



Healthwatch Dudley Annual Report

2015/16



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Welcome to our third Healthwatch Dudley annual report...

I will begin by looking back proudly over the last year and share how with the help and support of our volunteers, staff and Board members, we have managed to exceed our expectations in making sure the voices of Dudley people are heard in the design and delivery of local health and care services.

We set our priorities after listening carefully to what the people of Dudley say is important to them and last year was no exception, throughout this report we have included lots of evidence to show we heard what they said and made sure that their views were known.

It is hard to believe we have only been running for three years when our partners in the local system now involve us in discussions and decisions regarding the quality of local services.

We have become known as experts in the field of engaging with local people and in particular those people that are seldom heard, this means our small team is working even harder and smarter to make the voice of local people louder than ever.

Of course, we cannot do this alone and as always have been supported by our host organisation Dudley Council for Voluntary Service (DCVS) to work in partnership with existing groups who are all working to the same aim, services that are fit for purpose.

It was great news to hear how much Dudley Council valued our work by extending our contract for another two years, which will allow us the time needed to further embed our organisation into the local health and care system. We will do this by using our place on many significant decision making Boards to bring our experience and knowledge of engaging with local people to all discussions about future health and care services in Dudley.

Going into year four we already have two national awards under our belt, the first in recognition of our work to develop the Dudley Youth Researchers in partnership with Dudley Youth Service in the category of Diversity and Inclusion and the second for our work with Dudley CVS, Dudley Clinical Commissioning Group (CCG) and the All Together Better Partnership Board, for engagement of local people in health and social care improvement.

This is a great platform to work from and our promise is to ensure many more local people get the opportunity to be involved in everyone's local health and care system.

Pam Bradbury
Healthwatch Dudley Chair
Healthwatch England Committee Member





“It’s reassuring to have an independent local organisation that listens to our views about health and care and takes forward what we say.”

Our year at a glance...



We have produced 6 evidence based research reports



2,231 people have taken part in our surveys

We have trained 59 new Community Information Champions



We have met more than 1,500 local people and promoted Healthwatch at 79 community events



322 people have got involved at 6 People's Network events!



Our @HWDudley twitter profile has been visited 6,547 times and we have had 678 interactions

We have spoken to over 3,000 people visiting patients at Russells Hall Hospital



407 people have taken part in 25 of our focus groups



72 volunteers have helped us to support you



We have represented you on 19 influential panels and boards

Healthwatch Dudley is independent and local!

We are here to give local people and communities a strong and influential voice in health and care.

Excellent services should be designed around the needs and experiences of local people.

This is why listening to you is important to us, so that we can share what we hear with people who make important decisions.

We are a member of the Dudley Health and Wellbeing Board, where we work with senior decision makers to make sure your voice is heard when decisions are being made about your local services.

Come and talk to us, we promise that we will listen.



“The patient and community view that Healthwatch brings to the Health and Wellbeing Board is essential and unique.

The consistent and sustained voice of patients and the public that they always bring forward has substantially influenced changes to the integration of health and social care.

Without that voice and the high quality research work that Healthwatch have taken forward, Dudley Health and Wellbeing Board would be missing an essential link it needs to have with the public.”

Rachel Harris
Chair of Dudley Health
and Wellbeing Board

It's been a busy year!

Patients, carers and people who access services sit at the heart of everything that Healthwatch Dudley does. We listen to local people and ensure that their voices are heard to influence local decision making.

We also help people, particularly those who are most vulnerable, to get easy access to information that will prevent them from getting into crisis.

This report outlines some of the ways during the last year that we have been listening to, informing, involving and championing the voices of local people.

In addition to our main Healthwatch duties we have also been working towards five priorities that were set by you: **Carers, Children and Young People, Dudley Group NHS Foundation Trust, Mental Health and Urgent Care.**



We Listen...

We have listened to people in their homes, at meetings and events, through our helpline, in libraries and at Community Information Points. We have worked with over 160 local organisations, handed out over 6,000 posters and information leaflets, our website has received over 13,500 visits and our 1,695 Twitter followers have interacted with us 678 times. With the support of 72 volunteers aged between 15 and 75, we estimate that we have reached over 27,000 people but most importantly, we have had conversations with over 5,000 people to share our message or to listen to their personal experience of health and social care in Dudley borough.



Supporting partners to give clear information to respond to and prevent crisis

Monthly training sessions have continued and Dudley now has over 150 Information Champions in a wide range of community settings. The sessions consist of networking with people in similar roles, discussion about appropriate information giving, active listening to support people in crisis situations. Training is also given in the use of a range of websites including NHS Choices www.nhs.uk and the Dudley Community Information Directory www.dudleyci.co.uk where Information Points that are part of the network are now listed.

Listening to families

In January we supported four Mummy Mornings at the Merry Hill Centre where we engaged with 62 people about the work of Healthwatch Dudley and listened to local families experiences of health and care.

In August we spent a week with colleagues from 45 local organisations involving families in fun and informative activities for Dudley Play Week. The event took place in a different park every day for five days and 4,167 people were involved.

We got children involved in a fun activity about the things that make them happy and healthy and spoke to 170 parents and carers about local services. We have been invited to take part again in 2016 to further raise the profile of Healthwatch Dudley and to listen to families.

Library drop in sessions

People go to libraries for more than borrowing books, they help people to access information and support from local services. Dudley borough libraries are all information points and we have held 14 Need to Know sessions where we have promoted Healthwatch, listened to local people and signposted people to local services.

Healthwatch Dudley weekly drop-in sessions

We want to make it as easy as possible for people to talk to us and have launched new drop in sessions every Friday morning in Dudley town centre. The sessions take place in the café at DY1, the new community building in Stafford Street, where the team also has office space. The weekly sessions between 9.30am & 12 noon, allow members of the public to drop in to share their views and experiences about health and care services and also to receive signposting to local services. On the 1st and 3rd Friday of every month, Healthwatch Dudley has teamed up with Dudley CVS Carers Co-ordinator and the Dudley Carers Network to host Tea and Chat, an informal drop in for carers to meet each other and find support from local services.

Our five priorities...



“As a carer, I still find it daunting to accept total responsibility for another person, but it keeps me going to know that while I am around, my husband is safe and well looked after. We enjoy the carers amble as it is something we can do together at the same time as finding out important information to help us.”

Carers have continued to be one of our big priorities and we have spent the last year supporting, listening and influencing by:

- Teaming up with Dudley Carers Network and the Dudley CVS Carers Co-ordinator to host fortnightly drop-in sessions for carers at the DY1 community building in Dudley town centre.
- Supporting networks and groups including the new Dudley Carers Alliance, Dudley Parent Carer Forum, Dudley Carers Forum and the Me, Myself and I support group for carers of people with dementia.
- Contributing to the development of the Dudley Carers Strategy for 2015 - 2018.
- Meeting over 3,000 visitors of patients on Russells Hall Hospital wards to help to identify hidden carers, to share information about support and services through our volunteer supported 'Tea and Chat' service.
- In March we supported a Dudley Carers Alliance event at the Black Country Living Museum. We listened to and captured some of the issues carers face which will contribute to a new website for carers.
- In partnership with Dudley Carers Network we are developing a third Community Information Point training module around carers issues. 60 Information Champions from local organisations will have received 'Carer Aware' training by the end of 2016.

“The lack of disabled toilets in restaurants makes it really difficult to leave the house for any length of time. What makes it worthwhile? Seeing my disabled son being so happy and understanding even when we face massive challenges.”

Healthwatch Dudley has taken an innovative approach to listening to the views of local carers.

We have teamed up with Saltwells Nature Reserve and Dudley Carer Co-ordinators to host monthly carers ambles. Our first event took place in August and we had a great turnout from local carers and the people who they support.

Local people are invited to join us for a gentle stroll through accessible woodland trails, take some time out for themselves or bring along the person who they care for to enjoy the beautiful surroundings and sculpture trail. During the walk, staff who support carers are on hand to give information about local services that can be tapped into.

The aim is to not only bring carers together for mutual support but also to listen to their experiences, give information and introduce carers to people who can help in an informal way.

“I care for my mother who has recently lost her sight. I am finding out about support groups, meeting people in similar situations and getting helpful information while taking some important time out for me.”

“As a young carer I struggle with keeping up with my school homework and not being able to go on trips because I am afraid of what could happen if I am not there.”



“I think that the skills and information I have developed throughout both the NHS Youth Forum and Youth Health Researchers will really help me in the future. Whether I want to go into the healthcare industry or I want to be a brain surgeon, the skills such as commitment, communication and confidence will stay with me for the rest of my life and will have a huge positive impact on my future.”

Introducing Dudley Youth Health

Researchers!

In April 2015 Healthwatch Dudley teamed up with Dudley Council's Youth Service to inspire a group of young people to become health researchers.

We had previously worked together to support a group to explore their own health and wellbeing. Using this experience, a successful bid was made to NHS England to represent the Midlands and East region, to expand on our work and to share what young people hoped to learn through the project.

During the year, the Dudley Youth Health Researchers project involved a core group of **27 local young people**. The group have a wide range of life, health and wellbeing experiences including disability, living in care or supported accommodation, being a young carer, being home educated, having knowledge of life limiting illness or simply being a young person living in Dudley borough. **Most significantly, group members had a common interest of wanting to make a difference!**

The group met regularly and right from the beginning mental health featured heavily in their discussions. The group took to the streets to find out if other young people agreed with them, following a weekend residential where they discussed: knowledge of health services available to young people, mental health (encompassing eating disorders and self harm), effects of social media on health, friendships and relationships, services and support after family crisis and cancer treatment for young people. The group then surveyed the views of 1,100 young people in schools and through focus groups and a website is being developed to present their findings.

Involvement with the project has created lots of opportunities for young people, including group members presenting to a national Partners in Paediatrics conference and then were invited to sit on a panel to recruit a new Chairperson. Learning from the project was presented at a British Youth Council Conference at Great Ormond Street Hospital in March and locally the findings will inform a new Dudley Health Champions programme.

Find out more about Dudley Youth Health Researchers on our website!

Healthwatch Dudley has a legal responsibility to listen to and learn from the experiences of children and young people who access health and social care services to provide a strong voice for all age groups in our communities.

“We talked about our research and heard about experiences of other young people. We were told that access to information about health services in clear language was incredibly important.”



We sit on a Patient Experience Group at the Dudley Group NHS Foundation Trust, which reviews patient feedback and monitors actions that will improve services for hospital patients. In the last year we have shared two of our reports with this group, that were produced following our in depth studies with patients at Russells Hall Hospital.

Patient Experience Hospital Discharge shared experiences of 85 patients and followed the launch of a Healthwatch England special inquiry. Patient Experiences of Hospital Journeys - How can we make communications better?: highlighted our conversations with 31 patients about their experiences of surgical and medical wards.

You can find out more about these and our other reports on page 18.

We supported volunteers to be involved with not only these, but with all of our studies to ensure that real voices are heard in an independent and unbiased way. Every year we are invited to take part in Patient Led Assessments of the Care Environment (PLACE) at Russells Hall Hospital and at the West Midlands Hospital and this year was no exception.

This year we supported six volunteers to go into hospitals as part of teams to assess how the hospital environment supports patient's privacy and dignity, meals, cleanliness and the general maintenance of buildings. Whilst Healthwatch does not inspect, the assessments give our volunteers a rich insight behind the scenes of local hospitals which helps them to carry out their listening roles with us.

“Healthwatch Dudley have become a valuable part of the health and social care systems in Dudley, providing an independent perspective on topics throughout the year. At the Dudley Group NHS Foundation Trust we work closely with Healthwatch Dudley through their review process to ensure we make the most of feedback from our patient's experience. They have this year consolidated their work on our Patient Experience Group which reviews performance and experience of patients across the Trust.”

Paula Clark Chief Executive Dudley Group NHS Foundation Trust

“Over the past year, we have continued to build on our successful partnership with Healthwatch Dudley and have been working in collaboration to promote the Trust and to engage more widely with local communities in Dudley borough to ensure that we are listening and including people in important decisions about service delivery.

Healthwatch Dudley has facilitated network events and discussions about the delivery of our services to feedback to the CQC; assisted with PLACE inspections to assess the cleanliness, condition and appearance of our patient sites and promoted and attended our quarterly Mental Health Forums. They are also currently undertaking research on behalf of the Trust to examine how crisis care services are working for people accessing those services in Dudley.

We hope to maintain this valued partnership in the coming year to further strengthen service experience and to give people more influence over their local mental health services.”

Marsha Ingram
Director of People and Corporate
Development
Dudley and Walsall Partnership NHS Trust

85 people surveyed... 6 weeks visiting hospital in-patients... 31 in-depth conversations... 8 volunteers...

Mental health was the focus of our January

People's Network. We invited people with experience of mental health services to discuss if local mental health services are: **Safe... Effective... Caring... Well led... Responsive to local people's needs...**

60 people joined us and their conversations informed a Care Quality Commission (CQC) Inspection of Dudley and Walsall Mental Health Partnership NHS Trust that took place a few weeks later.

The event also included guest speakers from local mental health community support services including Dudley Mind, Rethink, Dudley Counselling Centre and the Exboozehound group for men. The event was attended by a CQC representative who listened to experiences that were shared and feedback from the day was anonymised and shared with the CQC and the Trust.

The CQC inspection report can be viewed at www.cqc.org.uk/provider/RYK



Healthwatch Dudley @HWDudley · Jan 13

We're at at the People's Network listening to experiences of local mental health services. What do you think?



“My concern is the length of time it takes from it being recognised you need help to actually receiving it. In my case from seeing my GP, to gateway, to actually seeing a councillor. It took eight months to get help by which time I was worse and it took me longer to heal mentally.”

The People's Network



Every two months we invite local people to help set the agenda and join in with People's Network events. People who take part are able to:

Network in a positive way with people who have similar interests in social 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

“Healthwatch Dudley continue to help improve health and social care in Dudley; this has been formally acknowledged in the form of a contract extension.

The organisation plays a key role in the safeguarding function and have done a huge amount of work to raise the quality of information and advice in the borough as well as facilitate the People’s Network. The organisation has also raised the profile of Dudley nationally and contributed to the development of the Dudley Vanguard.

Healthwatch Dudley are an asset to the borough and a valued partner.”

Matt Bowsher
Chief Officer
Adult Social Care
Dudley Council

(See page 21 for more information about Dudley Vanguard and All Together Better)



“It was a long way to walk with a foot injury but when I got to the Urgent Care Centre the reception staff were helpful and the nurse was lovely and friendly.”



Dudley Urgent Care Centre Where are we now?

A new urgent care centre for Dudley borough opened its doors in April 2015 at Russells Hall Hospital. In 2013 we surveyed over 1,000 people in Accident and Emergency and at the former Walk In Centre to find out their reasons for attending and our report formed part of the public engagement consultation of the relocation of the centre.

In July 2015, supported by a team of trained volunteers, we visited Russells Hall Hospital Accident and Emergency department and Dudley Urgent Care Centre to carry out an Enter and View (see page 29). **Different segments of the day and night were covered over a 24 hour period during the seven days to get people’s views and experiences of accessing urgent care services and insights into the operation of the Dudley Urgent Care Centre.**

A total of 171 visitors to the Dudley Urgent Care Centre participated in our questionnaire survey. We spent time observing staff and visitors to the hospital and Urgent Care Centre reception and waiting areas. Things we asked people about were:

- Travelling from the Russells Hall Hospital Accident and Emergency Department to the Dudley Urgent Care Centre waiting area
- The Russells Hall Hospital Accident and Emergency Department reception and Dudley Urgent Care Centre streaming
- Signage at the Russells Hall Hospital and Dudley Urgent Care Centre
- Russells Hall Hospital and Dudley Urgent Care Centre cleanliness
- Visitor privacy at the Dudley Urgent Care Centre
- The services that the Dudley Urgent Care Centre provides
- Facilities for younger visitors to the Dudley Urgent Care Centre

Following our visit, a full evidence-based report was produced and contributed to a capital development feasibility study by The Dudley Group NHS Foundation Trust, which included proposals for improvements to the new service. Our report has also been shared with Dudley Health Overview and Scrutiny Committee and extracts have been presented to Dudley CCG Quality and Safety Committee and to Dudley CCG Board. **Our full report can be downloaded at: www.healthwatchdudley.co.uk/reports**



Our other work...

Dentistry

NHS England set up several working groups to produce guides for people who plan, design and deliver specialist dental services. Healthwatch Dudley was invited to join the orthodontic and paediatric service review groups. We have joined clinicians, commissioners and patients to contribute to the guides which detail how dental care pathways should deliver consistency and excellence in commissioning NHS dental services for providers to benefit patients. **The guides have been published at: www.england.nhs.uk/commissioning/primary-care-comm/dental/dental-specialities**



Dudley tobacco control strategy

We have been listening to a wide range of views from smokers, non-smokers and people who use e-cigarettes to contribute to the Dudley Public Health Tobacco Control Strategy.

Local people have been invited to attend focus groups, we have invited members of

the public to complete questionnaire surveys in town centres and we have completed case studies with people who have got different habits and experiences.

A report with our findings will be submitted in the summer of 2016.

“Sometimes I worry about my health when I am in the house with other people who smoke as I have always been brought up with it, I also worry about my parents health, it can’t be good for them.”

Healthwatch Dudley is part of Age Alliance in Dudley, an informal partnership which brings together older people and supporting organisations.

Members of Dudley Age Alliance worked together to listen to older people’s views about loneliness and isolation. Healthwatch Dudley staff and volunteers supported by helping to complete over **450 surveys in supermarkets and town centres.**

We asked questions about people’s direct experiences of loneliness, isolation and their knowledge of services that offer support.

The work was presented at a conference at Brierley Hill Civic Hall on National Older People’s Day last October, where decision makers listened to older people and made a commitment to including the learning in future work plans.

Following the conference a report has been produced which includes recommendations around better promotion of preventative services, support for carers, communication, bereavement support and the need for more intergenerational work. Find the report at: **www.healthwatchdudley.co.uk/reports**

“We would like to say a big thank you to our volunteers and to Dudley College health and social care students, for supporting us to be involved with this important piece of work, from carrying out interviews, to ensuring the data was entered quickly and accurately.

We would also like recognise the time and energy that fellow members of Age Alliance, many who are volunteers themselves, have given to leading on this research.”

Helping local people to live well and feel safe in their own homes.

Healthwatch Dudley regularly supports us with an important local initiative, which takes information and support to the doorsteps of local people.

Three times a year we team up with colleagues from the Living Well Feeling Safe Partnership, which is led by Dudley Council to have friendly and informal doorstep conversations.

Living Well Feeling Safe is all about keeping older or vulnerable people safe, well, happy and healthy in their own homes and living independently for as long as possible.

Information and practical support is given around a wide range of issues, including falls prevention, safety and security, social isolation, general wellbeing and health.

In the last year the team has given us fantastic support with reaching out to over 5,000 households, which has resulted in more than 800 referrals to local support services.

Paul Grainger
Health and Wellbeing Manager
Access and Prevention
Dudley Council

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

The strategy draws on the views and experiences of people with sight loss and the professionals and others who work with them.

We have chaired a working group to inform the design, commissioning and delivery of services that help to prevent sight loss or improve the quality of life for people experiencing sight loss.

The strategy will also be used to assess NHS, public health and adult social care services.

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

In total there were 166 responses to the questionnaire survey, 'How do you use eye care services?' The survey responses have been analysed and included within the vision strategy. Over the coming months we will be meeting with decision makers to ensure that the strategy really does influence how local people access services.

We have spoken to 56 people about their experiences of sight loss and low vision at five Thomas Pocklington support groups and at a sight and health fair at Brierley Hill Civic Hall in September.



NHS England Local Eye Health Network West Midlands asked us to carry out a piece of research to get a better understanding of people's experiences of eye health.

We have been finding out how people from black, Asian and minority ethnic groups, people with learning disabilities or dementia, access high street optician or other eye care services. We have held focus groups, in depth conversations and completed 75 surveys to find out local views and experiences.

Our evidence-based report has been presented to NHS England Local Eye Health Network for West Midlands and will inform and influence how eye health services are developed and delivered in the future.

"After my appointment I received an e-mail with information about my test, it explained my results in lots of detail and the information was easy to understand. I feel excited when I go to the optician."

We listen to your views and experiences and produce **strong, evidence backed reports.**

During the last year we have issued six reports to influence decision makers and support how local services are planned and delivered.

Download our reports at:

www.healthwatchdudley.co.uk/reports



Patient experiences of hospital journeys How can we make communications work better?

Our in depth conversations with 31 people on Russells Hall Hospital surgical and medical wards, resulted in our first report of the year.

The contents had a strong focus on gaining an understanding of procedures and experiences, by examining relationships and conversations between patients, families, carers, hospital staff and any other relevant people on their journey through a hospital ward.

Our conversations highlighted gaps in communication and service, identified opportunities for improvement and raised awareness of what is being done well. The final report has attracted lots of interest from partners committed to making improvements.

June - presented to senior partners in health and care at Systems Resilience.

July - presented to NHS England Quality Surveillance Group and Dudley CCG Board.

August - presented to the Dudley Group NHS Foundation Trust Patient Experience Group.



Patient experiences of Hospital Discharge

The report following our survey into the views of 85 people about their experiences of being discharged from the wards of Russells Hall Hospital, concluded that most patients felt they understood why they were in hospital and what was happening to them.

Patients were mainly satisfied with their care but problems sometimes arose from complex planning and discharge systems, failures in communications and not feeling listened to.

We highlighted the importance of involving patients and if appropriate carers and family members in decisions about care and discharge.

Our report was shared with Dudley CCG, Dudley Group of Hospitals Patient Experience Group and with Healthwatch England as part of their special inquiry into people leaving hospital care.

It also prompted a series of partnership workshops with the Integrated Plus Team, where voluntary sector organisations were invited to share their innovative ideas, about how they could support healthcare services with patient discharge in more holistic ways.

The conversations that took place were then shared with the Dudley Older People and Frailty Systems Group to progress.



The Priory Community Pharmacy People's views on what it does for them

We surveyed 87 local people, held two focus group sessions and had conversations with key people with an interest in Priory Community Pharmacy ahead of a NHS England retendering process for the provision of pharmacy services in the Priory estate area. Our report highlighted strong local support for the pharmacy, it's pharmacists and the work that they do. We presented our report to local and national pharmacy professionals at a conference in November 2015. It was well received and generated considerable interest in the Priory pharmacy non-profit model to benefit local communities. Priory Community Pharmacy were ultimately successful with winning their contract.



Dudley Urgent Care Centre Enter and View Final Report

171 people completed our survey and Healthwatch Dudley staff and volunteers observed hospital and urgent care centre waiting areas at different times during the day and night over a seven day period. We highlighted that the new centre was safer and better located next to other hospital services but that there were issues with design, layout and accessibility of the facilities. Our report was shared with a group responsible for Urgent Care Centre design and improvement and our findings influenced plans that have been proposed pending a budget review. [See page 15.](#)



Stroke survivor experiences of accessing services

We were asked by Dudley CCG to carry out a listening exercise as part of a national review of stroke services in hospital and locally into the support available on discharge. 34 people completed our surveys, we visited four Dudley Stroke Association support groups and we had in depth conversations to record detailed experiences of 10 stroke survivors. Our report highlighted how much follow on services and support groups are valued for their 'kindness and understanding' by stroke survivors who took part. We shared our findings with Dudley Clinical Commissioning Group to influence the delivery of stroke services in Dudley borough.



Access to eye care: What people are saying...

Our latest report highlights how people from black, Asian and minority ethnic groups, people with learning disabilities or dementia, access high street optician or other eye care services. We surveyed 75 people, visited nine different community groups and recorded six detailed conversations to highlight not only what is good but also some of the challenges that people from these groups face getting access to quality eye care services. Our report has been shared with NHS England Local Eye Health Network West Midlands, where we attend and will be able to keep track of outcomes from the report. [See page 17.](#)

“Healthwatch Dudley sit on a number of CCG committees and our Board. The voice of Dudley People is crucial to successful commissioning of health services in the borough.

I can think of several occasions when the Healthwatch Dudley team have brought issues to our attention and where their constructive approach and support has influenced the way that we plan and buy health services.

I am particularly pleased with the value that they have brought to our new care model development, the Activate sessions that they delivered have been really influential.”

Paul Maubach
Chief Accountable Officer
Dudley Clinical Commissioning
Group





All Together Better

Healthwatch Dudley is part of a new local health partnership called **All Together Better** who want to listen to and learn from local people, about the things that **keep communities healthy and well**. Dudley borough was one of the first round of 29 new care model vanguards chosen to transform care for patients. Dudley's new model **All Together Better**, will see teams working 'without walls' and taking shared responsibility to put people at the centre of their care. Specialist care will move out of hospitals into the community and the end result will help local people to live more independently for longer.

Every day local people, community groups and clubs, social enterprises and voluntary organisations are contributing to communities being well, healthy and cared for. We think that these people are part of the solution of transforming local services.

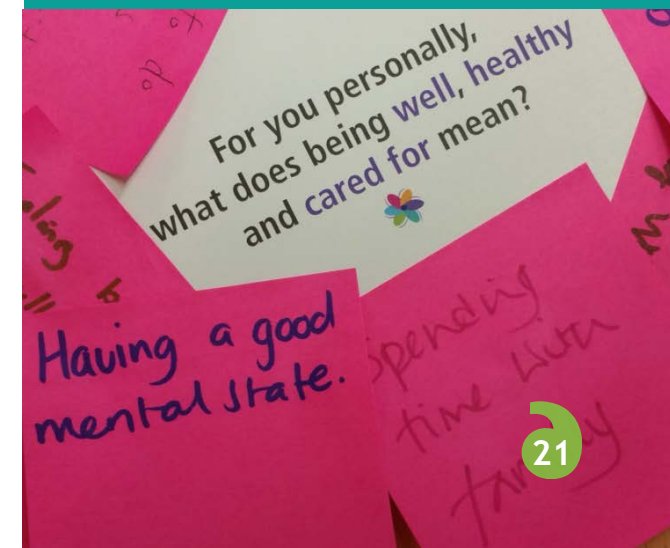
We developed an approach to inspire local people to play an active role in their own wellbeing. We teamed up with our host organisation Dudley CVS and strategic design specialists Spaghetti, to design tools included in an 'Activate pack' that would help us to deepen understanding of the experiences and assets of local people and communities. In February and March we hosted seven workshop sessions involving people from 32 local organisations. We are in the process of reporting the project ideas generated to the All Together Better Board in 2016.

Since the launch of the Activate pack there has been considerable interest from local and national organisations in using our tools and our approach to involve communities.

The pack has also been made available online at www.colabdudley.net/all-together-better

The All Together Better Partnership Board brings together NHS, care organisations, GPs and voluntary sector organisations to review and shape future health and social care services.

The partnership has a shared belief that there is a better way to plan and deliver care in Dudley.



Looking forward...

In the following pages you will see how our priorities for the next two years will support our important Healthwatch day to day work of listening, involving and information sharing (see page 29). It's going to be another busy year and we anticipate that some of these projects will have a strong impact in the difference we make!

Young people and mental health

Dudley Youth Health Researchers are getting ready to share their survey findings, which have already triggered interest from local partners. We have been asked to look further into how our survey can influence their strategy for Children and Adolescent Mental Health Services (CAMHS). Our plans also include working with the Centre for Mental Health who are assessing the needs of mental health services for young people in Dudley borough.

Crisis care

When people are in crisis with their mental health they need clear information and appropriate support that is easily accessed.

We are working with Dudley and Walsall Mental Health NHS Partnership Trust to listen to local people's experience of crisis care.

In the coming year we will be using a variety of approaches including listening events, surveys and one to one conversations to influence delivery of crisis care services in the future.

Mental Health Alliance for Excellence, Resilience, Innovation and Training (MERIT)

We have proposed to take a lead role on behalf of our regional Healthwatch partners, on engagement for MERIT, a partnership of four local mental health trusts. Our Activate approach is an ideal way to obtain people's views of mental health services and better understand how communities and local organisations can work together, to develop and design future services and to focus on the MERIT priorities of: acute services, crisis care and recovery and rehabilitation.

Young health champions

Our work with young people is influencing and informing a partnership project, that is being introduced by Dudley Public Health, Dudley CCG, Dudley CVS and ourselves. A new role is being created to recruit and bring together youth health champions in schools and community groups. The project will help young people to share information and will enable them to be listened to and their views taken into account by services for children and young people.

Community based respiratory support

We are supporting a new partnership led by Dudley CCG to provide community based respiratory support. Local people will be invited to co-produce a new non-clinically led community based support service. Local people will be invited to help plan and design creative activities to help manage conditions and improve the quality of life and mental wellbeing, of people who access respiratory services, with the intention of reducing avoidable admittance to hospital.

Deaf people told us how they would like to be more involved with community activities but that events were rarely supported with British Sign Language interpreters. We provided sign language support at the People's Network and invited members to take part to share their experiences of access to health and care.

We found out about a lack of consistency with quality interpretation at doctors, hospitals, opticians and dentists, which prompted a visit to a neighbouring hospital where we were told services were valued. We then met with the head of communications and engagement at The Dudley Group NHS Foundation Trust and members of Dudley's deaf community to discuss a better way forward.

This year we are looking forward to supporting local deaf people to get involved with the planning and delivery of improved interpretation services.

“We were able to share our views about the problems deaf people face, we were listened to and will make a difference.”



Influence health and care in Dudley on behalf of local people

We are here to speak up for local people and use our places on lots of Board meetings including the Dudley Health and Wellbeing Board, Dudley Clinical Commissioning Group, Dudley Council Health Overview and Scrutiny Committee and Quality Surveillance Group meetings.

We constantly remind commissioners and providers that they should be committed to listening to and involving patients and the public in their plans.

Keep an eye on the quality of health and care

We believe that local people are best placed to comment on the quality of health and care services and we have a commitment to talk to people about their experiences.

We are in a powerful position as we listen to the good and the bad and share what we hear with the people who buy and provide services to help them to make improvements.

We are a member of two Safeguarding Boards, which are there so that organisations can work together to keep vulnerable adults and children safe.

We keep an eye on trends and when we hear that lots of people are having a poor experience of a service we share what we hear with partners to help them make improvements based on real patient experience. We are in a good position to act as a warning system if things are starting to go wrong with a service.

Help Dudley people to access good quality information about health and care services

We think that easy access to clear information about health and care services plays an important part in preventing crisis, by helping people to find where they need to go when they want help.

We know that not everyone wants to use the internet so we have teamed up with lots of people in information giving roles around Dudley borough to help them to understand where to get reliable information. It's not just about health and care, the Community Information Point Network also gives information about benefits, debt and money management, as we have learned from local people that these are also things that also greatly affect wellbeing.

Every two months we host the People's Network which brings people together to talk, share knowledge about health and care services and to have real opportunities to feed back to decision makers.

We hold weekly drop-in sessions in our Stafford Street office which also hosts a friendly café. Come in and see us, talk to us, we will listen carefully about the things you feel are important about staying healthy and the services available to you - or not.



Our priorities... In addition to our important day to day work, the following priorities

1 Championing the voices of children, young people, families and carers to improve health and care outcomes. We will:

- Ensure we have an effective and significant influence with the Children and Young People's Alliance to ensure that members listen to, value and embed lived experiences as they shape local services.
- Be part of the solution for partners who have made a strong commitment to radically improve areas of service delivery, following the serious and widespread failings identified in the recent Ofsted inspection.
- Support the development and delivery of the new Young Health Champions programme in partnership with Children's Services, Public Health, Dudley CCG and Dudley CVS.
- Ensure young people's views are included and embedded in the development and implementation of The Dudley Deal.
- Develop a website and share learning, locally, regionally and nationally, from our recent work with Dudley Youth Health Researchers, in partnership with Dudley Youth Service.
- Develop ways to involve and empower children and young people to ensure their voices are embedded in the Dudley borough Voice of the Child / participation strategy.
- Appoint a new young Board member who can understand and articulate the views of children and young people at Board level.

2 Listening and responding to people with experience of mental ill health, to ensure their knowledge and expertise is used to improve access to and quality of local services. We will:

- Feed in the experience of children, young people, families and carers to influence the delivery of the Dudley borough Children and Adolescent Mental Health Service (CAMHS) Transformation Plan.
- Develop a project to further explore our Dudley Youth Health Researchers findings around mental health.
- Lead a West Midlands wide Healthwatch project to support the new model of care MERIT (Mental Health Alliance for Excellence, Resilience, Innovation and Training) a partnership between four local NHS mental health trusts who through their innovative work aim to transform and improve services. We will lead the programme which will include 10 local Healthwatch organisations to ensure involvement of local people who access mental health services.
- Monitor the delivery of the Dudley and Walsall Mental Health Partnership NHS Trust action plan following their CQC inspection.
- Listen to people who access mental health services and make recommendations to Dudley and Walsall Mental Health Partnership NHS Trust to help them to review their Crisis Care support.



will help us to listen to some of the least heard and most vulnerable people in Dudley borough.

3

Supporting our partners in health and care to involve local people as they transform care for patients. We will:

- Use our seat on the All Together Better Partnership Board which brings together NHS, care organisations, GPs and voluntary sector organisations, to review and shape future health and social care services, ensuring that local people have a say in how new services should look and feel.
- Support local services to work in new and innovative ways through our All Together Better Activate approach which encourages local people to take action and share responsibility for the wellbeing of our communities.
- Work with partners to develop an action plan using what we found out from involving local people in ‘Dudley’s biggest ever conversation about health and care’.
- Capture and share the experiences of patients as services move out of hospitals into the community, supported by multi-disciplinary teams.
- Listen to local people in real time as services develop, so we can inform partners to help them learn from real experiences and evaluate the impact of new ways of working, as they redesign the local health and care services in Dudley borough.

Healthwatch Dudley will continue to build strong relationships with local voluntary sector organisations with the support of our host organisation Dudley CVS.

We recognise the value of this relationship and the contribution the local voluntary sector make to the health and care system in Dudley borough and the communities we are all here to serve.

We embrace our role as part of the Healthwatch network which is made up of local Healthwatch across each of the 152 local authority areas and Healthwatch England, the national body.

Healthwatch has a common purpose - to ensure the voices of people who access services are listened to and responded to. The network shares a brand, has common values and comes together to work on priority areas and campaigns.

We will ensure we provide unique insight into people’s experiences of health and social care issues in Dudley so that collectively the Healthwatch network can influence national policy.

Stronger together!





Deb Attwood
Information &
Administration



Chris Barron
Community &
Volunteer Engagement



Melissa Guest
Communications
Development



Dr Rob Dalziel
Participatory
Research



Georgia Davis
Participatory
Research
Assistant

“I am incredibly proud to reflect on our third year as one where we have helped thousands of local people to have an influential say in health and care. It is important to listen but it's what we do with what we hear that really counts! Our work is backed with strong, evidence based reports and we have spent our year supporting, encouraging and where necessary, challenging our local partners to involve local people in their decision making, wherever there are opportunities.

We know financially there are tough times ahead for all providers of health and care services but also know that local people are part of the solution. We are excited about developing new less traditional ways of working and are looking forward to seeing our partners reap the benefits of listening to and learning from the real lived experience in our local communities.

At a recent national conference I was told that our strong values shine when we talk about our work. I firmly believe that our deep understanding of the needs of our community, being local in the heart of Dudley borough and our close links with our host organisation Dudley CVS, are all key to our success.

I would like to say a big thank you to our committed volunteers, board members and staff. Our team is a strong one and we go over and above in everything we do to ensure that we are well known and respected both locally and nationally. **And we are award winning!** I couldn't be more proud of the two awards we have received from Healthwatch England, for our partnership work with Dudley Youth Service for our Youth Health Researchers project and for our innovative work with Dudley CVS to involve local people through All Together Better Activate. **Onwards and upwards - we have got an exciting year ahead!”**

Jayne Emery Chief Officer



Healthwatch Dudley has its own independent **decision making board** whose members are all passionate about health, social care and our local community. Our 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 members sits on the board of our host organisation Dudley CVS. Find out more by visiting: www.healthwatchdudley.co.uk/meet-the-board



Pam Bradbury (Chair)



Sally Huband



Tom Hayden



Maria Bailey



Karen Garry



Bill Weston



Karen Bridgewater



Joseph Atif Janjua

Our mission, vision, values and principles.

Our vision:

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

Our mission:

...is to be the voice of Dudley borough for promoting outstanding health and social 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!

What the government tells us we have to do as a local Healthwatch:

We gather and **share views and concerns** about local health and social care services, such as doctors, dentists, care homes, hospitals and day care.

We **share information about health and social 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 **involve people in decisions** about health and social care, to make sure that services really are designed to meet local needs.

We provide **Healthwatch England** with the intelligence, insight and concerns about local providers and make recommendations to advise the Care Quality Commission to conduct special reviews or investigation.

We have powers... We have a statutory place on Dudley's Health and Wellbeing Board and power to 'Enter and View' any public health or social 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 of our community.

Healthwatch Dudley listens.

We are independent and we are local!



Healthwatch England

the national consumer champion for health and social care was introduced as part of the 2012 Health and Social Care Act.

There are **148** local Healthwatch organisations across England.

Healthwatch is funded by the Department of Health and in 2016 established a more formal relationship with government care watchdog the **Care Quality Commission (CQC)** but will retain its independence.

Through our strong relationships with local health and care providers we have been able to challenge and get satisfactory responses. We do however have a power to make recommendations to the CQC and whilst we have not so far needed to do this, we do meet regularly with their regional representative so that we can escalate issues swiftly and effectively should we need to do so.

Healthwatch Dudley belongs to a **Black Country partnership of local Healthwatch** organisations to ensure that we know about health and social care issues and priorities across our Dudley borders.

Voluntary sector support charity **Dudley CVS** holds the contract locally but Healthwatch Dudley has its own **independent board** which sets priorities and steers the direction to ensure that local people are listened to and given a clear and influential voice.

Our finances...

Money coming in:

| | |
|---|-----------------|
| Funding from Dudley Council to deliver our legally required Healthwatch activities | £206,698 |
| Additional income: Dudley Clinical Commissioning Group, Dudley Office of Public Health, NHS England & Dudley CABx | £32,100 |
| Total | £238,798 |

What we have spent:

| | |
|--|-----------------|
| Staff & Chair costs including salaries, pensions and travel expenses | £213,264 |
| Overheads including accommodation costs and professional fees | £28,850 |
| Running costs including telephone, postage, office equipment leasing etc | £15,406 |
| Hosting events and workshops | £21,409 |
| Volunteer expenses | £1,109 |
| Total | £280,038 |

Our reserves at 31st March 2016 total **£44,000** and will be carried forward into 2016/17. 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.

Our income and expenditure is reported fully in the audited accounts of Dudley CVS for the year ending 31st March 2016.



This report can be viewed at www.healthwatchdudley.co.uk/reports and has been circulated to Healthwatch England, The Care Quality Commission, NHS England, Dudley Clinical Commissioning Group, Dudley Overview and Scrutiny Committee, and our local authority Dudley Council.

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Please get in touch...

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We are happy to produce this report in different formats, please let us know how we can help.



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 Annual Report 2015 / 16

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Any enquiries regarding this publication should be sent to us at hello@healthwatchdudley.co.uk