

## Healthwatch York: Performance Monitoring / Six Monthly Review Template

<b>Name of Provider</b>	York CVS
<b>Service Provided</b>	Healthwatch York
<b>Contract Start Date (Service Commencement Date)</b>	01 April 2015
<b>Contract Finish Date (Expiry Date)</b>	31 March 2017

### 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*

*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.*

*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.*

*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.*

*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.*

### **INDEX**

- Section 1: To be completed six monthly*
- Section 2: To be completed six monthly*
- Section 3: To be completed six monthly*

Signature on behalf of Provider		
Signature <i>Siân Balsom</i>	Name Siân Balsom	Date 17/11/16

## SECTION 1: Service Provided (Quarterly Updates) 01/03/16-30/09/16

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

Qtr 1

- Presented our Bootham Park Hospital report to Health Scrutiny as part of a wider meeting focussed on its closure, providing feedback from 66 individuals
- Completed the induction of a new member of staff, to lead on the Community Equipment & Wheelchair Services Forum funded by NHS Vale of York Clinical Commissioning Group
- Attended a Roundtable meeting in Westminster with Alistair Burt (then Communities and Social Care Minister), Rachael Maskell, with Ruth Hill and Stephen Wright of TEWV and received an apology to York regarding how Bootham Park Hospital was closed
- Completed and published our 3<sup>rd</sup> Annual Report, sent to 253 organisations and 923 individuals by post and email
- Published our Access to GP Services report
- Took part in an initial workshop about the Humber Coast and Vale Sustainability and Transformation Plan
- Supported TEWV's informal events about the new mental health hospital in York

Qtr 2

- Held our third Annual Meeting, attended by over 100 people
- Wrote and submitted a tender to keep the Healthwatch York contract at York CVS
- Encouraged people to share their concerns following the announcement of the decision to close Archways, resulting in a report to the September Health Scrutiny meeting
- Held a volunteer development day, including human bingo, a workshop with City of York Council regarding the city's public health offer, and a SWOT analysis to inform our strategic planning
- Held an information stall at 10 one-off public events, including Pride, Fulford Show, York 50+ Festival

- Responded to 14 readability requests, collating responses from our 10 readability volunteers to improve the accessibility of information for the public
- Worked jointly with local Healthwatch across Yorkshire and the Humber completing visits to Community Dental services, speaking to over 60 individuals

### **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.*

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

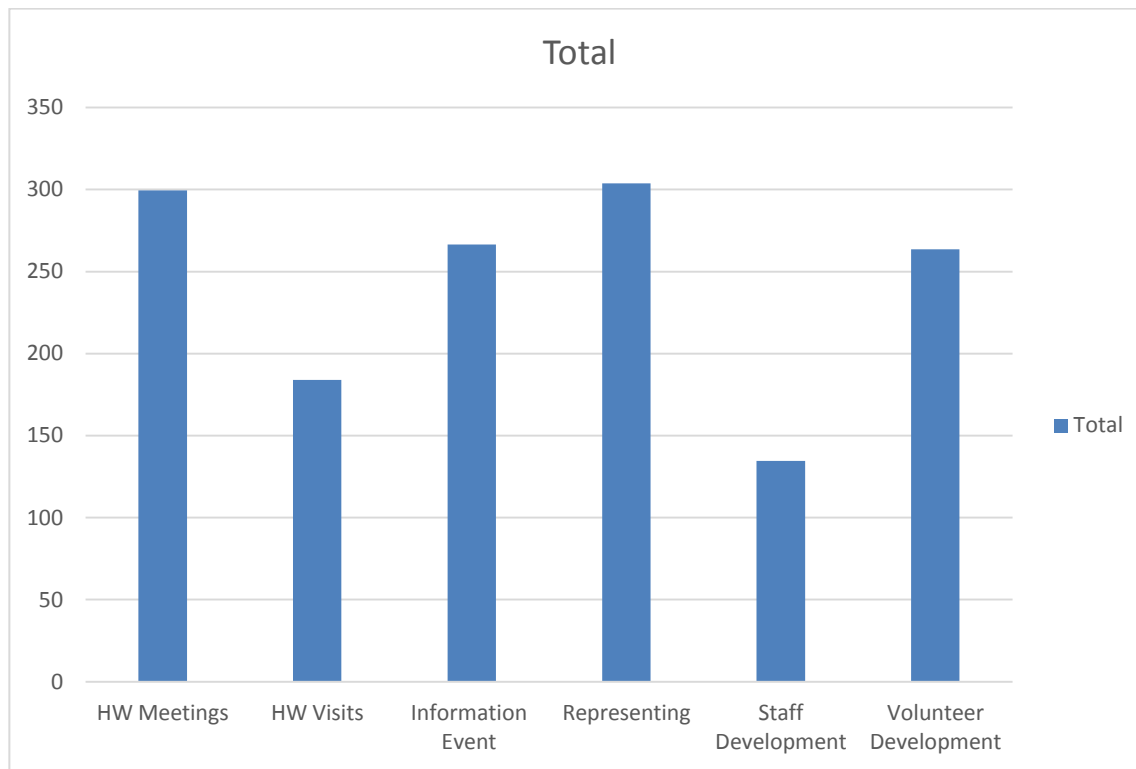
### **Impact of Activity / Public Engagement Reports**

Following the Archways report we have been working closely with Gillian Younger from York Teaching Hospital NHS Foundation Trust and Chris Weeks of City of York Council. We attended a workshop for staff working across the different intermediate care services to join in discussions about what this work will look like. We then arranged 3 focus groups, in Acomb, Tang Hall, and Haxby, bringing together people using intermediate care services, to hear their views. As part of the meetings, we captured details of people who wish to be involved in this work on a regular basis.

York Teaching Hospital NHS Foundation Trust have confirmed that our Accident & Emergency report has been considered as they have been working on redesigning the Emergency Department (ED) waiting area. We have also provided feedback about proposed patient information for people coming to ED.

## Communication, Engagement & Reach

### Staff and volunteer hours by meeting type



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.

During strategic meetings, both Healthwatch York staff and volunteer representatives complete Reps Reports. These, along with information about Healthwatch York activity, and wider health and care issues form a monthly bulletin for partners and volunteers which is also publicly available. For more details on these bulletins (monthly) please follow these links;

- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/April-2016-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/June-2016-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/July-2016-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/August-2016-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/September-2016-bulletin.pdf>

## **Outcomes of visits to Health and Social Care premises in York**

Our care home visits contributed to and enhanced 17 City of York Council care home reports, having engaged with 81 residents in total.

Our Enter & View volunteers and staff team supported work for NHS England, co-ordinated by Healthwatch Leeds, to gather views on community dental services. We undertook 16 sessions with 32 staff and volunteers between 12<sup>th</sup> and 22<sup>nd</sup> July, following a request on 4<sup>th</sup> July. We would like to thank Shaun Raval and his team for making everyone welcome at such short notice.

## **Partner Programme**

We have 36 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, 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. For example, we worked with York People First and YREN when completing our Access to GP Services report, to make sure the particular concerns of people they work with were included. We continue to encourage organisations working with seldom heard groups to apply.

## **Volunteers**

We currently have 39 volunteers covering a range of volunteer roles. These include Representatives, Community Champions, Enter & View, Care Home Assessor, Research, Marketing and Communications, Readability Panel, and Leadership Group members.

## **Engagement**

Community engagement has taken place at a variety of events throughout the city.

We have maintained our regular outreach posts, with monthly drop-ins at Lidgett Grove, St Sampsons, Sainsbury's Monks Cross and Spurriergate Centre, and regular participation with Food and Fun at Clements Hall. This means our volunteers have established a presence within community venues, becoming a familiar, welcome presence. We have also responded to volunteer feedback regarding visibility of our volunteers, providing t-shirts and sashes with Healthwatch York branding, as well as posters to help advertise these sessions. We are continuing to look at new ways of increasing awareness of Healthwatch York.

1 quarterly magazine produced and distributed by post to 42 organisations and 312 individuals and by email to 212 organisations and 616 individuals, as well as being available through our website, and distributed at our information stands at community venues

@healthwatchyork had 1,767 followers as at 30 September 2016, continuing a steady increase.

## Logging issues

• 107 new issues were logged in this half year. This includes 19 comments received following our call for information regarding Archways closure. The majority are still received either direct from the public or via a third party, relating to individual's experiences in health and care.

Place of issue	Comment	Complaint	Compliment	Concern	Signposting	Grand Total
Care home		1		2		3
CCG	1	6		2	3	12
Children		2		1	1	4
Dentist				1		1
GP	5	4		7	4	20
MH	2	2		8	4	16
Not York				2	1	3
Other				4	8	12
Pharmacy				1		1
Social care		2		1	4	7
YAS	1		1	1		3
YTH	1	10	1	8	5	25
<b>Total</b>	<b>10</b>	<b>27</b>	<b>2</b>	<b>38</b>	<b>30</b>	<b>107</b>

## Key themes from the reported issues

### Barriers/ Communication

This includes a number of comments on staff attitudes, use of language and clarity, failure to provide accessible information, language difficulties and failure to communicate in required ways, for example BSL interpreter not booked, text reminder not sent, using a relative to convey messages for deaf client. Lack of communication/information sharing among professions leads to lots of form filling.

There were 5 comments about difficulties making or cancelling appointments. These included a new phone system where you have to choose an option, rather than speaking to person; not able to book an appointment in advance, or far in advance for chiropody appointments.

There were issues about physical access, including provision for those with wheeled walking frames and scooters in a GP surgery where it was impossible to move around easily once inside the building.

### Care

There were several records of good and bad care received. There were a number of reports of inconsistent treatment, and problems caused by earlier misdiagnosis. Relative of resident in a care home reported no care staff were available to travel with the resident to A&E, and they were left waiting outside in the cold.

## **Waiting times**

There were 9 comments about long waiting times for appointments including GP, blood taking, mental health support and an urgent foetal scan which should have been done within 72 hours.

There were difficulties in getting an appointment with an NHS dentist and the need for persistence in getting an appointment with the community dentist. Long waits for appointments at the Wheelchair Centre were also reported for young people and for an initial assessment for an elderly lady. One client reported regular cancellation of hospital appointments.

## **Social**

In a number of cases there was a social impact even if this was not the main issue. These included alterations to the bus service and use of bus passes, access to housing, and lack of activities in care home leading to isolation. There was a report of difficulty recruiting a Personal Assistant, and signposting to a care agency for respite care. There was a comment about the problems of being able to obtain prescriptions at convenient times.

## **Discharge/ aftercare**

There were a number of issues relating to problems with discharge from care environments. These included lack of information on what to expect after surgery, effects of medication and who to contact if concerned, which left people worried or confused. A family member reported feeling under pressure to choose a care home as the relative needed to be discharged from hospital due bed shortages.

There was a report of a lack of support after leaving prison, and people who come out of mental health services.

## **Changes in provision**

Problems or concerns arising from changes to provision were common (more than 10). This included changes to medication due to NICE guidance, advice to move to non-branded items from pharmacist; changes to internal systems (e.g. phones); changes to continuing healthcare; closure of care homes. We had reports of the impact on families and communities of the changes to collections of sharps bins.

## **Signposting and advice**

We continue to record signposting activity through the issues log where this is received in the office. We also keep a full log of all signposting contact through community activities and events, much of which is through our Community Champion volunteers.

They have been at events attended by over 7,000 people, speaking with 955 individuals. The combined number of logged signposting contacts over the past 6 months is as follows:

Signposting / info / advice	Apr	May	Jun	Jul	Aug	Sep	total
in person	34	31	27	29	43	64	228
by telephone	0	3	1	0	3	4	11
by email	0	1	0	0	4	1	6

We have also given out 15 leaflets for the Big 5 signposting agencies (First Call 50+, Family Information Service, York CAB, York Carers Centre, York Advocacy), 590 copies of our major publications (the Directory, Mental Health Guide, Magazine and our leaflets), and 142 other leaflets covering mental health, dementia, older people's services, caring, young people and public health.

We continue to find that both our Directory and our guide to mental health and wellbeing are very popular. We understand these are being used by a number of GP practices, pharmacies, and City of York Council staff, schools, and other voluntary groups to signpost customers to support.

We are also working on a guide to dementia support services as part of our JRF funded project working with people living with dementia.

## **Barriers**

One of the barriers to progressing the recommendations in our reports remains the lack of a firm sub structure under the Health and Wellbeing Board to take forward some of the recommendations made. For example, without a Board overseeing work around "Making York a great place to live for older people" or the health inequalities agenda there is no obvious place for our recommendations around Loneliness to go. There was to be a new working group on Loneliness, in line with the Health and Wellbeing Strategy commitment to this area of work, but due to a number of key personnel changes this has not met since its initial formation. Similarly there has been no straight forward mechanism for progressing the recommendations made in our reports on discrimination against disabled people, or around discharge from health and care settings. However, we are hopeful that the JSNA / Health and Wellbeing Strategy meeting, and the refreshed focus on the Health and Wellbeing Board substructures will provide additional clarity.

## **Strategic Impact**

What future improvements or developments do you expect/hope to implement in the next six months?

- We will publish our report on making York work for people with dementia, as well as reports on Continuing Healthcare and Home Care services



- We will continue to hold monthly Community Equipment and Wheelchair Services, funded by NHS Vale of York Clinical Commissioning Group
- We will continue to move our data onto the Healthwatch England developed CRM system, improving reporting at national level and streamlining our reporting processes in time for our new contract starting in April 2017
- We will be releasing a 3<sup>rd</sup> edition of our Health and Social Care Directory
- We will be publishing the second edition of our Mental health and wellbeing guide, with printing costs being met by Tees Esk and Wear Valleys NHS Foundation Trust
- We will publish our guide to dementia support in York
- We will continue to raise awareness of Sustainability and Transformation Plans, and encourage people to get involved in work to shape local change

## 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
• Volunteer Induction	5		✓
• Enter & View	2		✓
• Disability Awareness Training	8		✓
• Care home assessor training	2		

- *Please provide a brief update on the roles / achievements of staff and Healthwatch Board members during the last quarter.*

Carol Pack, Information Officer, has led on our information work, including our third Annual Report, our quarterly magazine, and our monthly volunteer and partner bulletin. This involves significant amounts of work to very tight deadlines. Carol also leads our Care Home Assessor programme, including training volunteers and accompanying them on their first visits. She has established quarterly meetings for this role, increasing information sharing, and helping resolve any issues or concerns volunteers have.

In addition over this period she has developed and delivered 3 half day Enter & View training sessions for Healthwatch North Yorkshire volunteers (2 in May, 1 in August), and responded to Quality Accounts from six local service providers (during May and June).

Helen Patching, Project Support Officer, continues to lead our work on issues log reports to partners. She has continued to look at how we gain more detailed feedback from commissioners and providers regarding action taken following our sharing of issues. Helen provides administrative support for the monthly volunteer meetings, quarterly assembly, and the Annual Meeting in July. She leads the Readability programme, sending out documents to volunteers and collating responses. In Quarter 2 she set up the first meeting for the Readability volunteers, who normally work remotely. This will be held in October. She also provides administrative support around the care home assessment programme.

Barbara Hilton, Project & Volunteer Development Officer, has led on recruitment and interviewing of new volunteers. She has managed events' logging and providing information stands at community events and venues, both regular and one-offs and also ran a number of stands. This involves being the key contact and support for our Community Champions. Barbara has been the contact for organisations who wish to join the Partner Programme. She has been involved with readability work, sending out leaflets to the panel and also collating the responses. With the upcoming 2<sup>nd</sup> edition of the HWY Mental Health & Wellbeing Guide, Barbara has been in touch with all of the local organisations listed in the 1<sup>st</sup> edition to check on their entries, has updated these where necessary and found and added relevant new organisations. She has dealt with and logged issues that have come into the office via phone, email or in person and signposted where ever possible.

Siân Balsom, Director, has led our work around the closures of Bootham Park and Archways, and our involvement in developing future plans for mental health services and intermediate care. She attends a wide range of strategic meetings, maintaining the Healthwatch presence at Health and Wellbeing Board and other partnership boards within the City of York area, and representing patient voice on the Vale of York CCG Governing Body. She has also attended a number of meetings about the Sustainability and Transformation Plans for Humber Coast and Vale.

Carole Money, Project Support Officer has set up and facilitates a Community Equipment and Wheelchair Forum. It meets monthly and supports the recent re-procurement of the two services involving service users as part of the commissioning process. Carole is also involved with the Healthwatch England CIVI CRM database system. She is working with all Healthwatch York records and data; ensuring the information is clean and functional to use the new system fully when the new contract begins on 1<sup>st</sup> April 2017.

John Clark, our Chair, has continued to chair our Leadership Group meetings, creating an helpful and supportive environment within which to discuss the challenges of delivering a successful Healthwatch. He also chairs our Assembly meetings, ensuring volunteers, partners and key stakeholders have opportunity to debate key issues in health and social care, and raise matters of concern or interest.

<b>Staff Support</b>	
<i>How often are staff meetings held?</i>	There have been 4 staff team meetings this period, plus 2 full staff team meeting for all York CVS staff. We also now have weekly start the week meetings with York CVS colleagues.
<i>How often do staff receive supervision from a senior?</i>	Every 6-8 weeks.
<i>How often are staff formally appraised?</i>	We have an annual performance development review system, which involves a full annual review, and quarterly progress checks.
<i>Number of staff appraised in last period:</i>	0
<b>Complaints/Commendations</b>	
<i>How many informal complaints have been received?</i>	<b>0</b>
<i>How many formal complaints have been received?</i>	<b>0</b>
Further detail: We are not supporting people to make complaints but are signposting these to the right organisations, and recording issues people raise with us. See issues log attached for more details.	
<b>SECTION 3: Additional Comments</b>	

### **Finances**

<b>Staff costs</b> (salaries & expenses)	<b>£37,102.28</b>
Volunteer expenses	£ 1,108.16
Local Administration	<b>£11,175.80</b>
Other	<b>£12,238.97</b>
Total	<b>£61,625.21</b>

### **Annex**

Annex 1- Healthwatch York highlights and update presentation