



# Healthwatch Dudley

## Quarterly Report

April - June 2016

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

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# Informing People

## Healthwatch Dudley 2015/16 Annual Report



At the end of June we were pleased to issue our second 2015/16 annual report, which shares some of the highlights of our year. We have shared how we are reaching out to thousands of people to listen to their views and experiences and how our strong evidence based reports are influencing local decision-making.

In line with national requirements we have shared our report with Healthwatch England, The Care Quality Commission, NHS England, Dudley Clinical Commissioning Group, Dudley Overview and Scrutiny Committee, Dudley Council in addition to other local partners and providers including our host organisation Dudley CVS.

The full report can be viewed at:

<http://healthwatchdudley.co.uk/healthwatch-dudley-201516-annual-report>

## Healthwatch Dudley is award winning!

We are delighted to have been recognised with two honours at the national Healthwatch Network Awards 2016 for our work.

More than 120 entries over seven different categories were submitted and 28 local Healthwatch organisations were shortlisted.

Healthwatch Dudley was announced as winner in the Diversity and Inclusion

category, for our work with Dudley Youth Service inspiring young people to become Youth Health Researchers.

On presenting our award, Paul Redfern, Senior Community Development Manager at the British Deaf Association said:

**Healthwatch Dudley has worked hard to ensure that young people get the chance to help shape local health and social care services. Their young researchers have collected the views of 1,100 other young people, which has provided valuable intelligence to share with health and care professionals and helped young people to build on their skills. Congratulations!**

We were also presented with a highly commended award for our work to empower local people and get them involved with All Together Better Activate.



Case studies of our work have been added to examples of outstanding Healthwatch activity from around the country in a report called 'making your voice count' which can be downloaded from:

[http://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/making\\_your\\_voice\\_count\\_0.pdf](http://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/making_your_voice_count_0.pdf)

## A vision strategy for Dudley borough

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

We have been chairing a working group, which came together to assess the state of eye health in Dudley borough. Drawing on the views and experiences of people and those who support them with their eye health, we have produced a strategy, which will be issued in the coming weeks.

'A vision strategy for Dudley borough' will be shared with the Health and Wellbeing board with the intention of getting their endorsement ahead of a strategic launch, which we are planning for later in the year.

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

## Living well feeling safe

Healthwatch Dudley is an active member of the Living Well Feeling Safe Partnership and regularly supports a doorstep initiative to keep local older or vulnerable people safe and well.



Three times a year we join colleagues from the partnership led by Dudley Council to have friendly, informal conversations with local people with the intention of

signposting the most vulnerable people we meet to local services. In April and June we spent two days with a team of partners visiting homes in Kates Hill and Hurst Green at 'Get Connected' events.

**Over the period 2626 homes were visited, 469 people were signposted to safety and wellbeing services and 173 people dropped into information hub days at the end of each event.**



## Identifying hidden carers

We have continued to raise awareness of hidden carers and over the last three months have supported Dudley Carers Forum, Dudley Carers Network, Dudley Parent Carer Forum and Dudley Carers Alliance.

To celebrate Carers' week we teamed up with Dudley Carers Network, Dudley Council and Dudley CVS to coordinate 7 awareness raising events where we set up information hubs in town centres and at Russells Hall Hospital to identify hidden carers and to signpost people to local services.





Chris Barron  
@ChrisHWDudley



Press photos on 1st roadshow 4 #carersweek 2 help identify hidden carers & signpost 2 support #dudleycarersalliance



RETWEETS 13 LIKES 14

11:56 AM - 6 Jun 2016

Dudley, England

You, Vol Centre Dudley, Dudley CVS and 7 others

13 14



Chris Barron  
@ChrisHWDudley



Carers enjoying the sunshine & support in Saltwells Nature Reserve for monthly carers amble #carersweek @carersweek



RETWEETS 6 LIKES 9

12:50 PM - 9 Jun 2016

Dudley, England

You, Dudley CVS, Dudley Council and 7 others

6 9

In partnership with these networks and assisted by our volunteers, we have contented to support monthly carers walks though Saltwells Nature Reserve, twice monthly carers drop in sessions at DY1 Community Building in Dudley and weekly tea and chat sessions on the wards of Russells Hall Hospital.

Between April and June we served up 717 cups of tea to carers and had conversations with over 1000 people.

## Community Information Points

In addition to our monthly training sessions we have developed a new Information Champion 'carer aware' module in partnership with Dudley Carers Network.

In the last quarter we have trained 28 staff and volunteers from local organisations at two training sessions to be more carer aware.

The sessions raise awareness of unpaid carers, their rights and where to signpost to more information. A further two sessions are planned in August and October.



Healthwatch Dudley  
@HWDudley

Just delivered our first Carer Aware training for Information Champions in partnership with Dudley Carers Network!



RETWEETS 5 LIKES 2

1:33 PM - 21 Apr 2016

5 2



Healthwatch Dudley  
@HWDudley

We've teamed up with Dudley Carers Network to train Information Champions to be more carer aware @carersweek



RETWEETS 7 LIKES 7

3:26 PM - 10 Jun 2016

Making it RealDudley, Healthwatch England, Public Health, DMBC and 5 others

7 7

## 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.

New for July, we have teamed up with Dudley Voices for Choice and the Russells Hall Hospital Learning Disability Nurse to invite hospital patients with learning disabilities to attend dedicated monthly sessions to share their experiences of hospital admittance and care.

## Healthwatch Dudley Board meetings

Our Board meetings take place every two months and members of the public are welcome to observe. Agendas and minutes from previous meetings are available on our website or by request.



## Social networking

[www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk) has had 3118 visitors in the last quarter.

Our @HWDudley twitter following continues to grow and we now have 1723 followers, 106 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 following information gives a flavour of our twitter activity over the last three months:

## APRIL

### APR 2016 SUMMARY

Tweets	Tweet impressions
13	10.8K
Profile visits	Mentions
752	48
New followers	
36	

## MAY

### MAY 2016 SUMMARY

Tweets	Tweet impressions
19	13.2K
Profile visits	Mentions
777	43
New followers	
36	

## JUNE

### JUN 2016 SUMMARY

Tweets	Tweet impressions
57	26.8K
Profile visits	Mentions
798	60
New followers	
34	



# Community voice and Influence

## People's network

People's network participants told us that they would like another event to spotlight local services. In May we invited guest speakers to share information about diabetes, mental health support and managing health conditions.



Lots of sharing at the #PeoplesNetwork last week! What would you like to see happen at our next event on July 13th?



RETWEETS 3 LIKES 3

11:08 AM - 16 May 2016

65 people took part and told us how much they value being part of the network. The event also included a busy market place for people to find out information about local health and social care support and services.

**My husband survived a brain injury and it can be difficult to find information but Headway has offered tremendous support. Today has been so helpful to meet new people and to share our experience.**

In July the People's Network will focus on Dignity with the aim of bringing people together to contribute to a dignity charter for Dudley borough.



@HeadwayBC supporting @HWDudley May Event also raising the awareness for Brain Injury Week 2016

RETWEETS 2 LIKES 3

1:00 PM - 11 May 2016



Reply to @COWHBC @HeadwayBC



@HWDudley thanks for inviting us to people's network and for sharing our graphic facilitation



RETWEETS 2 LIKES 3

10:48 PM - 11 May 2016



Reply to @DvcDudley

## Peer review of adult social care

We were asked to contribute to a Peer Review of Dudley Council's adult social care services, by bringing together a group of people, who regularly attend the People's Network, to explain the process and to share some of their personal experiences.

Separately the Healthwatch Dudley Chief Officer and a board member met with other members of the Peer Review team to discuss our relationship with Dudley Council and how we work.

We have been advised that a full report from the Peer Review team will be available in July but early feedback highlighted that the team were impressed with relationships between Dudley Council, local people and partners.

**"We were very impressed with the quality of relationships with partners such as Healthwatch Dudley, Dudley CVS and the People's Network. The dialogue appeared to be one of mutual respect, understanding of the pressures faced by the council and commitment to using what money is available effectively and achieving the best outcomes."**

## Dudley Youth Health Researchers

### Healthwatch England National Conference

Following our presentations to NHS England Youth Conference at Great Ormond Street Hospital in March, we were invited to repeat our presentation at Healthwatch England's National Conference in June.

We facilitated a well attended session to discuss 'the secret ingredients to successful youth involvement which enabled us to share what is working well in Dudley and to learn how other areas are engaging with children and young people.



## Centre for mental health

June also saw us inviting Dudley Youth Health Researchers to meet with the Centre for Mental Health, which is supporting the Dudley Office for Public Health to produce a CAMHS Needs assessment for Dudley borough. The organisation is mapping out local mental health services and support available locally for young people and will be producing a report around what young people would like and where there are gaps in services.

11 young people came together to talk about the things that keep them emotionally healthy and what support they think should be available to them.



Lorraine Khan from the Centre for Mental Health asked us to thank the group for their participation and said:

The group shared some phenomenal thoughts as well as things that are valuably challenging when we are looking at how to improve available support for young people in Dudley borough.

Our partnership with Dudley Youth Service is incredibly valuable, as such it was good to welcome the new Officer for Youth Empowerment who helped to facilitate the focus group.



### Coming up...

We are in the process of compiling a website to share learning from the project and will be looking more closely at the survey findings to inform the Dudley CAMHS Transformation plan to help shape how future mental health services for young people are delivered.

Dudley Youth Health Researcher, Laura McCutcheon said,

Since we first came together we have all grown in confidence as a result of our group discussions, the opportunities we have had to present our work and through approaching people to complete our surveys. Although we gave ourselves realistic targets we far exceeded them by reaching

over 1,100 other young people and this wouldn't have been possible without working together as a team.

It's important for decision makers to listen to us and if feels good to know that we are trusted, that our opinions are being asked for and that we can make a difference - but - until we see change happen we will not know if we have really been listened to, or if boxes are just being ticked. That's our challenge back!

Looking forward, members of the group have been asked to lead workshops at the borough Me Festival in November and to present again to Partners in Paediatrics at their national conference later this year. We have also been working with the Dudley Office of Public Health, Dudley Clinical Commissioning Group and Dudley CVS to develop a Young Health Champion program, which the project will also influence.

### All Together Better Activate!

We teamed up with Dudley CVS colleagues and strategic design specialists Spaghetti.cc, who aim to empower everyone to play a role in shaping the world around them.



A bespoke Activate pack was developed and we have been using this to gain an insight of what it might be possible for local people to do at the local level to make more of existing skills and assets to improve health and wellbeing outcomes.

The pack includes tools and activities that inspire people to identify examples of what works well and to think about some of their challenges around health and how local care services are provided.



Since our last quarterly update we have hosted further workshops, which have encouraged people to think about how communities can be involved with developing solutions to some of the challenges faced by providers, ahead of the proposed introduction of a Multi-Speciality Community Provider (MCP) for local health and care services.

Following our workshops we produced a report for the Dudley CCG Board and we are now looking forward to working with Dudley CVS and local people through CoLab to initiate some of the exciting projects that were imagined and designed at these All Together Better Activate sessions.



**CoLab Dudley** @colabdudley · Apr 27  
Great to have the opportunity to showcase our Activate Pack in our Pop-up Lab yesterday [buff.ly/1SHZ3HK](https://buff.ly/1SHZ3HK)

**CoLab Dudley** @colabdudley · Apr 26  
Planning our first Periscope broadcast tomorrow morning, from @ATBDudley when we present with @HWDudley Follow at

**CoLab Dudley on Periscope**  
The latest broadcasts from CoLab Dudley (@colabdudley) on Periscope. INSPIRATION & INNOVATION | Connecting our abundance of skills, res... [periscope.tv](https://periscope.tv)

**Helen Codd** @helenoldudley · Apr 27  
I'll be periscoping soon for @ATBDudley on behalf of @dosticen @HWDudley to talk about the great stuff we've been doing collaboratively!



**IntegratedPlusDudley** @integratedplusdudley · Jun 23  
KATBDudley Activate, people co-designing collaborative, asset based health and well being projects & You and Lorna Prescott



# Making a difference locally

## Celebrating volunteers week

From our influential Chair and dedicated board members, to the amazing local people who regularly support us, we would not be able to reach out and have conversations with as many people without our fantastic volunteers.

In June we said thank you with recognition certificates and also attended a special event to welcome the incoming Mayor of Dudley as the new Volunteering Champion for Dudley borough.

Healthwatch Dudley Chief Officer joined other senior officers to visit voluntary sector organisations, including Lye Community Project, Mary Stevens Hospice and The What Centre, to find out how they are supporting vulnerable local people. All of these organisations rely heavily on volunteers and their staff who support them to provide essential local services.



We couldn't listen to so many people without our fantastic volunteers! @DudleyVoIs  
@HealthwatchE @VolunteersWeek



RETWEETS  
6

LIKES  
7



Having a fantastic day celebrating amazing health and support volunteers in Dudley borough! #DVA16 #KeepDudleyBostin



RETWEETS  
5

LIKES  
8



12:52 PM - 27 May 2016

The WhatCentre, Dudley Mayor, Vol Centre Dudley and 4 others



## Community Respiratory project

We are supporting a new partnership led by Dudley CCG to provide community based respiratory support. In June we co-hosted an event to bring local people together, to discuss how they would like to co-produce new non-clinically led actives. The initiative will provide free advice, support and the opportunity to socialise with other people who have breathing difficulties. A new post will be created to support the partnership that will sit within Dudley CVS and weekly support activities will begin to take place at DY1 community building starting in July 2016.



Chris Barrow @ChrisHWdudley - Jun 30

Lots of people @dy1venue ready to help shape the new #communityrespiratorycare project



## Engagement actives

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.

In the last quarter we have hosted 6 'need to know' sessions at local libraries where we have had conversations with 83 people signposting them to local support and services.



Here is a flavour of some of the events where we have also had conversations with people, some of which are detailed elsewhere in this report:

- Living Well Feeling Safe - Get Connected event
- Mental Health Pop up shop in Dudley town centre
- Together for Dementia event
- Summit House hate crime initiative
- Merry Hill mommy mornings
- Himley Hall under 5's fun day
- Hawbush TRA coffee morning
- Cancer Support
- Dudley deaf group
- Centre for mental health focus group

with young people

- Carers amble
- Saltbrook Place supported accommodation



## Our Priorities

In addition to our important day-to-day work, we have identified the following three priorities to concentrate on during 2016-18 to help us to listen to some of the least heard and most vulnerable people in Dudley borough.

1. Championing the voices of children, young people, families and carers to improve health and care outcomes.
2. Listening and responding to people with experience of mental ill health, to ensure their knowledge and expertise is used to improve access to and quality of local services.
3. Supporting our partners in health and care to involve local people as they transform care for patients.

Our priorities are outlined in full in our 2015/16 annual report, which is available to download at:

<http://healthwatchdudley.co.uk/healthwatch-dudley-201516-annual-report/>



# 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.

We had proposed to lead on engagement on behalf of Healthwatch regional partners to obtain people's views of mental health services to better understand how communities and local organisations can work together, to develop and design services in the future.

Since our last report we have been informed that planning is still underway but less budget is available for this activity than originally considered. A meeting is planned in July to discuss this further.

## 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
- 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
- Systems
- Urgent and emergency care
- Vanguard / new models of care

Healthwatch Dudley also coordinates the regional research officers' network.



We have really enjoyed hosting a meeting of Black Country @HealthwatchE researchers in Dudley today. #goodtosshare



RETWEETS 3  
LIKES 2

12:55 PM - 4 May 2016

3 2

## Our proudest achievement!

We are over the moon that our innovative approach to partnership working locally has been recognised nationally with two prestigious awards! We think that this is not only a testament to our commitment to making a difference but is also great news for Dudley borough to have an award winning local Healthwatch.



**healthwatch**  
Dudley

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Tweet us! @HWDudley

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Healthwatch Dudley is part of Dudley CVS, which is a registered charity and a company limited by guarantee. Place of registration: England. Company number: 1998105. Charity number: 517766.