

## Healthwatch Dudley Quarterly Report

January - March 2016

# Contents...

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

Informing People .....	3
Community voice and Influence .....	6
Making a difference locally.....	8
Strategic context and relationships .....	10

# Informing People

## Informing and supporting carers

Raising awareness of carers and the support available has continued to be a priority for Healthwatch Dudley. Over the last three months we have supported Dudley Carers Forum, Dudley Carers Network, Dudley Parent Carer Forum and Dudley Carers Alliance.



In partnership with these networks we staff monthly carers walks through Saltwells Nature Reserve, twice monthly carers drop in sessions at DY1 Community Building in Dudley and listen to hidden carers at weekly tea and chat sessions on the wards of Russells Hall Hospital.

**Between January and March we served up 734 cups of tea to carers and had conversations with over 1000 people.**

In March we supported a Dudley Carers Alliance event at the Black Country Living Museum to listen to and capture some of the issues carers face.

**“As a young carer I struggle with keeping up with my school homework and not being able to go on trips because I am afraid of what could happen if I am not there”**

In partnership with Dudley Carers Network we are in the process of developing a third Community Information Point training module to help Information Champions to be ‘Carer Aware’.

**60 Information Champions will have received carer aware training by the end of 2016**

## Community Information Point Network

Healthwatch Dudley staff continue to deliver monthly training sessions to new Information Champions.



We have been working closely with Dudley Library to encourage new information points to register with Dudley Community Information Directory and to create tag fields highlighting organisations belonging to the network so that they can be easily identified in the directory.

Our aim looking forward is to bring local businesses into the network.

## Healthwatch Dudley drop-in

We want to make it as easy as possible for people to talk to us and we continue to host weekly drop-in sessions at DY1 community building every Friday morning between 9.30am and 12 noon.

## Social networking

[www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk) has had 3288 visitors in the last quarter, an increase of 479 hits from October to December 2015.

Our @HWDudley twitter following continues to grow and we now have 1644 followers, 124 more than in our last report.

96% of our followers are from the UK, 40% the West Midlands and 18% Greater London.

78% of our followers have a top interest in business and news, 71% government, 64% non-profit and 38% health, mind and body.

The information below gives a flavour of our twitter activity and an explanation of twitter terms used.

**Tweets** are the new posts we have created and shared.

**Profile visits** refer to when other twitter users have visited our twitter home page.

**New followers** are other twitter users who have chosen to see the posts we share in their news feeds.

**Tweet impressions** are the number of times our tweets appear in news feeds of other twitter users.

**Mentions** are the number of times other twitter users have referred to @HWDudley in their twitter posts.

### JANUARY

#### JAN 2016 SUMMARY

Tweets

14

Tweet impressions

7,835

Profile visits

542

Mentions

36

New followers

20

### Top Tweet earned 990 impressions

Share your experience of local mental health services at the January People's Network: [peoplesnetworkjan.eventbrite.co.uk](http://peoplesnetworkjan.eventbrite.co.uk) Please retweet @MIRDudley

1 8 4

### Top media Tweet earned 328 impressions

Big thank you to our volunteer Nick for helping to enter our youth health researcher questionnaires @NHSYouthForum [pic.twitter.com/3QHxX45eRj](http://pic.twitter.com/3QHxX45eRj)



2 4

### FEBRUARY

#### FEB 2016 SUMMARY

Tweets

14

Tweet impressions

8,035

Profile visits

465

Mentions

49

New followers

44

### Top Tweet earned 1,363 impressions

Health and social care services are changing. Come to one of our @ATBDudley events to be the know & spread the word! [healthwatchdudley.co.uk/in-the-know/](http://healthwatchdudley.co.uk/in-the-know/)

13 5

## Top media Tweet earned 986 impressions

Dudley Youth Health Researchers finding out where young people get information about health [healthwatchdudley.co.uk/surveys](http://healthwatchdudley.co.uk/surveys) [pic.twitter.com/cNxndzpIVK](https://pic.twitter.com/cNxndzpIVK)



6 5

## MARCH

### MAR 2016 SUMMARY

Tweets

46

Tweet impressions

19.4K

Profile visits

1,043

Mentions

85

New followers

48

## Top media Tweet earned 1,082 impressions

Sharing recipes for successful youth involvement to round off a fantastic event! [#CYPexp](https://pic.twitter.com/NGWEgu3KOY) [pic.twitter.com/NGWEgu3KOY](https://pic.twitter.com/NGWEgu3KOY)



6 8

## Top mention earned 71 engagements



**Lorna Prescott**

@dosticen · Feb 29

I \*LOVE\* my job so much! And it is so much fun working with the super supportive [@HWDudley](https://twitter.com/HWDudley) team 😍 [pic.twitter.com/q4ISGn3e2P](https://pic.twitter.com/q4ISGn3e2P)



4 11



**Wayne Shakespeare** @Wayneshakespea1 · 18h  
@HWDudley @dudleycil @DudleyCCG @bbcwm @CareQualityComm was there for many years overall service was shocking 9 years with same problem 🤔



**Wayne Shakespeare**  
@Wayneshakespea1



Following

@HWDudley @dudleycil @DudleyCCG @bbcwm @CareQualityComm all I got was mugged off, reception staff didn't have a clue list is endless

8:37 PM - 9 Mar 2016



Reply to @Wayneshakespea1 @dudleycil @DudleyCCG @bbcwm @CareQuality



**Healthwatch Dudley** @HWDudley · 1m  
@Wayneshakespea1 Hi Wayne, thanks for your feedback, could we contact you to discuss further? @DudleyCCG @CareQualityComm



**Healthwatch Dudley** @HWDudley · 28s  
@Wayneshakespea1 We have followed you so you can private message us if you would like to tell us more. Thanks, Melissa



# Community voice and Influence

## Dudley Youth Health Researchers

We have spent the last year working jointly with Dudley Youth Service, to support a group of young people to be Dudley Youth Health Researchers.



The project was a result of a bid to NHS England's Youth Voice grant programme and was selected to represent the Midlands and East region.

The project has involved a core group of 27 young people with a wide range of health and wellbeing experience and a common interest of wanting to make a difference.

Group members researched the views of 1100 young people about where they get information about general and mental health and wellbeing.

**In March we were invited to present our learning from Dudley Youth Health Researchers at a NHS Youth Forum conference at Great Ormond Street Hospital in London to 200 people**

A website containing our findings and a guide to how young people would like to be involved in youth health engagement is currently being developed and we have been asked to launch our website at the Healthwatch England Conference in June.

Dudley Public Health, Dudley CCG and Dudley CVS are in the process of developing a Young Health Champion programme and learning from our project is being used to develop this work.



In March we were successful in a bid from the CAMHS Transformation Plan to further explore the findings from our research.

<http://healthwatchdudley.co.uk/secret-ingredients/>

## All Together Better Partnership Board

Healthwatch Dudley has been given a seat on the All Together Better Partnership Board.

All Together Better is a partnership which brings together health and social care organisations to review and shape future health and social care services in Dudley borough.

As part of our commitment to All Together Better we have worked with Dudley CVS, Dudley CCG and strategic design specialists Spaghetti, to create 'Activate', a resource pack for unlocking creativity in communities.

**We teamed up with Dudley CCG in March to share our approach with leading health and social care providers, commissioners and decision makers from around the country at a national Healthwatch England conference**

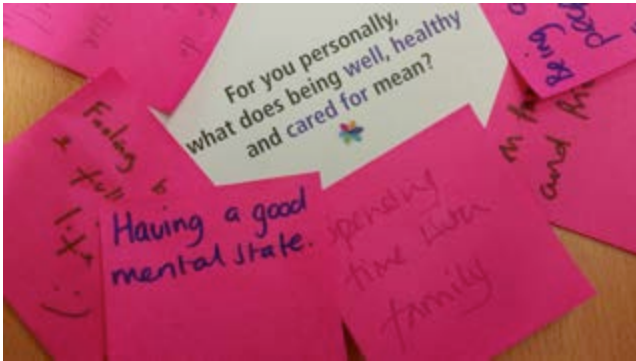
<http://www.healthwatch.co.uk/value-engaging-people-through-service-change>

In the last month, more than 150 people have joined us for All Together Better Activate sessions to discuss what health and

wellbeing means and to share creative ideas for communities to come together to improve their health and wellbeing.



We have also supported community forums, which were part of more than 50 Dudley CCG listening events to have Dudley's biggest conversation about health and care across the borough.



We have been gathering information at every event, which will all be analysed and presented in a report to the All Together Better Partnership Board in April. Following this presentation the report will be shared with the Dudley CCG Board.

### NHS England Local Eye Health Network

We were asked by NHS England to carry out a piece of research to get a better understanding of people's experiences of eye health.



We have been finding out how people from black, Asian and minority ethnic groups, people with learning disabilities or dementia, access high street optician or other eyecare services. We have held focus groups, held in depth conversations and completed 75 questionnaire surveys to find out local views and experiences.

**“After my appointment I received an e-mail with information about my test, it explained my results in lots of detail and the information was easy to understand. I feel excited when I go to the opticians.”**

[A positive experience of someone with a learning disability visiting their optician from our report]

An evidence-based report is being produced and will be presented to NHS England Local Eye Health Network for Birmingham, Solihull and the Black Country in April.

### Listening to local people

Team members visit members of the public in their own homes to listen to their experiences of health and care.

In the last quarter we have made home visits to document detailed case studies about people's complex experiences with GP surgeries, hospital treatment and mental health. We have shared our case studies with key decision makers leads to influence service delivery.

### Staff training

In order to better to expand our range of knowledge to better represent local communities and to fulfill our Healthwatch functions, staff regularly attend training. This quarter we have attended:

- Hate crime awareness
- Healthwatch England CRM training
- How to analyse Healthwatch survey data training

# Making a difference locally

## People's Network

Mental health was the focus of our January People's Network as this important issue had been discussed at every People's Network event and tied in with an upcoming Care Quality Commission Inspection of Dudley and Walsall Mental Health Partnership NHS Trust.



The event included guest speakers from local services including Dudley Mind, Rethink, Dudley Counselling Centre and the Exboozehound group for men. Following this a discussion took place about how safe, effective, caring, well led and responsive attendees find local mental health services to be.

**My concern is the length of time it takes from it being recognised you need help to actually receiving it. In my case from seeing my GP, to gateway, to actually seeing a counsellor. It took eight months to get help by which time I was worse and it took me longer to heal mentally.**

60 people attended and feedback from the day was anonymised and shared with the Care Quality Commission to inform their inspection of Dudley and Walsall Mental Health Partnership NHS Trust.

For our March event we sent out an invitation to take part in Dudley's 'biggest ever conversation about health and social care'. We asked the question, "What does being well, healthy and cared for mean?" and shared ideas about how communities are coming together in creative ways to improve their health and wellbeing.

**"Involve people from care homes and provide better access to healthcare and community services"**



Again 60 people representing people who access local services, their carers and people from local organisations took part.

**How might we... "Improve and maintain healthy lifestyles, improve services for people who access social care and involve people from care homes for better access to healthcare and the community"**

The next People's Network event will take place on May 11<sup>th</sup>. More information:

[http://healthwatchdudley.co.uk/peoples\\_network/](http://healthwatchdudley.co.uk/peoples_network/)

## Dudley tobacco control strategy

We have been listening to a wide range of views from smokers, non-smokers and people who use e-cigarettes to contribute to the Dudley Public Health Tobacco Control Strategy.



Local people have been invited to attend focus groups, we have invited members of the public to complete questionnaire surveys in town centres and we have completed case studies with people who have got different habits and experiences.

A report with our findings will be submitted in the summer.

**“Sometimes I worry about my health when I am in the house with other people who smoke as I have always been brought up with it, I also worry about my parents health, it can’t be good for them”**

### Mummy mornings

In January we supported four ‘mummy mornings’ at Merry Hill where we engaged with 62 people around the work of Healthwatch Dudley and listened to experiences of health and care.

### Low vision strategy

Healthwatch Dudley has been working with local and national partners to create a vision strategy for Dudley borough.

The strategy draws on the views and experiences of people with sight loss and the professionals and others who work with them.

We have chaired a working group to inform the design, commissioning and delivery of services that help to prevent sight loss or improve the quality of life for people experiencing sight loss.

The strategy will also be used to assess NHS, public health and adult social care services.

Over the coming months we will be meeting with decision makers to ensure that our strategy does influence how local people access services.

### Engagement activities

Healthwatch Dudley staff and volunteers attend a wide range of engagement events to ensure that local people understand who we are, what we do and how we can offer support. During the last quarter the team has engaged with over 1600 people at events including:

- Learning disability focus groups
- Need to know library sessions
- Carers able
- Talk to HUGS
- Scope stay and play session
- Health & Wellbeing sessions
- Older people's events
- Health & Wellbeing Day
- Adult wellness sessions
- Highfield Care Home - Family evening
- Dudley Haematology Support Group
- Health & Homelessness making connections
- Pensioners fair
- International Womens Day Celebration
- Listening Event/Resident Feedback
- Minds Matter, mental health event

# Strategic context and relationships

## Mental Health Alliance for Excellence, Resilience, Innovation and Training (MERIT)

Healthwatch Dudley has proposed to take a lead role to carry out engagement and involvement activities on behalf of other local Healthwatch partners across the region.

MERIT is a partnership between Birmingham and Solihull Mental Health NHS Foundation Trust, Black Country Partnership NHS Foundation Trust, Dudley and Walsall Mental Health Partnership NHS Trust and Coventry and Warwickshire Partnership NHS Trust,

Our intention should we be successful, would be to obtain people's views of mental health services and better understand how communities and local organisations can work together, to develop and design services in the future.

We feel that Healthwatch is in the strongest position to capture lesser-heard voices and to focus on the MERIT priorities of: Acute services, crisis care and recovery and rehabilitation.

We will provide a progress update in our next report.

## West Midlands Urgent and Emergency Care Network

This network will improve the quality and consistency of urgent and emergency care in the West Midlands.

Networks have been established across the country to give a strategic oversight and ensure that patients with more serious or life threatening emergencies receive treatment in centres with the right facilities and expertise, whilst assuring that

people have their urgent care needs met by services as close to home as possible.

Two regional Healthwatch representatives have been invited to sit on this network to ensure that the views of patients and the public are included in decision-making.

**Regional Healthwatch organisations were asked to nominate an urban and a rural representative and Healthwatch Dudley was selected to join Healthwatch Worcestershire to influence this piece of work.**

## Representation

Healthwatch Dudley acts as a critical friend to local strategic partners and plays an active role in a diverse range of health and wellbeing related boards, committees, meetings and events covering the following areas.

- Carers
- Advocacy
- Ambulance service
- Children and Young People
- Dentistry
- Eye Health
- Health
- Health and wellbeing
- Hospital
- Inspection
- Learning Disability
- Mental health
- Older People
- Organisational development
- Patient voice
- Pharmacy

- Primary care
- Research
- Safeguarding
- Sexual Health
- Systems
- Urgent care
- Vanguard

Healthwatch Dudley also coordinates the regional research officers network.

### Healthwatch Dudley contract

Following an official process, we are delighted to have been given a two-year contract extension until 31<sup>st</sup> March 2018 by Dudley Council.

Our Board members have met to set our priorities and direction looking forward which will be announced in our next report.

We are looking forward to continuing to support Dudley borough communities and ensuring that they are listened to and get an influential say in local decision making in health and care.

### Our proudest achievement

Our development of All Together Better Activate has been a particularly exciting process and one that the whole team has embraced. We feel that this innovative approach will add tremendous value to the development of Dudley Vanguard.

People are often passive recipients of information about health and care services and proposed changes to them. They are often engaged in conversations in which they have very little say or power to affect change. The Activate approach flips the conversation to enable people to be inspired and more active in developing creative responses to health and social care challenges from the ground up.

Since the launch of the Activate pack in March 2016 there has been considerable interest from local organisations in using it.

The pack has also been made available

online at [www.colabdudley.net/all-together-better](http://www.colabdudley.net/all-together-better) and this is starting to attract interest from further afield. Those already interested include:

- NHS England Vanguard New Models of Care Team
- West Midlands Police
- Dudley and Walsall Mental Health Trust
- MERIT Mental Health Vanguard
- Dudley Council Community Resilience Group

Examples of positive change that has occurred in the wake of developing the Activate pack that are of benefit to people living in the Dudley borough and others living further afield include:

- The development of a genuinely empowering co-productive engagement process that facilitates the identification of ideas for community-asset based projects that can be taken forward to address health and care challenges.
- The production of a Healthwatch Dudley report on the Activate approach and findings from Activate sessions for the Vanguard partnership board and wider dissemination.
- Presentations and workshops held with members of the Vanguard partnership board, MERIT Mental Health Vanguard, West Midlands Police and NHS Confederation.

We are looking forward to sharing further outcomes in our next quarterly report.

### Coming up!

Our next report will contain:

- A further Activate update.
- Youth Health Researcher project findings, web launch and details of our workshop at Healthwatch England national conference.
- An update of our 2016/18 priorities.

## Contributing to person centred support...

Healthwatch Dudley receives referrals from partners to help to provide clarity and understanding about often-complex patient journeys.

A referral was received from the Integrated Plus Team, which resulted in a home visit to Mary, husband John and Mary's sister Sally.

Sally has got learning disabilities and sister Mary is her carer - Mary also has health issues

Healthwatch Dudley captured the experience of Sally from her hospital admittance for surgery, her care during her stay and the challenges faced by Mary and John.

Discussed complaint process, role of POhWER, support for carers and discussed possible activities for Sally and respite for her family

Fed back to Integrated Plus and established action taken

Healthwatch met with hospital to discuss issues raised by the public generally and in particular Sally and Mary's experience

RHH asked Healthwatch to contact family to suggest they raise concerns officially and also offered meeting with clinician

Family gave permission to share details and asked for meeting. It was more important for them to see learning and action taken from their experience