet.

#### **Reports, interventions and influence**

We have produced a range of reports and led interventions over the past year, summaries of which are below:

##### **Dentistry**

In a mystery shopping survey of 50 dental practices, Healthwatch Barnet found that over half of practices (53%) were not accepting new NHS adult patients and just under half (47%) were not accepting new children as patients. This contrasts sharply with the fact that over 90% of the practices were accepting both adult and children as new private patients.

### **Podiatry Services**

A Healthwatch Barnet volunteer raised concerns about the waiting times for podiatry services in Barnet. He raised this with the provider, Central London Community Healthcare (CLCH), through his involvement with their Quality Stakeholder Reference Group. CLCH held a specific discussion to understand the issues and are now reviewing the service to make improvements.

### **Phlebotomy Services**

A Healthwatch Barnet volunteer received feedback that there were long queues for blood tests at the Hampstead site of Royal Free London. Healthwatch staff raised this with the Director of Nursing at Royal Free and the Head of Clinical Quality at Barnet Clinical Commissioning Group. The Director of Nursing said that this would be improved for patients by changes to the staff processes.

### **District nursing provided by CLCH**

Healthwatch Barnet volunteers noticed that there were delays with appointments and waiting times for district nursing. Healthwatch staff raised this with the CCG Head of Clinical Quality and CLCH. A review is now taking place to see how changes can be made to improve the service for patients.

### **Hospital Discharge**

Alerted to local and national concerns about hospital discharge, Healthwatch Barnet approached its charity partners, Advocacy in Barnet and Jewish Care, to undertake research into patients' and their carers' experiences. Advocacy in Barnet's extensive contacts and experience with patients, particularly older and frail adults, and their knowledge of hospital and discharge processes was considered valuable in liaising with a range of patients, some of whom would have experienced distressing or difficult experiences. There are plans to review the changes providers have made following this work and an update will be presented to the Health and Wellbeing Board later in the year. Healthwatch England is undertaking a Special Inquiry into hospital discharge and this report has been sent as a submission of evidence of people's experiences.

### **Health and social care experiences of young people**

CommUNITY Barnet's dedicated Children and Young People's Team were commissioned to listen to the views of local children and young people and to learn what they had to say about their health and social care experiences. The methodology used for this research supports CommUNITY Barnet's principles around engagement.

### **Mental Health Services – Complaints and Feedback**

Barnet Centre for Independent Living carried out a commissioned report on mental health services. For a small but significant number of people BCIL interacted with, there was real distress around experiences of mental health services, and more specifically around experiences of using the complaints processes for mental health services. As a charity partner to Healthwatch Barnet, BCIL carried out a survey of people's experiences of using the mental health complaints services in Barnet.

## **Autism Services in Barnet (Appendix 2)**

This report carried out by Barnet Mind looks at the issues faced by people with autism within the Borough and makes recommendations as to future work to improve both experience and outcomes.

### **Information and signposting**

Following a review, the information and signposting service that had been contracted to Barnet CAB was brought in house. We are currently carrying out a root and branch review of our whole approach in this area with a view to considerably extend our reach.

### **Representation and Influence**

Healthwatch Barnet continues to play an active role on and with:

- Health and Wellbeing Board
  - Health Oversight and Scrutiny Committee
  - Adult Safeguarding
  - Barnet CCG Board
  - Partnership Boards
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- We also have excellent relationships with the local acute provider (Royal Free Trust) and other key organisations such as BEH Mental Health NHS Trust and the CQC – all of whom we meet on a regular basis.
  - We work in collaboration with other Healthwatch's in the central north London areas a work closely with Healthwatch Enfield, Healthwatch Camden and Healthwatch Haringey.

## **Highlighting specific areas of activity**

### **Enter & View**

The Enter and View team have continued to work across a number of areas in the Borough and have carried out 30 visits in 2014/15. The team has taken on 8 new volunteers and now have a pool of 25 Authorised Representatives. They have undertaken visits in a number of different areas which are outlined below and the details are contained in the table at the end of this report:-

### **Care Home Visits**

The Enter and View team have continued with their programme of visits to care homes for older people in Barnet and have been to 15 different homes across the Borough. The planning group (which is made up of 7 volunteers and a staff member) meets regularly and decide on the homes that they feel should be visited. These decisions are based on information from the public, discussions with the CQC, IQICH and the Quality and Purchasing Team at Barnet. Over the period, the teams saw some very good care homes offering very appropriate and compassionate care to residents. Many had good meaningful activities on offer and residents and their relatives were very happy with the care received. Some were not at as good standard and several recommendations were made in these cases.

The main areas where recommendations were made were:

- Lack of meaningful activities;
- Food and menus (often not displayed or residents not involved in food planning);
- Engagement (residents and relatives not involved in meetings or not aware of meetings);
- Complaints (policies not easily available);
- Staff levels (low levels of staff meaning not enough engagement with residents)

During the year we introduced questionnaires for relatives/friends of residents to tell us about their experiences of care at their care home. These are distributed to relatives/friends by the home manager and are returned directly to Healthwatch. This has been very helpful and has enabled us to reach a much wider range of opinions and feedback about services.

### **Hospital Mealtime Visits**

A team of Enter and View volunteers undertook a series of visits to Barnet Hospital to observe the food and mealtime support. We visited 6 wards on two separate occasions, each at different times of the day and week. The wards and times of each visit were not known to the staff. The visits took place in April/May 2014. We liaised with Barnet Hospital about our findings and they have developed a Mealtimes Matter Action Plan which our findings fed into. Several changes such as changing the time of lunch, introducing nutrition nurses on each ward, more closely managed mealtimes and the introduction of hand wipes have resulted. Many patients /relatives that we spoke to were happy with the food and support given, but this varied between wards. Some of the other suggestions made were around reinforcing the protected mealtime principles; exploring a wider range of options for breakfast; improve the quality of Kosher and halal food; and more support for patients not able to use the menu/ordering system.

During June 2015 the team has returned to Barnet Hospital and are undertaking 12 more visits to see how the food and support is now being delivered and will report back on this when the visits are completed.

### **Joint Mental Health Visits with Healthwatch Enfield**

As some mental health services provided by Barnet Enfield and Haringey Mental Health Trust cover all three Boroughs we worked jointly with our neighbouring Healthwatch's to visit some wards. Healthwatch Barnet led a visit to The Oaks ward at Chase Farm which is for older adults with mental health conditions. This has been published and we are currently working on a report from another joint visit led by Healthwatch Enfield to Suffolk Ward which supports female adults with mental health conditions. Our colleagues at Enfield and Haringey also visited Downhills ward at St Ann's Hospital in Haringey.

|                         |   |
|-------------------------|---|
| <u>Hospital Visits</u>  |   |
| 14 April 2014           | Willow Ward, Barnet Hospital (lunch)  |
| 14 April 2014           | Spruce Ward, Barnet Hospital (lunch)  |
| 22 April 2014           | Spruce Ward, Barnet Hospital (evening)  |
| 22 April 2014           | Walnut Ward, Barnet Hospital (lunch)  |
| 08 May 2014             | Olive Ward, Barnet Hospital (breakfast)   |
| 13 May 2014             | Willow Ward, Barnet Hospital (evening)  |
| 14 May 2014             | Walnut Ward, Barnet Hospital (evening)  |
| 17 May 2014             | Juniper Ward, Barnet Hospital (lunch)   |
| <u>Care Home Visits</u> |   |
| 29 April 2014           | Clovelly House, (follow-up visit with manager who was not able to be present at original visit) |
| 21 May 2014             | Rosa Freedman   |
| 21 May 2014             | Hadley Lawns Nursing Home   |
| 31 May 2014             | Athenaeum Care Home   |
| 28 August 2014          | Paulmay Dementia Care Home  |
| 04 September 2014       | Cedars Care Centre, Richmond Road.  |
| 30 September 2014       | Friary Lodge  |
| 14 October 2014         | Elmhurst Residential Home   |
| 14 October 2014         | Meadowside 1 (large home – two teams of volunteers attended)                                    |
| 14 October 2014         | Meadowside 2 (large home – two teams of volunteers attended)                                    |
| 25 November 2014        | Seaforth Lodge  |
| 26 November 2014        | Roseview Care Home  |
| 27 January 2015         | Baxendale   |
| 04 February 2015        | Hilton Lodge  |

|   |   |
|---|---|
| 30 January 2015   | Hadley Lawns (unannounced revisit)                                    |
| 24 February 2015  | Clara Nehab House   |
| 9 April 2015  | Eastside House  |
| <u>Joint Visits with Enfield Healthwatch to Mental Health Wards</u> |   |
| 2 December 2015   | The Oaks Ward, BEHMHT, Chase Farm Hospital                            |
| 17 March 2015   | Suffolk Ward, BEHMHT, Chase Farm Hospital                             |
| <u>Mental Health Care Homes</u>                                     |   |
| 19 January 2015   | Woodfield House ( unannounced revisit)                                |
| 18 March 2015   | Oakleigh House  |
| <u>Mental Health Ward Revisit</u>                                   |   |
| 02 October 2014   | Thames Ward, BEHMHT, Edgware Community Hospital (unannounced revisit) |

### **Mental Health Care Homes**

We undertook a final revisit to Woodfield House which is a care home for a small number of adults being supported back into the community after a hospital stay for a mental health condition. We also visited Oakleigh House which has a similar remit and were very impressed by the care and support provided there.

### **Mental Health Ward Visit**

We undertook a re-visit to Thames Ward at Edgware Community Hospital (run by Barnet, Enfield and Haringey Mental Health Trust) We found some aspects had improved and we were reassured that recommendations we made would be followed up by via the Action Plan produced by the ward, particularly about discharge support, complaints procedures and quality of food

The team are continuing to develop their skills and the way they undertake visits and are planning more observations in a number of areas in the coming year.



**Achievements**



**Enter & View**

**30** VISITS

**87%** ADOPTED AT LEAST ONE RECOMMENDATION

**33%** ADOPTED FIVE RECOMMENDATIONS



Contributed to a review of hospital mealtimes and the launch of the Mealtime Matters Action Plan



**Consultation and Engagement**

**150** People around hospital discharge

✓ Hospital staff now involve carers and ensure cultural requirements are met

**50**

People attended an LGBT flagship event

✓ Public Health consultation on sexual health services.



Established Barnet Youth Health Forum for and by young people

✓ 8 young people between 14 and 24 are consulting about mental health support services in schools

**Impact**



**Creating Change**



Supporting patients to choose the right service with a new GP supported leaflet

✓ Changing the delivery of mental health services after commended focus group

**Getting there**



**Reaching Out**

**108,398** CONTACTS through

**11** CHARITY partners

**45** ACTIVE volunteers

**136** VOLUNTEER roles



Face-to-face consultation and engagement with **1,409**, including **547** contacts new to Healthwatch

**Sharing**



**Listening to local people**

"You must do something about dementia" ✓

"Check local hospitals - that's what I am concerned about" ✓

"Volunteers are mainly older people. Get young people involved" ✓



**Working with other Healthwatch**

Enter & View training and support to Healthwatch Brent

Joint Enter & View programmes with Healthwatch Enfield

Working in partnership through the North West London Healthwatch Consortium, Healthwatch England and other pan London consortia ✓



**Helping my voice count**

**healthwatchbarnet.co.uk**