

Healthwatch Dudley Annual Report

2014 / 15



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Message from our Chair

Welcome to our second Healthwatch Dudley Annual Report.

What an exciting year it has been for Healthwatch Dudley! We set out to become the 'go to' listening organisation for Dudley residents who had a story to tell about their health and care needs and their experience of accessing local services - and we delivered, thanks to the commitment of our team, volunteers and Board members.

Throughout this report we will show how we have achieved this, together with the innovative ways we used to reach a wide range of people including those who do not always have an opportunity to get their voices heard. Our overall aim was to help people to achieve optimum health and wellbeing and to have access to information and services when they need it.

Our colleagues at Dudley Council for Voluntary Services (DCVS) have helped us engage with people through existing forums and the strong network of voluntary groups in Dudley, thus helping us to fulfil our statutory duty to involve local people in planning, buying, delivering and scrutinising local care services.

A year ago we asked local people what was important to them and we made these our key priorities (page 24) and throughout this report we have used case studies to demonstrate some of the work we have been doing in these areas. Our successes led to being recognised as a credible research organisation and as a result we have been commissioned to undertake further studies to help shape the health and social care system in Dudley and contribute to the public health agenda. Our team has also been able to expand as a result of this additional funding, which means we can reach even more people making the local voice even stronger.

Dudley's Health and Wellbeing Board plays the important role of setting strategic priorities to ensure the health and wellbeing of Dudley residents and I am pleased to represent Healthwatch Dudley on this forum. I would like to thank Board colleagues for their ongoing support and genuinely listening when we have presented opportunities for local people to make a difference.

As part of a national 148 strong network of local Healthwatch we are able to provide Healthwatch England with local intelligence so that they can create a national picture of health and care service provision. Healthwatch England is an influencing organisation and can make sure the decision makers are taking into account the voices of local people in setting policy direction for the future.

My final word must go to our 50 trained volunteers who show continued commitment and dedication to improving services for local people. They go above and beyond what is expected of them, and have spent many hours on hospital wards, visiting GP practices and pharmacies in the borough to ensure people have the opportunity to have their say. Without them we would not be able to gather the amount of rich information and data that becomes the evidence for change.

Pam Bradbury
Healthwatch Dudley Chair
Healthwatch England Committee Member





Your health and social care consumer champion!

Healthwatch Dudley makes health and social care better for people. We believe that the best way to do this is for local services to be designed around local needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded by what people tell us. We are the only body looking solely at people's experiences across all health and social care.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Healthwatch Dudley is part of a wider network and there is a local Healthwatch in every local authority area in England.

We've had a great year!

When we were awarded our local Healthwatch contract we knew that we had a really important job to do. A job that would only be possible if local people knew who we were and how they could get in touch. Patients, carers and people who access services sit at the heart of everything that Healthwatch Dudley does and during the last year we have worked hard to tell as many people as possible about how we work to represent them.

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 100 local organisations, handed out over 15,000 posters and flyers, our website has received over 13,000 visits and our 1,200 Twitter followers have engaged with us around 3,000 times. With the support of 50 volunteers aged between 14 and 74, we estimate that we have reached over 20,000 people but most importantly, we have had conversations with over 3,000 people to share our message or to listen to their personal experience of health and social care in Dudley borough.

Our priorities

We presented our first annual report last year which outlined five priorities as set by local people: **Dudley Group NHS Foundation Trust**, **Urgent Care**, **Mental Health**, **Children and Young People** and **Carers**. The following pages highlight some of the work that we have been doing to make a real difference and champion the voices of local people, particularly those who are lesser heard or vulnerable so that they get listened to by key decision makers.

The remainder of our report shares how we are having an impact by having the flexibility to respond to issues and concerns as they emerge.



Dudley Group NHS Foundation Trust

is a big priority for us, so when Healthwatch England launched a special inquiry last May to find out why things go wrong when people are discharged from health and social care institutions, we reacted.

We decided to survey the views of people who had recently been discharged from wards at Russells Hall Hospital. 87 people responded and their experiences formed our Russells Hall Hospital Discharge Report. This report was presented to Dudley Clinical Commissioning Group Board and can be viewed on our website.

As a result of our patient discharge work we were invited to carry out a more detailed study on surgical and medical wards of Russells Hall Hospital. Our research captured the journeys of patients from admission through to discharge.

Four of our volunteers received additional training and Disclosure and Barring Service (DBS) checks to support us with this work and during February and March they spent 6 weeks visiting hospital in-patients and had conversations with 31 of them about their experiences.

Our final Patient Journey report 'How can we make communications work better?' will be presented to chief officers and directors from the major health, social care and community sector organisations in the borough in June 2015 and shared with Healthwatch England to demonstrate the importance of the quality of communication when people are discharged.

Looking forward.. We are planning to hold workshops with Dudley CVS to see what opportunities there are for the voluntary sector to support local people in hospital and in their own homes following discharge.

"Being a patient experience volunteer was incredibly interesting and such a worthwhile thing to do. I used to be manager of a therapist / multidisciplinary team working in Dudley borough so feel that my own personal experience is particularly relevant. The staff at the hospital were great and I enjoyed having conversations with the patients. I think that people opened up more to us and shared their real experiences because we are not part of the system. Most importantly it is reassuring to know that the conversations we had will go into a report that will help to improve services."

Sue Hatton (volunteer)

All local Healthwatch have a power to Enter and View health or social care settings. This is not an inspection but a way of ensuring that there are no barriers to us listening to people's views and experiences.

We haven't had to use our power yet as doors have always been open to us but our volunteers are Enter and View trained and use their skills to carry out our patient experience research!

Healthwatch Dudley form an important part of the health and social care system within Dudley. During 2014/15 Healthwatch Dudley have become members of The Dudley Group NHS Foundation Trust Patient Experience Group which reviews performance and patient feedback across the Trust and monitors actions to improve patient experience. The contribution they make through gathering views of our patients and public are invaluable to supporting development of future patient experience initiatives.

Paula Clark
Chief Executive
The Dudley Group NHS Foundation Trust

Dudley's new **Urgent Care Centre** opened its doors on 1st April 2015 and Healthwatch Dudley played a significant role in the development of this service. In 2013 we surveyed over 1,000 people at the Holly Hall Walk in Centre and at Russells Hall Accident and Emergency to find out their reasons for attending. We produced a report which formed part of the public engagement consultation of the relocation of the centre. Following this we were invited to join an Urgent Care Reference group tasked with the design and development of a new service.

We ensured that two patient representatives were involved in this group and highlighted the importance of including views from dentists, pharmacists and relevant others in planning activities. We then raised important issues including how children, vulnerable people and people with mental ill health would be catered for at the new centre. When it came to selecting the new provider we stepped out as we didn't think it was appropriate for us to be part of that process.

We are delighted to say that our work in this area was recognised with a national Local Area Research and Intelligence Association award for best use of social care or health research.

Looking forward we are planning to spend a week capturing patients' experiences of the new urgent care service in July 2015 which will be fed back to all relevant partners in health and social care.

We sit on the Mental Health Strategic Partnership Group, attended a Quality Summit following the Care Quality Commission inspection of Dudley and Walsall Mental Health Partnership NHS Trust, challenged commissioners on their engagement with people who access mental health services and supported a steering group to develop a more effective plan for people who access them. As this work develops we remain committed to ensuring that local views and experiences influence the local mental health agenda.

"We see Healthwatch Dudley as a valued partner in helping to promote the Trust and supporting our initiatives. Over the past year they have helped us to build upon our work in engaging local communities, enabling us to broaden our reach. We hope to develop this successful partnership in the coming year with a firm focus on strengthening our patient experience."

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

Jon Mansell is a recovering alcoholic (12 years sober), has mental health issues and is one of our extremely valued volunteers.



"It is so important to have your say about local services but when you are feeling ill, physically or mentally, it can be really difficult to find the strength to speak out. My experience of mental health services is that staff work hard and really believe in what they do but all too often systems and red tape get in the way.

Real life experience means a lot to Healthwatch Dudley, they listen to people, genuinely want to improve the system and most importantly, they have the routes to influence the people who make decisions.

I received Healthwatch Dudley volunteer training, which was valuable and I have been involved in setting up the new People's Network for adult social care. Since getting involved, my own networks have grown and I have recently set up my own ExBoozehound's group for men at the Hope Centre in Halesowen.

I am now supporting other people on their own journeys to recovery which is helping with my own mental health. I really feel that I am making a difference by helping other people to open up and share issues that are important to them.

Looking forward I hope to get involved with more Healthwatch Dudley projects as it feels great to be part of a team who are all so passionate about improving local services for everyone."

Follow Jon's blog about his road to recovery: www.exboozehound.co.uk



“Our Board appreciates the value that Healthwatch Dudley brings to our health and social care system - for example, we recently received a report which summarised findings of their GP surgery project. The professional way in which the findings were arrived at and presented to us as an organisation has informed our commissioning plans and the next stage of development. We see their input as a hugely credible source and look forward to working with them to understand the outcomes from this latest work and to build a better health service for young people in Dudley.”

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

We teamed up with Dudley Youth Service to listen to the views of **children and young people** around their health and wellbeing experiences. Members of Dudley Youth Council were invited to take part in a training programme which explored health, wellbeing and the importance of involving young people in the review of services.

The project resulted in the group carrying out their own research into the health experiences of 300 other young people. The group created a questionnaire and took it to town centres, parks and youth clubs to find out about their experiences of doctors surgeries.

Young people presented their findings to Dudley's Health and Wellbeing Board and received feedback from Dudley CCG highlighting how the report would inform reception staff training to remove barriers for young people and their plans to introduce Wi-Fi to surgeries.

The project was recognised with a national Youth on Board award and led to a further exciting collaboration with Dudley Youth Service.

Looking forward... In March this year we were named by NHS England as one of their four youth voice projects and will be representing the Midlands and East region. The project will involve the development of a group of 20 young health researchers who will gather the views of some of the most vulnerable

“180 young people from 16 schools took part in our wellbeing activities at the first Dudley borough #MeFestival!”

young people in Dudley borough including those with experience of being homeless or in care, having a disability, dealing with life limiting illness or the effects of drugs and alcohol. Locally the project will inform a new Dudley Health Champions scheme and our learning will be fed back regionally and nationally.

“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”

300 young people surveyed



“Working with Healthwatch Dudley gave us a clear insight into how services are structured, funded and assessed in our borough. Not only have we been able to speak to professionals about their views, we also had the chance to have our own say about issues that are important to young people. It feels like we are being listened to and our suggestions taken seriously within a sea of professionals, which is very satisfying as it can feel that views of young people are often missed.”

Rachael and Becky, Dudley College
Health & Social Care Students

Carers were the focus of the biggest legal shake up of care and support services for more than 60 years with the introduction of the Care Act 2014.

We teamed up with Dudley Council and other local partners to hold a series of 9 workshops ahead of the Care Act coming into force on 1st April 2015. The purpose was to help Dudley get to grips with information issued by the Department of Health. We also asked the question: “What needs to be put in place for the Care Act to really improve people’s lives in Dudley borough?” Hundreds of people attended the workshops and were able to discuss their concerns and share what opportunities they felt would come with the introduction of the new Act.

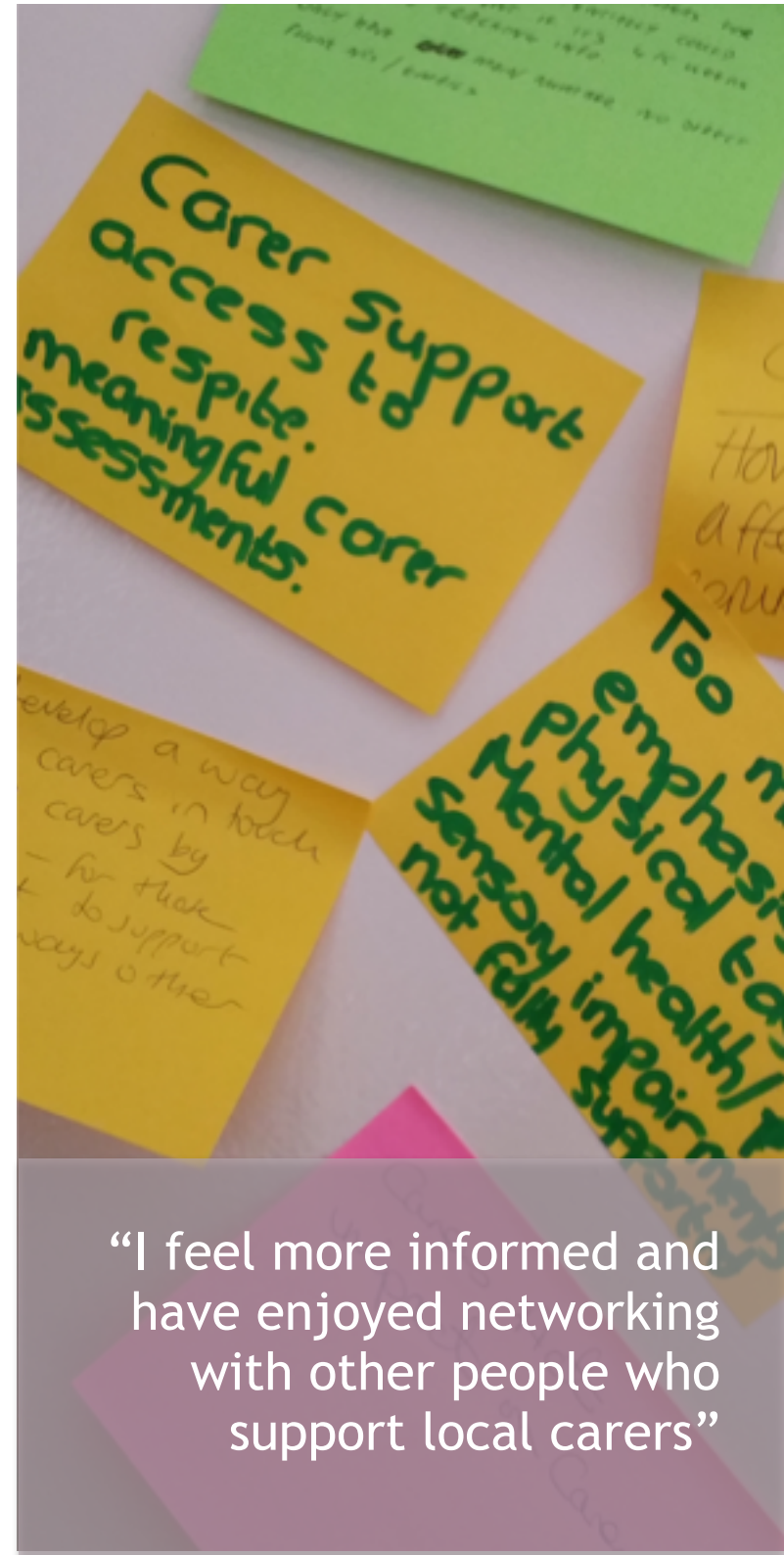
Throughout the year we have listened to and supported local carers and the people who they support. We have built relationships with the following local support networks for carers to ensure that they understand our role and have a route to share their experiences with decision makers:

- Dudley Parent Carer Forum
- SMILE a support group for children and young people with disabilities
- Dudley Carers Forum
- Dudley Carers Network

We have been invited to join the new Dudley Carers Alliance Board which has been set up to develop and implement a local carers strategy for 2015 - 2018 and to ensure that support for carers sits at the heart of local policy. What we hear from local networks and groups will ensure that we have powerful examples to share to improve services for everyone.

Information Champion training has been provided to members of Dudley Carers Forum to enable it to become a Community Information Point (see page 14).

We have also worked with Dudley CCG to film the experience of a local carer and his family. Our film identified gaps in how services are provided and challenges that carers face. We shared the film with Dudley Council who told us that they are “committed to making sure that we improve as a system where people’s needs have not been met or concerns about the quality of provision exist. There are a number of improvements that we are committed to making as a result of what you have found”. Healthwatch Dudley is in the process of seeking assurance that these improvements have been made.



“I feel more informed and have enjoyed networking with other people who support local carers”

The idea was simple...

...a cup of tea and a listening ear to identify **hidden carers** in our communities.

To mark Carers' Rights Day, we teamed up with Dudley CVS Carer Coordinator Sharon McGlynn to launch a new tea and chat service on the wards of Russells Hall Hospital.

Our intention was to find hidden carers in Dudley borough by offering a cup of tea and a chance to chat. Why? Because identifying as being a carer can open the door to locally available help, services and support.

Since November 2014 over 1,000 cups of tea have been made for friends and relatives of patients at the bedside and information has been shared with countless carers on the support available in Dudley borough. The people who have been supported by this service vary in age but many have been older and often vulnerable.

The free weekly tea and chat service is now part of the Dudley Group NHS Foundation Trust Charity and has received support from trained volunteers, Dudley CVS, Dudley CCG, Dudley Council, local voluntary organisations and a local supermarket.



Over 1000 local people given information about local carer support services

Hidden carers are people who care for a relative, friend or loved one but don't receive any help or support from carers' services or organisations. It is easy for people to slip into this role doing more for a loved one who needs a little extra support, often following discharge from hospital or a diagnosis of a serious illness. Healthwatch Dudley has made it a priority to help to identify hidden carers to ensure that they have got access to the information they need and to make sure that their voices are heard by decision makers in care.

“Tea and Chat is vital in targeting carers who are unaware of the services that are available to them in Dudley borough, some of whom have reached crisis.”

“It is lovely to share a cup of tea and a chat with my family and for them to find out about useful information and support.

It has made them feel more involved.”

Our other work...



So far this report has given examples of what we have been doing to meet our important priorities around Children and Young People, Urgent Care, Dudley Group NHS Foundation Trust, Mental Health and Carers.

Much of our activity in these areas forms part of our long term plan (see page 24) and will continue for as long as you tell us there is still work to do.

As well as these important priorities, we have had some excellent opportunities to get involved with additional projects, which also link to our legal requirements as a local Healthwatch (see page 20).

The following pages give examples of some of the exciting projects that we have been working on.

“Healthwatch Dudley is a vibrant and ‘can do’ organisation. They have quickly and seamlessly developed expertise and skills across a diverse range of health and social care services. The organisation is also very effective at objectively and constructively challenging public sector bodies to drive improvement. They have deep roots into the local community and have powerfully advocated for and alongside the local community. They have played a key role in developing community capacity; there are many examples; but the work on developing the Community Information Point Network is particularly excellent. Healthwatch Dudley are an asset to the borough and a valued partner.”

Matt Bowsher
Chief Officer, Adult Social Care

We worked with Dudley Council to launch **The People's Network** to give local people a more influential voice in decisions that are made about adult social care.

How it all started... For the second year running, we invited local people to help review Dudley Council's Local Account, their annual report of adult social care in Dudley borough.

After the document had been produced, the group decided that they would like to continue to meet to focus on other issues that they felt were important. Dudley Council were keen to support the group as they have a commitment to enabling local people to influence the decisions they make.

The group agreed that the new People's Network would be a place to:

- **Network** in a positive environment with people who have similar interests in adult 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 together and **share** powerful stories, journeys and experiences



A launch event attended by 50 people who access or provide services, or care for people who do, took place in March 2015 with a further two events in May and July for attendees to feed into decisions about what community information and support is available for carers.



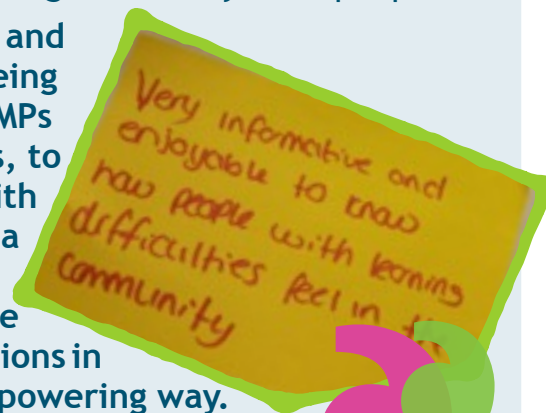
Parliament hears my voice!

Ahead of the general election,

we teamed up with learning disability self-advocacy group **Dudley Voices for Choice**, to host a question time with local MPs. As both organisations are independent and politically unbiased, the event was not intended to sway political opinion. **More importantly** it was intended to help everyone who took part to understand democracy and their right to vote and to question decision makers about important issues including housing and health.

The event gave people with learning disabilities a voice, empowered the people who took part and helped local politicians to get a better understanding of learning disability and the inequalities and challenges faced by local people.

25 people took part and a further event is being planned with more MPs and decision makers, to give more people with learning disabilities a chance to question and challenge people who make key decisions in a supported and empowering way.



Providing **information and signposting** for people who access health and social care services.

The Community Information Point Network is a partnership between Healthwatch Dudley, Dudley Citizens Advice Bureaux (CABx), Dudley Council and Making it Real. This is supported by the Community Information Directory which has been developed by Dudley Library Service.

In the last year we have worked with Dudley CABx to deliver Information Champion training to more than 150 people. Sessions take place every month to bring together people in information giving roles, including: café owners, local authority staff, pharmacists and community volunteers to work together and better understand information tools available to them.

The main purpose of our network is to prevent crisis.

Our two half day training sessions include how to be a more effective information giver together with practical hands on guidance of how to use key health, wellbeing, benefits and money management websites so that Champions can better support their clients and local communities.

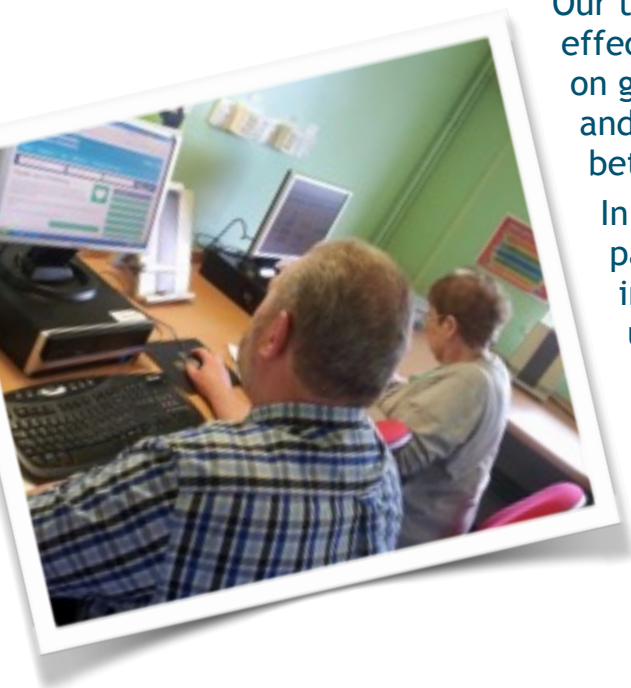
In September 2014, 150 people joined us and our partners to launch our network. Our audience included senior decision makers and brought us some great media attention.

“Mary was incredibly isolated after losing her husband but by using Dudley Community Information Directory I was able to link Mary to several activities that Age UK Dudley offer. My client is now more connected and feels less alone.”



“Joining the network has helped me learn about the work of others who support vulnerable people in Dudley who I would never have come into contact with had I not become an Information Champion.”

“I didn't realise how much information was already available and am really excited about being involved!”



How do you feel about local chemist and pharmacy services?

Was the question we asked through 7200 questionnaires we sent out last summer! Dudley Council's Office of Public Health asked us to carry out a piece of research to gather public views and experiences and over 800 people completed our survey.

The views they shared were analysed by our research officer who produced a report which contributed to the development of the Dudley Pharmaceutical Needs Assessment (PNA), a document that will influence the development of pharmacy services in the future.

Our report examined different aspects of pharmacy including pharmacy opening times and the promotion of services including: health checks, flu jab, stop smoking services and the minor ailments scheme. The report also highlighted a need for private consultation areas in some instances.

The final PNA report was presented to the Health and Wellbeing Board in December 2014 and we made a short film about how our volunteers greatly supported us once again to ensure that we could gather the views of as many people as possible.

Following this presentation, concerns were raised about the lack of provision of pharmacy services between midnight and 7am. These issues have now been resolved with the provision of an overnight pharmacy service and Healthwatch Dudley was congratulated on providing a comprehensive and well put together report.

Our report is available for download at:
www.healthwatchdudley.co.uk/research-reports/ or by contacting us.

“Dealing with so many questionnaires was hard work but there was such a great atmosphere and the whole volunteer team knew that we were making a difference!”

7,200 surveys
800 returns
72 pharmacies
20 volunteers!

Looking forward...

We've had a really busy year and have got big plans to listen to and represent even more local voices



New for 2015...

Dudley Low Vision Round Table

Is a new partnership of organisations who support people on issues around health. Reduced funding coupled with an ageing population will have a significant impact on local communities and low vision links to many health conditions including smoking and diabetes. Because of our independence we were asked to lead meetings to develop a new low vision strategy for Dudley borough and in the coming year we are looking forward to supporting partners including: Beacon Centre for the Blind, Pocklington Trust, Dudley Council, Dudley CCG, Community Pharmacies and the Macular Society, to produce a strategy that will influence how current and future services and needs will be met.

To complement this important piece of work we have been asked by NHS England to carry out research around gaining a better understanding of people's experience of eye health and how they access eye health care services. Our project will explore through patient experience how local eye health needs are met (or not). We will work with people from Black, Asian and Minority Ethnic groups, people with dementia and people with learning disabilities and our evidence will inform and influence how eye health services are developed and delivered in the future.

"I'm very much looking forward to working with Healthwatch Dudley on this project. Having listened to comments about the importance of getting the patient's voice and being at the centre of everything that we do, I feel even more excited about the project and really look forward to seeing how we can integrate this into the work of the Local Eye Health Network."

Claire Roberts
Chair, Local Eye Health Network (LEHN)

New for 2015... New for 2015...

Dudley Tobacco Control Strategy

Engagement is underway to listen to a diverse range of views of local people and others with an interest in tobacco control and smoking matters. Views from smokers, non-smokers and people who use e-cigarettes, will contribute to research that includes a questionnaire survey, interviews and focus group sessions involving people with a wide range of health experiences. At the end of our research a report will be produced detailing implications for smoking and tobacco control policies and smoking behaviour. This report will feed into the Dudley Public Health Tobacco Control Strategy.



Stroke Services Review

Sandwell Clinical Commissioning Group is leading on work for the Birmingham, Solihull and Black Country Stroke Reconfiguration Programme. Meanwhile, Healthwatch Dudley has been commissioned by Dudley CCG to collect patient experiences on stroke services provided in Dudley borough. We will work with Dudley Stroke Association to listen to stroke survivors and carers to collect stories about their healthcare experiences and our research will provide a better understanding of patient journeys and how stroke services are accessed.

Priory Community Pharmacy

Following on from our Pharmaceutical Needs Assessment research (see page 15), Dudley Office of Public Health has commissioned us to evaluate services provided by Priory Community Pharmacy. The project will be based on the views and experiences of local people who access the pharmacy and views will also be gathered from local Councillors and Priory Community Pharmacy Stakeholder Group members, who have got an interest in the pharmacy and its work. Our results will help people who fund pharmacy services to better understand how local people value having this service in the heart of the community and the impact it would have if it were no longer available.

Orthodontics

NHS England set up a working group to create quality standards for people who plan, design and deliver orthodontic services. An orthodontist specialises in correcting problems with jaws and teeth. Healthwatch Dudley was given a place on this group and contributed towards producing guidance for people with responsibility for buying in this specialist dentistry service.

We're a small team who are working hard to make a big difference and I am delighted that in the last year we have been able to reach out to and support so many local people. It has been a year of change which has seen us say farewell to our colleague Irene and hello to two new team members Deb and Chris. These changes have meant that we have listened to even more local voices, but it is what we do with what we hear that matters the most! With so much more information coming in, we are recruiting a new research assistant who will support us with our evidence gathering, analysis and reports.

Developing our skills is important and everyone has taken part in a variety of training and development opportunities, including our 50 fantastic volunteers from Dudley borough and beyond.

Our Board and Chair play an essential role and the contribution they make through the time they give is particularly significant, which is why it is so important for them to feel well supported. They provide direction for the team and ensure that Healthwatch Dudley does what it is supposed to do while making efficient use of resources. Providing our Board with robust evidence based reports to help them make sound decisions is just part of the support they receive.

Our members regularly attend Board Meetings and development sessions where they challenge, are able to discuss how they can become even more effective as individuals and as a team, and explore how they can champion Healthwatch Dudley through their own influential networks. The passion they bring is evident in the word cloud on the next page, which defines the skills each of them brings.

I would like to say a massive thank you to the whole Healthwatch Dudley team and to everyone who is supporting us to make a real difference to the health and wellbeing of Dudley borough!

Jayne Emery
Chief Officer



Deb Attwood
Information &
Administration



Rob Dalziel
Participatory
Research



Chris Barron
Community
& Volunteer
Engagement



Melissa Guest
Communications
Development

“It feels great to be part of a team who are all so passionate about improving local services for everyone!”

Our key Healthwatch functions...

Healthwatch Dudley is your health and social care champion.

These are some of the different ways that we support local people.

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 have powers... We have a statutory place on Dudley's Health and Wellbeing Board and power to 'Enter and View' providers to identify issues and recommend improvements.

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 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 has made an invaluable contribution to Dudley Health and Wellbeing Board in the last year and has played a key role in developing the Board. Their role as the voice of patients and the public is essential and a constant reminder of where we need to focus to drive services forward.”

Councillor Rachel Harris
Chair of Dudley Health and Wellbeing Board



**“Healthwatch
Dudley took the
time to listen to me
and find out how I
feel about local
services.”**

How you will know that we have made a difference!

Consumer Champion

You will know about Healthwatch Dudley and it's role as the trusted and independent consumer champion for health and social care services in the borough of Dudley and will know how to contact us

Influence

You will see that Healthwatch Dudley influences local decisions about our health and social care services by ensuring more local people get involved and help shape local plans and improve services

Value for Money

You will see that Healthwatch Dudley provides value for money by working in innovative ways to support local people to get the best from the local health and social care system

Engagement

You will see that Healthwatch Dudley uses a range of different methods and approaches to engage and involve communities within the borough of Dudley to ensure the voices of people who are often unheard, are listened to and their views taken into account by decision makers

Information, Rights & Complaints

You will get information from Healthwatch Dudley that helps you choose the best health and social care support for your needs, helping you to understand your rights as citizens to raise concerns if needed

Quality, Safeguarding & Dignity

You will see that Healthwatch Dudley is helping to shape the development and quality of services keeping people safe from harm, improving their wellbeing and dignity and treating them with respect

Our priorities for 2013/16

Carers

OUR VISION

Carers' support & information needs are addressed by health & social care services in Dudley borough

OUR PLAN

To raise awareness & understanding of the needs of carers' in our communities

WE WILL

- Provide access to reliable information through Community Information Points
- Challenge partners to ensure information about their services is accurate & accessible
- Listen to the experiences of carers' & present them to commissioners to influence service design & improvement
- Seek out lesser heard voices & ensure that the views of informal carers are also taken into account in commissioning decisions

Children & young people

OUR VISION

Health & social care providers demonstrate that they deliver services effectively for all children & young people in Dudley borough

OUR PLAN

To champion the voices of children & young people to ensure health & social care needs are met

WE WILL

- Develop relationships with Dudley Metropolitan Borough Council Children's Services
- Work with commissioners & decision makers to include children & young people in the design of services
- Involve young people in carrying out Enter & View visits

Dudley Group NHS Foundation Trust

OUR VISION

The care provided by The Dudley Group NHS Foundation Trust is the best it can be for everyone accessing services

OUR PLAN

To capture and share local people's views & experiences to improve services

WE WILL

- Help to create a patient friendly and transparent complaints & compliments procedure
- Be recognised as a valued & independent contributor to patient engagement & the design of services
- Provide evidence to help with improved discharge procedures for vulnerable people

Mental health

OUR VISION

The most appropriate & accessible mental health services are available

OUR PLAN

To listen to & report the voices of local people regarding their experiences of access & receiving local mental health services

WE WILL

- Help to ensure that local voices influence the development of a new mental health pathway
- Help partners to put local people at the centre of service delivery so that personalisation really works
- Inform the development of an efficient & effective crisis care service

Urgent care

OUR VISION

People are able to access urgent care services that meet their needs

OUR PLAN

To create opportunities for the public & local organisations to be listened to & influence decision making & the redesign of urgent care services

WE WILL

- Contribute to the development of an effective & efficient urgent care system, & help with the development of a patient centred urgent care centre service
- Help to ensure that people have access to a comfortable & friendly environment in urgent care settings
- Support the new patient champion approach to involve the voluntary sector in service delivery

Our Mission, vision & values

Our Mission...

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

Our Vision...

...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.

Our Values and Principles...

...are important to us and underpin everything that we do. 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!

Our finances...

Money coming in:

Funding from Dudley Council to deliver our legally required Healthwatch activities	£206,711
Additional income: Dudley Clinical Commissioning Group, Dudley Office of Public Health, NHS England & Dudley CABx	£35,800
Additional income: NHS England Youth Voice	£25,000
Total	£267,511

What we have spent:

Staff & Chair costs including salaries, pensions and travel expenses	£161,233
Overheads including accommodation costs and professional fees	£22,817
Running costs including telephone, postage, office equipment leasing etc	£13,755
Hosting events and workshops	£2,780
Volunteer expenses	£1,430
Total	£202,015

Our reserves at 31st March 2015 total **£85,360** and will be carried forward into 2015/16. This figure includes our additional income, much of which arrived at the end of the financial year and has already been allocated to deliver the projects highlighted on pages 9, 16 and 17.

This additional income will allow our team to grow 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 2015.

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

A few Healthwatch facts!

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

Healthwatch is part of the **Department of Health** and government care watchdog the **Care Quality Commission (CQC)**. 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 our 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.

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Dudley Clinical Commissioning Group, Dudley Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

Please get in touch...

Call us: 03000 111001 Find us online: www.healthwatchdudley.co.uk Tweet us: @HWDudley

Our registered office:

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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 2014 / 15

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