

it starts with
YOU

Emergency Treatment



Healthwatch Dudley
Annual Report 2017/18

healthwatch
Dudley



“We firmly believe that we are only able to commission the best services for Dudley people, if we understand their needs and what is important to them. Our relationship with Healthwatch Dudley is key to this. They have developed some fantastic new networks, creating new opportunities for local people to have a say on health matters. They also actively support our Communications and Engagement team with in-depth insight work to understand people’s feelings around topics such as self-care. The contributions to our Governing Body meetings are invaluable and we feel very privileged to have such a strong team in Dudley with a focus on the voice of local people.”

Paul Maubach, Chief Executive Officer, Dudley Clinical Commissioning Group



Contents

Message from our Chair	4
Message from our Chief Officer	5
About Healthwatch Dudley	7
Our mission, vision, values and principles	8
Our statutory functions	9
Our year in numbers	11
It starts with you	12
Your views on health and care	18
Helping you find the answers	23
Making a difference together	26
Our people	32
Our plans for next year	35
Our finances	38
Contact us	39



Message from our Chair

Pam Bradbury



It is with pride that I present the 5th annual report for Healthwatch Dudley, showcasing an organisation that remains a strong independent partner within the health and care system in Dudley borough.

Throughout the following pages you will see many examples of where we have gathered the views of Dudley borough residents about how things could be improved. We have paid particular attention to listen to those who are seldom heard and have created a network of local people who are dedicated and willing to help us make changes for the better.

Our report will hopefully bring alive the work undertaken by our dedicated team and brilliant volunteers who devote their attention to getting things right for local people.

None of this would be possible without the on-going support from our host organisation Dudley Council for Voluntary Service and our colleagues from Dudley Council and Dudley Clinical Commissioning Group and other partners, who not only listen to what we have to say on behalf of Dudley residents but positively welcome the constructive challenge we offer. Together we need to get the system more efficient and cost effective and we have shown that local people have a role in the decision making process.

We also get involved when things are not going so well and last year we were invited to become a member of a quality improvement board to improve the maternity services offered at Russells Hall Hospital. I am pleased to say that working together with other key stakeholders including the Care Quality Commission and NHS England we are now reassured of safer and more effective services available for our residents.

This year we said goodbye to Tom Hayden, one of our long standing Board members and Jayne Emery who has been with the organisation since inception in 2013. On behalf of the Board and team I wish them both success in the future. At the same time I welcome Andrea Crew, who is the new Chief Officer and will provide our plans for the coming year at the end of this report.

Final thanks as always to the Board who give up their own time to contribute to strategic direction and support to the team.



Message from our Chief Officer

Jayne Emery

It has been another busy year for Healthwatch Dudley and one in which we have enabled hundreds of local people to have an influential say in decision making.

On behalf of the whole team I am pleased to share through this report lots of examples of how Healthwatch Dudley has made a difference to health and care services in 2017/18.

I would like to personally thank our fantastic volunteers, team and our Board members who have all been working on your behalf to help local services to be more representative of the needs of local people.

Our team is growing and in July we welcomed a new Support Officer, Sarah Hill who is assisting the team and helping with our successful Community Information Point Network.

A new chapter is beginning for Healthwatch Dudley as after five years as Chief Officer I will be leaving my role which has been incredibly rewarding.



I am proud that during this time we have grown into being the trusted, well respected and award winning team that we are today.

If there is anything that I have learned during my time leading this fantastic organisation, is that it can take time to influence change but if done well the difference it can make to the quality of services is extremely significant.

Our work in 2013 influenced the development of the Urgent Care Centre that sits within the new Emergency Treatment Centre at Russells Hall Hospital, which we were pleased to see open its doors in April 2018. Healthwatch Dudley will continue to support and review this service, while listening to the experiences of people who visit.

I would like to thank everyone for their support over the year and hope that you will join me in welcoming a new Chief Officer Andrea Crew, who I know will lead Healthwatch Dudley into a fantastic future.



"Healthwatch Dudley plays an important role in ensuring that people who access services in Dudley borough are listened to and are involved in decisions about their health and care. Dudley CVS is the contract holder and Healthwatch Dudley has its own independent decision making board, giving it the autonomy it needs. Sitting within the voluntary sector really benefits the work of Healthwatch providing invaluable access to local people who are supported by charities and grass roots organisations in Dudley, who might not otherwise have a strong voice. Their work also supports and adds value to the wider work of Dudley CVS through our Carer Co-ordinator, Integrated Plus team and Children and Families workers. Dudley CVS is incredibly proud to host such a strong and well respected local Healthwatch."

Andy Gray, Chief Officer, Dudley Council for Voluntary Service.

About Healthwatch Dudley...

You have told us you need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we are connected to our network of 150 other local Healthwatch and also share your views with Healthwatch England who make sure that the government put people at the heart of health and care nationally.

Health and care that works for you

People want health and care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose ...

is to find out what matters to you and to help make sure your views shape the services and support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work.

We are independent and local

If you have got something to say about your experience of a doctor, dentist, care home, optician, pharmacist or hospital stay, we want to hear from you.

Or perhaps you would like to tell us about a friend or family member who is receiving home care. Good or bad, we want to hear it all.

How we influence

We are a member of the Dudley Health and Wellbeing Board and have seats at lots of decision making forums including Dudley's Overview and Scrutiny Committee and NHS Dudley Clinical Commissioning Group Board, where we work with senior decision makers.

In 2017/18 our Chief Officer acted as Vice Chair of the West Midlands local Healthwatch network and for the past four years our Chair has been a Healthwatch England Committee member, so they have both used their positions to make sure your stories are heard more widely.

 **Come and talk to us -
we promise to listen** 



Our mission, vision, values and principles...

Our vision:

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

Our mission:

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

We are committed to:

Being an independent, transparent, accountable and trusted representative of the communities of 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 good quality evidence and research used 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!

Making sense of what the government recommend we do...

- ❑ We gather and share views and concerns about local health and care services, such as doctors, dentists, pharmacies, opticians, care homes, hospitals and day care.
- ❑ We involve people in decisions about health and care, to make sure that services really are designed to meet local needs.
- ❑ We share information about health and care services through our helpline and Community Information Points across Dudley borough.
- ❑ We make sure that the views and experiences of people who access services, are listened to and taken into account when important decisions are being made.
- ❑ We raise awareness of public health, health improvements and health inequality.
- ❑ We provide people with information about choices of what to do when things go wrong.
- ❑ We provide Healthwatch England with the intelligence, insight and concerns about local providers and if necessary can make recommendations to advise the Care Quality Commission to conduct special reviews or investigations.
- ❑ We have powers... We have a statutory place on Dudley's Health and Wellbeing Board and power to 'Enter and View' any public area of a health or care setting to listen to people, identify issues and recommend improvements.
- ❑ We provide strong, evidence based feedback to organisations responsible for planning or providing local services.
- ❑ We are fair and equal to all members of our community.

To make this happen we...

- Listen to what people like and what could be improved and share their views with people with 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 as we're involved in a number of groups that work to help make care better for everyone.
- Connect with our network of other local Healthwatch organisations.
- 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, ensuring people in Dudley borough are listened to and have an influential voice.



“I really value being able to collaborate with Healthwatch Dudley staff and volunteers and really feel like part of the team. My role is to provide information and support to family carers and Healthwatch colleagues have always given me great support with this. We set up our weekly tea and chat round on the wards of Russells Hall Hospital in 2014 to raise awareness with staff and hospital visitors about informal carers and the challenges they face. In this year alone we have met over 3000 people at the bedside of hospital patients offering them a hot drink, helpful information and some social interaction. Following on from this we developed a regular drop-in for carers offering further information and peer support and together we also lead monthly carers ambles to bring people together to help to reduce stress. Three of our regular carers have been supported to become Information Champions and members of the Dudley Carers Alliance where they bring an important personal perspective. I really do appreciate the support that Healthwatch Dudley gives me as it enables me to provide a consistent service that I am regularly told is really valued by local people, hospital staff and partner organisations and that also empowers informal carers.”

Sharon McGlynn, Carers Co-ordinator, Dudley CVS & Dudley Group NHS Foundation Trust.

Our year in numbers...

Our website has had **10,500** visitors and our **2,225** Twitter followers have engaged with our tweets **2,900** times



Our **40** amazing volunteers and **100** Young Health Champions have helped us to hear your Views (pages 16/17)



We have met over **3,000** people at our tea and chat sessions at Russells Hall Hospital (page 10)



Over **300** people have taken part in **7** People's Network events (pages 18/19)



We have met over **1,500** people through our face to face engagement



People filled **178** training places at our **41** Information Champion training sessions (pages 24/25)



It starts with you...

Some amazing people give their time, skills and experience to support our work. The following pages share just a few examples of how local people are making a big difference!



Karl Denning – why I volunteer:

“I have had a busy year supporting Healthwatch Dudley and think it is really important for people to speak out about things that are important to them.

After sitting on a Dudley Safeguarding Adults Board reference group to interview new members, I was invited to sit on a community panel, which helped to interview the incoming Dudley Council Strategic Director of People. I think that local people should be part of these important decisions and am pleased that our views are being listened to and valued.

I was then asked to represent Healthwatch Dudley on the Dudley Council Innovation Fund panel, to support and fund local community action. The team felt that my wide experience of community initiatives including being a member of Dudley Soup, would really add value and help the process. Being involved has also helped me to make more new connections and I am now looking forward to mentoring some of the groups that have applied for funding.

Helping to make our hospital more accessible

Sharing my experience of health and care services is important to me and I have also been involved in Patient Led Assessments of the Care Environment (PLACE) at Russells Hall Hospital.

Together with fellow Healthwatch volunteers and other members of the public, we are invited to look for potential improvements from a patient view. I have taken part in several assessments now and while I understand that there sometimes isn't budget to do everything that is asked for, hospital staff are listening and it feels good when change happens as a result of the suggestions we make. This is why taking part in the Dudley Group NHS Foundation Trust patient panel has been especially rewarding. A group of people with disabilities have been meeting to share their experiences of accessing services and suggesting things that would make visiting the hospital easier for them.

Improving services for people with sight loss

I was asked to help test the new electronic 'My Letters' system, which will send hospital information via email instead of through the post to patients who prefer it. I am registered blind and it felt good that they tested the new system on people with sight loss, instead of potentially getting irate calls from people after they had rolled it out.

People with sight loss have been asking for this for such a long time and I am proud to have been involved with making it happen. The change will not only help blind people, it will help everyone and it will also save the Trust money on printing, processing and postage which can be put to good use elsewhere.

It feels as though Dudley is leading the way, as I am aware of eye health departments in other areas that have got much further to go to be compliant with the Equalities Act 2010 and the Accessible Information Standard.

The difference the new system will make to me personally is massive. Being in control of my own appointments electronically will make me more independent and will give me a level of privacy that I haven't had for a long time which feels really empowering.

It's important for people to have a voice. There is no point in moaning about things, you have to be prepared to support organisations to understand what local people need and so they can make change happen.”





“ We enjoy working with Healthwatch Dudley to help provide another way for patients, their families and carers to provide us with feedback. We are particularly proud of the joint work we have undertaken with the Dudley Deaf Focus Group to help make improvements for people with a hearing impairment including the introduction of pagers so people know when it is their appointment time and cards for deaf people to carry enabling staff to understand the person’s needs. We have this last year also focused on accessibility for patients with all types of physical and sensory impairments and Healthwatch Dudley have engaged with the user events we have hosted. The events have been a fantastic way to develop our accessibility plans and people who have taken part have seen first hand the improvements we have put in place. I very much look forward to fostering the relationship we have and developing it further in the future.”

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

Helping deaf people to feel included...

Deaf people have continued to tell us about the communication challenges they face when accessing health and care services.

For many deaf people, British Sign Language (BSL) is their first language and having access to quality interpretation makes a massive difference to their lives.

When we first met people from our local deaf community they told us they didn't have a strong voice in health and care decision making, even though there were real opportunities for their experiences to make a difference to local services.

We responded...

...by joining forces with Dudley Council's Deaf Support Service and a group of passionate people with hearing loss, to form Dudley Deaf Focus Group. The group now meet regularly to share their experiences with local service leads and decision makers, to find creative solutions to making services more accessible for deaf people. The meetings are supported by British Sign Language Interpreters ensuring that everyone's voices can be heard.

IMPACT Pagers make waiting less anxious

In 2017 we supported members to work with Dudley Group NHS Foundation Trust to get vibrating pagers put into hospital waiting areas, including out-patients and the Emergency Treatment Centre, resulting in a less anxious wait for appointment times for deaf patients and also for people with learning disabilities.

It's great that organisations are working together to support us and it's exciting to be part of making positive things happen for other people who are Deaf or Hearing Impaired. Our new cards will really help, not only at health appointments but in every day life.



Group member Peter Berridge said, "After they had been introduced I was given a pager in A&E and thought 'wow' we have made this happen, I felt much calmer while I waited and very proud that we are making a real difference."



Introducing 'I am deaf' cards

The latest group initiative is the production of 'I am deaf' cards, a simple, practical solution to alerting people of communication needs. The scheme has been backed by Dudley Council, Dudley Group NHS Foundation Trust and Dudley Clinical Commissioning Group and cards are in the process of being distributed across Dudley borough.

For us it hasn't been a complicated journey, we have simply listened to issues and made helpful connections. The ideas that have been introduced are equally straightforward and inexpensive but make a massive difference. The group has gone on to support the Trust with sharing their experiences at a Patient Accessibility Panel, improving hospital services for everyone.

DUDLEY YOUNG HEALTH CHAMPIONS NETWORK

Is your group or organisation passionate about the health and wellbeing of young people?

Do you work with or support young people between the ages of 11 and 25?

Could you creatively support young people to become Young Health Champions?

An exciting new project for groups and organisations working with young people in Dudley borough

To register or find out more contact Faye Hall

07903 374686

fayehall@dudleycvs.org.uk

Dudley Young Health Champions supports 11-25 year olds to develop their own projects with a health focus based on issues that matter to them.

The project began in September 2016 with funding from Dudley Clinical Commissioning Group, The Dudley Council Public Health Team and Dudley CVS. Led by Co-ordinator Faye Hall, the project is located within Healthwatch Dudley and is helping with our important priority of championing the voices of children and young people.

There are now more than 100 Young Health Champions in schools, colleges and local youth organisations as well as 10 Young volunteers who regularly support the project.

During the last year, through the project young people have:



- Raised awareness of organ donation
- Taken part in safeguarding and suicide prevention training
- Designed and delivered an exam stress workshop to 100 primary school children
- Created a mental health resource pack (see opposite page)
- Made their own mental health first aid boxes
- Listened to the views of teenage parents
- Hosted a workshop for other young people about emotions
- Taken part in a debate about mental health
- Shared their views on accessing pharmacy services
- Developed a transgender dysphoria training course and pack to support professionals in school and community settings
- Shared views about what it means to 'thrive as a child in Dudley' (see page 28).

The start of my journey... Creating a resource pack helping young people to explore their emotions and feelings

My name is Becky, I am 19 and for the last eight years I have struggled with my mental health. I find it hard talking to people and find it easier to share how I feel through words and pictures. As a Young Health Champion I wanted to do something that would not only help me but would also benefit other young people.

Creating the pack

Becky has been supported by the Young Health Champions Project to transform her powerful artwork into a 'blank canvas' pack containing 14 postcards with Becky's words, describing how each image makes her feel. The cards address important issues including guilt, anger, embarrassment, identity and hurt and combine this with positive actions including mindfulness, helpful contacts and a blank 'future card' for young people to complete when they feel more able to experience joy.

Making the film

Through the project, Becky worked with youth campaigning organisation Fixers to transform her artwork and words into a powerful film, that will be used with her resource pack to encourage other young people who find it hard to talk about their emotions to get much needed support.

The pack and film were launched in May 2018 and will be used in a wide range of health, educational and community settings to support other young people with their emotional health.

Download the film: <https://youtu.be/SD1p0pO1UH8>



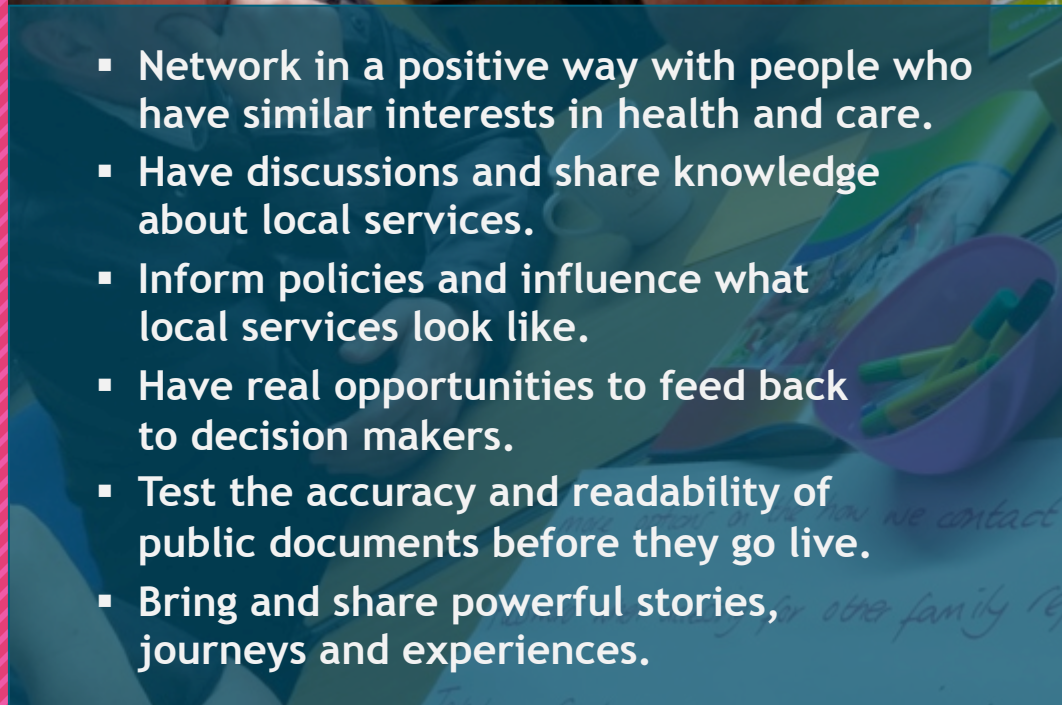
Your views on health and care

are important and can make a real difference. We listen to your views at our weekly drop-in sessions, in people's homes and at our regular People's Network events and we make sure that what you tell us is shared to improve how local services are delivered.

The People's Network

is a place to:

- Network in a positive way with people who have similar interests in health and care.
- Have discussions and share knowledge about local services.
- Inform policies and influence what local services look like.
- Have real opportunities to feed back to decision makers.
- Test the accuracy and readability of public documents before they go live.
- Bring and share powerful stories, journeys and experiences.



The People's Network – how you have influenced:

Multi-speciality Community Provider (MCP) update - Influencing important changes to health and care services (March 2018) We have been working very closely with Dudley Clinical Commissioning Group (CCG), Dudley Council and other local stakeholders who over the past three years have made plans to transform the health and care system in Dudley borough. The proposal to procure an MCP to improve the way care is accessed and delivered has gained national interest as it is one of the first areas to introduce this new approach. The process has been a long one but we have been there at every stage over the last three years to make sure the voices of local people are heard and considered.

- ✓ We independently recorded questions and conversations from the People's Network and three other information events to feed into the procurement process.

Your view on adult mental health services (March 2018)

Dudley and Walsall Mental Health Partnership NHS Trust launched their new 24-hour Assessment Service in May last year and the Trust asked us to find out what people think. We invited people who have tried to get, or received help with their mental health.

- ✓ We produced a report for the Trust which included people's experiences of help they had received and the difference the new service is making.

Let's talk about dementia (November 2017) We talked about the support that local people can access and what this should look like as the needs of our society change and grow.

- ✓ Event contributed to a Dudley Council plan to make Dudley a 'dementia friendly community'

Pharmacy and Me (September 2017) We joined the Dudley Council Public Health Team and Dudley CCG for an important conversation about how we use chemists, what works well and what improvements we would like to see in the future.

- ✓ Event contributed to the Dudley Pharmaceutical Needs Assessment and a review of community pharmacy services

Creating a health and wellbeing plan for Dudley borough (August 2017) Dudley Health and Wellbeing Board asked the People's Network to help identify and set future priorities around reducing loneliness and isolation, promoting healthy weight and reducing the impact of poverty. We talked about what keeps us healthy and well, services people value and gaps experienced in local health or care, together with the services people would like to be able to access in the future.

- ✓ Event contributed to the Dudley's Health & Wellbeing Strategy 2017 - 2022

Experiences of receiving care at home (July 2017)

Dudley Council commissioners have contracts with Care at Home providers for 18,000 hours of home care each week. We were asked if we could bring people together to meet decision makers to listen and learn from their experiences, ideas and suggestions about how future Care at Home services are planned and provided.

- ✓ We fed back what is working well together with people's ideas about what can be improved with local Care at Home services.

The Power of Peer Support - Supporting each other through similar experiences (May 2017) Peer support is people power! It happens when people come together to share skills or to discuss their experience of an important issue, illness or health condition or by giving each other emotional support. We spotlighted local groups who are already supporting each other, shared the benefits of peer support and discussed challenges.

- ✓ Conversations were fed into a voluntary sector health inequalities event with borough decision makers.



We listen to people's experiences and share them where we think they can make a difference.

Losing a daughter to sepsis:

Following concerns about her breathing, an 11 year old girl was seen by a number of health professionals before tragically she lost her life. Septicaemia / sepsis was recorded as one of the causes of her death.

The girl's parents shared their heart-breaking story with Healthwatch Dudley, asking us to help them to raise awareness with health professionals about the effects of sepsis and the importance of listening to families when things go wrong.

IMPACT

We helped the family to share their powerful story with medical professionals to help them better understand what had happened. We then produced a case study, which Dudley Clinical Commissioning Group shared with all GPs in Dudley borough through 'The Tablet Extra' newsletter from the Dudley Council Public Health Team. We were told that the experience that the family had bravely shared would 'genuinely go a long way towards helping to improve systems'.

Meningitis and septicaemia

Know the symptoms

Red symptoms are more specific to meningitis and septicaemia and less common in milder illnesses. Not everyone gets all these symptoms.

MENINGITIS	SEPTICAEMIA
Fever and/or vomiting	Fever and/or vomiting
Severe headache	Limb/joint/muscle pain
Rash (not all cases)	Cold hands and feet/shivering
Stiff neck*	Pale or mottled skin
Dislike of bright lights*	Breathing fast/breathless
Very sleepy/vacant/difficult to wake	Rash (not all cases)
Confused/delirious	Very sleepy/vacant/difficult to wake
Seizures (fits)	Confused/delirious

*Less common in babies and toddlers

We think that it is really important for all medical professionals to be clear about the signs and symptoms of sepsis but it shouldn't stop there. Nurseries, schools, colleges and most importantly, parents all need to understand what sepsis is and how quickly it can take the life of someone who you cherish. Losing our beautiful precious daughter has been devastating beyond words and we would not want anyone else to experience what we are going through now.

My story of caring for someone with dementia

“Nine years ago I was watching my son play cricket when I got an urgent message telling me that my mom was very poorly. We called an ambulance and my mom went into cardiac arrest on her way to hospital.

That was the beginning of my journey to becoming a full-time carer. My mom recovered enough to return home but since then her health needs have changed considerably.

My mom gradually stopped caring for herself but still believed that she was managing and we now know that this was the beginning of her dementia. We decided to take her for a memory test and waited for the results. After six months we hadn't heard anything so made a follow up appointment with the doctor. It was then that services started to kick in and we got the support that we needed.

We went for a further memory test and following my mom's diagnosis, we were referred to the Dudley Dementia Gateway and the Alzheimer's Society.

During this time I went from helping with general tasks around the house such as a little bit of washing and shopping to doing absolutely everything. Six years down the line, I realised that I was not only running my mom's home but was also thinking for her too. A good friend pointed out to me that I had become a carer.

I never really thought about it in those terms because I am a daughter and isn't that what you do?

My mom is 85 now and very much feels that she is still independent even though she has very little capacity but this belief keeps her going. Every day I speak up for and care for my mom.

When my mom thinks that she has had a drink or something to eat and I know that she hasn't, I make sure that she is looked after properly. But what about people who haven't got someone to look out for them?”

My voice is making change happen

“I am now an active member of Dudley Carers Alliance, Dudley Dementia Action Alliance, Dudley Carers Drop-in and the Me Myself and I Group, as well as volunteering for the Alzheimer's Society and attending dementia patient focus groups at Russells Hall Hospital. All of this not only puts me in contact with other carers giving me much needed support, it also gives me the chance to influence change, which I am incredibly passionate about.

I was asked to speak at the People's Network where it was very emotional to share my story with a room full of strangers. At the end of my talk, people who were desperate for help thanked me and told me that they were in a similar situation but didn't know where to get help, it felt good that I had made a difference.

So much more awareness needs to be raised to support people living with dementia and the people who care for them. It is essential in my view that services include the experiences of local people so that real change can continue to happen.”

Dawn, Healthwatch Dudley volunteer.



“I have attended various People’s Network events hosted by Healthwatch Dudley during my time as Cabinet Member for Health & Wellbeing and I have always found them interesting and full of useful information. Meeting and listening to people who attend really brings home some of the difficulties and challenges that some local people experience. I believe that you are doing a good job for Dudley residents.”

Cllr. Peter Miller, Cabinet Member for Health and Wellbeing.

Helping you find the answers

Our army of Information Champions are out in force all over Dudley borough helping people to find the information they need about local services providing support and preventing crisis.



GP reception staff join our Information Point Network

As a result of NHS England funding allocated through Dudley Clinical Commissioning Group, we have been delighted to roll out additional training sessions to welcome GP reception staff on board.

We have presented to over 100 GP receptionists at two conferences for front line staff and met with the Practice Managers Alliance to raise awareness of how our training can support staff to become care navigators.

The additional training was made possible through the General Practice Development Programme set up for surgery staff. The aim is to help people play a greater role in their own health and care by signposting to non medical services improving wellbeing and independence.

This year, 32 GP reception staff have attended our training sessions and have contributed to the 70 new Information Champions who have joined our network from a wide range of organisations including Dudley Group NHS Foundation Trust Continence Nursing Team, Dudley Council, Dudley Canal & Tunnel Trust, Black Country Housing, Rethink and Dementia Champions.

“It’s been great to meet and connect with people from lots of different organisations. The training was really informative and the websites and directories we got to practice using will be invaluable!”

What we do:

The Dudley Community Information Point Network is made up of a wide range of organisations and voluntary groups who share community information to prevent local people from getting into crisis situations.

During our two free half day training sessions we help people in information giving roles, to network and learn how to use online directories including Dudley’s Community Information Directory www.dudleyci.co.uk and NHS Choices www.nhs.uk For more information about our network visit: www.healthwatchdudley.co.uk/infopoints



Sharing our learning:

In April we presented at the Black Country Sustainability and Transformation Plan (STP) General Practice Forward View in Action Event, hosted by the Royal College of General Practitioners. We talked about how Dudley is leading the way with our strong partnership ethos and our simple and effective approach to information giving. Following the event commissioners from all over the country have been in touch for advice on setting up similar networks.





“Becoming Information Champions has been great for us and has given us the chance to meet people who we might not otherwise have connected with.

At our training we met people from a community mental health support group. We fed this back to our GPs and they are now telling patients about the service.

We have also been able to help patients by sharing useful information as we also found out about the Dudley Community Information Directory and how to really get the best out of it. The directory contains lots of non-clinical entries from local support groups, community activities and services.

Some people are lonely or isolated and a social prescription of community activities could be as much help as a medical one.

As a result of attending the training, all of our GPs now know about the directory and we can use it to give information to patients. This could help to reduce some of the pressure on surgeries and even free up appointments. ”

Stephen Bryan, Administrator and Lisa Evason, Receptionist at Kingswinford Medical Practice.

Making a difference together

From talking to people on their doorsteps as part of the Living Well Feeling Safe Partnership, to asking 'what makes children and young people thrive' during Dudley's Play Week, the Healthwatch Dudley team regularly listen to your views...



A focus on Community Pharmacy

The 73 community pharmacies in Dudley borough include small independent shops, large high street chains, supermarket chemists and online services.

Healthwatch Dudley was asked by the Dudley Council Public Health Team, working closely with Dudley Clinical Commissioning Group, to listen to views of particular groups of people who use these services.

Our approach used different research methods to find out what people think about community pharmacy, the things that they value, what concerns them and what might encourage them to make better use of services in the future.

Who we listened to

We were asked to listen to people from Black, Asian and Minority Ethnic groups, males, younger people and people living in disadvantaged areas. All under-represented views in previous pharmacy public engagement.

As part of this research we hosted discussion groups at:

- Brierley Hill Project, Recovery Café
- Bengali Women's Group, Halesowen
- African Caribbean Community Network
- Special People's Network Event: Pharmacy and Me
- A focus group with Young Health Champions
- A women's coffee morning group at the Centre for Equality and Diversity



Our evidence based report...

...analysed findings from these sessions and outlined 17 recommendations for action by policy makers who decide the provision of future community pharmacy services in Dudley borough. These included:

- ✓ Better promotion of community pharmacy services and opening times.
- ✓ Improved store layout leading to more privacy and greater trust, or options for café or hub style services creating a better social experience.
- ✓ Improved links with voluntary and community groups to replace some medical prescriptions with social prescribing where appropriate.
- ✓ Improved signposting to services that can help with other issues affecting health and wellbeing including poor housing, debt and unemployment.

Read our report at: www.healthwatchdudley.co.uk/reports



Starting a conversation about child neglect in Dudley

1 in 10 children experience neglect according to the NSPCC, but what does this mean for Dudley borough families?

In November, Healthwatch Dudley brought local people and organisations together to learn new ways of finding out about what it means for children and young people to thrive.

The approach called participatory appraisal, involves using creative ways of researching views and experiences from a wide range of communities. The Dudley Council Public Health Team is investing in this piece of work as a big priority for Dudley Safeguarding Children Board and Dudley Children and Young People's Alliance.

The project isn't about reporting neglect but trying to find out how people view and understand what neglect is.

Conversations and feedback captured through the research will help Dudley borough decision makers develop a common understanding of this important issue and help them think about how future support is provided.



We teamed up with Resources for Change to host Participatory Appraisal Training for 14 young people aged between 14 and 21. The training was then repeated with staff and volunteers, health professionals and community representatives.

Each group learnt exciting and fun ways of working with other people to explore what it means to thrive, as well as looking at the causes and effects of neglect.

The group explored their surroundings, practiced conversation starters and created new ways to spark important discussions that have fed into our research.

IMPACT People are working differently

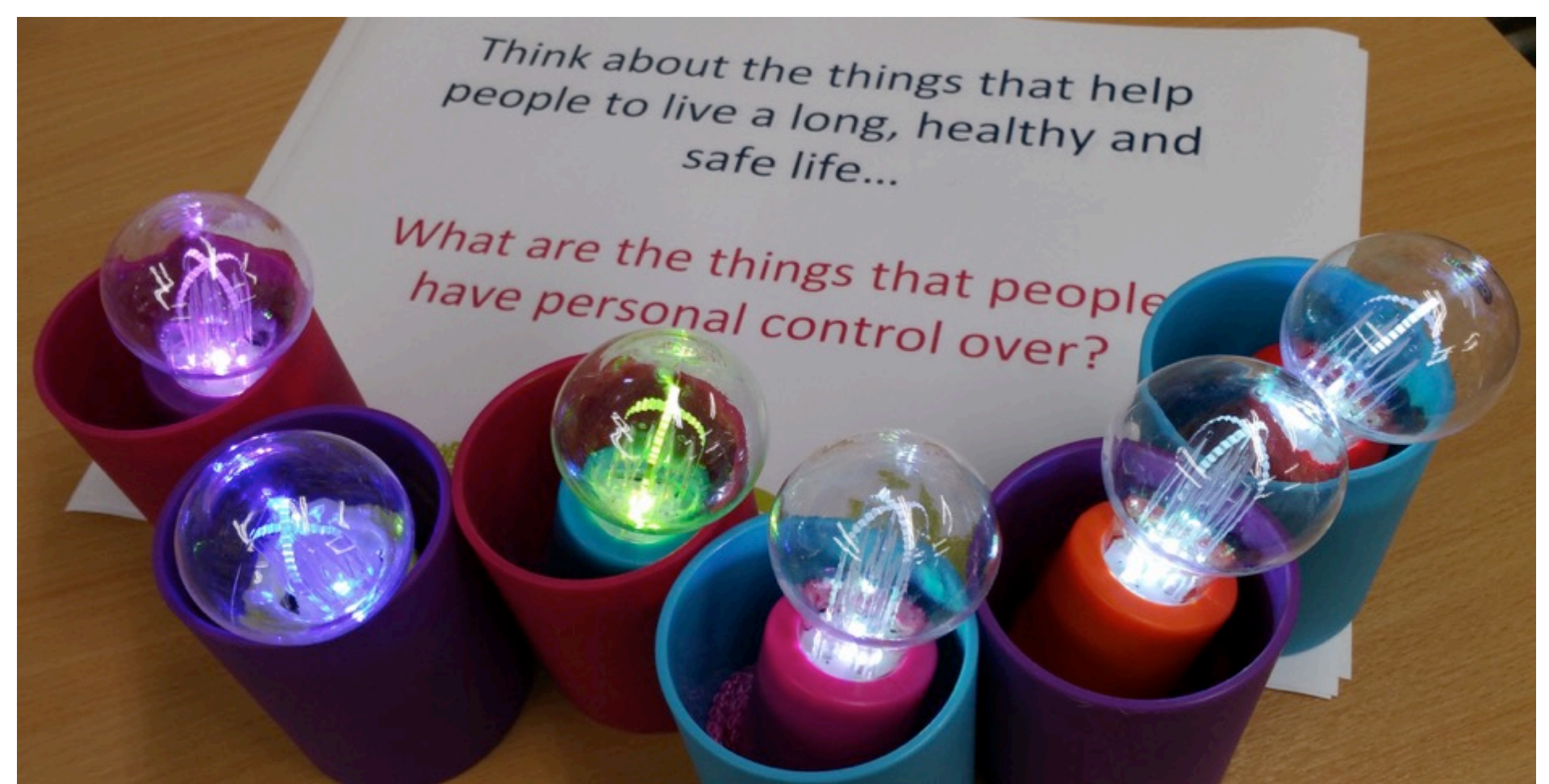
People who took part have been trying out the new visual techniques and have been out in force at conferences and community events asking people to visualise what it means when children and young people thrive and what it looks and feels like when this doesn't happen.

"I facilitated a group at a Dudley Council Local Offer workshop and used the skills I learned to help me, I hadn't done anything like that before so it really gave me confidence." Anne, Group member



“The engagement work that Healthwatch Dudley has done to help us deliver Dudley Safeguarding Children Board Neglect Strategy has given us invaluable insight into what it means for children and young people to thrive. This will inform the work we are doing across the health and wellbeing system to prevent neglect, identify it sooner and to support children and young people who have experienced it. It was a privilege to meet inspiring young volunteers and hear how they planned to engage with other young people to understand more about what it feels like to thrive.”

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



*Think about the things that help
people to live a long, healthy and
safe life...*

*What are the things that people
have personal control over?*

“Healthwatch Dudley has championed the voice of Dudley residents in the work of both our Adult and Children Safeguarding Boards during 2017/18. They led important pieces of work which have helped the Adult Safeguarding Board have a real insight into the world of adults who are financially abused. They have also challenged us about the need for an adult safeguarding referral process that is easy for the public to use. The young health champions have received safeguarding training and are supporting the Safeguarding Children Board to engage with Dudley residents to gain their views about neglect. The findings from this work will be used to help the Safeguarding Board plan what messages it needs to share with the public, further helping to keep children safe in Dudley. These examples illustrate the influence, challenge and passion that Dudley Healthwatch have brought to the local safeguarding agenda during 2017/18.”

Liz Murphy, Independent Chair for Dudley Safeguarding Adults and Dudley Safeguarding Children Boards

Listening to people's experiences of harm and abuse

The Dudley Safeguarding Adults Board is a multi-agency group which is committed to keeping adults in Dudley borough safe from abuse and harm.

Through our seat on the Board we remind partners of the importance of listening to real life experiences of abuse and neglect to help them to continually improve local services.

We also add value by listening to people's experiences through our power of 'Enter and View' (see page 9).



In the last year we have:

IMPACT

- ✓ Set up and Chaired a Communications and Engagement Sub group for Dudley Safeguarding Adults Board which includes partners from a wide range of local organisations.
- ✓ Brought together a reference group of local people to review communications materials, including a Dudley Council 'What happens after you report abuse' leaflet.
- ✓ Created a case study template to help workers capture people's experiences using their own powerful voice, rather than in the words of officers. Stories collected will inform staff training and service delivery.
- ✓ Presented the experience of a victim of financial abuse to Dudley Safeguarding Adults Board to highlight in their words the complex nature of their life, how they were helped and where there were gaps in their support.
- ✓ Visited a residential care home for people with disabilities following a safeguarding review, to listen to residents and their families about their experiences of care and support. Their experiences were shared for inclusion in the review.
- ✓ Helped a relative of a man who had died as a result of neglect (resulting in a Safeguarding Adult Review) to share their story and support the development of a new code of conduct for bereaved families, to help officers involved in safeguarding to better involve and inform families when things go wrong.
- ✓ Produced a Dudley CVS Echo magazine double page pullout about different types of abuse and how to report, to raise awareness of safeguarding within the voluntary sector.
- ✓ Changed the options on the Dudley Council access team telephone line to make safeguarding concerns easier to report.

Our people

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 by visiting:
www.healthwatchdudley.co.uk/meet-the-board



Meet the team



Jayne Emery
Chief Officer



Dr Robert Dalziel
Participatory
Research Officer



Melissa Guest
Communications
Development Officer



Chris Barron
Community and Volunteer
Engagement Officer



Faye Hall
Young Health Champions
Project Co-ordinator



Deb Attwood
Information and
Administration Officer



Sarah Hill
Support Officer



Meet our Board



Pam Bradbury
Chairperson



Maria Bailey
Board Member



Karen Bridgewater
Board Member



Karen Garry
Board Member



Tom Hayden
Board
stepped down March 2018



Sally Huband
Board Member



Joseph Atif Janjua
Board Member



Bill Weston
Board Member

Our plans for next year

We are already working on important projects to listen to local people and ensure their views really do influence local service delivery.





“Healthwatch Dudley are a hard working and talented group of people. They are equally capable of working with communities as they are exerting strategic influence in a board setting. By means of an example Healthwatch recently worked with people who’d been through a distressing safeguarding process and presented those experiences powerfully at the Safeguarding Board. Healthwatch Dudley are an asset to the Borough and I’m grateful for all they do.”

Matt Bowsher, Chief Executive for Adult Social Care, Dudley Council.

Our priorities for 2018/19

1) Support 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 support them.

2) Provide a high quality service to the local community

We want everyone who shares their experiences or seeks information from us to get a high quality service and to understand the difference their views can make.

3) Ensuring views of local people are considered in helping improve health and care

We want services to use the views of people to shape the health and care support they need today and in the future.

We will do this by:

- ❑ Finding more ways to reach out to you through local press and media, information stands and being where you are.
- ❑ Developing broader representation and engagement with even more feedback and views from local people.
- ❑ Providing information about how to access services and enable you to make informed choices about health and care.
- ❑ Developing a greater network of people to train and share this information with.
- ❑ Producing reports which represent your views, and present them to decision makers at board meetings.
- ❑ Being a critical friend, and offering challenge when representing your views to ensure your views are heard.
- ❑ Sharing 'what we do' with you at network events.
- ❑ Developing a new way of providing evidence as a result of your views, of where providers of services and decision makers have made recommendations to how their services are improved, changed or developed.
- ❑ Providing feedback to you about 'what's new' or what's changing amongst health and care services, and ensuring you are offered opportunity to be involved in those changes.

I am proud to have taken over the leadership of Healthwatch Dudley and look forward to an exciting year.

Together with the Board we have set our priorities based on what local people say they expect from us.

We've got lots of important work to do in 2018/19 to help meet our priorities which will include:

- Listening to parents and carers experiences of healthcare journeys when a child seems unwell.
- Setting up a new Community Reporters project
- Listening to adults at risk through our homelessness survey
- Supporting the work of Dudley Safeguarding Adults Board by hearing and sharing more genuine experiences of care,
- Helping our Young Health Champions to make a difference for other young people
- Helping partners to better understand the causes of child neglect through our Thrive project,
- Supporting our growing Network of Information Champions
- Exploring innovations in pharmacy

Through these and other projects, we look forward to meeting local people, hearing their views, and representing their voice across the many partnerships within Dudley Borough and sharing the evidence with Healthwatch England so national trends can be identified.

Andrea Crew
Chief Officer (June 2018)
Healthwatch Dudley



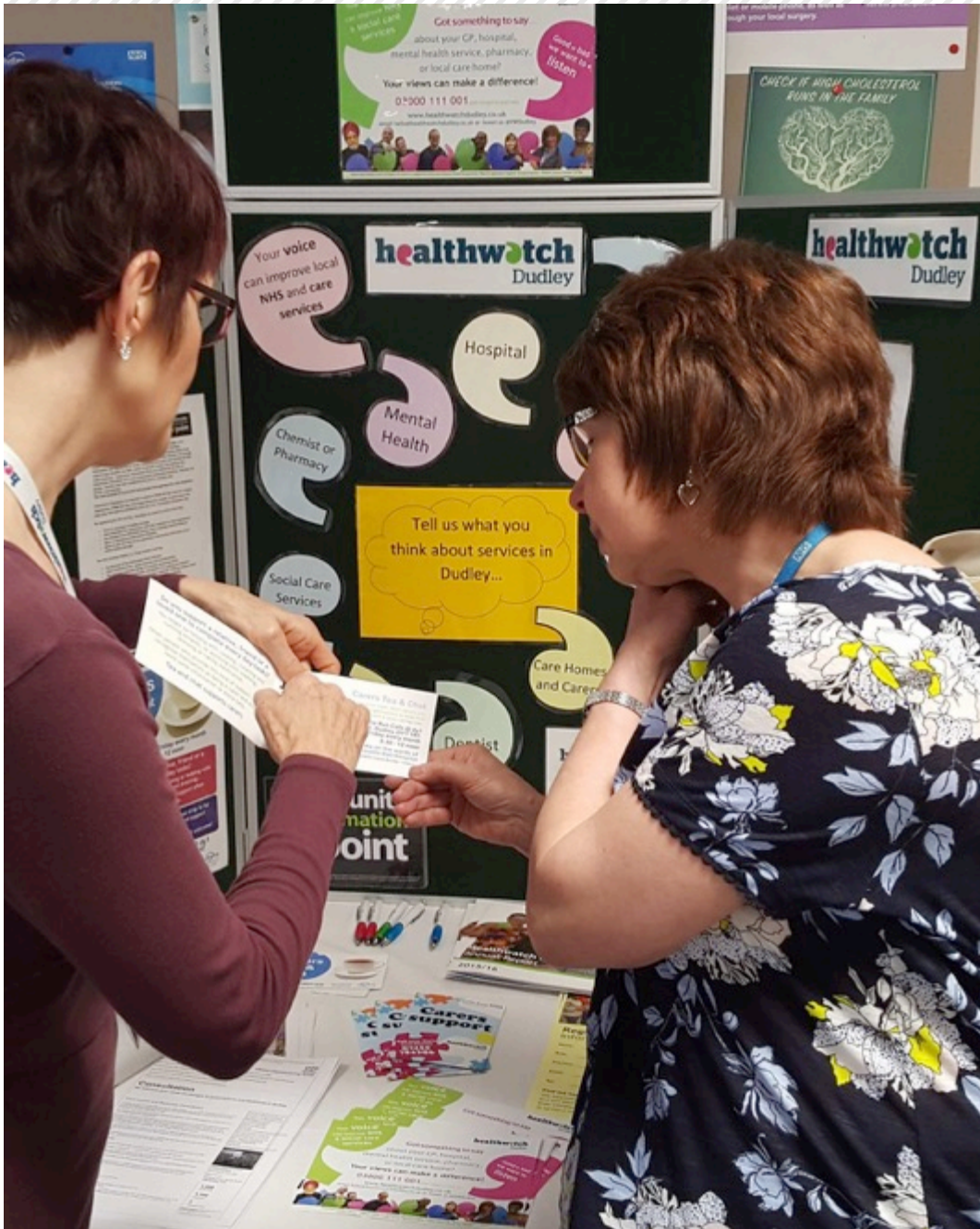
Our finances

Our income and expenditure is reported fully in the audited accounts of Dudley CVS for the year ending 31st March 2018.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities:	206,000
Income generated for additional activities	32,750
TOTAL INCOME	238,750
Expenditure	£
Staff costs including salaries, pensions & travel expenses:	185,077
Chair expenses including £5k honorarium & travel expenses:	5,225
Overheads including accommodation costs and professional fees:	20,951
Running costs including telephone, postage, office equipment leasing etc:	14,893
Hosting events & workshops:	24,076
Volunteer expenses:	360
TOTAL EXPENDITURE	250,582

Our reserves at 31st March 2018 total £67,430 and will be carried forward into 2018/19. 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.




Get in touch!

Call us: 03000 111 001

Email us:
hello@healthwatchdudley.co.uk

Find us online:
www.healthwatchdudley.co.uk

Our registered office:
7 Albion Street
Brierley Hill
DY5 3EE

A photograph showing a group of people sitting at tables in a community room. In the foreground, a man with grey hair and a dark blue t-shirt is looking towards the camera. Next to him, a woman with red hair and glasses, wearing a purple long-sleeved shirt, is smiling. To her right, a woman with blonde hair tied back, wearing a blue floral patterned shirt, is seen from the back. Other people are visible in the background, some sitting at tables and others standing. A banner for Healthwatch Dudley is visible in the background.

In memory of local resident
Michael Sidaway, Healthwatch
Dudley friend and founder member
of The People's Network.

This report can be viewed at www.healthwatchdudley.co.uk/reports and has been circulated to Healthwatch England and our local authority Dudley Council. The Healthwatch trademark (including logo and Healthwatch brand) is used in line with the terms of the licence agreement. Healthwatch Dudley is part of Dudley CVS which is a registered charity and company limited by guarantee. Place of registration: England. Company Number: 1998105. Charity number: 517766. © Healthwatch Dudley 2018