



Healthwatch Dudley

Quarterly Report

July - September 2016

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

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Informing People

Living well feeling safe

Healthwatch Dudley is an active member of the Living Well Feeling Safe Partnership and continues to regularly support 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 September we joined the partnership with doorstep visits and to listen to local people at an information hub day in Bromley Kingswinford.

Over the period 1,381 homes were visited, 175 people were signposted to safety and wellbeing services and 105 people dropped into information hub day at the High Acres pub for information.

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, and Dudley Carers Alliance.

In partnership with these networks and assisted by our volunteers, we have continued 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 July and September we served up 439 cups of tea to carers and had conversations with over 800 people.



Chris Barron
@ChrisHWDudley



Following

Just finished weekly Tea & Chat round at Russells Hall Hospital with 2 of our fab volunteers helping identify carers



RETWEETS
6

LIKES
13



Chris Barron
@ChrisHWDudley



Following

Made it up to the Reza on the Carers Amble at Saltwells Nature Reserve. Supporting carers out & about #lovemyjob



RETWEETS
2

LIKES
4



Community Information Points

Our Information Champion training sessions have continued and a further 10 staff and volunteers in information giving roles have joined the Community Information Point Network in the last three months.



Lots of interesting discussions at today's Information Champion session! @MIRDudley



RETWEETS
4

LIKES
6



We're loving today's Information Point training with new Champs from @EnquiriesWhcs @DudleyPH @AscDudley @dudleymbc @DudleyCCG & @HWDudley



RETWEET
1

LIKES
5



In our last report we gave an update on a new Information Champion 'Carer Aware' module that we have developed in partnership with Dudley Carers Network.

A second session was held in August to help Information Champions to understand how to identify carers, understand their rights, what help and support is available and how to access it including carers assessments.

A further session has been planned for October.

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.

Healthwatch Dudley Board meetings

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

Listening and supporting

In the last three months we have had 60 in-depth conversations with people who access health and care services either to support them with how to access services, help them understand how to complain or simply to be a listening ear to people who feel that systems and services are letting them down.

Some of our referrals have come via the Integrated Plus service and nine of our more complex conversations have resulted in home visits to people who have shared wide and varied experiences of mental health services, dentists, doctors and community services.

Conversations reflect the complexity of people's lives but the common theme between everyone we have spoken to in-depth has been the relief of being able to talk to someone independent and to receive unbiased information in return.

Social networking

www.healthwatchdudley.co.uk has had 2,274 visitors in the last quarter.

Our @HWDudley twitter following continues to grow and we now have 1815 followers, 92 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:

JULY

JUL 2016 SUMMARY

Tweets

38

Tweet impressions

18.1K

Profile visits

714

Mentions

55

New followers

31

AUGUST

AUG 2016 SUMMARY

Tweets

27

Tweet impressions

17.7K

Profile visits

473

Mentions

44

New followers

22

SEPTEMBER

SEP 2016 SUMMARY

Tweets

23

Tweet impressions

11.6K

Profile visits

546

Mentions

52

New followers

28

Some of our social media interaction is included throughout this report to give a flavour of how we communicate our activities and outcomes to local people and decision makers.

Community voice and Influence

Dudley Deaf Focus Group

In July and September we facilitated two sessions between the new Dudley Deaf Focus group and Dudley Group of Hospitals Communications staff. Both sessions were very well attended by deaf people and those with hearing loss who shared their views and experiences of accessing hospital services.

Information shared at these sessions will help to inform Dudley Group of Hospitals following their implementation of the accessible information standard.

Top Tweet earned 1,171 impressions

A big thank you to the new Dudley Deaf Focus Group for sharing their views on hospital access with us today!
pic.twitter.com/tcCrrk9naO



1 7 11



We have enjoyed hosting another really informative meeting with the new Dudley Deaf Focus Group and @DudleyGroupNHS



RETWEET 1 LIKES 7



People's network

It's been a busy three months for People's Network events as we squeezed in an additional 'summer special' event in August meaning that three events took place between July and September which were attended by 150 people. Below is a summary of what happened at each event:

July 2016 - What does dignity mean to you?

Dignity can mean different things to different people. It can be about respect, privacy, self-worth and being treated as an individual.

Top media Tweet earned 923 impressions

A massive thank you to everyone who took part in today's #PeoplesNetwork to create a Dudley borough #dignity pledge.
pic.twitter.com/mGGPVteDkQ



2 5 8

It can be hard to explain what dignity is, however you will probably know when you haven't been treated with it.

At our July event, we invited guest speakers to share what dignity means to them and everyone took part in group discussions, shared personal experiences and views that will influence a new dignity pledge for Dudley borough.

A big thank you to Samantha & Shane from @DvcDudley for fab graphic facilitation support at our #PeoplesNetwork



LIKES
3

August 2016 - Have your say on important local health and care service changes

Dudley Clinical Commissioning Group (CCG) is working with partners to redesign health, social care and voluntary sector services across Dudley borough. A new way of working is being planned that will join up physical health, mental health, social care and voluntary sector services through the development of GP practice based teams.

A formal public consultation was launched in July on how a new 'Multi-Specialty Community Provider' (MCP) is being developed to deliver services that are currently provided by GP practices, nurses, community health and mental health services, community based services such as physiotherapy teams, relevant hospital specialists and others who provide care in the community.

Healthwatch Dudley invited people from Dudley CCG to explain what is being proposed and there was a question and answers session so that views could be shared to influence how the new Dudley MCP will be organised.

Dudley CCG is responsible for planning and paying for all of the local health services with a £458 million budget that it receives from central government.

Questions from the room at #peoplesnetwork regarding the MCP and what it means for local people and services



RETWEETS
3

LIKES
2



We asked what you learned from our People's Network event re developing new ways to provide health & care services



RETWEETS
3

LIKES
6



Find out more about the new care model in Dudley:

<http://www.dudleyccg.nhs.uk/alltogetherbetter/our-new-care-model-in-dudley/>

Watch the short film made by Dudley CCG to explain more about the MCP and their public consultation:

<https://www.youtube.com/watch?v=c9-E3tM4Aas>

September 2016 - Creating a health and wellbeing plan for Dudley borough

Our home life, family and the things we experience all have a big impact on our health and wellbeing - but what does this mean for people who plan health and care services?

Top media Tweet earned 1,123 impressions

Another busy People's Network to explore how health and care services in Dudley are changing @DudleyCCG @MIRDudley
pic.twitter.com/OdOSoVmwT0



7 7

Every three years, local decision makers make a plan to ensure that the right services are in place to meet the needs of our local communities. Dudley Health and Wellbeing Board would like local people to help them identify and set priorities for the future.



Healthwatch Dudley
@HWDudley

Employment & emotional wellbeing - both priorities for working age adults but what else should be? #PeoplesNetwork



RETWEETS 3 LIKES 3



Healthwatch Dudley
@HWDudley

What are your top priorities for older people living in Dudley borough? #PeoplesNetwork



RETWEET 1 LIKE 1



People discussed at the event:

- The things that keep participants and those they care for healthy and well
- What services they really value and what is good about them
- Any gaps they have experienced in local health or care and what services they would like to be able to access in the future.

Day centre listening events

In August we visited Beacon Centre and Age UK Dudley day centres to find out from people who access services how they will be affected by spending reviews. Our report was shared with the Dudley Vanguard Partnership Board.



Chris Barron
@ChrisHWDudley



Following

We've been at @AgeUKDudley Sedgley Day Centre listening to how the financial cuts to services will affect people



RETWEETS 2 LIKE 1



Youth Health Researchers

We held a session in June when we facilitated a workshop between our Youth Health Researchers and the Centre for Mental Health. A draft report has now been produced looking at the social, emotional and mental health and wellbeing needs of local children and young people. This report includes findings from our Youth Health Researcher survey earlier this year together with learning from their conversations.

Looking forward, members of the group have been asked to lead workshops at the Dudley borough Me Festival in November and to present again to Partners in Paediatrics at their national conference.

See 'Our proudest achievement' on page 16 for an update on our work 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 attended the NHS Health and Social Care Expo in Manchester in September to share an approach that Dudley is taking to to spark people's involvement in their own health and wellbeing.

60 Activate packs were taken by NHS and health colleagues from around the country from Devon to Sunderland and everywhere inbetween. People were interested in how we have worked with our CVS colleagues to create engaging tools that lead to genuine co-produced projects in our neighbourhoods.



Phil Brough
@PhilBrough



Following

Great example frm @DudleyCCG @DudleyCVS @HWDudley 'ACTIVATE' #empowering communities & ppl #Expo16NHS



RETWEETS
14

LIKES
18



The development of the Activate pack that we shared in our last quarterly report is just the beginning of our journey. CVS colleagues have partnered with West Midlands Police and local businesses to connect people, places and great ideas.

Eight further Activate workshops involving 40 local people, many who access specific health and care services have been involved. In November, nine projects developed using Activate will be submitting proposals for a total of £30,000 from the Active Citizens fund.

Coming up in the next quarter we will be introducing patients from AW Surgeries in Brierley Hill to imaginative ways that they can connect resources around them in wellbeing projects through Activate.

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, to think about some of their challenges around the own 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.

Sustainability and Transformation Plans

Sustainability and Transformation Plans (STPs) are five-year plans covering all areas of NHS spending in England.

STPs were announced in the NHS planning guidance published in December 2015.

NHS organisations in different parts of the country have been asked to come together to develop 'place-based plans' for the future of health and care services in their area.

Eighteen local partner organisations have come together to deliver a Black Country STP. The Chief Officer of Healthwatch Dudley has recently joined a sponsor group to ensure that local Healthwatch organisations are informed about developments moving forward.

Making a difference locally

Special Care Dentistry

Special Care Dentistry

People's views and experiences

An assessment proposal for Nick Ransford Consultant and Head of Special Care Dentistry, Birmingham Community Healthcare NHS Foundation Trust



July 2016

healthwatch
Dudley

We have produced a proposal for the Head of Special Care Dentistry at Birmingham Community Healthcare NHS Foundation Trust, to outline how we will be supporting them to better understand patient experiences.

For affected individuals, prompt dental treatment can mean the difference between speaking clearly, eating normally, returning to work and recovering from the psychological impact of these conditons

Special care dentistry aims to improve the oral health of adults and adolescents who have a physical, sensory, intellectual, mental, medical, emotional or social impairment or disability.

People who need to get access to Special Care Dentistry services are diverse and may be living at home, in hospital a secure unit, or in residential or nursing homes. In turn they may be homeless or vulnerably housed. Involvement in this project will help us further widen our reach with more vulnerable or lesser-heard groups.

Our proposal was submitted in September and we are currently finalising a questionnaire survey to use with local people.

Paediatric Dentistry

We have also submitted a proposal for a piece of work that will focus on gathering children and young people's views and experiences of accessing paediatric dentistry services.

The aim will be to improve understanding how children feel about services and their interactions with dentistry staff. Our findings will aim to inform future service developments and improvements.

Paediatric Dentistry

Children and Young People's Views and Experiences

An assessment proposal for Sheridan McDonald, Head of Service Community Paediatric Dentistry, Community Consultant in Paediatric Dentistry, Birmingham Community Healthcare NHS Foundation Trust



October 2016

healthwatch
Dudley

A focus on eye health



NHS England Local Eye Health Network West Midlands asked Healthwatch Dudley 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 eye care services. Focus groups and in depth conversations have taken place with nine community groups and we completed surveys with 75 people 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 optician.”

Our evidence-based report detailed conversations to highlight not only what is good but also some of the challenges that people from these groups face getting access to quality eye care services. Our report has been shared with NHS England Local Eye Health Network West Midlands, where we attend and will be able to keep track of outcomes from the report.

Our intention was to influence how eye health services are developed and delivered in the future and we have received a commitment from NHS England in the form of a draft ten-point action plan as a result of our findings.

A Vision Strategy for the Dudley Borough

Creating pathways and joined-up services



Dudley Vision Strategy Stakeholder Group
July 2016

Healthwatch Dudley has continued to work 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.

As part of our involvement in the development of the Vision Strategy for Dudley Borough, a survey was developed and distributed to opticians around the Dudley Borough and amongst stakeholders including Dudley CCG, Beacon Centre for the Blind, Dudley Council Adult Social Care Low Vision services and the Macular Society.

In total there were 166 responses to the questionnaire survey, 'How do you use eye care services?' The survey responses have been analysed and included within the vision strategy.

Over the coming months we will be meeting with decision makers to ensure that the strategy really does influence how local people access services and are seeking commitment from local partners to support this process.

Both reports can be downloaded at:
www.healthwatchdudley.co.uk/reports

Community Respiratory project - Airtime

We have been 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 with breathing difficulties together and have been helping to facilitate weekly sessions leading to the appointment of a new coordinator in September.

Airtime has now been launched and varied and interactive weekly sessions. These include gentle exercise, support from healthcare professionals, wellbeing information and advice and fun activities such as bingo, quizzes, cards and dominoes. Most importantly the sessions allow time for people to chat with others who have similar respiratory conditions.



Chris Barron
@ChrisHWDudley



Set up @dy1venue ready for Airtime community respiratory group, offering support and info to patients & carers



RETWEETS
3

LIKES
2



Between July and September eight sessions have taken place with a total of 69 attendees.



Chris Barron
@ChrisHWDudley



Great education event @LionHealthGP for people with COPD, spoke about Airtime Respiratory Support Group @HWDudley @intplusDudley @DudleyCCG

RETWEETS
4

LIKES
5



In September, Lion Health Medical Practice held education events for people with respiratory problems. Across the Airtime team all four events were supported.

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.

In August we supported Sycamore Adventure to deliver the eighth Dudley Play Week. The five-day event takes place annually to celebrate National Play Day, which takes place across the country on the first Wednesday in August.



Our volunteer Jade helping out with feedback for play week at the Dell stadium!



A wide and varied range of activities took place for Dudley families at events held at Healthy Hub parks across Dudley borough.

Play Week 2016 was supported by 54 partner organisations from the statutory, voluntary and private sector.

Healthwatch staff and volunteers supported with registration of 2,643 children and spoke to many of the 1,827 adults in attendance about what Healthwatch does and how to get in touch with us.



Our fabulous volunteers helping out at Dudley Play Week! Come and see us at Priory Park in Dudley today until 4!



Here is a flavour of some of the other events where we have also had conversations with people, influenced service delivery or raised the profile of Healthwatch Dudley, some of which are detailed elsewhere in this report:

- Living Well Feeling Safe - Get Connected in Bromley
- Mental Health Alliance for Excellence, Resilience, Innovation and Training (MERIT). Co-production event.
- Dudley Rotary Club
- Woodside Day Centre
- Beacon Centre talking newspaper celebration
- Summit House community event
- Dementia Cafés at Nine Locks Community Centre and Beacon Centre
- Wollaston Farm Park TRA Community Event
- Dudley College Freshers Fair
- Older People's Day in Brierley Hill
- Age UK Miles Court day centre
- Age UK Sedgley day centre
- Beacon centre day activity session

Strategic context and relationships

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
- Joint strategic assessment planning
- Urgent and emergency care
- Multi Speciality Community Provider (MCP)
- Sustainability and Transformation Plans

Team training and development

Mental health and human rights third sector learning event with the British Institute of Human Rights

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/>

Coming up!

We are working with other local Black Country local Healthwatch on a piece of research to better understand people's attitudes towards and experiences of quitting smoking.

During October and November we will be listening to the views of smokers, ex-smokers and non smokers. Survey results will be fed back to four local Black Country public health teams with a view to improving stop smoking services.

Our proudest achievement - a new voice for young people!

Introducing Faye Hall! Following a collaboration between Dudley CCG, Dudley Public Health and Dudley CVS, we are delighted that Faye has been appointed to the new role of Young Person's Project Coordinator and is now based within the Healthwatch Dudley team.



A top priority for Healthwatch Dudley is to champion the voices of children and young people. We want to be part of the solution for partners who have made a strong commitment to radically improve areas of service delivery. We feel that this role will be instrumental in helping partners to be more responsive to the health needs of young people in Dudley borough.

Faye is responsible for coordinating young health champion projects in schools and local youth involving organisations. The project will help young people to share health and wellbeing information and create opportunities for health related conversations and activities. It will enable local young people to be listened to and their views to be taken into account by people who plan and deliver services for children and young people across voluntary and statutory sectors.

It is really exciting that our work is influencing this important initiative. Faye is currently networking with organisations who could support young people within their service to become young health champions. We hope that partners will support Faye by creating opportunities and by embedding project outcomes in work-plans for future service delivery.

"I am incredibly excited to be part of this really important partnership project. Healthwatch Dudley has already done some great work listening to how young people feel about their emotional health. I want to build on this through the development of a network of young health champions who will support each other and help decision makers to better understand what young people want and need."