



Highlights of  
our year



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**Front cover credit:** Members of Dudley Deaf Sign Café using our conversation packs to share their views about self care (see page 11).

## Message from our Chair

It is with mixed emotions that I produce my final Chairperson report for Healthwatch Dudley as I will be leaving the service in June after five and a half rewarding years. In the last twelve months we have reached out to even more people living in Dudley to gather their views on their health and wellbeing and the local health and care system.

Our approach has always been to refresh our methods of engagement to make sure we reach deep into communities to gather the widest range of ideas and views. As we have been doing this for so long we are now considered the 'go to team' for advice and help with public engagement and we continue to be represented at all decision making forums alongside our partners in the NHS, local authority and the voluntary sector.

Throughout these pages you see an evolving story that has transpired from us speaking on behalf of local people, to a new model whereby we create the opportunities and platforms for people to speak for themselves. We have provided skills and competence training to a wide range of our volunteers including our youth champions, which in turn has built the confidence in individuals to speak up, question and give their views on a range of issues related to their health, wellbeing and local service provision.

We like others to tell our story so you will read throughout this report what our partners in the NHS and local authority are saying about the work we do and without them valuing our work, changes would not be happening.

There are too many exemplary stories for me to highlight in this section so I encourage you to read through the following pages, to see there are no boundaries or limits to what we do or where we go in order for us to make every voice heard in this complex system of health and care.

In 2019 we expect the Local Authority to re-tender for our service and become part of an integrated model that aims to deliver a range of advice, information and advocacy support under a new single arrangement that provides a more flexible outcomes based approach. As such we expect changes to our current contracting arrangements but our statutory duties can not change.

We will continue to be the champion for health and care services in Dudley under the leadership of our Chief Officer Andrea Crew and our current Vice Chair Stephanie Pritchard, who has agreed to take on the interim Chair responsibilities when I leave, so I know I am leaving this fantastic service in very capable hands.



A handwritten signature in black ink that reads "P. A. Bradbury". The signature is written in a cursive style and is positioned below the portrait photo.

Pam Bradbury  
Healthwatch Dudley Chair

# About Healthwatch Dudley

We are the independent champion for people accessing local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen.

People can also speak to us to find information about health and social care services available locally. Our sole purpose is to help make care better.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Dudley, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC  
Healthwatch England Chair



## Our vision is simple

To be a strong, independent and effective champion for people who access health and care services.

### Our mission

To be the voice of Dudley borough residents for promoting outstanding health and care services, so that local people can influence how services are planned, purchased and provided.

### Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work to find solutions. We are independent of health and care organisations yet work with them to make sure your views are heard and can make the biggest difference.

## People are at the heart of everything we do and we are committed to

- + Being an independent, transparent, accountable and trusted representative of all communities within Dudley borough.
- + Respecting diversity and challenging inequality. Our visibility will help lesser heard voices to be listened to and taken into account by decision makers.
- + Being an objective, challenging, yet constructive critical friend of service providers and decision makers, ensuring that we are respected as being credible through the quality research based evidence we use to support what we say and do.
- + Listening to people's views and experiences in an open, caring and compassionate way. We will show people respect, treat people with dignity and act with integrity.
- + Making the best use of our resources, seeking to avoid duplication by working closely with partners who already engage with local people to ensure value for money.
- + Being innovative in our approach, showing imagination, adaptability and flexibility to ensure that we make a real difference to the lives of local people!



# Our year in numbers



The following pages show just some of the ways we have listened to and supported local people in 2018/19



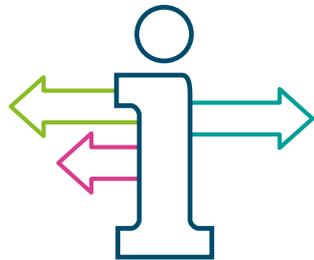
More than **400 people** have shared their views through Healthwatch Dudley hosted focus groups, workshops or events.

(Find out how our work with Dudley Deaf Focus group is giving the local deaf community a stronger voice on page 13)



Our **33 amazing volunteers** and over **150 Young Health Champions** have helped us to hear your views.

(See how we empower our volunteers to represent young people, question decision makers and influence health priorities on pages 12, 22 and 27)



We have provided training for **107 new Community Information Champions**.

(Read what people are saying about joining our award winning network - pages 15 - 17)



We have engaged with over 1500 people at 56 community events and outreach activities to understand people's experiences of health and care and to signpost to information and support.

(We're a small team but we like to be a constant presence in our communities, see what we've been up to on page 21)



Over 200 people had conversations about health and wellbeing which fed into our self care report.

(Local people have influenced Dudley's self-care journey, find out how we have made this happen on page 11)



Our website has received **10,597 visitors** and **2,453 people** follow our @HWDudley tweets!

# Delivering on our priorities for 2018/19

Last year we decided to echo the **three key goals** set by Healthwatch England to help us involve even more local people to have an influential say in decisions about their health and care.

## 1) Supporting people to have their say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that are there to support them.

## 2) Providing a high quality service to the local community

We want everyone who shares their experiences to understand the difference their views can make and if they seek information from us for them to receive a high quality service.

## 3) Ensuring views of local people are considered in helping to improve their health and care services

We want services to be designed using the views of people to shape the local health and care system, today and in the future.

### To enable us to do this we:

- + Listen to what people want and need and highlight what could be improved with people who have the power to make change happen.
- + Share information with Healthwatch England, our national body, to help improve the quality of services across the country.
- + Work closely with health and care providers and regulators, including the Care Quality Commission, to act on people's views to make recommendations on how health and care services can be improved.
- + Hear what people are saying locally and nationally and continue to be involved in a wide range of community groups that work to help make care services better for everyone.
- + Connect with our network of other local Healthwatch organisations so that we can identify common themes in the Black Country and beyond.
- + Are funded by the Department of Health through Dudley Council and our contract is held by voluntary sector support charity, Dudley CVS.
- + Have our own independent Board, which sets our priorities based on what local people tell us, to ensure we are focused on the right things that matter to local people.

“This year, among other things, Healthwatch has engaged with patients and the public to support a Dudley approach to promoting self care.

This has led to the development of a fantastic resource that can be used to help patients and the public have conversations about how we can look after our own health and wellbeing.

I’m delighted that this will also be shared with our Black Country neighbours too. It was a privilege to meet with patients who have contributed to this resource and to hear first hand their passion for enabling self care.”

Deborah Harkins Chief Officer  
Health and Wellbeing  
(Director of Public Health)





**Supporting people  
to have their say**

# Listening to views about self care

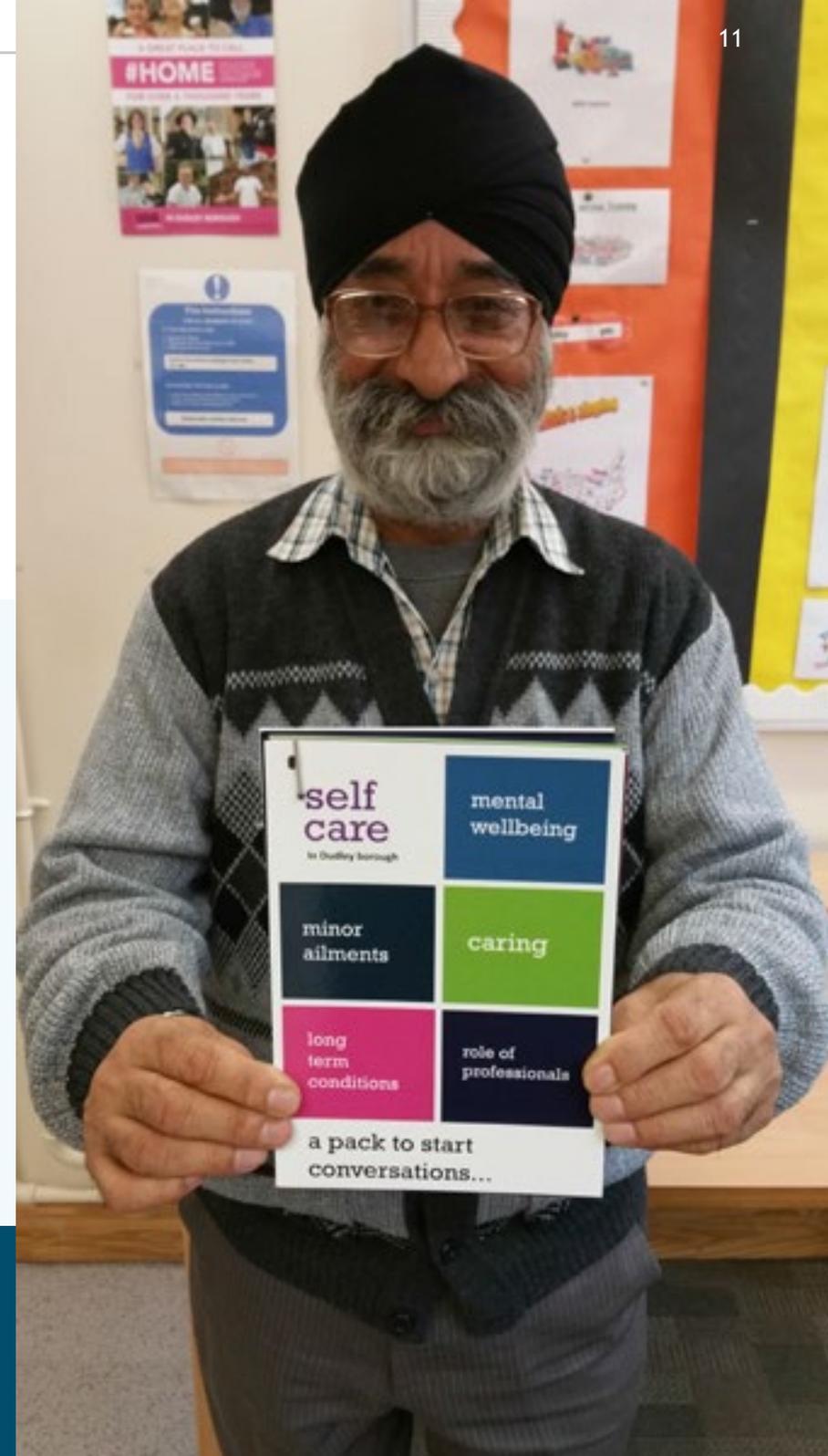
In July we hosted a public event to find out what self care means to local people as part of a project jointly funded by Dudley Clinical Commissioning Group (CCG) and Dudley Public Health.

We designed a discussion pack based on conversations from the event and our volunteers helped us to simplify and pilot the final result. Our pack then went out to a wide range of diverse groups who hosted their own discussion sessions and shared what they found with our researcher for analysis. The final result was a report intended to improve thinking about how self care is promoted and how people can be empowered to make better informed healthcare decisions, so they have more control over their health and how services work for them.

## Your conversations told us it is important to:

- + Have ongoing conversations with people from all types of backgrounds to get a diversity of views on self care and wellbeing.
- + Develop strong relationships between the wider community and individuals with influence, to understand what self care support they need.
- + Determine the opportunities that already exist for self care and wellbeing which could be a quick win for the strategy.
- + Get the messages on self care to as many local people as possible, this includes explaining what self care means, how people can be more in control of their conditions and how they can be better involved with what happens where they live.
- + Make the most of existing community assets and people's knowledge, skills and the good things that are already happening in an area.
- + Ensure sufficient resources are provided to support an integrated approach where self care, health and wellbeing are seen as bound together with early interventions.
- + Ensure there is personal and collective responsibility taken for promoting self care and supporting people to do it.

In March our volunteers helped us to present Dudley's Self Care Journey and vision at a showcase event at Dudley College. The event allowed local people and organisations to help to develop Dudley's Self Care Strategy. Dudley Public Health has responded positively to our work and there is wider interest to use our self care pack template across the Black Country.



## Dudley Young Health Champions...

**Is hosted by Healthwatch Dudley and contributes to our important function of listening to and capturing children and young people's experiences of health and care.**

It's been a busy 12 months for the project which has to date supported more than 150 young people to become Young Health Champions and has involved them in a wide range of initiatives. Projects this year have included peer mentoring, mental health first aid, period poverty awareness and a new creative arts collaboration with Health Education England.



**My name is Lauren, I'm 24 and I started volunteering with the Dudley Young Health Champions Project last year. I am now part of the project steering group and getting involved has really improved my mental health as I had previously been in an abusive relationship.**

I knew about period poverty but didn't realise how much of an issue it really is. It was shocking for me to hear that children often miss school because they can't afford sanitary products so I wanted to do something about it. I had an idea to make up packs that include tampons and towels, wipes, sanitiser, pants and tights. We are now looking to distribute our packs in different places, from family centres to schools to make sure that people who are really in need can get them.

In each pack I am also writing a positive quote, such as 'be who you are, not what people perceive you to be', along with sweets because girls get the munchies around their periods. We launched the campaign at a really big event that was hosted by local housing association CHADD, where I spoke in front of 150 people. I hadn't done anything like that before so it was really good for my confidence. I've got lots more ideas to promote our campaign and will be getting in touch with craft groups to ask for donations of draw-string bags and I am planning a roadshow as CHADD have donated a big red wheelie bin which we can take round shopping centres to collect donations and raise awareness.

**It might be a difficult subject to talk about but the impact of this project could make a really positive difference to the mental health of other young people."**

**As a direct result of a Healthwatch Dudley tweet about the initiative Mary Stevens Hospice will be placing free sanitary products in their hospice toilets and in their shops for staff and volunteers.**

## Suicide prevention awareness

Healthwatch Dudley is a member of the Dudley Suicide Prevention Partnership, which is championed by Dudley Health and Wellbeing Board. The aim of the partnership is to improve awareness, provide reassurance and encourage anyone affected by suicide to reach out and speak up.

**We helped to plan and develop content for a new awareness raising website for both adults and young people [www.reachoutdudley.co.uk](http://www.reachoutdudley.co.uk), which was then evaluated by Dudley Young Health Champions ahead of it being launched in January.**



## National recognition for local work!

We have supported Dudley Deaf Focus group for the last three years and our well attended sessions help participants to share their views with decision makers in health services. The group have also enjoyed taking part in awareness campaigns such as becoming dementia friends.

We were delighted when our umbrella organisation Healthwatch England invited us to present our work with the deaf community on a national stage at their annual conference in October. It was a fantastic opportunity to share how we have developed a successful feedback forum and learn from our network of 147 other local Healthwatch organisations

### Our deaf awareness campaign...

We supported Dudley Deaf Focus Group to introduce awareness cards as a quick and simple way to inform people of their communication needs. Cards were introduced in partnership with Dudley CCG, Dudley Group NHS Foundation Trust and Dudley Council's Deaf Support Service. In July we teamed up with Dudley Deaf Support Service to deliver deaf awareness sessions at local GP practices to help make surgery staff more more deaf aware.

I'm a busy mom with several jobs and my deafness means I sometimes struggle to communicate. I work behind a bar in a noisy environment and it can be embarrassing having to ask people to keep repeating themselves.

My support worker gave me a communication card and it has given me so much more confidence.

I also work with a mobile zoo so I communicate with members of the public all day, my card helps people to understand my needs.

I've got a friend who works on Brierley Hill Market and I asked her what she thought about it, she told me that it has helped her to be more deaf aware."



"Because I'm young, people don't expect me to be deaf so it's good to have something that helps people to understand me when I catch the bus, go shopping or attend my health appointments." Nicky Wakeman

In November our work was recognised at the annual Signature Deaf Awards in the workplace commitment category! Signature is a leading provider of British Sign Language Qualifications in the UK and in December we brought together members of Dudley Deaf Focus Group to celebrate. In March Signature invited us to make a short film to celebrate Sign Language Week which they used as part of their national awareness campaign.



We are your  
**local independent**  
voice for health &  
care services



Have  
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Proving a high quality service

to the local community

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## Training a new host of Information Champions

During the last five years, hundreds of people from local organisations and community groups have joined us to network with other people in information giving roles. Our unique training enables people to learn, share and practice how to help people to get information using trusted sources of online information.

In addition to over 100 GP practice staff joining our network (see page 17) 45 additional information champions have come on board from a wide range of organisations including:

Mary Stevens Hospice, Springs Church, Brett Young Dementia Gateway, Dudley borough Assisted Living Centres, Trading Standards, Dudley and Walsall Mental Health Partnership NHS Trust (Occupational Therapy), Barnardos, Home Instead Senior Care, Camphill Village Trust, Dudley Carers Network, YMCA, Age UK Dudgey, Abberley Street Day Centre, Stonewater Housing, Solutions 4 Health, Just Straight Talk, Black Country Partnership Foundation Trust, Dudley Council Public Health, Dudley CCG, Chawn Hill Church, Victim Support, Top Church Training and Dudley Group NHS Foundation Trust.



## Forging a future for all!

In November we were honoured to be presented with a Better Connected 'Forging a Future for All' award by a partnership between the Dudley, Stourbridge and Halesowen News, Dudley Council and local partners, at the launch of the new vision for Dudley borough.



## Helping to develop online community information

Healthwatch Dudley was invited by Dudley Council to help to oversee the procurement of a new local community information website that will combine existing databases, including Dudley Community Information Directory, the online Family Information Service and the Dudley borough Local Offer website. A new digital platform and app will support the Dudley Vision by connecting people with the wide range of assets available across the borough.

We wanted reassurance that the new directory would be user friendly for Information Champions and for local communities, as this is essential to the delivery of our community information service and Information Champion training. We made sure our team and local people were involved throughout the commissioning and interview process for the new provider. We also facilitated workshops with Community Information Champions and community group representatives at Queens Cross Network.



## Organising community events

In October over 100 people including information champions, representatives from local organisations and members of the public joined us when we hosted a winter community information event with the Living Well Feeling Safe Partnership. The event not only gave local people an opportunity to find out about local support and services to keep healthy, safe and warm during the winter, it was also a fantastic information sharing event for local organisations and our network of Information Champions.

*Thank you for an excellent event yesterday, it was an ideal opportunity for us, the mediation team, to promote our services not only to the general public but to network with other agencies also, we really felt that we benefited from the event*

## Welcoming over 100 GP practice staff to our information network

In the last 12 months staff from local GP practices including receptionists, healthcare assistants and practice managers have joined us for Community Information training and awareness sessions.

These bespoke training sessions have been made possible through NHS England funding that was allocated through Dudley Clinical Commissioning Group (CCG) to support practice staff to become care navigators. The aim has been to help people to play a greater role in their own health and care by being signposted to non-medical services to improve health, wellbeing and independence.

As a direct result of delivering these sessions, we were invited by Dudley CCG to provide a series of lightening sessions about signposting and Community Information Champions.

We presented our network to 30 Health Care Assistants who were training to become Health Coaches within GP surgeries across the Black Country.

It was great to learn where to look for community information and to empower patients to be able to look for themselves. I am part of a big team and quite a few of my colleagues have now taken part in the training so it has also been interesting to hear how other people in our surgery will use Dudley Community Information Directory and the other websites we learned about, to support our patients to find the information they need. I would definitely recommend the training!”

Fiona Taylor, Medicines Management Officer, Lion Health

Thank you so much for yesterday. Group members told me that the best part of the course was the signposting element so you can see how important the training is to us. I hope that you felt the positive reaction the group gave you? It really makes a difference to have somebody walk us through how to discover new information.”

Jo McGoldrick

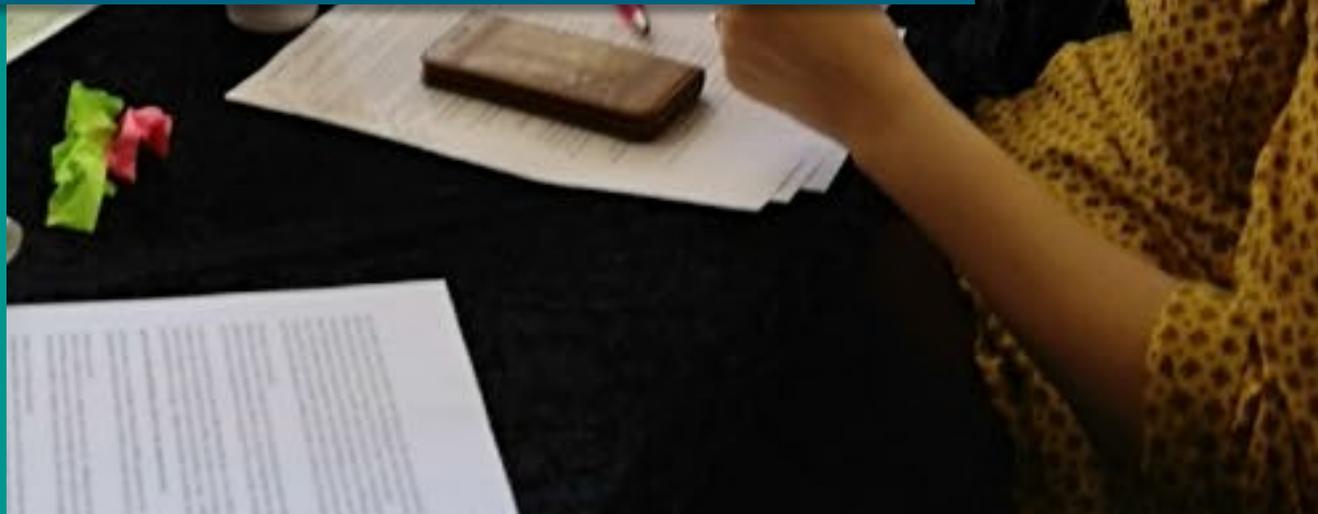
Health Coach and Health Coach Trainer Lion Health





**Ensuring views of local people are considered**

**in helping to improve their health and care services**



# Listening to families to improve hospital experience

## Who we listened to and what we heard

In July 2018 Healthwatch Dudley spent a week at Russells Hall Hospital finding out about the help and advice families get before and during their hospital visits. We were asked by Dudley Clinical Commissioning Group (CCG) to listen to the views of parents and carers of infants and young children about their experiences of getting help from healthcare services. Staff and volunteers visited Urgent Care, the Children's Emergency Department and the Paediatric Assessment Unit at the hospital.

We listened to 41 moms and 18 dads, together with other family members and these conversations are set out in our report, which makes the following points:

### + The impact of lifestyle

How the circumstances a family finds itself in, such as their patterns of work or childcare arrangements, impact on the decisions they make about accessing healthcare information or services.

### + Communication

The consistency and clarity of healthcare information that a family receives is essential, as it impacts on how they understand what to do when a child is unwell, together with when and how to access healthcare services.

### + Empowerment

To be empowered, parents and carers need to feel that they have control, that their views are important and they are being listened to. If they are not able to ask questions and feel properly involved in decision making, they could find themselves in inappropriate parts of the health care system.

## Our evidence based report and recommendations

Our report highlighted how more must be done to develop an effective healthcare pathway for infants and young children who are unwell, which is clear and works well for parents and carers.

We made recommendations for action, which include: improved communications, better understanding of family circumstances, improved access to general practice, listening to and involving parents and carers in the design and delivery of services, reducing confusion surrounding services and their purpose, encouraging greater collaboration to improve the information and clinical pathway for infants and young children.

## The impact so far

In January 2019, a Dudley CCG working group looking at infant and young children's healthcare journeys endorsed the findings of our report, commenting on its thoroughness and the importance of our recommendations. The Chair of the group agreed to act immediately on some of the report findings and the CCG Paediatric Clinical Lead agreed to take the report to paediatrics consultants at Russells Hall Hospital. Our report will also be shared with the group overseeing refurbishment of the Russells Hall Hospital Emergency Department.

## Infants and Young Children Their healthcare journeys



A Healthwatch Dudley Report for NHS  
Dudley Clinical Commissioning Group

Dr Rob Dalziel FRSA  
September 2018

**healthwatch**  
Dudley

## Continuing conversations about child neglect

In 2017 Dudley Council Public Health asked us to help them to start a conversation about child neglect in Dudley borough. The project set out to develop a common understanding and to raise awareness about this important issue to ensure that the right support is provided for local families.

We worked with the national community development organisation Resources for Change, to deliver participatory appraisal training. This involved us bringing together a wide range of people to learn new ways of finding out what people need to thrive and what neglect means to our communities.

The project continued into 2018 where conversations have taken place with more than 600 people including: **Local residents, front line officers, decision makers, Family Centre staff, young people, schools, community volunteers and faith groups.**

### People told us

- + Both adults and children need to know where to go for support.
- + Child neglect is not a children specific issue but often a sign of a wider problem within a family, community or neighbourhood.
- + It's not just about children - children are part of families and often extended families who all need support.
- + Listening to personal experience is hugely important - services need to reflect what people are saying.
- + People who support families both front line officers and community volunteers, need spaces to talk and reflect, as we all have different understanding and personal experience of what neglect means.
- + The focus needs to change from neglect to helping people to thrive.

In 2019 we presented the project findings to the Dudley Council Early Help Steering Group and the work is influencing a new neglect strategy for Dudley borough.



“The training has given me the tools and the confidence to have what could be difficult conversations with families that I don't think I would have broached before.”  
*{Local community volunteer}*

## Involving local people to help simplify safeguarding reporting

For the last two years Healthwatch Dudley has Chaired a communications sub group of the Dudley Safeguarding Adults Board. Our involvement has enabled us to ensure that local people have been involved helping to raise awareness of and to simplify ways of reporting neglect, harm and abuse.

In June we brought together a group of local people to test and share their views about existing reporting systems, they told us what they think works well and what needs to change to encourage more people to share their safeguarding concerns.

Following this session we involved communications professionals in design workshops to draft a new reporting system with a view to making reporting more person-centred and user friendly for members of the public and professionals alike.

Revised reporting forms are currently being tested with the Multi Agency Safeguarding Hub (MASH) and the Dudley Council Access Team with a view to them being programmed into the online reporting system in 2019.

## Out and about

### in our communities

**Having a strong visible presence in the community is important to us. It allows people to share their views and experiences about a wide range of health and care services such as GP surgeries, dentists, mental health support, hospitals and care homes.**

In the last year we have interacted with over 1500 people at 56 outreach events across Dudley borough or through our Friday morning drop in at DY1 Community Building in Stafford Street, Dudley.

**Raising awareness of unpaid carers** In November for Carers Rights Day we were out in force for events at Russells Hall Hospital and Queens Cross Network where we identified hidden carers, listened to experiences and provided signposting to information and support.

**Connecting and supporting people** For over three years we have enjoyed leading gentle walks through a local nature reserve with local carers and their loved ones. The monthly walks connect people with useful information, help and support. In March this year we were pleased when the activity was picked up by the local community, with the support of Dudley Carers Network ensuring its future continuation.

**Sharing information** Teaming up with the Dudley Carers Coordinator, Dudley Carers Network and hospital volunteers, we have made 634 hot drinks for visitors to Russells Hall Hospital wards where we have shared vital information about being a carer and how to access help and support.

**Dudley Play Week** This summer we listened to a wide range of families' experiences of accessing healthcare services from GP practices to maternity, which was fed back through a variety of channels including patient experience groups to enable change can happen for local people.

**AW Surgeries knit & natter - Woolly Wonders** A new group set up following conversations between Patient Participation Group members at Albion House Surgery with the support of two practice nurses. We met group members who shared their worries about getting old and navigating the care system. We talked about the benefits of the group for people to get together, learn skills and find out information. We were then able to signpost group members to various services including Dudley Council's Home Improvement Team. We then supported the group to find an alternative meeting space to host a second monthly session in a supermarket café directly opposite Withymoore Surgery.

**Listening to people with Fibromyalgia** In March we met with two local Fibromyalgia support groups to listen to experiences and share information about Healthwatch Dudley. Members of both groups expressed how important it is for their doctors, friends and family to understand and recognise their condition, which is often much misunderstood and can result in low mood. We subsequently arranged for a mental health professional to meet with one of the groups, which was highly valued due to the factual nature of the presentation.

**Another positive outcome of our engagement came from a fibromyalgia group member who is an access representative for a Lloyds Bank Centre of Excellence. Lorna is now spreading the word about Healthwatch with colleagues around the country and has signed up to become an Information Champion for the group.**

Lloyds Bank offer employee assistance programmes to support colleagues who are struggling, so finding out about Healthwatch fits in really well. I am encouraging all of our reps to contact their local Healthwatch to make the same links as me. This will help to make our network even stronger."



Lorna Wilson

Our incredible  
volunteers



## Empowering local people to question decision makers and make a positive difference for local people

We have been working with Dudley Council and Dudley CVS communications colleagues to support a group of our volunteers to become Community Reporters. The project has brought local people with a range of health and wellbeing experiences together to interview Dudley Council service leads.

Supported by the Dudley Council Communications Team we have hosted training sessions to build the confidence of our volunteers and get answers to questions they think other local people would want to ask of local decision makers. In October following their interviews our reporters came back together to share and record their own experiences of what it has been like for them to be involved.

The filmed interviews contributed to the 2018 Dudley Council Local Account/adult social care annual report, which can be found at: [www.dudleyadultsocialcare.org.uk](http://www.dudleyadultsocialcare.org.uk)

 Volunteering with Healthwatch Dudley has given me a new perspective. I initially got involved to help other people understand about local services but as a result I have learned so much more, I have gained new skills, made new friends and massively boosted my own confidence. 🗨️

**Angela**  
Healthwatch Dudley Volunteer

## Working together for personalised care

In January we supported two volunteers to participate in a Dudley Clinical Commissioning Group session, discussing what personalised care is and what it means for local people, what 'good' should look like and how it can benefit peer support groups.

## Reviewing hospital services

In the last year we have supported our volunteers to take part in PLACE sessions at Russells Hall Hospital to give feedback on the care environment.

Our comments are fed back to the Chief Executive and actions monitored through the Patient Experience Improvement Group and by the Patient Experience Group where we also have a seat.



# Our finances

Our income and expenditure is reported fully in the audited accounts of Dudley CVS for the year ending 31st March 2019.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities:	206,000
Income generated for additional activities	6,900
<b>TOTAL INCOME</b>	<b>212,900</b>
Expenditure	£
Staff costs including salaries, pensions & travel expenses:	186,537
Chair and Vice Chair expenses including honorarium & travel expenses:	6,650
Overheads including accommodation costs and professional fees:	18,400
Running costs including telephone, postage, office equipment leasing etc:	19,218
Hosting events & workshops:	7,594.30
Volunteer expenditure:	463.70
<b>TOTAL EXPENDITURE</b>	<b>238,863</b>

Our reserves at 31st March 2019 total £44,004 and will be carried forward into 2019/20. This figure includes our additional income, some of which arrived at the end of the financial year and has already been allocated to deliver specific projects.

This additional income will allow our team to be sustained beyond our grant allocation, so we can have an even greater reach into local communities to listen to and support local people about their health and wellbeing experiences.

# Message from

## Our Chief Officer

Healthwatch Dudley has had another interesting year, working across Dudley borough to ensure opportunity is given to listen to what people have to say about their experiences of health and social care and to ensure these experiences are used to influence where changes need to be made.

I am pleased to share this report which reflects just some of the places, people, groups and areas of work we have been involved in and with during 2018/19.

We have listened to more peoples experiences, offered information and signposted to other services where appropriate, and ensured peoples voices and experiences are reflected to decision makers via the many channels that we have.

It is important that we continue to ensure we are out and about across our communities offering even more people the opportunity to share their experiences, in places where they receive services. It is equally important that the information we gather is used to influence, shape and improve future services.

It is with this in mind that our priorities will remain focused on three key areas of **1) supporting people to have their say, 2) providing a high quality service to the local community and 3) ensuring views of local people are considered in helping to improve health and care.** As a team we will be working hard over the next year to ensure that our work continues to achieve this.

To close I would like to thank everyone who has supported us this year, including members of the public who shared their views and experience with us, all of our amazing staff and volunteers, the voluntary organisations that have contributed to our work, hosts Dudley CVS and all of our partners across the Dudley borough health and care landscape.



A handwritten signature in black ink, appearing to read 'Andrea Crew'.

**Andrea Crew**  
Healthwatch Dudley Chief Officer





“At Dudley CCG we really appreciate the work that Healthwatch Dudley undertakes with local patients, carers, communities and people in bringing their voice into decision making.

We recognise their independence and honesty in any challenge for the CCG and value the integrity of their relationship with us.

This year they have also played a key role in coordinating the work of other Healthwatch organisations in the Black Country, this work will be invaluable in helping us to shape the local response to the NHS Long Term Plan.”

Paul Maubach  
Chief Executive Officer  
Dudley Clinical Commissioning  
Group (CCG)

## The NHS is changing and it needs your help

Share your views to  
improve health and  
care services in  
Dudley borough

Talk to us:

03000 111 001

hello@healthwatchdudley.co.uk

www.healthwatchdudley.co.uk

what  
would you do?  
It's your NHS. Have your say.

### Involving people in delivery of the NHS Long Term Plan

As this financial year draws to a close we have joined Healthwatch organisations from across the country, to engage local people in shaping delivery of the NHS Long Term Plan. Following extensive planning, our staff and volunteers have been out in force in town centres, parks, community spaces to find out:

- + How can people be supported to live healthier lives?
- + What can services do to provide better support - particularly for specific conditions, such as cancer, mental ill health, dementia, heart and lung conditions, learning disabilities and autism?
- + How can the NHS make it easier for people to have more control of their health and wellbeing?
- + How can the NHS make it easier for people to access support closer to home and via technology?

To ensure we all share the same important information, Healthwatch England developed a campaign and key messages for each area to adapt locally, called **#WhatWouldYouDo**.

The campaign aims to raise awareness of changes that are taking place in the NHS and encourages members of the public to share their views with Healthwatch to help shape local plans.

### Helping local people to influence the Black Country STP

Healthwatch Dudley has agreed to take on a coordinating role to compile people's views from across the Black Country and West Birmingham Sustainability and Transformation Partnership (STP) area.

In line with agreed STP Board and local Healthwatch priorities, public views will be captured, linking to information and ideas set out in the NHS Long Term Plan. We will work with Healthwatch Wolverhampton, Healthwatch Sandwell and West Birmingham and Healthwatch Walsall to get survey responses and undertake workshops and focus group sessions.

Funding has been awarded to Healthwatch England from NHS England to support activity at the local level. The findings from our research report will be used to inform local plans to deliver on the content of the NHS Long Term Plan.

Tweet us  
@HWDudley

# Our Staff

# and Board

Healthwatch Dudley has a committed team of staff and volunteers who are supported by an independent decision making board with members who are all passionate about health, care and our local community.

Board meetings take place every two months in public to give local people the opportunity to see how decisions about our work and direction are made.

To ensure that there are clear lines of communication, one of our Healthwatch Dudley Board members sits on the board of our host organisation Dudley CVS.

Find out more: [www.healthwatchdudley.co.uk/meet-the-board](http://www.healthwatchdudley.co.uk/meet-the-board)

 I have been Vice Chair of Healthwatch Dudley for eight months, during this time I have been impressed by the work of the team and volunteers, reaching out to communities and individuals to hear their views on matters that concern them about health and social care services.

I am confident that my extensive experience as a social worker, working in health and social care will be valuable in my new role as Interim Chair.

I look forward to working with Healthwatch in the coming year.”

Stephanie Pritchard  
Healthwatch Dudley Interim Chair (July 2019)



**Andrea Crew**  
Chief Officer



**Dr Robert Dalziel**  
Participatory  
Research Officer



**Melissa Guest**  
Communications  
Development Officer



**Chris Barron**  
Community and Volunteer  
Engagement Officer



**Deb Attwood**  
Community Information  
and Engagement Officer



**Sarah Hill**  
Support Officer



**Faye Hall**  
Young Health Champions  
Project Co-ordinator



**Pam Bradbury**  
Chair (until June 2019)



**Stephanie Pritchard**  
Vice Chair (Interim Chair  
from July 2019)



**Maria Bailey**  
Board Member



**Karen Garry**  
Board Member



**Sally Huband**  
Board Member



**Joseph Atif Janjua**  
Board Member



**Bill Weston**  
Board Member





The voluntary and community sector plays an important part in both providing and enhancing health and care services, so it is important that Healthwatch organisations are well connected and able to work across and have influence in all sectors, to ensure that local decisions are driven by the needs of our communities.

I'm really proud that the Healthwatch Dudley Team sits under the umbrella of Dudley CVS representing local people from across the health and care landscape, particularly those who do not have the strongest voices.

Examples throughout this report demonstrate once again, how through hard work and commitment our staff and volunteer team have listened to and involved a wide range of voices, ensuring that Dudley's Healthwatch remains a strong and effective champion for local people."

Andy Gray  
Chief Executive  
Dudley CVS



In planning and delivering health and social care services, we need always to hold at the forefront of our minds that these are services that are cherished by our populations and play a vital role in enabling some of the most vulnerable people in our communities to lead a full life.

Healthwatch Dudley has been essential in ensuring that we are constantly aware of the voice of the public, both the good and the critical, and that this voice is influential in every decision.

The team have made a valuable contribution throughout the year and their impact has been significant."

Martin Samuels  
Strategic Director of People  
Dudley Council



We continue to work with Healthwatch Dudley to help provide another way for patients, their families and carers to provide us with feedback. This year Healthwatch Dudley has played an active role in our Patient Experience Group, which meets quarterly to focus on delivering improvements to patient experience. I very much look forward to continuing our work to ensure we continue to improve our services."

Diane Wake, Chief Executive, The Dudley Group NHS Foundation Trust

**Get in**

**touch!**

**Call us: 03000 111 001**

Email us:  
[hello@healthwatchdudley.co.uk](mailto:hello@healthwatchdudley.co.uk)

Find us online:  
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**healthwatch**  
Dudley

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