



Quarterly update - October to December 2015

This report provides evidence of activities conducted and outcomes achieved by Healthwatch Dudley, in line with the following Healthwatch England Quality Statements:-

- Informing People
- Community Voice and Influence
- Making a Difference Locally
- Strategic Context and Relationships
- Relationships with Healthwatch England

Case studies and screenshots of some of our social media interactions have been included throughout this document to help to tell the Healthwatch Dudley story.

Informing People

Community Information Points and Information Champions

The Community Information Point Network continues to grow with information giving training being delivered to approximately 200 people (staff members and volunteers) from local organisations.



Healthwatch Dudley @HWDudley · 13 Oct 2015

Great networking at today's Information Champion session! @dudleymbc @DudleyDistCAB @DudleyCCG



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Healthwatch Dudley @HWDudley · 9 Oct 2015
 Our new Information Champions are finding out about websites they can use to support vulnerable people @HealthwatchE



Healthwatch Dudley @HWDudley · 19 Nov 2015
 Really engaging Information Point Network session this morning. A warm welcome to our new Info Champs! @MIRDudley

Training was initially developed in partnership with Dudley CAB as part of Dudley Advice Web. Dudley CAB funding ceased on September 30th 2015 and Healthwatch Dudley has continued to deliver twice monthly training sessions.

The network includes community drop-in centres, council reception points, cafes, pharmacies and GP surgeries. Dudley Council has provided support from a modern apprentice who we are providing intensive training to enable her to support with the network database and with gathering outcomes from information champions about the difference the network makes.

We have also been working with Dudley Libraries to identify ways for the network to link with Dudley Community Information Directory.



Anita Partridge,
Coffee Cups

Coffee Cups is a community café in Halesowen and is part of Halas Homes, an organisation supporting adults with learning disabilities. Profits generated from the coffee shop enable Halas Homes to give more opportunities to the people it supports. It made perfect sense for Coffee Cups to join the Community Information Point Network, as the café was already registered as a Safe Place. Safe Places is a scheme that gives vulnerable people a place of safety if needed when out and about in their local community, through people they can trust.

“We’re a busy café and have lots of regular customers who we get to know quite well. We all have problems so it’s good for them to have someone to come and have a chat with, in friendly surroundings. Now I’ve been trained as an Information Champion on where to find help, it’s great to know that I can really make a difference.”



Sophie Byatt, Castle and Crystal Credit Union

Castle and Crystal Credit Union is a community bank serving the people of Dudley borough and Worcestershire. 3,300 active members access services online and through a busy shop in Dudley town centre. The service provides an ethical alternative to other financial services including payday lenders and also offers corporate accounts for partner organisations,

“Being a Community Information Point sits really well with the services we provide. In addition to helping people with saving and borrowing, people also ask us for information about money management and debt. Joining the Network has introduced us to new organisations and we have now got access to a bank of useful websites to add to our own resources.

We believe that people who are in control of their finances are happier, healthier and less likely to get into crisis.”

Healthwatch Dudley continues to signpost and raise awareness of health and care services available in Dudley through a variety of means in order for people to make informed choices.

In addition to calls to the Healthwatch office and email enquiries via our website, people are informed and engaged via the Friday morning drop-in sessions at dy1 in Stafford Street, numerous need to know sessions at libraries and community organisations, tea and chat at Russells Hall Hospital, carers' drop in at dy1, Community Information Champion training and the People's Network.



Social Networks

Social networking also plays a big part in the way Healthwatch is promoted. Currently there are:-

383 people are subscribed to the Healthwatch Dudley mailing list

We have received 2809 total website hits between October - December 2015

We now have 1520 Twitter followers.

Monthly statistical breakdown of activity as follows:

October

19.4K impressions = 627 impressions per day
49 Link clicks
120 retweets
138 likes
19 replies

OCT 2015 SUMMARY

Tweets	Tweet impressions
52	19.4K
Profile visits	Mentions
711	92
New followers	
48	

TWEET HIGHLIGHTS

Top Tweet earned 1,295 impressions

Meg & Rhys being interviewed by @KICfm about why they became Dudley Youth Health Researchers @Kicsters #pipconf15
pic.twitter.com/pUF01EO9Q2



1 8 9

[View Tweet activity](#)

[View all Tweet activity](#)

Top Follower followed by 13.3K people



Britain's Nurses

@britainsnurses [FOLLOWS YOU](#)

The community all about celebrating the best of life as a nurse, and making the most of life as a nurse.

Top mention earned 74 engagements



Ian Austin

@IanAustinMP · Oct 27

Great to see staff, volunteers and the chair of @HWDudley @HealthwatchE event today. a great team working hard to help patients in Dudley

5 4

[View Tweet](#)

Top media Tweet earned 915 impressions

Carers Tea & Chat is part of our new Healthwatch Dudley Drop-in. Every Friday from 9.30am! healthwatchdudley.co.uk/drop-in-to-hea... pic.twitter.com/TnEGN9mg0k



Friday 2nd October 9.30am-12noon
and then the first and third Friday every month

Do you support a relative, friend or a loved one with every day tasks?
You might be cooking, shopping or helping with taking medication washing and dressing...

11 3

[View Tweet activity](#)

[View all Tweet activity](#)

November

11.9K impressions = 397 impressions per day
29 Link clicks
74 retweets
78 likes
8 replies

NOV 2015 SUMMARY

Tweets
32

Tweet impressions
11.9K

Profile visits
558

Mentions
73

New followers
52

TWEET HIGHLIGHTS

Top Tweet earned 912 impressions

Fab launch of new community space Base97 at [@Chadd1979](#) with two of our youth health researchers! [@DudleyMayor](#)
pic.twitter.com/mTG4t797dC



2 10 10

View Tweet activity

View all Tweet activity

Top mention earned 53 engagements



KICfm

@KICfm · Nov 26

We've been 'collared'! [@PcPaul999](#) having a go on our [#graffitiwall](#) - it's legal!!
[#mefestival](#) [@DudleyCCG](#) [@HWDudley](#)
pic.twitter.com/9orSgcSZrn



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View Tweet

Top media Tweet earned 700 impressions

We're at [@dycdudley](#) hearing how mental health is one of the top 5 issues for young people [@DWbetter2gether](#)
pic.twitter.com/9yf3THMJic



December

10.8K impressions = 349 impressions per day
51 Link clicks
44 retweets
57 likes
8 replies

DEC 2015 SUMMARY

Tweets

16

Tweet impressions

10.8K

Profile visits

400

Mentions

35

New followers

27

TWEET HIGHLIGHTS

Top Tweet earned 2,836 impressions

Merry Christmas from Dudley Youth Health Researchers!!! pic.twitter.com/NM4LPRcF70



4 12 17

[View Tweet activity](#)

[View all Tweet activity](#)

Top Follower followed by 6,634 people



Please register as a potential stem cell / bone marrow donor and then encourage **Just One More** to do the same. Find out how on teammargot.com



Team Margot

@swab4margot [FOLLOWS YOU](#)

YOU can save a life. Do something amazing & register to become a stem cell donor. Unable to/have already? then please encourage 'Just One More' to do the same.

[View profile](#)

[View followers dashboard](#)

Top mention earned 18 engagements



Dudley Council

@dudleymbc · Dec 8

Carers amble - Thursday 10 December 2015 - Healthwatch Dudley: @HWDudley is hosting its Carers Amble at... wp.me/p3LWoN-31B

5 2

[View Tweet](#)

Top media Tweet earned 884 impressions

Dudley Youth Health Researchers are discussing things to consider when planning their focus groups @NHSYouthForum pic.twitter.com/4t6RNHzSNh



4 5

[View Tweet activity](#)

[View all Tweet activity](#)

Staff Training

In order to expand the range of knowledge to help members of the public make informed decisions, the Healthwatch team regularly attend appropriate training.

During the quarter, the following training was undertaken:-

- Dudley Domestic Violence
- Customer Relationship Manager (CRM - Healthwatch England database)
- Welfare Benefits
- Regional safeguarding service user involvement workshop

Community Voice and Influence/Making a Difference Locally

The Healthwatch Dudley team have hosted or attended a wide range of events, activities and focus groups and have engaged with over 1500 people during the last quarter. This section contains examples of some of this interaction.



Healthwatch Dudley @HWDudley · 7 Dec 2015

Wellington Road Community Centre have also been making our paper chains at their Diwali, Eid & Christmas party :-)

Sarah Norman

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Healthwatch Dudley @HWDudley · 14 Nov 2015

We're at Bait Ul Ghafoor Mosque for @macmillancancer coffee morning & listening to local views on local services

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Healthwatch Dudley @HWDudley · 7 Dec 2015

Really enjoyed hearing what makes people from the Me Myself & I dementia carers support group happy & healthy today!



Chris Barron @ChrisHWDudley · Jan 5



We're set up @intuMerryHill for Mummy Morning to hear what parents think about GP services & the Urgent Care Centre

👤 You, Dudley CCG, Dudley Council and Making it RealDudley



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Supporting development of a new Urgent Care Centre...

Following on from Healthwatch Dudley's listening activities at Dudley Walk in Centre and Russells Hall Hospital in December 2013, we carried out an Enter and View activity in July to find out how the new Urgent Care Centre activity was bedding in.

Enter & View July 2015

- Completed survey with 170 people
- Produced case studies and observations with help of volunteers
- Were present over 7 days covering 24 hour period

Initial findings were presented to Urgent Care Centre Stakeholder group

Our findings and recommendations were used to develop new capital build options

Our full report was presented to:-

- UCC Stakeholder Group
- Quality & Safety Committee (CCG)
- CCG Board meeting

In early 2016 a decision will be made on the new build. If our recommendations are taken on board Dudley will have a more suitable Urgent Care Centre based on the views and recommendations of local people that we have collected.

Our full report can be found at www.healthwatchdudley.co.uk/research-reports

Urgent Care Centre

A new Capital Development Feasibility Study is underway by Dudley Group of Hospitals and Dudley Clinical Commissioning Group. This study has been underpinned by our extensive patient audit and we have been key partners in the design of the Urgent Care Centre from its earliest development.

Our research involved 170 people shared their views through a questionnaire survey that sought information of the hospital environment, interactions with staff and patient streaming. In addition to this we had one to one conversations with patients and staff and carried out an observational audit of the Urgent Care Centre environment.

The Healthwatch Dudley Urgent Care Centre report was presented to the Urgent Care Centre Stakeholder Group on 17 November 2015. Extracts from the report have also been presented at Dudley CCG Quality and Safety Committee and at Dudley CCG Board and has also been shared with Health Overview and Scrutiny Committee.

The report can be accessed at: <http://www.healthwatchdudley.co.uk/research-reports>

Healthwatch Dudley

Dudley Urgent Care Centre
Where are we now?



November 2015

healthwatch
Dudley

The People's Network

Healthwatch Dudley provides the opportunity for people to have their say and influence services through the bi-monthly People's Network, which focuses on topics suggested by the attendees. Views and experiences are captured and shared with service providers. It is also through the People's Network that Dudley residents are given the opportunity to contribute to the compilation and design of Dudley MBC's local account.



Healthwatch Dudley @HWDudley - 11 Nov 2015

Full room at our People's Network for adult social care hearing how vulnerable people are supported by @poppylegion





Chris Barron @ChrisHWDudley · 11 Nov 2015
Great to see lots of networking and information gathering at #peoplesnetwork @HWDudley @MIRDudley

In response to feedback from attendees of the September session, the **November People's Network** provided a spotlight on services available to people who access adult social care. The morning included guest speakers from Royal British Legion, dementia gateways, adult education and public health together and included a busy marketplace with 16 organisations.

The event was attended by 70 people and was well received. Members of the deaf Dudley deaf cafe were in attendance and various organisations present commented that it made them aware of the needs of deaf people when delivering their services.

Engagement with Dudley borough's deaf community

People with hearing loss who attend Queens Cross Network have also recently become regular attendees of the People's Network and this has led to further engagement and investigation of the challenges the community experience when accessing health and social care services.

Healthwatch are now meeting regularly with a group of deaf people to listen to their views and experiences. The first meeting highlighted the lack of interpreting services within Dudley and in particular at Russells Hall Hospital, whereas services within Sandwell were excellent. Acting upon this feedback, Healthwatch met with Sandwell Hospital to find out about their processes and took this information to Dudley Group. As a result, Dudley Group have invited members of the deaf group to be part of the tendering process for sign language interpreting services in Dudley.

Engaging with members of Dudley borough's deaf community...

Healthwatch Dudley presented to Dudley Deaf Café last summer where members told us that they would like to be more involved with wider community meetings but that BSL interpreters with a minimum of level 6 were rarely available.

Members from the group attended their first People's Network in September 2015

- Interpreters were provided
- Group members shared their experiences and asked for a follow up meeting

Follow up meeting with group members took place and bi-monthly meetings now taking place with group members in addition to regular supported attendance at The People's Network

The group's main issue was the need for and lack of consistency of quality interpretation with the following health providers:

- GPs
- Dudley Group of Hospitals
- Opticians
- Dentists

Met with BSL Health Interpreters regarding provision of services

Met with Sandwell Hospital Interpreting Services as group members valued their interpreting services

Met with Head of Communications and Engagement at Dudley Group of Hospitals to share concerns raised by members of the group and what we had found out from Sandwell

Healthwatch Dudley has arranged a joint meeting with Dudley Group of Hospitals and members of Dudley's deaf community, to plan a way forward and to develop an new interpreting service specification.

Hospital Tea & Chat

A joint venture between Healthwatch and Dudley Group Carer co-ordinator providing free refreshments to visitors on the wards at Russells Hall Hospital every Wednesday afternoon. This opens up the opportunity to chat to people to identify hidden carers and provide information and support. An average we speak to 60 people per week.

<http://healthwatchdudley.co.uk/carers-rights-day-marked-with-new-hospital-tea-and-chat-service/>

Carers Amble at Saltwells Nature Reserve

Held every second Thursday of the month at Saltwells Nature Reserve, Carers' Amble is run in conjunction with Healthwatch, Dudley Group Carer Co-ordinator and the Carers Network Co-ordinator from the local authority. This is a free guided accessible walk providing carers and the cared for the chance to chat, take time out and receive information about the nature reserve itself by the Saltwells Warden. The walk ends with a chat and lunch in the pub for those who want to linger. So far, around 40 people have participated, some new and some regulars.



Chris Barron @ChrisHWDudley · 12 Nov 2015

Carers receiving support & info & enjoying the lovely autumn colours @ saltwells nature reserve @HWDudley @dudleymbc



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Dudley Deal

The Children and Young People's Alliance have been working together to create a service delivery approach for children and young people to sign up to, called The Dudley Deal. Healthwatch Dudley took the draft plan to Dudley Youth Council to ask if young people understood the language used and to find out if they agreed with the priorities it contained. Their detailed feedback has been shared with the alliance with the intention of producing a joint document. (Report extract below)



a place where
children and young
people thrive

Healthwatch Dudley asked 25 young people from Dudley Youth Council what the statement “a place where children and young people thrive” meant to them.

Working in groups they discussed the statement the word cloud opposite shows their thoughts.

healthwatch
Dudley

Age Alliance

Healthwatch Dudley is part of Age Alliance in Dudley, an informal partnership which brings together older people and supporting organisations. Last summer the alliance worked together to listen to older people's views about loneliness and isolation. Healthwatch Dudley staff and volunteers supported by helping to complete over 450 surveys in supermarkets and town centres. We asked questions about people's direct experiences of loneliness, isolation and their knowledge of services that offer support.



Brendan Clifford @brenclifford01 · 3 Jul 2015

@KarlDenning @kcpsherman @ChrisHWDudley #dudley researching #loneliness in our area 4 Older People's Day 2015

← ↻ 3 ❤️ 2 ...



Brendan Clifford @brenclifford01 · 26 Jun 2015

#DudleyHWB @kcpsherman & @dogsspeech in Halesowen yesterday asking people about loneliness 4 Older People's Day 15

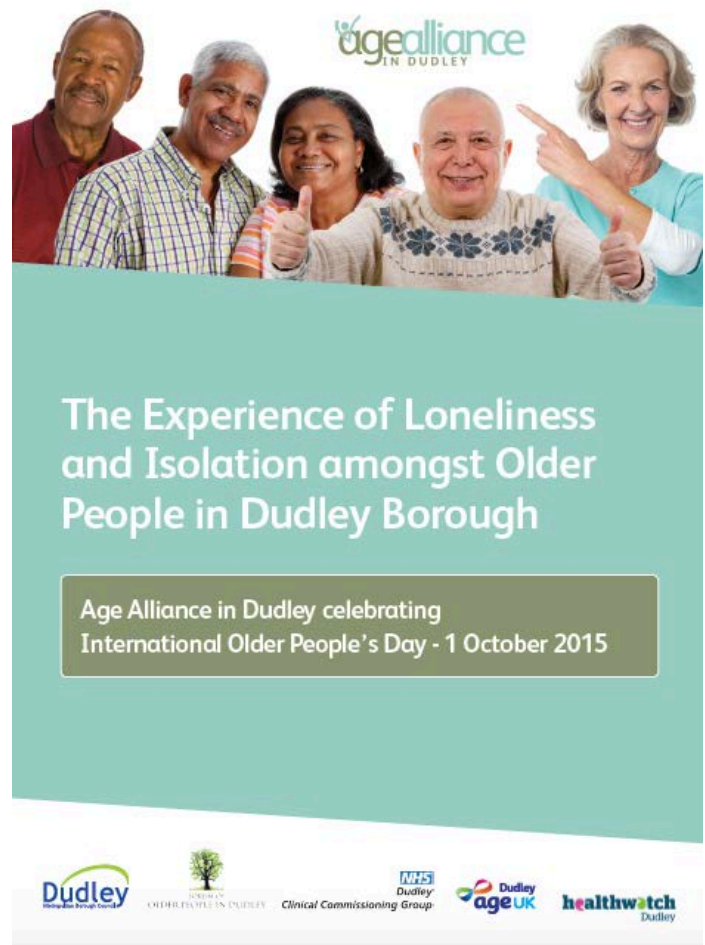
← ↻ 4 ❤️ 7 ...

The work was presented at a conference at Brierley Hill Civic Hall on National Older People's Day last October, where decision makers listened to older people and made a commitment to including the learning in future work plans.

Following the conference a report has been produced which includes recommendations around better promotion of preventative services, support for carers, communication, bereavement support and the need for more intergenerational work.

This is an important piece of work for Healthwatch Dudley to be involved with as local people's views and experiences have sat at the heart of the process. It enabled us to work alongside Age Alliance member and volunteer and to heavily our own volunteers and Dudley College health and social care students, from carrying out interviews, to ensuring the data was entered quickly and accurately.

The full report will be launched in February by the Mayor of Dudley which and can be downloaded at: <http://healthwatchdudley.co.uk/age-alliance-loneliness-and-isolation-report-launch/>



Low Vision

Healthwatch Dudley met with the Low Vision Strategy Stakeholder Group in November 2015. Through this group we have been developing a Low Vision Strategy and a questionnaire survey was developed and distributed to opticians around the Dudley Borough. The survey also went to the Beacon Centre for the Blind, Dudley Metropolitan Borough Council Adult Social Care Low Vision services and the Macular Society. All organisations were asked to forward on the surveys via their mailing lists or encourage completion.

In total, there were 166 responses to the questionnaire survey, 'How do you use Eyecare Services?'. The questionnaire survey was available on the Healthwatch website to complete online, as well as the link being sent to the CCG.

The survey responses have been analysed and will be included within the Low Vision Strategy. Members of the Dudley Borough Low Vision Group have been meeting to discuss findings further and decide actions.

The format of the report was agreed for the Low Vision Strategy document to be presented to the Health & Wellbeing Board in 2016. This document will summarise the objectives moving forward.

Healthwatch Weekly drop-in sessions

Healthwatch Dudley has launched new drop-in sessions every Friday morning in Dudley town centre. The sessions take place in the café at DY1, the new community building in Stafford Street, where the team also has office space.

The weekly sessions allow members of the public to drop in to share their views and experiences about health and care services and also to receive signposting to local services between 9.00 am and 12.00 pm. On the first and third Friday of every month, Healthwatch Dudley has teamed up with Dudley CVS Carers Co-ordinator and the Dudley Carers Network to host Tea and Chat, an informal drop in for carers to meet each other and find support from local services.

The drop in is a Community Information Point and a place for people to share their experiences about health and care. In the last quarter people have shared detailed experiences around quality of hospital care, bereavement, do not resuscitate policy, mental health, being a carer and crisis benefit and debt support. Examples of support given are detailed in the below case studies:

Case Studies

A number of visits have been made to people in their own homes to tell us their experiences of a variety of health and care settings. Each visit has been complex and covered a range of issues such as social care, hospital care, sheltered accommodation and safeguarding. Healthwatch have taken away the issues raised and are liaising with appropriate providers.

Many of the visits made to people to tell us their story have come about as a result of referrals from **Integrated Plus** workers across the borough, as well as follow up after speaking to callers to Healthwatch via our helpline or from our drop-in sessions.

Commissioned Projects

Healthwatch Dudley is sometimes commissioned to undertake engagement activity for specific projects and in the last quarter were involved in surveying members of the public about their tobacco habits. Another project currently being undertaken is finding out about how people with dementia, learning disabilities and from the black and minority ethnic communities access their opticians and optical services. Views and experiences are gathered by way of focus groups and questionnaires for inclusion in reports to key decision makers. Commissioned work is considered based on how well it sits in line with our statutory Healthwatch functions and our five priorities.

Dudley Tobacco Strategy

Focus groups were held with attendees of Switch (young people's drug and alcohol support service) and CRI (adult drug and alcohol services). Following street surveys, several members of the public (smokers and non-smokers) were also invited to two focus groups. A representative of the local authority Stop Smoking service helped to facilitate the two focus groups.

As part of the research, Healthwatch met with Dudley Group's Stop Smoking Service to gain an insight into how people are encouraged and supported to stop smoking when admitted to hospital.

Findings from focus groups and questionnaires are currently being analysed and included within a report which will be presented to Dudley Office for Public Health within the next couple of months. Following this, Healthwatch will be working jointly with Public Health to hold individual focus groups with CCG colleagues, Dudley Group and the voluntary sector to share findings and to encourage buy-in and involvement in the development of the Tobacco Strategy for Dudley.

Youth Voice

Dudley Youth Health Researchers is an NHS England funded joint Healthwatch Dudley/Dudley Youth Service project involving local young people with a wide range of differing health and wellbeing experiences.



Healthwatch Dudley @HWDudley · 26 Nov 2015

Excited to be at #mefestival with Dudley Youth Health Researchers finding out what matters to young people!



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Members of the group have been supported to present at the annual Partners in Paediatrics conference in Birmingham, attend the NHS Expo in Manchester and to run workshops at the British Youth Council annual forum.

In November, group members tested their survey at the Dudley borough Me Festival with students and arranged for schools to take further surveys back to complete. A series of focus groups led by young people are being arranged to explore survey questions in more detail.

The group are hoping to present their findings in March to the CCG Board.

NHS England Eye Health Network

Healthwatch Dudley was asked by NHS England's Local Eye Health Network to gather the views of people living in Dudley borough on eye health and eye care services. We were asked to particularly reach out to black and minority ethnic groups, people with learning disabilities and people with dementia.



Within this quarter we have organised listening events with the New Testament Welfare Association, Me Myself and I dementia group, Dudley Voices for Choice who support people with learning disabilities and people from the Chinese community. We have also visited people in their own homes to listen to and record their experiences.

A survey is currently being developed and will be distributed through opticians during the next quarter.



Healthwatch Dudley @HWDudley · 13 Nov 2015

Great afternoon with @DvcDudley finding out what learning disabled people think about eye health & optician services



Strategic Context and Relationships

Volunteers

Volunteers are integral to Healthwatch's ability to gather views and experiences from members of the public. We currently have 48 active volunteers and 8 volunteer Board members, some of which are involved with activities such as tea and chat at Russells Hall Hospital and helping with data input following surveys and include our 20 youth health researchers.

One volunteer commented that 'people opened up more to us and shared their real experiences because we are not part of the system'. Another volunteer told us that she has lots of experience with other volunteer involving organisations. She shared how she rates us amongst the best with the support that we offer and how she feels fully involved and properly briefed in all of our activities.

We value our volunteers greatly and ensure that they feel valued by giving opportunities, reimbursing expenses and at Christmas we brought them together for an end of year celebration.

Boards and Committees

Healthwatch were invited to participate in Dudley Adult Safeguarding Board's multi-agency audit in November. This involved scrutinising a number of cases to test the robustness of processes from the start to finish and ensure the individual has been fully engaged at all times.

Healthwatch is very much a 'critical friend' and as such have a presence on the following boards and committees to ensure patient voice:-

- Local Eye Health Network (NHS England)
- Local Dental Health Network (NHS England)
- Health and Wellbeing Board Meeting
- Children and Young People's Alliance
- Health Overview and Scrutiny Committee
- Dudley Safeguarding Adults Board
- Dudley Safeguarding Children's Board
- Dudley Adult Safeguarding Board Serious Adult Review Sub Group
- Joint Strategic Assessment Meeting
- CCG Board Meeting
- CCG Primary Care Commissioning Committee
- CCG Quality and Safety Committee
- CCG Primary Care Operational Group
- Urgent Care Centre Stakeholder Group
- Mental Health Strategic Partnership Meeting
- Systems Wide Frail and Older People's Group
- Mental Health Crisis Care Concordat Meeting
- Saltbrook Place Table Top Meeting
- Dudley Group Patient Engagement Group

- Dudley and Walsall Mental Health Trust Meeting with Mark Axell and Marsha Ingram
- CQC Lead Inspector meeting for Black Country Partnership
- Black Country Partnership Stakeholder Assessment

And has had a presence at the strategic meetings and events

- Safeguarding Workshop on Service User Engagement
- Making Care Personal Conference
- Partners in Paediatrics Conference
- Me Festival
- Age Alliance event
- Living Well Feeling Safe event

Integrated Plus

Healthwatch Dudley is working with Integrated Plus to capture the views and experiences of patients supported by the service.

Integrated Plus is a service delivered by Dudley Council for Voluntary Service (Dudley CVS) as part of the integrated care model implemented by Dudley CCG and Adult Social Care. This approach enables clients to become less reliant on medical services and encourages and supports them to get involved and participate in voluntary and community led activities and services. The overall aim is to improve the health and wellbeing of clients and enhance opportunities for self-development.

There are five Integrated Plus workers in the borough who encourage clients to share their experiences of the care they have received with Healthwatch Dudley. Referrals have resulted in home visits and case studies.

Orthodontics Commissioning Guide

Healthwatch have been attending meetings of the NHS England review group for the commissioning guide on orthodontics.

The final document has now been published by NHS England and is available for commissioners. All commissioners of orthodontic services in England can now access the document to help them plan commissioning of orthodontic services.

Paediatric Dentistry Commissioning Guide

Healthwatch Dudley are involved in an NHS England review group for the commissioning of paediatric dentistry. The commissioning guide is expected to be finalised in early 2016.

Relationships with Healthwatch England

Healthwatch Dudley has got strong links with Healthwatch England, our Chair Pam Bradbury is a Healthwatch England Committee member and Jayne our Chief Officer attend regular national and regional networking sessions.

In October we took one of our volunteers along to a parliamentary reception to celebrate the launch of the Healthwatch England annual report, which provided us with an excellent opportunity to network with our MP Ian Austin.



Healthwatch Dudley @HWDudley · 27 Oct 2015

Great to see one of our MPs @IanAustinMP at the @HealthwatchE annual report parliamentary launch #peopleaspartners



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Also in October we were invited by Healthwatch England to deliver a presentation jointly with Dudley Council to highlight the relationship between local Healthwatch organisations and their commissioners.

Our proudest achievements this quarter 😊

We are incredibly proud of the impact that our Urgent Care research will have on the development of the Urgent Care Centre new capital build. This is evidence for us that our evidence based reports are recognised by key partners in health and care as credible, resulting in an improved service for local people based on the views and experiences that we have gathered.

One of our priorities is to reach out to and involve individuals and groups who are lesser heard. We listened to the problems that members of Dudley's deaf community are having communicating with health and care services and about the impact that this has on their health and wellbeing. Our case study in this report shares the big difference that our involvement has made.