

Contents...

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

| | |
|--|----|
| Informing People..... | 3 |
| Community voice and Influence | 5 |
| Making a difference locally | 10 |
| Strategic context and relationships..... | 14 |

Informing People

Community Information Points

It's an exciting time for the Community Information Point Network which continues to grow. Through our links with their Business in the Community Connector, we were invited to present to managers from Lloyds Bank.

We asked how staff support their most vulnerable customers and discussed scenarios of information available to people who might be struggling with their health and wellbeing as a result of financial difficulties.

We will be working to get Information Champions into banks and other local businesses.



Healthwatch Dudley
@HWDudley

Just shared our Community Info Point journey with managers from @AskLloydsBank - Really positive! Thanks @dudleyconnector & @niccino0789



RETWEETS
7

LIKES
9



Andy Mullaney
@dudleyconnector



Following

This is superb @HWDudley and great to see our conversations coming into action. You give Great support to #dudley . 👍👍👍👍 & #makeadifference



Healthwatch Dudley @HWDudley

Just shared our Community Info Point journey with managers from @AskLloydsBank - Really positive! Thanks @dudleyconnector & @niccino0789

RETWEETS
4

LIKES
6



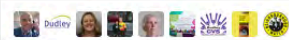
Healthwatch Dudley
@HWDudley

A big hello from our newest group of Information Champions!



RETWEETS
4

LIKES
8



To complement the Healthwatch Dudley Information Champion training offer, additional optional modules have been developed with partners including 'Carer aware' sessions in partnership with Dudley Carers Network.

We will be working with Dudley Clinical Commissioning Group to enable GP receptionists from across Dudley borough to join the Community Information Point Network.



Healthwatch Dudley
@HWDudley

Hello from Dudley Information Champs who have come together today to discuss how to be more carer aware! @MIRDudley @dudleymbc @HealthExUK



RETWEETS
3

LIKES
5



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 52 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 to simply 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. Four 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.

Our online presence

www.healthwatchdudley.co.uk has had 2,616 visitors in the last quarter.

Our @HWDudley twitter following continues to grow and we now have 1881 followers, 66 more than in our last report.

The following information gives a flavour of our twitter activity over the last three months:

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.

OCTOBER

OCT 2016 SUMMARY

| | |
|----------------|-------------------|
| Tweets | Tweet impressions |
| 27 | 17.7K |
| Profile visits | Mentions |
| 909 | 55 |
| New followers | |
| 31 | |

NOVEMBER

NOV 2016 SUMMARY

| | |
|----------------|-------------------|
| Tweets | Tweet impressions |
| 23 | 9,621 |
| Profile visits | Mentions |
| 417 | 51 |
| New followers | |
| 32 | |

DECEMBER

DEC 2016 SUMMARY

| | |
|----------------|-------------------|
| Tweets | Tweet impressions |
| 9 | 5,099 |
| Profile visits | Mentions |
| 356 | 46 |
| New followers | |
| 24 | |

Community voice and Influence

Sustainability and Transformation Plans

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

Eighteen local partner organisations have come together to deliver a Black Country STP.

In December, Black Country Healthwatch organisations were asked to present at a public event called 'The Black Country STP - Better Health & Care for people across the Black Country and West Birmingham'.

This was a public briefing event for anyone within the Black Country and West Birmingham, who wanted to find out more.

More information about Sustainability and Transformation Plans can be found at: <https://www.england.nhs.uk/ourwork/future-nhs/deliver-forward-view/stp/>

The Black Country and West Birmingham Plan can be found at:

<http://www.swbh.nhs.uk/media/black-country-sustainability-and-transformation-plan-published/>



Public event on 6th December in West Brom to find out about how healthcare will be transformed through Sustainability Transformation Plans:

BlackCountryAlliance @TheBCAlliance

To find out more about our Black Country STP, take a look at this event #BCSTP eventbrite.co.uk/e/the-black-co...

12:52 PM - 25 Nov 2016

People's Network - Looking after ourselves together

To celebrate Self Care Week our November event shone another spotlight on local health and wellbeing services.

The network was invited to come together to find out about local service that keep us healthy and well, meet some of the people

who deliver them and share experiences of accessing health and care services in Dudley borough.

Our event involved guest speakers and a market place to share information about local services that can help us to take care of ourselves and each other.

NHS Dudley CCG
@DudleyCCG

Following

We are at the People's Network tomorrow to talk to you about being prepared this winter #SelfCareWeek
healthwatchdudley.co.uk/peoples_network...



RETWEETS
6

LIKES
7

Healthwatch Dudley
@HWDudley

Our November People's Network is about 'looking after ourselves together' as it's almost #SelfCareWeek Do join us!
healthwatchdudley.co.uk/peoples_network...



RETWEETS
15

LIKES
9

Fantastic networking at today's
#PeoplesNetwork



RETWEETS 3 LIKES 5

Another busy marketplace at our
#PeoplesNetwork #StayWellThisWinter
#SelfCareWeek



RETWEET 1 LIKE 1

Following

Great to see a roomful at today's
#peoplesnetwork event about staying well this
winter. Lots of information for local people



RETWEETS 6 LIKES 10

Information sharing is an important part of our
#PeoplesNetwork



LIKES 2

Young people

Young people continue to be a priority for
Healthwatch Dudley so our new Youth
Health Champion Co-ordinator has been an
invaluable addition to the team.

Faye Hall has spent the last three months
networking with a wide range of partners
and is in the process of growing a new
network of young people.

Following

Set up at #dudleyEH event to hear about local
Early Help services with @FayeinDudley Lots of
people coming in to give their input

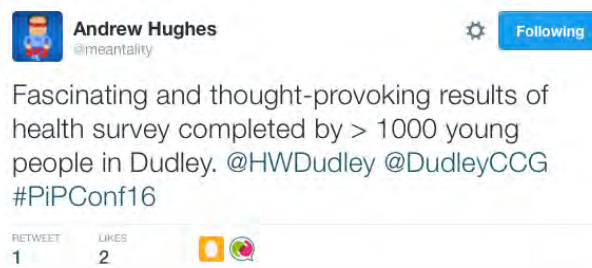


RETWEETS 5 LIKES 5



Partners in Paediatrics

In October we supported two of our Youth Health Researchers to present their survey findings about young people and emotional health at the national Partners in Paediatrics annual conference.



Me festival

In November Healthwatch Dudley supported Dudley CCG and local partners to celebrate health and wellbeing with 130 year five and six students from across Dudley borough.

The focus for Dudley Me Festival was emotional health and wellbeing and we provided a series of activities that focused on the five ways to wellbeing.

Following our workshops our activities were shared in a pack with the schools that took part so that they could be shared with a wider range of students.



Healthwatch Dudley
@HWDudley

We're making wellbeing windmills at #mefestival #5steps #give #connect #beactive #takenotice #keeplearning @dudleyccg



RETWEETS 4 LIKES 6



Healthwatch Dudley
@HWDudley

Having fun taking 'elfy selfies' at Dudley #mefestival



RETWEETS 2 LIKES 5



Chris Barron
@ChrisHWDudley



Following

All set up ready for #mefestival - Looking forward to a great day



RETWEETS 5 LIKES 9



Healthwatch Dudley
@HWDudley

More #mefestival elfy selfies with @DudleyCCG

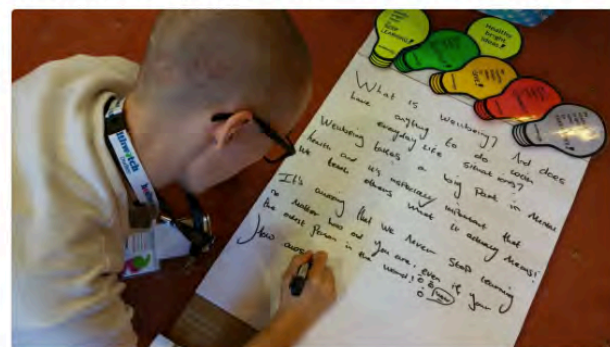


RETWEETS 2 LIKES 7



Healthwatch Dudley
@HWDudley

Our youth health researcher Justin reflecting on what wellbeing means to him at #mefestival



LIKES 3

Making a difference locally

Smoking survey

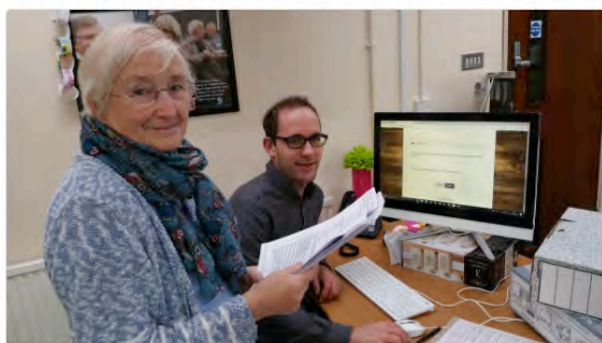
Healthwatch Dudley has been working with other Black Country local Healthwatch on a piece of research to better understand people's attitudes towards and experiences of quitting smoking.

During October and November we listened to the views of smokers, ex-smokers and non-smokers. We conducted over 500 surveys, some of which were carried out in waiting areas of Russells Hall Hospital.

We also held three focus group sessions with children from Kates Hill Community Primary School, young people at CHADD and people who access services at Summit House Support. Findings are being collated and will be shared in our next quarterly report.

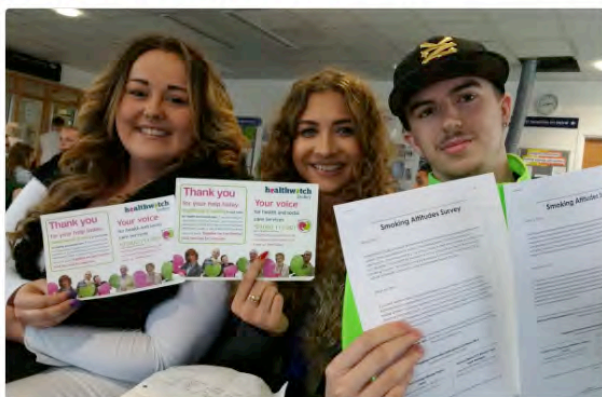
Our brilliant volunteers Sue and Nick are helping to enter our smoking attitudes surveys. Have you taken part yet?

healthwatchdudley.co.uk/smoking



We're in @DudleyGroupNHS A&E all week finding out your attitudes towards smoking. Will you complete our survey?

healthwatchdudley.co.uk/smoking/



Are you a smoker? Have you quit or do you smoke e-cigs? Can you spare a few minutes to take part in our survey?

healthwatchdudley.co.uk/smoking/



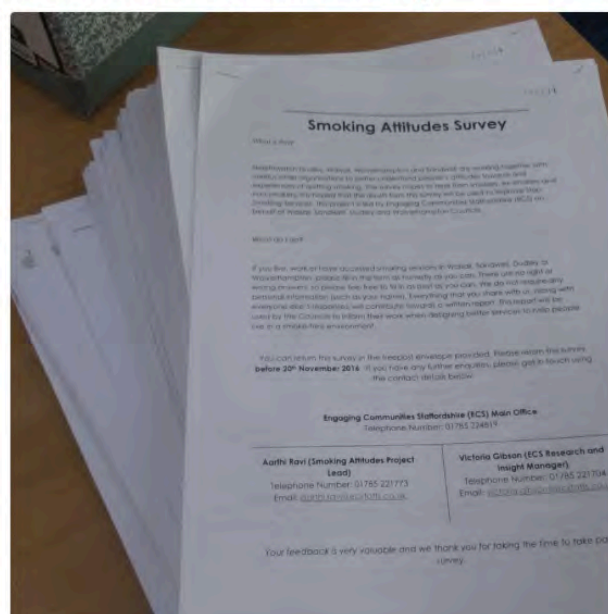
RETWEETS 7

LIKES 4



Following

A pile of completed Smoking Attitudes surveys ready for inputting by our fab volunteers. To contribute go to healthwatchdudley.co.uk/smoking/



RETWEETS 4

LIKES 2



Dignity Charter

Healthwatch Dudley has been supporting Queens Cross Network, Dudley Centre for Inclusive Living and Dudley Council, to listen to people's views and experiences of dignity. A survey is being carried out and an event is planned for February, which will help to create a Dignity Charter for Dudley borough.



Adam Aston
@clir_aston



Following

Delighted to receive my #DignityHeart at @dudleymbc Community Forum tonight. 'What does dignity mean for you?' @dudleycil @HWDudley



RETWEETS
4

LIKES
6



Celebrating and involving volunteers

Volunteers are extremely important to Healthwatch Dudley. In December an event was held to involve new volunteers and to say thank you to the people who support us.

Great to say a Thank You to some of our fabulous volunteers & board @HWDudley with a cuppa and mince pies @dy1venue



Healthwatch Dudley
@HWDudley

Join our amazing team of Healthwatch Dudley volunteers, come and meet us next Tuesday & find out more: healthwatchdudley.co.uk/join-our-amazing-team. Please share!

care services?

Could you volunteer with Healthwatch Dudley?

We are looking for **enthusiastic** people who are **passionate** about making a difference to join our team of **volunteers!**

Our opportunities vary with our projects which means that we don't usually ask for help on a weekly basis. But when we are carrying out big pieces of research it's all hands on deck!

Our volunteers support us with research, events, surveys and getting information out to people. We also sometimes ask for help with entering data so that we can produce our powerful research reports.

Find out more at our next volunteer information session:
Tuesday 11th October in Brierley Hill
2pm - 4pm or 6pm - 8pm

You will be able to meet volunteers and staff, hear about our work and find out more about how you can get involved.

Give us a call:
03000 111 001

Tweet us @HWDudley or email volunteers@hwdudley.co.uk

Help us

RETWEETS 17 LIKES 10

NHS

Broadmeadow Coffee Morning -

Healthwatch Dudley organised a coffee morning to grow relationships with residents of Broadmeadow Extra Care housing complex. Residents talked about their health, mobility and social care and received information about local support and services. One of the issues raised involved concerns about unregistered opticians visiting residents and providing poor service.

Healthwatch Dudley identified an accredited opticians list from NHS England, which was shared with Dudley borough Extra Care housing scheme managers. Similar events are being held with Willowfields and Lime Gardens schemes.

Coombswood Surgery Listening Event

Healthwatch Dudley was asked by Dudley Clinical Commissioning Group to independently listen to and feed back on discussions between patients and staff from Coombswood Surgery.

A meeting took place in Halesowen in October to talk about how the practice and patients can better work together.

During this meeting we recorded issues and ideas so that moving forward this could form a base for more positive relationships and experiences between patients and staff at the surgery.

A series of commitments were made by the practice to improve overall communication with patients, which Healthwatch Dudley will monitor.

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.

Listed below are some of the events where we have had conversations with people, influenced service delivery or raised the profile of Healthwatch Dudley. Some of the events listed below are featured in more detail elsewhere in this report:

- Me Myself and I Dementia support group for carers
- Dudley Voices for Choice Annual General Meeting
- Airtime support group for people with breathing difficulties
- Hate Crime awareness event
- Children Young People and Families Alliance Early Help Event
- Bridge Project event at Summit House Support
- Merry Hill Mummy Mornings
- Dudley Deaf Group
- Extra Care Housing: Willowfields and Broadmeadow
- Support Monthly Carers Ambles through Saltwells Nature Reserve
- West Midlands Urgent and Emergency Care Self Help Workshop with Healthwatch Dudley volunteers
- Dudley Volunteer Awards
- Weekly carers Tea and Chat at Russells Hall Hospital with an additional event for Carers Rights Day in November in Outpatients
- Healthwatch Dudley staff supported the Age Concern Stourbridge Christmas lunch.

- Healthwatch Dudley were proud to sponsor the Dudley Children in Care Awards.



Honoured to be at the 2016 Children in Care Awards with @FayeinDudley #cicawards @dudleymbc



We're delighted to be at the @DvcDudley AGM to hear about their fantastic work supporting local people with learning disabilities.



4



Follow

We're running an Activate workshop this Friday with @HWDudley & Albion House Surgery in Brierley Hill. All welcome.



Following

Great to hear lots of discussions and ideas at a taster Activate session at CYP facilitator network



3

4



Strategic context and relationships

Annual report launch / Dudley CVS AGM

Healthwatch Dudley was proud to launch our third annual report in October as part of the Dudley CVS AGM and Dudley Volunteer Awards.



Healthwatch Dudley
@HWDudley

Our Chair Pam Bradbury is officially launching our annual report at the @DudleyCVS AGM and Volunteer Awards! #DVA16
healthwatchdudley.co.uk/healthwatch-du...



RETWEET
1

LIKES
3



Sarah Norman
@SarahNormanCX



Following

Great to hear about the groundbreaking work @HWDudley are doing with young people to give them a voice in Dudley #dva16

RETWEETS
14

LIKES
13



Anna Gillespie
@annagillespie74



Following

Wonderful to be reminded of impact of @dy1venue @HWDudley @intplusDudley all part of @DudleyCVS adding vibrancy to #Dudley #dva16

RETWEETS
4

LIKES
5



Safeguarding Lay Person Interviews

Healthwatch Dudley was invited to bring together a group of people with different health and wellbeing experiences to support the interview process of a potential public representative on the Dudley Adult Safeguarding Board. More information will

be shared about our engagement approach in our next report.

Multi-Speciality Community Provider (MCP)

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.

Dudley CCG has listened to and taken on board feedback from our People's Network event and Activate sessions to help to shape what the MCP will look like.

A Healthwatch Dudley board member has a seat on the group that is developing the MCP as a community representative to help provide assurance that the process is transparent.

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

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>

Our proudest achievement - Dudley Deaf Focus Group

Deaf people have been telling us about the challenges they face when communicating with health professionals and we responded by bringing together a focus group to talk about these experiences in more detail.

During the last year we have been meeting bi-monthly with people from the deaf

community, to share their views about health and wellbeing and some of the problems they face when accessing services. We have invited representatives from Dudley Group NHS Foundation Trust, who have been listening and responding to a wide range of issues that have been raised with the support of British Sign Language interpreters.

A common issue with group members was anxiety about missing their turn whilst waiting for appointments if they cannot hear their names being called and they are not otherwise alerted. During a group discussion, it was suggested that this could be avoided with the use of vibrating and flashing pagers, which could be given to hearing impaired patients on arrival.

The hospital listened and we have been advised that vibrating pagers are now on order and will soon be introduced to outpatients and the Emergency Department at Russells Hall Hospital. This positive feedback was shared with the Dudley CCG Patient Opportunity Panel who are keen to support the same initiative within GP surgeries.

Group members have also been involved with reviewing posters for display within the Trust. As a result of our meetings, the Trust are also exploring how more formal deaf awareness training can be delivered to their staff, to complement their existing awareness sessions.

Dudley Clinical Commissioning Group has been invited to help the group to understand more about what they do. This will provide Dudley Deaf Focus Group with even more opportunities to influence change.

