



Healthwatch
Somerset
Annual Report 2015/16

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Message from our Manager



Joni Lloyd, Healthwatch Somerset Manager

2015/16 has been a really good year for Healthwatch Somerset and a fantastic amount has been achieved by the staff team and the wonderful volunteers who support the work of Healthwatch.

This year Healthwatch Somerset has delivered some valuable community engagement, for example around home care services, which has directly informed recommissioning of services.

The enter and view team has demonstrated that Healthwatch holds a position as a critical friend, making recommendations and sharing the positive learning gathered during their visits.

Healthwatch Somerset has established itself as a key partner within health and social care locally, offering an independent patient and public engagement service which means that respondents can be confident that the feedback they give will be recorded anonymously.

Gathering the views of the people of Somerset is our main priority. There are new opportunities for the local community to share their views and to track the progress of action arising from the

information Healthwatch Somerset receives. The website now has a 'rate a service' function so the public can leave feedback about the care they receive at a particular service. A new format quarterly report 'Feedback Feed Forward' demonstrates the themes of the comments received and the responses given by service providers as a result. These are also available on the website.

The capacity of Healthwatch Somerset is greatly increased by a fantastic team of volunteers who give their time and commitment, reaching more people to gather views and raising the profile of Healthwatch Somerset at key meetings and events.

It is with thanks to the staff, volunteers and the people of Somerset who have shared their stories with us that Healthwatch Somerset has been able to demonstrate such meaningful impact this year.



Message from our Chief Executive



Morgan Daly, Interim CEO The Care Forum

Somerset is a large county, with an above average number of residents who are 65 and over. The local Health and Wellbeing Priorities in Somerset are designed to promote personal responsibility for health and wellbeing, creating thriving and resilient communities and empowering people to live independently.

Healthwatch has been working this year to support these themes with an ambitious programme of work which has particularly focussed on supporting people to live independently. An example of this can be seen in our project work supporting people who have had a stroke to have their say about early supported discharge. By making sure that they have a voice, and a number of ways to have their say, we're helping to monitor the success of this new approach to this kind of vital support. This project work would not have been possible without the dedication of the volunteers who support, promote and direct our work. Similarly, Healthwatch has successfully surveyed people who receive care within their own home this year. The results of this work, including vital qualitative feedback about what it is like to receive good home care, is now being used to inform how these services will be created and monitored in future.

Healthwatch in Somerset has grown into an effective and powerful voice for those who most need to be heard, and I am very pleased to sign off on this compelling and informative update which documents and brings alive this success!



The year at a glance

This year we grew our twitter followers to 1,853 people



We've spent 60 hours on mental health - one of our top priorities this year



Our volunteers help us with everything from enter and view visits to giving presentations



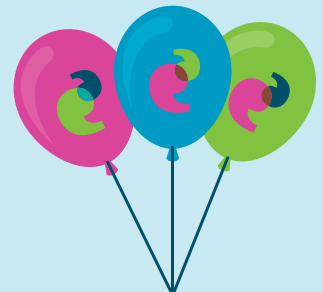
We've visited 6 care homes and 5 mental health wards



Our reports have tackled issues ranging from home care services to hospital discharge



We've met hundreds of local people at our community events



Who we are

Healthwatch Somerset is here to make health and social care better for local people. Healthwatch believe that the best way to do this is by designing local services around their needs and experiences.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

The people of Somerset deserve high quality health and social care services that meet and suit their needs. Healthwatch is working to be a powerful voice for people from all backgrounds and regions of the county, helping everyone to stay physically and mentally healthy, empowered and informed.

Our mission

Healthwatch Somerset involve local people to help improve health and well-being services.

Everything Healthwatch says and does is informed by the connections to local people and Healthwatch expertise is grounded in their experience. Healthwatch are the only body looking solely at people's experiences across all health and social care.

Healthwatch organisations have come together regionally in the South West to share what has been heard, giving Healthwatch Somerset the opportunity to work closely with other Healthwatch. Healthwatch replies to the NHS Trust quality account (QA) and working co-operatively with other Healthwatch enables us to share some of the work. Some trusts cover several Healthwatch areas, Healthwatch Somerset is contributing to the comment on South West Ambulance Service Trust quality accounts.

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

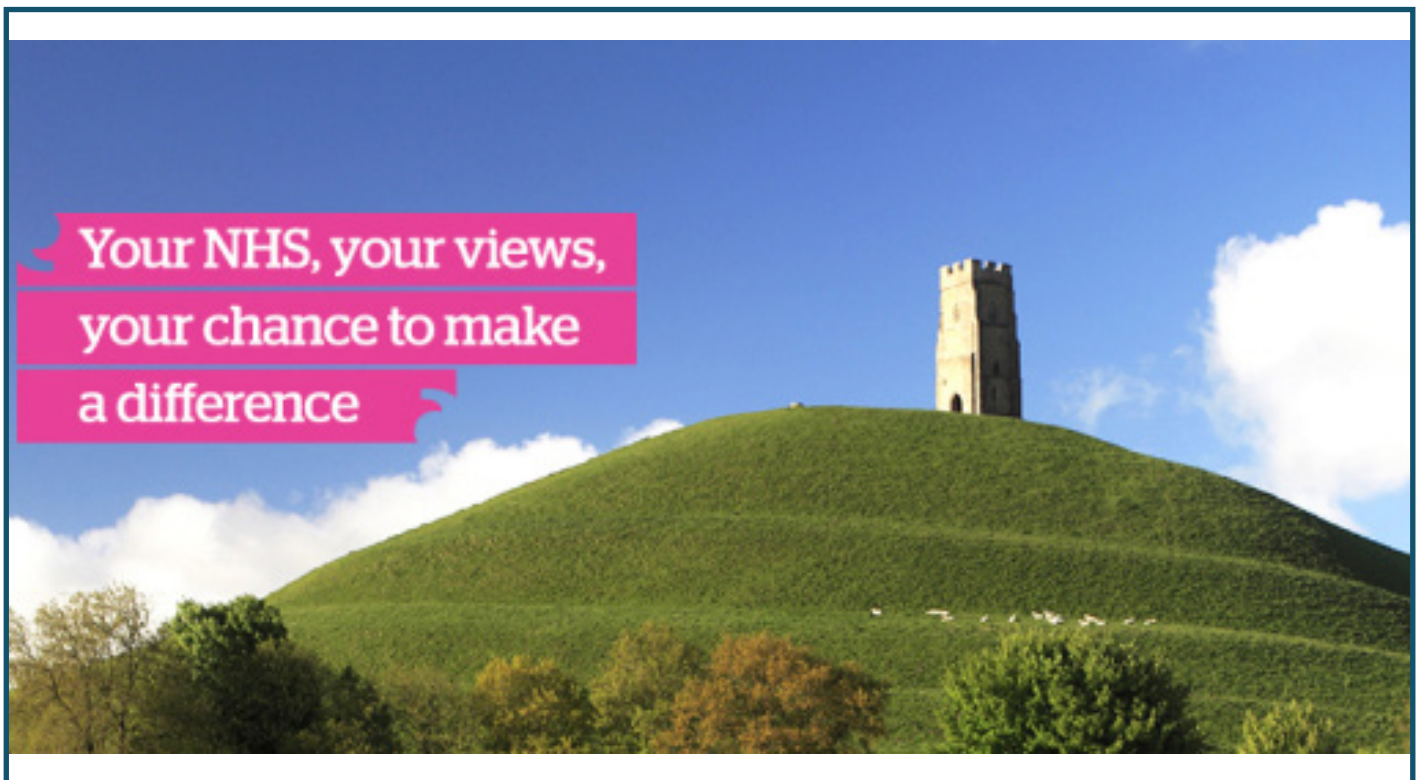
Each quarter Healthwatch collect and collate children, young people and adults' views of their health and social care services and send these to service providers, commissioners at the Local Authority, Clinical Commissioning Group (CCG), NHS England, the regulators the Care Quality Commission (CQC) and Healthwatch England. The issues are viewed at the Healthwatch Executive group and decisions are made to take up themes from the analysis to conduct more research into the areas of concern.



Healthwatch Somerset strategic priorities

Healthwatch will:

- be representative of all communities and empower people to have their voices heard
- provide information and signposting about health and social care services
- ensure local people who wish to complain are signposted to SWAN Advocacy to provide them with the support to enable them to make a complaint
- be independent, respected, accountable and accessible
- be the voice of people with health vulnerabilities
- work collaboratively and with key stakeholders to ensure the patient and public voice is on the agenda when decision making.



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Community pot

Healthwatch Somerset is pleased to have been able to support local initiatives in 2015/16 with community pot funding.

An event and information video was funded by the community pot to illustrate the needs of people with a brain injury. The video, entitled 'Mind the Gap' has been shared with providers and others to promote understanding and good practice.

Engagement with the British Polio Fellowship resulted in a successful application to Healthwatch Somerset for community pot funding. The British Polio Fellowship intend to use this funding to carry out a consultation among people affected by polio to find out the real state of affairs and raise concerns to health professionals at a commissioning level. In addition people affected by polio often have ideas on solutions which can be gathered together to help health professionals to improve service for this particular community group.

Their final report is due in 2016/17.

Early supported discharge

Early Supported Discharge (ESD) is a service that aims to help patients who have suffered a stroke to be discharged from hospital sooner and to carry out rehabilitation at home rather than in hospital.

Healthwatch Somerset has been working with Somerset CCG to consider ways to support the process of gathering feedback on patients' experience of Early Supported Discharge.

Healthwatch Somerset is well placed as the consumer champion for health and social care to act as an independent body to carry out consultation, ensuring that the patient's voice is heard, including those with access needs.

The consultation provided a range of engagement methods in order to capture the views of as many patients as possible.

Focus groups

Patients are being offered the opportunity to come to a focus group to share their views. Four focus groups will be held across the county to consider equality of access. Healthwatch Somerset staff and volunteers will facilitate discussions, record findings and offer one to one time to those who would prefer to feedback confidentially.

Telephone interview

Patients who cannot or choose not to attend a focus group or are being offered the option to give their feedback over the phone. Healthwatch Somerset volunteers are carrying out a telephone survey with a brief set of prompt questions.

Feedback by post

Patients are also being given the option to send their feedback by post, they are given the same prompt questions as the focus groups and telephone survey participants. Responses are being sent freepost to Healthwatch Somerset who record the findings.

This process will be completed in May 2016 and will feed into the final pilot review report compiled by Somerset CCG to be presented to the Clinical Operations Group.

Network of networks

Membership of the Healthwatch Somerset network of networks has increased during the past year with representation from the following organisations and services:

Compass Disability, Deafplus/Visionplus, Headway Somerset, British Heart Foundation, British Lung Foundation, Somerset Advice Network, Somerset Carers Partnership Board, Somerset Community Care Matters, Bridgwater Senior Citizens Forum, Somerset Village Agents, South West Parkinsons UK, Somerset Care and Repair, Somerset Parent Carers Forum, British Red Cross, Rethink, Somerset Sight, Alzheimers Society Somerset, Carers Groups, Patient Participation Groups, Magna West Somerset Housing, Age UK Somerset, Yarlinton Housing Group, St Margarets Hospice, Yeovil Shopmobility, Home Farm Trust, and Somerset Cancer Care.

The network is well supported by representatives from Somerset County Council (SCC) and Somerset Clinical Commissioning Group (CCG) who attend to share relevant information about service development and funding available for members as well as to hear the issues and concerns from members of the network.

Making a difference

It has continued to develop as a space for organisations to identify and explore issues that affect their work and bring Healthwatch Somerset issues from service users. Healthwatch work is informed by intelligence gathered from these network meetings, for example we heard the following:

- hospital discharge procedures are not taking the implications for patients and their families into account in relation to the timing of discharge

- care service provision not being in place when patients are discharged from hospital
- concern about assessment of older people into some care homes not being comprehensive
- delays in getting assessments prior to hospital discharge
- patients not having information about some support services e.g. transport to oncology services

This information has contributed to our good practice guides for care homes, assisting them to better manage transfer of care.

Informing and empowering

The network has become a forum for voluntary and community groups to share information, support each other's development and delivery of health and care focussed support services and identify service development opportunities. After the presentation on the work of the Health and Wellbeing Board, several organisations identified the possibility of contributing to the work to reduce the impact of loneliness in the Somerset.

In May members came together to explore the implications of the implementation of the Care Act 2014 for their work and the people they support in Somerset. Discussion focussed on concerns about increased workloads for Social workers.

In September we heard about the role of the Health and Wellbeing Board, its work plan and priorities for the county. Members of the network appreciated the opportunity to hear about the Joint Strategic Needs Assessment and gain a better understanding of the demographic issues relating to healthcare in the county.

In December the focus of the meeting was on the Clinical Commissioning Group's transition to outcomes-based commissioning. Members took the opportunity to discuss ways of effectively engaging with the CCG to feed in its expertise with representatives from the CCG.



Somerset Rural Youth Project and Young Healthwatch volunteers

Young Healthwatch

The Young Healthwatch Project has made great progress engaging with new groups of young people, building closer relationships with schools and colleges and giving young people the opportunity to volunteer as they explore the health and social care issues faced by young people in Somerset.

During the summer of 2015, 185 young people took part in Young Healthwatch volunteer meetings as part of the National Citizen Service Programme. Subsequently, a number of these volunteers have been involved through Young Healthwatch within local colleges. At Yeovil, Strode and Richard Huish Colleges students have conducted their own research into the needs of other young people, exploring issues such as healthy eating, sexual health, mental health and drug and alcohol use. Each group produced a report, which show varying awareness of the services and support that is available to young people.

Working with the CCG, Young Healthwatch also conducted research with young people who have diabetes. A survey was written and then Yeovil and Musgrove hospital, Crispin, Milfield, Childton Trinity and Huish Episcopi schools were engaged to conduct the surveys, which were then returned to the CCG.

Young Healthwatch has also represented young people in a range of forums and networks, including Shepton Mallet Health Partnership, the SEND Strategy Board, Patient Participation Groups, and Somerset County Council's Participation network.

During 2015-16, there was a change within the Healthwatch staff team. Jane Clark left Young Healthwatch at the end of January, and Charlotte Bligh has now taken up the role of Young Healthwatch Youth Worker.

Steve Baker, Programme Manager

Somerset Rural Youth Project

What we've learnt from visiting services

Healthwatch Somerset has a team of enter and view volunteers who have prioritised hearing from people who, for a variety of reasons, may not have the same opportunities to have their say.

A report is written after each enter and view visit, highlighting good practice and recommendations for improvement. Reports are shared with the Care Quality Commission and the local Health and Wellbeing Board, and made publicly available on the Healthwatch Somerset website.

Healthwatch Somerset completed 11 enter and view visits between April 2015 and March 2016. Six visits were to residential homes (completing a project started in 2014 to visit 12 of the largest residential homes in Somerset) and five visits were to inpatient mental health wards provided by the Somerset Partnership.

Residential nursing and care homes

12 of the largest care homes have now been visited giving residents, staff and visitors the opportunity to talk to Healthwatch. In addition to the individual reports on services, a number of common issues that affect residents and the provision of these services were identified and shared in three different reports to the Somerset Clinical Commissioning Group, Somerset County Council and to acute hospitals. Feedback from the homes that took part in our enter and view programme has been positive:

"The volunteer that came to us in a wheelchair had difficulties turning round... we listened, we took on board what they were saying". Maggie Rhodes, Frome Care Village, (BBC Radio Somerset).

In addition six pamphlets giving examples of best practice in different areas were produced. These cover:

- improving hospital admissions and discharge
- involving the local community
- good practice in staffing
- dignity in care training
- environment
- participation: resident and family meetings.

The aim of these guides is to share examples of excellent care across the sector to improve and support quality.

"I have used the guides as a mini-audit of the home that I run" – Care Home Manager, Langport, South Somerset.

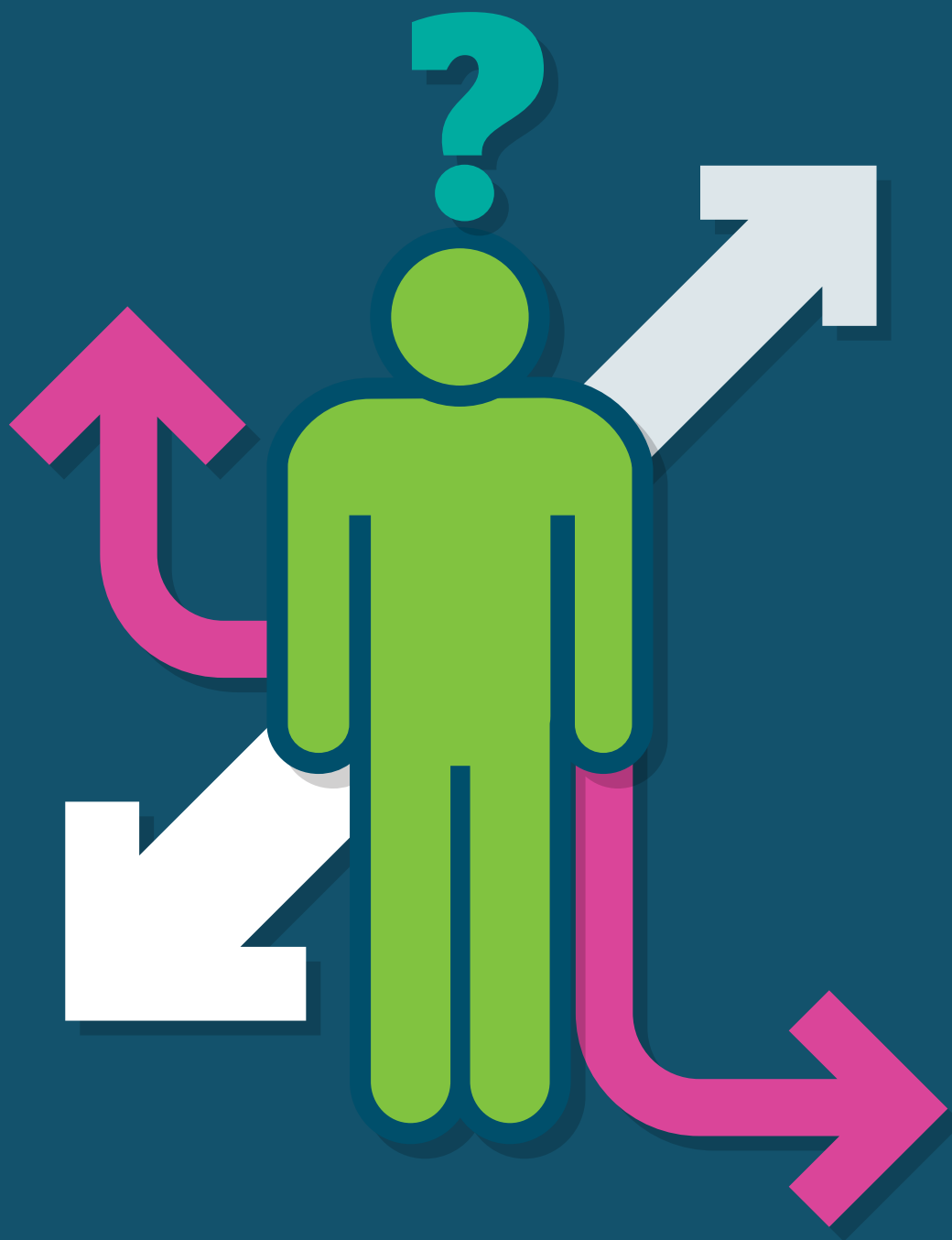


Bob Champion, Anne Woodford, Rebecca Pow MP and Jonathon Yelland at the good practice guide launch.

Somerset Partnership mental health wards

The current ongoing programme of enter and view involves the team visiting all nine of these wards in Somerset. Our visits give people the opportunity to talk to us about the ward or any other health and social care service that patients have used. We are identifying good practice to share and issues that affect the provision and effective delivery of the services.

Giving people advice and information



Helping people get what they need from local health and care services

Well Aware has continued to provide information and signposting service for Healthwatch Somerset across 2015/16.

Over 2015/16 the directory had 332,256 page views searched by 112,934 local people across Somerset, Bath and North East Somerset, Bristol and South Gloucestershire. Well Aware received 2,550 telephone calls over this period and answered 533 email enquiries for signposting information.

Categories of information include:

- support around the home
- home maintenance adaptations and housing
- getting around
- personal health services
- socialising
- emotional support
- living, learning, working.

In addition there are specialist areas on dementia, learning difficulties and mental health with local support, information and resources.

The freephone telephone line offered people in the area the option to phone for assistance in finding health and well-being support and activities in the area to include people without internet access.

The Browse Aloud feature on Well Aware and the Healthwatch Somerset website enables users to listen to content. Google translate means that information can be shown in a variety of different languages to assist people whose first language is not English.

This provision will be delivered by Somerset Choices in 2016/17. The transition from Well Aware to Somerset Choices has been managed in the last few months.

Somerset choices will promote Healthwatch Somerset in the footer of the front page of the website and can be promoted in more depth in two other sections: 'Find services and products' and in the Health section of 'Information and advice'.

Healthwatch Somerset will promote Somerset Choices on the website and staff will be briefed on the accessibility aspects of Somerset Choices so that they can support the public to access signposting information.

Both services will promote each other when engaging in outreach.



Healthwatch Somerset website figures

8,918 sessions

7,403 users

16,838 page views

Our Healthwatch Somerset quarterly feedback reports are displayed on our website as well as a variety of health and social care information in a number of formats.

The feedback centre

The feedback centre on our website and Facebook enables the public to provide information about all health and social care organisations in Somerset. This helps us to generate data that Healthwatch can benchmark and act on.

Average ratings left on the feedback centre between April 2015 and March 2016.

Average Healthwatch rating	Average individual Healthwatch ratings
 <p>Average rating for May 2015-April 2016 (2,5882)</p>	<p>Cleanliness </p> <p>Staff Attitude </p> <p>Waiting Time </p> <p>Treatment explanation </p> <p>Quality of care </p> <p>Quality of food </p>
 <p>Overall average (3.1000)</p>	

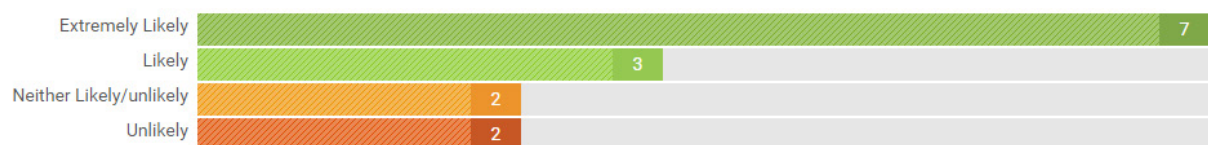
People can find any local organisation simply by searching its name, location or postcode. When providing feedback through the feedback centre, users are prompted to review and rate services by answering a list of questions that help them to provide the right level of detail. All feedback is moderated before being published and providers have the ability to leave responses.

Healthwatch Somerset captures the following data:

- An overall rating of the service provider
- A summary of experiences which we divide into themes and sub-themes
- Friends and Family test questions.



Friends and Family ?



Early in 2016 a Facebook app was launched where people can leave feedback on directly onto Facebook.

Your feedback



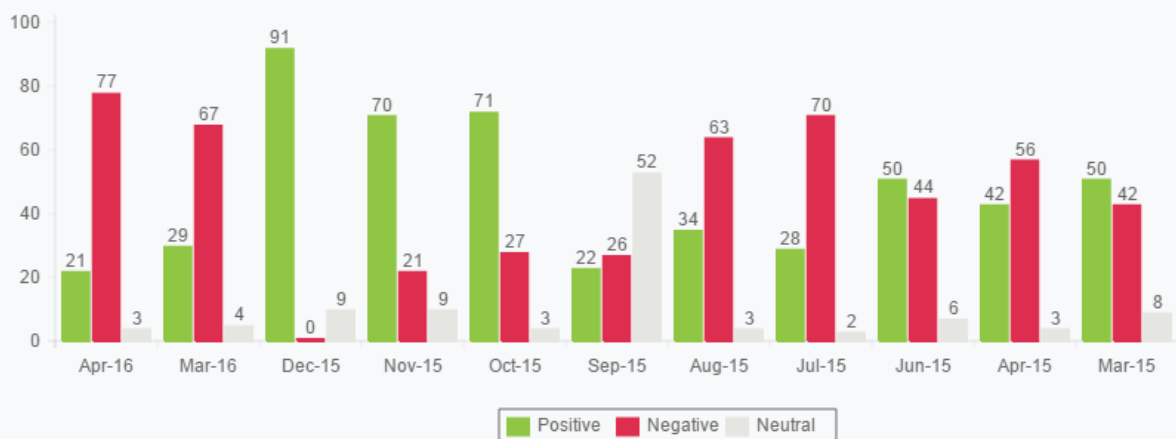
Find your local health and social care services to leave feedback...

Search by name or location...

Can't find your service? If it's not listed, you can [add your service](#) here.

Sentiment Tracker ?

Overall sentiment regarding health and social care in Somerset



How we have made a difference



Home care consultation report

This piece of work was triggered by intelligence received from the public and will feed in to the planned recommissioning of these services in 2016.

Healthwatch Somerset identified a local concern regarding the provision of home care services. Issues and concerns received informed an emerging theme with issues being raised by both people receiving and services providing home care. For example:

- commentator says that home care workers treat their relative with little respect; there was no personal treatment; (relative) ...was not treated as an individual.
- commentator feels home care workers "make patients feel small" and "act as though everything is too much trouble for them."
- commentator says staff rushed their relative to get dressed and didn't explain what they were doing or ask how she was feeling each day.
- commentator felt the service was poorly run and their relative had different carers each day, so there was no consistency.

There is a concern that provision of home care may not be serving the needs of the people who require it, particularly in more rural or inaccessible areas.

The Healthwatch Somerset Executive Group of volunteers recommended and co-designed a consultation to research further and gather more detailed information from people who receive, and those that deliver, home care services.

The consultation highlighted that people receiving home care and those delivering the service share much the same vision of what constitutes excellent care.

The main areas that arose throughout were:

- the importance of sufficient time to carry out all care duties
- a desire for consistency of carers in order to build a good relationship
- the importance of punctuality, including not being early as well as late as this causes problems equally
- the value of good communication and timely information with clients, their families and informal carers, the home care service team and other agencies involved in the clients care
- the importance of care that is tailored to the individual needs of the person receiving home care, reviewed regularly and adapted when necessary
- a desire for the provision of emotional care and cheerful interaction as well as physical care.

Recommendations

Healthwatch Somerset has analysed and considered all the intelligence gathered and based on this has recommended that:

- home care service providers focus on personalisation and build in more customer choice in how their care is delivered
- consider the consistency of personnel in the delivery of home care to each client
- maintain high standards of quality with a focus on dignity and respect
- acknowledge an appetite for providers to have a more dynamic training programme and recognise the importance that clients place on care providers having up to date knowledge across a broad range of care related issues

- review the way that information has been provided to help people to understand how they can use direct payments to pay for their care
- findings from this questionnaire indicate that a significantly high proportion of people would benefit from further explanation, having questions answered and concerns addressed
- consider plain English and accessible formats as well as how, where and from whom this information would be best received.

The final report is available on the Healthwatch Somerset website and shared with home care service providers and carers support organisations for their interest and comment. Positive feedback was received from the Health and Wellbeing Board and Iona Brimson, Senior Commissioning Officer as follows:

“The Healthwatch consultation has provided us with really useful feedback and together with our own feedback from engagement with service users and carers we have been able to design a robust service specification which reflects this. We have designed the Service Aims, Standards and Outcomes around the key areas of feedback, and I have built in the things that people told us which were important to them. We have developed a clear set of standards for home care providers which has been endorsed by a service user group who also helped design a question for the tender exercise. This includes a clear charter on what service users can expect and a checklist for staff to complete with service users.”

Working with other organisations

Strengthening relationships with decision makers

The Health and Wellbeing Board

Healthwatch Somerset uses its seat in the Health and Wellbeing board to highlight the views of local people. Papers were presented in 2015/16 about:

- early supported discharge test and learning
- home care consultation findings
- enter and view.

Somerset Clinical Commissioning Group

Healthwatch Somerset holds quarterly meetings with Somerset CCG. This provides a platform to share information and contacts and to promote each other’s work. This year we have looked at ways to integrate enter and view volunteers and CCG lay representatives, sharing skills and learning. The Somerset CCG patient and public involvement lead has a seat on the Executive Group to reinforce this link.

Care Quality Commission

A quarterly meeting is held between the CQC and Healthwatch Somerset. This provides a good opportunity to relay concerns, discuss enter and view work and keep up to date with the CQC inspection plans.

NHS England

Healthwatch Somerset, alongside the other Healthwatch in the South West and Peninsular region, meet three times a year with the Director of Commissioning Operations for NHS England South West in order to keep up to date with NHS England initiatives and to plan timely promotion of public engagement.

Healthwatch England

Healthwatch Somerset, B&NES, South Gloucestershire, Bristol, Swindon, Wiltshire and Gloucester meet with the Healthwatch England Development Officer for the south at quarterly network meetings. This maintains regular communication with Healthwatch England.

Healthwatch Somerset has established a positive relationship with SWAN Advocacy, allowing the sharing of local intelligence about emerging health and social care needs.

A standard template for responding to comments received from the public, whether over the phone or electronically, informs members of the public about their option to seek support from an advocate should they feel they need it to make a complaint.

Swan Advocacy

In 2015/16, 20 people were referred directly to SWAN Advocacy by Healthwatch Somerset.

SWAN encourage their clients to share their views and issues with Healthwatch Somerset. SWAN have a template to support people to understand the value of Healthwatch and how their information is recorded and used.

SWAN also provide quarterly information about the themes of cases within NHS complaints to support Healthwatch Somerset intelligence gathering.



Involving local people in our work

Healthwatch Somerset currently has 28 adult volunteers carrying out a range of roles:

- 24 champions
- 13 representatives
- 11 enter and view volunteers
- 7 Executive Group members
- 8 young people are active Young Champions.

Volunteers enhance the capacity of Healthwatch Somerset to reach the community and to stay informed of local priorities.

Champions represent a diverse range of groups including patient participation groups (PPGs), hospital forums, autism, stroke and cancer support groups, carers, older people, disability groups mental health groups, Women's Institute, Parent Teacher Association, residential groups, Polish community, Midwest European Communities Association, hockey and swimming clubs. Healthwatch Somerset benefits from the connections with these groups and the opportunity to gather a wide range of views.

Representatives have attended a total of 76 meetings between them this year, vastly increasing the ability of Healthwatch Somerset to stay up to date with current developments within the sector. The feedback is brought to the Executive Group and used to inform work plans.

The volunteer group support has included guest speakers from organisations such as Somerset Partnership and a session from Dementia Friends to raise awareness and encourage people to pledge a commitment to become a Dementia Friend.

Our work in focus



Our work in focus: Enter and view



Frome Care Village

Case Study

A quote from Maggie Rhodes; Frome Care Village:

“Healthwatch coming to me last year was invaluable because they were an independent body. They came and they weren’t here to criticise, they were absolutely here to support us and they told us what difficulties they found. They also allowed me to express how I felt and I disagreed so it wasn’t a one way process! We worked together to be able to improve everything here.

People will always look at the CQC website but Healthwatch are able to share good practice with a whole other range of people. The CQC give you the regulations and tell you where boxes are being ticked but I think Healthwatch enhanced that - they give so much more. We look forward to inviting Healthwatch Somerset back to Frome Care Village in the near future and welcome the feedback they have provided”.

Improving experiences of discharge

Healthwatch recommended that the home consult the Healthwatch Somerset publication ‘improving hospital admissions and discharges – good practice examples’ and implement the suggested actions to help improve future liaison with the hospital.

Maggie responded and told us that:

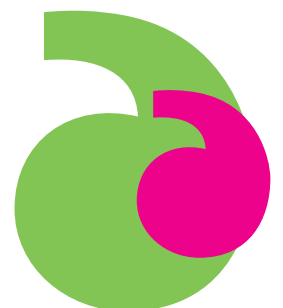
“Since the visit of Healthwatch Somerset there have been two admissions from the hospital. One was a very successful discharge the other was slightly problematic but was resolved through communication with the hospital ward staff. I have taken note of the suggested liaison should admission and discharge from hospital prove to be difficult”.

Creating brilliant resident and family meetings

Healthwatch also recommended that the home look at ‘resident and family meetings – good practice examples’ and discuss this with staff and at resident and family meetings to aid further improvements in this area.

Maggie responded and told us that:

“In the past few weeks we held a meeting for relatives which I am pleased to say generated more interest than has been the norm. It was actually a cheese and wine evening which also incorporated a talk from one of our consultants on the value of life histories. The group also put forward suggestions for feedback going forward. The group asked for quarterly meetings which we will be pleased to facilitate. I am pleased to see that this forms part of the good practice guide”.



Helping the hearing-impaired to feel more included

Finally, Healthwatch identified the importance of the home consulting with Action on Hearing Loss on the installation of hearing loop systems. Maggie responded by telling us that she has

“...added this to our service action plan to look at once our ‘houses’ within the buildings are established and settled”.

Overall, Healthwatch is proud to be able to work closely with a home that has a desire to improve the quality of service for residents. We are confident that by doing this work, people’s lives have improved.

Mind the Gap Conference

In May 2015 Healthwatch Somerset supported Headway Somerset to run a half day conference Mind the Gap: working together to help those affected by brain injury’

The conference brought together over 80 people including service users, carers, service providers, clinical staff and commissioners to explore how services for people with a brain injury could be improved.

Service users’ voices and experiences were at the centre of the event. Delegates heard personal accounts of living with a brain injury, received the results from a survey of Headway service users experiences and had the opportunity to appreciate prose and poetry that had been written by people living with a brain injury.

Workshop discussions focussed on experiences of hospital discharge, the immediate return home, community based support and access to rehabilitation services. Delegates were asked to make commitments to carry forward their learning from the day.

A post conference follow up highlighted that several organisations had been successful in carrying out their pledges:

- Somerset Clinical Commissioning Group confirmed that it had incorporated the needs of people with brain injury in its equality delivery system.
- South Somerset GP Federation followed through with its commitment to raise awareness of brain injury and invited Headway to participate in two further events, including a health and well-being fair for young people that was run at Yeovil College in January 2016.
- Headway appointed two part time hospital liaison staff to help improve discharge practices in Somerset.



Alan Calaminus speaking at the conference



Our work in focus: Stroke services



My name is Cliff Puddy and I am a Healthwatch Somerset volunteer.

During 2015/16 I have been particularly involved with stroke care.

As a member of the Executive Group I was part of the decision to set stroke care to be one of our key priorities on our work plan.

As a stroke survivor myself I am very interested in making sure that stroke patients receive the best possible care. I champion my Stoke Club and, to extend this and hear from more people, I visited 14 Stroke Clubs across Somerset, to raise their awareness about Healthwatch Somerset and how we can use their feedback to improve services.

I asked people to tell me about the care that they received after having their stroke. What I heard a lot was that people had received support for a couple of weeks and then there was little or no help after that.

A report was put together and taken to Somerset Clinical Commissioning Group (CCG).

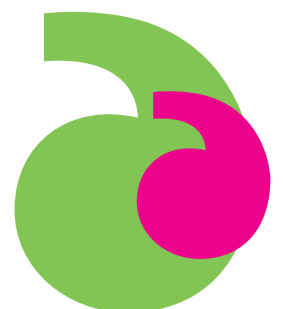
At this point I was asked to get involved, as a Healthwatch representative, with the working group overseeing Early Supported Discharge for stroke patients.

I felt it was very useful to be at these meetings as Healthwatch Somerset was able to offer independent patient engagement support when it came to carrying out a test and learn exercise on the county wide pilot.

I have helped facilitate four focus groups, in four localities, to hear the views and experiences of stroke patients who have received the early supported discharge service.

Healthwatch Somerset collated all the feedback anonymously to contribute to a report being compiled by Somerset CCG which will go to the Clinical Operations Group.

I feel very pleased that as a volunteer with Healthwatch Somerset I can make sure that stroke patients' views are heard and can make a difference to the way services are delivered.



Our plans for next year



Future priorities

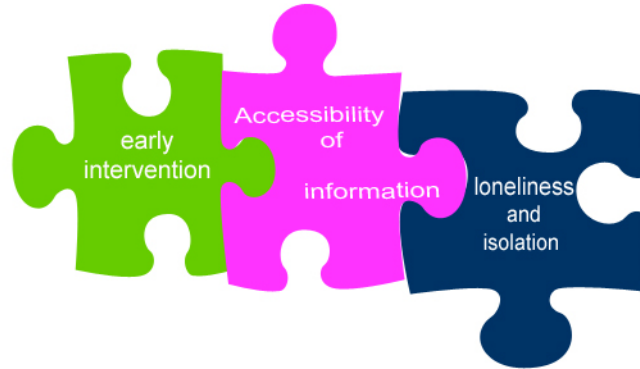
Using the Joint Strategic Needs Assessment, Health and Wellbeing Strategy and the information heard directly from local people, Healthwatch Somerset's 2015/16 priorities were to engage with and hear the views of people with a range of health needs, from a range of backgrounds and locations.

In order to bring this work to life and continue to demonstrate the value of Healthwatch Somerset's role as the consumer champion for health and social care, these goals were addressed in the following ways:

- support patient engagement in 'test and learn' initiatives around early supported discharge and Symphony by offering accessible ways of giving feedback and one to one support (Long term conditions/ stroke/South Somerset/Taunton Deane/ Mendip).
- contribute intelligence to planning and commissioning of local services, for example the home care consultation report (Long term conditions/People living in rural areas).
- reinforce Healthwatch Somerset's role as a critical friend by highlighting good practice through enter and view work as well as identifying areas for improvement (Care homes/Mental health services).
- improving the ability of local people to demand high quality services by providing a series of accessible guides around quality of care home service. The guides resulted from our enter and view work.

- work with the Clinical Commissioning Group to ensure that the views of stroke patients, their families and carers are used to improve stroke support (Stroke).
- integrate Young Healthwatch work into ongoing college projects to ensure involvement is meaningful for young people. (Young Healthwatch/child obesity)
- increase circulation of quarterly monitoring reports to ensure that the intelligence gathered is widely viewed and acknowledged.





Our people



Decision making

As the Executive Group has developed there has been lots of positive learning and successes. A review of the structure of the board considered ways to make the group as effective and purposeful as possible and changes have been implemented.

Volunteers received information about the new roles and were invited to express an interest by email and this was followed up with a phone call from a member of the team, to explain the details in a more personal, accessible way and to provide the opportunity to answer questions and encourage volunteers who may not previously have considered these roles as applicable to them.

A briefing session was held for those interested to cover the role descriptions, related tasks and to give an interactive experience of how the Executive Group functions, negotiates and makes decisions. Formal expressions of interest were taken after this and the selection process followed.

How we involve the public and volunteers

The change in the number and remit of some of the lead volunteer roles means each role will have a clearly defined purpose and a related task in order for volunteers to take ownership of the role and see clearly demonstrated value. The roles that already have a related action remain in place. Volunteers increased involvement in action will demonstrate good governance and a balanced collaborative approach to driving the work of Healthwatch Somerset forward.

New volunteer lead roles and tasks are:

- attend the health and well-being board meetings and feedback

- enter and view – lead on enter and view planning, visits and reporting
- children and young people – link with Young Healthwatch and feedback
- quality in health – lead on Healthwatch Somerset comments on quality accounts
- quality in social care – lead on Healthwatch Somerset response to local accounts
- equality of access – lead on Healthwatch Somerset comments on equality delivery systems.

Other roles on the board remain:

- SWAN
- Compass Carers
- CCG lay rep/Patient and public involvement
- Healthwatch Somerset General Manager
- Healthwatch Somerset Project Coordinator.

As well as volunteer participation in the agreed lead roles within the board, we also aim to further encourage the participation of all volunteers in Executive Group meetings. Agendas and meeting details will be circulated to all volunteers to promote their participation, and for them to promote the public aspect of the meetings to people within their communities. Healthwatch Somerset will invite volunteer champions and representatives to express an interest in involvement in specific agenda items relevant to their groups. This will broaden the skills and experience around the table.

The new Executive will take place in the 2016/17 financial year and will begin by agreeing terms of reference, setting the annual work plan and agreeing meeting dates for the rest of the year.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		199,047
Additional income		0
Total income		199,047
EXPENDITURE		
Operational costs		55,533
Staffing costs		133,960
Office costs		7,004
Total expenditure		196,497
Balance brought forward		2,550

Contact us



Get in touch

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BS16 2QQ

Phone number: 01823 751 403

Email: info@healthwatchsomerset.co.uk

Website: www.healthwatchsomerset.co.uk

Address of contractors: Sub contractors: Young Healthwatch: Somerset Rural Youth Project, Unit 2 Suprema
Estate, Edington, Bridgwater, TA7 9LF

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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.

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