

Healthwatch York: Performance monitoring report

Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date (Service Commencement Date)	01 April 2017
Contract Finish Date (Expiry Date)	31 March 2020

The aims of the performance monitoring / six monthly review process are to:

- Review the achievements of the Service in delivering the agreed outcomes
 - Consider how the Service might be developed going forward
 - Identify how beneficiary needs are being delivered
 - Establish that the Service is being managed in accordance with the Agreement
1. The information contained in this report will be used as a basis for the Annual Service Review, in conjunction with that information provided on a regular basis during each year of the Term. Annex 1 to this report shows Healthwatch York Annual Review 2018/19, Annex 2 shows Healthwatch Annual report 2018-19, Annex 3 shows the Healthwatch Evaluation report 2019.
 2. Six monthly performance monitoring reports will include a mixture of qualitative and quantitative data to ensure that the process is not simply a mechanistic one, but feeds into a continuous cycle of improved performance. Six monthly reports will be presented to Performance Management Group meetings on dates to be agreed.
 3. In addition, a six monthly performance management meeting will be held between representatives of the Council and Healthwatch York. The performance management group meetings will:
 - Agree additional Key Performance Indicators that will constitute six monthly performance summaries
 - Set annual milestones for each Key Performance Indicator as appropriate

- Receive six monthly performance summaries, define any gaps in performance and discuss how these might be rectified.

4. In addition to the six monthly reporting process it is proposed that 360 degree feedback on Healthwatch York activity is invited from all key stakeholders annually.

Signature on behalf of Provider		
Signature	Name	Date
<i>Catherine Scott</i>	Catherine Scott	03 June
<i>Siân Balsom</i>	Siân Balsom	2019

SECTION 1: Service Provided 01/09/18 - 30/03/19

5. What have been the main focus areas of Healthwatch York during the last six months?

Qtr 3

- Developed a project plan for capturing the experiences of people who have been through the Safeguarding process, to help keep the Safeguarding Adults Board rooted in people's experiences, and see how effectively we are delivering the Making Safeguarding Personal agenda
- Published our Autumn Magazine, featuring information on York's Carers Strategy, the NHS national data opt-out, and the Accessible Information Standard
- Worked with Changing Lives and Lankelly Chase to develop the Multiple Complex Needs network
- Continued our work on Changes to Services

Qtr 4

- Launched our new Safeguarding Stories project, commissioned by City of York's Safeguarding Adults Board
- Began work as part of the Healthwatch network to support engagement activity around the NHS Long Term Plan
- Published our Winter Magazine, featuring facts about bowel cancer and how to become a Cancer Champion, reporting hate crime, and information about safeguarding both adults and children

- Released a survey on Changes to Services to gather further feedback on
 - the introduction of BMI and smoking surgery thresholds
 - the movement of anticoagulation services from York Hospital to GP practices
 - Improving Access to Psychological Therapies

Key Performance Indicators to include:

- The impact of Healthwatch activity on community / commissioners / service providers – including progress towards Public Engagement Reports, involvement in key strategic meetings.
- Feedback mechanisms used by Healthwatch to inform participants and the wider public on the outcomes of the issues covered by Healthwatch.
- Communication and Reach - evidence of public, patient, carer and user-group engagement with / participation in Healthwatch
- Financial / Spend monitoring
- e.g. The number, frequency and type of methods used by the Host to engage with individuals, organisations and groups. (captured in quarterly Information and Signposting Reports)
- The outcomes of any visit to Health and Social Care premises in York.

6. What progress has been made during the last quarter in respect of the above? Have you identified any barriers to achievement of agreed outcomes?

Impact of Activity / Public Engagement Reports

Impact of activity:

7. Due to our recommendations about dental provision, NHS England have updated the information NHS 111 provide regarding emergency dentistry. Unfortunately, this coincides with changes to the provision of this service that have made it even more difficult for people to access emergency dentistry in York. This is a real concern.
8. Following the publication of our LGBT+ report in September 2018, we received a number of responses to the recommendations made:

NHS Vale of York Clinical Commissioning Group

9. Dr Nigel Wells, NHS Vale of York Clinical Commissioning Group Clinical Chair, said: “The CCG welcomes and acknowledges the findings of the Healthwatch York and York LGBT Forum report on lesbian, gay, bisexual and trans+ people’s experiences of health and social care services in York.

“Above our statutory duties under the Equality Act 2010, the CCG’s equality, diversity and human rights strategy (2017-2021) sets out the importance of equality and diversity to the CCG and its activities. The strategy helps the CCG to focus on addressing current health inequalities, to promote equality and fairness, and establish a culture for inclusiveness that enables health services across the Vale of York to meet the needs of all of its population.

“The focus on health inequalities is key to improving the health of the population in the Vale of York CCG area. The CCG will continue to work with its partners to develop activity that aims to prevent or improve health inequalities, and the CCG has strengthened its approach to engagement and aims to ensure that as many groups as possible are represented in its work with patients and public.”

York Teaching Hospital NHS Foundation Trust:

10. York Teaching Hospital NHS Foundation Trust accept the recommendations and advise that there will be internal discussions around how best to deliver them.

Tees Esk and Wear Valleys NHS Foundation Trust:

11. Patrick Scott, Director of Operations, York & Selby: “We have had an opportunity to review the reports and are largely supportive of the detail within them, I have raised with our quality and diversity lead who has agreed to work with my senior team in the New Year to look at developing an action plan drawing on the findings and recommendations of these reports. We would just say that in relation to recommendation 2, that we already have a heavy burden of statutory and mandatory training and as such we will need to consider what our training plan may look like, but if we could be sent training courses that you make reference to we would be happy to look at this.”

City of York Council:

12. Maxine Squire, Interim Corporate Director Children, Education and Communities: “Many thanks for you report to the Health and Wellbeing board about the experiences of the LGBT+ community with regards health and social care.
13. I have shared the report with the heads of service for children’s social care and local area teams and have asked them to share the recommendations with their teams to ensure that this becomes incorporated in their future practice.
14. I will ask for updates from heads of service at my regular 1:1 meetings with them.”

Key strategic meetings

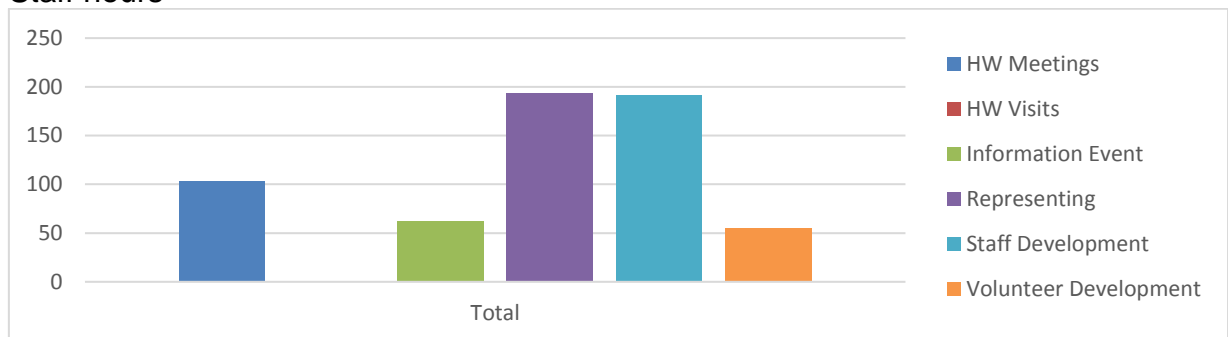
15. We attended all Health and Wellbeing Board meetings during this period. We also regularly attended the Mental Health Partnership, Ageing Well Partnership, Safeguarding Adults Board, Voice and Involvement meeting, and Health, Housing and Adult Social Care Policy and Scrutiny Committee meeting. We also took part in activities to mark World Mental Health day.
16. Developing a Multiple Complex Needs network for York
The overarching aim of this multi-agency network is to achieve better outcomes for people living with multiple complex needs and reduce the associated challenges to services.
17. This work focuses on people facing multiple difficulties at the same time, which makes life complex, and for whom the system’s collective response to help and support them is currently insufficient. This could include people experiencing homelessness, substance misuse, mental health and/or offending.
18. The MCN Network meets every two months to support providers, practitioners and people with lived experience to develop a system wide approach in supporting people experiencing multiple and complex needs.
19. The network generates learning and knowledge and builds relationships to achieve its aims.

20. A key component of this work is to develop creative ways to include the voices of people often excluded from this type of work including people with personal experience of multiple needs and people working on the frontline.
21. Whilst the impact of this work cannot be felt yet, the long term ambition is not just to better meet the needs of individuals facing multiple difficulties, but also to show how changing the way we work together can enable the health and social care system to better meet the needs of all local people.

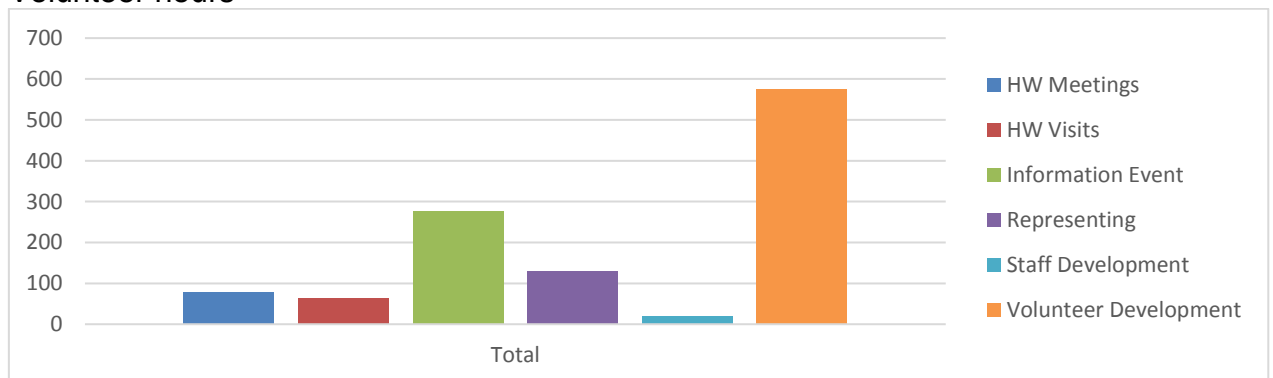
Communication, Engagement & Reach

22. Staff and volunteer hours by meeting type is detailed below:

Staff hours



Volunteer hours



23. For more details regarding our engagement work, we are happy to share our engagement calendar, giving details of all events we have held and participated in.
24. During public strategic meetings, both Healthwatch York staff and volunteer representatives complete Reps Reports. These reports can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/11/Representatives-pdf.pdf> - November 2018

<https://www.healthwatchyork.co.uk/wp-content/uploads/2019/01/Representatives.pdf> - January 2019

<https://www.healthwatchyork.co.uk/wp-content/uploads/2019/03/All-meeting-reports.pdf> - February 2019

<https://www.healthwatchyork.co.uk/wp-content/uploads/2019/03/all.pdf> - March 2019

Outcomes of visits to Health and Social Care premises in York

25. In partnership with City of York Council, we support volunteers to visit local care homes and speak to residents about the care they receive. Our care home visits contributed to and enhanced 9 City of York Council care home reports, having engaged with 47 residents in total.

Readability Work

26. Our readability volunteers have an interest in supporting local providers and commissioners to improve their patient information. Over this half year we have reviewed 10 documents, all for York Teaching Hospital.

Partner Programme

27. We have 40 voluntary and community sector organisations who are signed up as Healthwatch York partners, and 2 pharmacy partner organisations. We invite our partners to our quarterly Assembly and Annual Meeting to get involved in conversations about what is happening locally in health and social care. We also work closely with them to progress our work plan reports. After Reshape joined our Partner Programme in the first half of the year, they hosted a half day training session for our staff team to get to know the organisation and their work.

Volunteers

28. At the end of March 2019 we had 39 volunteers covering a range of volunteer roles. These include Representatives, Community Champions, Enter & View, Care Home Assessor, Research, Marketing and Communications, Readability Panel, Office Support and Leadership Group members, plus our Ways to Wellbeing (W2W) volunteer role, in partnership with the W2W Co-ordinator at York CVS.

29. Following our Volunteer Development Day and volunteer 'Thought Capture' in September 2018, we have begun work on the recommendations to help improve the experience of people volunteering with Healthwatch York.

30. Our initial actions were to:

- Clarify how the mission and requirements of Healthwatch York are presented in our Induction training, involving volunteers in developing this.
 - Improve the monthly bulletin to include a section highlighting some of the things volunteers have been up to during the month, the impact they have had, and other volunteer opportunities that are available.
 - Promote existing and new volunteering roles and opportunities. The website will be updated with volunteer role summaries and opportunities. Additional 'ad-hoc' and new volunteering opportunities will also be highlighted in the bulletin, and we will also be clarifying a number policies and procedures relating to volunteering with us.
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- We have undertaken some initial work to review the induction, and will be reviewing this with our volunteers shortly.
 - Our monthly bulletin now contains a Healthwatch York Volunteers section – this also covers 3., as all volunteering opportunities both in HWY and other organisations is put in the bulletin.
 - Policies and procedures around transitioning from staff to volunteer and visa versa have also been created and shared with the volunteers.
 - We continue to support volunteers with regular meetings, both for all volunteers and specific meetings for certain roles.
 - We continue to work in partnership with Ways to Wellbeing, supporting their volunteer recruitment, development and training.

Engagement

31. We continue to carry out community engagement activities at events and locations throughout York. Our volunteers are a regular presence at many community venues, signposting people to services across the city and recording people's experiences of health and social care services.

32. These included our regular outreach work, which is going strong. We now have monthly drop-ins at Lidgett Grove, St Sampson's café for 60+, Spurriergate centre, Café Nelli, Fulford Church, Oaken Grove Community Café, Acomb Library, West Offices, Ellerby's Hub at York Hospital, the Church of the Holy Redeemer, and we have continued our involvement with the York Explore Mobile Library, travelling to locations across the city. New drop-ins taken up over the past 6 months include Red Tower, at their 'pay as you feel' café, and Planet Food.
33. Every month we also provide one-off information stands at different locations around the city. In this period, this included Speak Up Speak Out at York St John University, joining in Kyra's event for International Women's Week, and Healthy Hearts at St Barnabas.
34. We have sent out 2 quarterly magazine, Autumn 2018 and Spring 2018. This was produced and distributed by post to 348 individuals and organisations and by email to 331 individuals and organisations. It was also available through our website, and was distributed at our information stands at community venues.
35. @healthwatchyork has now got 2,329 followers, 118 additional followers since our last report, continuing the steady increase. Over the 6 months from October to March we gained 46,000 twitter impressions, 107 link clicks, 130 retweets and 143 likes. To give a flavour of our activity, our top tweets for each month were:
36. October: Healthwatch York are recruiting volunteers! If you are interested in #volunteering with us to improve #healthandsocialcare services in #York then get in touch! There are various different volunteer roles, and all are very flexible!
37. November: Share festive spirit by checking on a loved one or someone that lives close by! Pop in for a cuppa or to check that they are okay on these cold days and nights! Could even pop in and have a festive mince pie 😊
<https://twitter.com/NHSuk/status/1067380176785481728>
38. December: We are recruiting #volunteers! If you are interested and want to help us make a change then contact –
healthwatch@yorkcvs.org.uk
<https://twitter.com/HealthwatchE/status/1070309822673891328>

39. January: Come and see us on Monday: 12-2pm @RedTowerYork1 pay as you feel café! We will be providing information and advice on health and social care services in York!
40. February: Come and get guidance and information on health and social care by chatting to one of our Community Champions. Check out our events page here:
<https://www.healthwatchyork.co.uk/events/2019-02/>
41. March: Are you a York resident and blue badge holder? @CityofYork needs your help to understand how easily you can access the city centre. More info here <https://www.healthwatchyork.co.uk/news/are-you-a-blue-badge-holder/>

Logging issues

42. We logged 150 issues. This includes some double counting where people provide feedback about two or three different organisations within one issue as feedback is logged against organisations.

Areas	Complaint	Compliment	Concern	Point of view	Request for Information	Grand Total
Ambulance	2	2	2			6
Care home		3			1	4
CCG	4	1	4		2	11
Dental	4		1			5
GP	18	7	8	2		35
Hospital	10	17	6		1	34
Housing			1		1	2
Mental health	6	2	4		2	14
NHSE			1		2	3
Other	2	13	2		5	22
Pharmacy		1	2			3
Social care	1		2		3	6
Transport	3	1	1			5
Grand Total	50	47	34	2	17	150

Key themes from the reported issues and feedback centre

- Access to dental services – including failure to provide BSL interpreter, lack of dental provision in care homes, and challenges in accessing the community dental service
- Issues with patient transport following changes to the Yorkshire Ambulance Service contract (improvements have already been reported)
- Challenges with accessing GP services, leading to delays in getting diagnoses
- Feedback both positive and negative regarding CAMHS services, both outpatient and inpatient
- Repeated positive feedback for Yorkshire Fatigue Clinic and Asda Blood Clinic
- Challenges in accessing information about relevant support services

Signposting and advice

43. We continue to record signposting activity through the issues log where this is received in the office via phone calls or emails.
44. We keep a full log of all signposting contact through community activities and events, much of which is through our Community Champion volunteers. We provided opportunities for people to access information, advice and signposting support at 62 different events between 1 October 2018 and 31 March 2019, attended by over 2,700 people.
45. We signpost to a large number of health and social care organisations and services in York, including the “Big 6” (Dementia Forward, First Call 50+, Family Information Service, York CAB, York Carers Centre, York Mind). We also share information from and about York Advocacy, particularly their NHS Complaints Advocacy service. Through our engagement work, we have given out 145 mental health guides, 60 dementia guides, and just under 100 leaflets to members of the public at events during our conversations with them.

Future Developments

46. In 2019/20 we have identified a number of areas we want to look into. In April 2019 we completed focus groups and publicised a survey

around the NHS Long Term Plan. We are working with MySight to look at what difference having Eye Clinic Liaison Officers based at the hospital makes to the experiences of people experiencing sight loss. We also intend to work with partners within the Multiple Complex Needs network to capture the experiences of individuals given this label, probably looking at experiences of unplanned detox in a hospital setting.

47. Due to the generous support of Lankelly Chase, we will also continue to host work around developing the Multiple Complex Needs network, with a view to using the learning to influence wider system change developments.
48. Given that we got very limited feedback regarding IAPT, and that the service itself was going through changes at the time, we will revisit this at some point in the future.

Barriers

49. Our contract comes to an end in March 2020. There is an option to extend the contract for a further 2 years. We hope the contract situation can be clarified at the earliest possible stage, to make sure we can continue our day to day delivery with the minimum disruption.
50. We need to identify future funding for the production of our Mental Health and Dementia guides. Whilst we want to continue to provide these, as we have received very positive feedback about their value, we need to be realistic about how far our core budget can stretch. In the past, we have received additional funding from TEWV and Ways to Wellbeing to produce the Mental Health guide, and from Joseph Rowntree Foundation and Ways to Wellbeing for the Dementia guide. These guides are now over 12 months old, and funding their ongoing production is a recurring challenge.
51. There is a need to consider how, when we are looking to gather feedback about service change, we can rely on the support of providers and commissioners to share opportunities to give feedback even where providers or commissioners perceive significant amounts of the feedback may be negative. Although we use local press, and share information widely through our own networks, to reach the most people we need all stakeholders to feel invested in supporting us to reach further.

SECTION 2: Staff training and development / Healthwatch Volunteers*Details of all training courses undertaken in the last six months:*

Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Safe TALK	3S		
• PLACE training	4V		
• Re:Shape	4S		
• Measuring Organisational Impact	1S		
• Enabling Social Action Partnership working on Co-production in practice	1S		
• Leadership development training, NHS Leadership Academy, Leeds	1S		
• Understanding ADHD	1S		
• Dementia friends training	2S, 1V		

Staffing

52. There have been a number of staff changes over the last 6 months.
53. Catherine Scott, interim Manager, has continued to attend a wide range of strategic meetings, maintaining the presence at the Health and Wellbeing Board and other partnership boards within the City of York area. She has supported the development and restructure of the staff team as part of a wider restructure across York CVS. The new Healthwatch York structure was fully in place on 01 May 2019. She has now handed over to Siân Balsom, who began Keeping in Touch days in March 2019, returning to work 3 days a week from 1 April 2019. Catherine is staying within Healthwatch York leading the work on the Multiple Complex Needs network, a project that sits outside our usual activity but compliments it.
54. Emily Abbott was successful within the restructuring process in becoming the team's Deputy Manager. Emily is leading on the development of our Safeguarding Stories project, being developed with Kyra Ayre. She also manages the information, advice and signposting function within Healthwatch York, and leads on our publications. She also deputises for the Manager as needed, and attends a number of strategic board meetings including the Ageing Well Partnership and the Safeguarding Adults Board.
55. Helen Patching, Project Support Officer, provides administrative support for Healthwatch York, including coordination of all internal and external Healthwatch York meetings. She leads the Readability programme, and leads on all our lay visiting programmes – the care home assessor programme and PLACE visitors programme. Helen has also played a significant role in the coordination and creation of our quarterly magazines, and coordinates all staff and volunteer training.

56. Abbie Myers was successful in retaining our Engagement role, and continues to lead our Engagement work, developing new partnerships and identifying opportunities to reach new audiences. She is looking in particular at how we can expand our reach to young people in York within our existing capacity.
57. Sandra Forbes left the team within this period. We wish her well in whatever she chooses to do next. She led our work on BMI thresholds and anticoagulation, and contributed to the development of a number of update reports. Elizabeth Belsey joined the team on 15 April 2019, and has picked up these pieces of work.
58. Rowan Gould was part of the Healthwatch York team from December 2018 to end April 2019. He undertook the role of Healthwatch York Digital Systems Support Officer, working one day a week. This role has now been absorbed into the Project Support Officer role.
59. John Clark, our Chair, has continued to chair our Leadership Group meetings, creating a helpful and supportive environment within which to discuss the challenges of delivering a successful Healthwatch. He is also now our substitute on the Health and Wellbeing Board, as well as attending the Voice and Involvement Group meetings co-ordinated by City of York Council. He chairs our Assembly meetings, making sure volunteers, partners and key stakeholders have opportunity to debate key issues in health and social care, and raise matters of concern or interest. He has provided considerable support to the staff team, and providing a level of stability during this challenging year.

Staff Support	
<i>How often are staff meetings held?</i>	We continue to hold monthly team meetings, to plan and co-ordinate our work. We regularly attend York CVS weekly comms huddle.
<i>How often do staff receive supervision from a senior?</i>	At least every 6-8 weeks.
<i>How often are staff formally appraised?</i>	We have completed annual appraisals in the past, and are currently reviewing our systems.
<i>Number of staff appraised in last period:</i>	0
Complaints/Commendations about Healthwatch York	
<i>How many informal complaints have been received?</i>	0
<i>How many formal complaints have been received?</i>	0
SECTION 3: Additional Comments	
<i>Please list any additional details/comments/recommendations that you wish to make.</i>	

Draft finances (April 2018 – March 2019)

	Budget	Actual	Variance	Explanation of over spend
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<i>Staff Costs (Salaries & Expenses)</i>	<i>81,628</i>	<i>81,547.18</i>	<i>80.82</i>	
<i>Volunteer Expenses</i>	<i>3,060</i>	<i>3,059.15</i>	<i>0.85</i>	
<i>Training and recruitment</i>	<i>0</i>	<i>787.74</i>	<i>-787.74</i>	
<i>Local Administration</i>	<i>22,951</i>	<i>23,321.06</i>	<i>-370.06</i>	<i>Slight increase in stationery and postage costs</i>
<i>Other</i>	<i>22,510</i>	<i>23,643.83</i>	<i>-1,133.83</i>	<i>Overspend due to purchasing of equipment needed following office move, and reprint of mental health and dementia guides.</i>
<i>Total Expenditure</i>	<i>130,149</i>	<i>132,358.96</i>	<i>-2,209.96</i>	<i>Paid for by funds brought forward/other income</i>

*Please note these figures are unconfirmed as we continue to complete our end of financial year processes, and therefore may be subject to change.

Report Author: Sian Balsam
15/7/2019

Annexes

Annex 1

Annex 1 HWY Annual Review Form 2018-19

Annex 2 Final HW York Annual report 2018-19

Annex 3 Healthwatch York Evaluation Report 2019

Abbreviations

ADHD- Attention Deficit Hyperactivity Disorder

BMI- Body Mass Index

CAB- Citizen's Advice Bureau

CCG- Clinical Commissioning Group

CVS- Community Voluntary Services

GP- General Practitioner

HWY- Healthwatch York

IAPT-Improving access to psychological therapies

LGBT- Lesbian, Gay, Bisexual and Transgender

MCN- Multiple Complex Needs

NHS- National Health Service

TEWV- Tees Esk Wear and Valley

W2W- Ways to Wellbeing