

Healthwatch York: Performance Monitoring / Six-Monthly Review

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*

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.

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Signature on behalf of Provider	
Signature Sarah Armstrong	Date 9 May 2018

SECTION 1: Service Provided 01/10/17 - 30/03/18

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

Qtr 3

- We published our reports on Child and Adolescent Mental Health Services and Home Care Services, and presented them to the November Health and Wellbeing Board
- We welcomed a new engagement lead to our Leadership Group as part of our ongoing work to strengthen this group's governance role

Qtr 4

- We published our report "Filled to Capacity: NHS Dentistry in York" and presented it to the March Health and Wellbeing Board meeting
- We launched our survey in conjunction with York LGBT Forum about what LGBT people experience when accessing health and social care services in York
- We started work on the second edition of our Dementia Guide, and the third edition of our Mental Health Guide.

Key Performance Indicators to include:

- *The impact of Healthwatch activity on community / commissioners / service providers – including progress towards Public Engagement Reports and 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

Impact of activity:

Through our partnership work with City of York Council within our Care Home Assessment programme, we enhance the quality of City of York Council's reports to care home providers. We also increase the capacity of council staff to consult with local residents.

Public Engagement Reports

We have published 3 reports during the second 6 months of financial year 2017/18. These can be found here:

1. CAMHS Review - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-CAMHS-Review-2017-Report-1.pdf>
2. Home Care Services - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Home-Care-Report-October-2017-1.pdf>
3. Access to NHS Dentistry - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Access-to-NHS-Dentistry-Report-2018.pdf>

The Access to NHS Dentistry report has already had an impact on services locally. We are now part of the Oral Health Advisory Group, which is responsible for overseeing the recommendations from our report to City of York Council.

The report highlighted that there was an issue with the information NHS 111 was giving to people wanting to access urgent dental care out of hours. NHS England North Yorkshire and Humber have noted an error in the information that was held by the 111 service, and have updated the service with the correct information.

Key strategic meetings

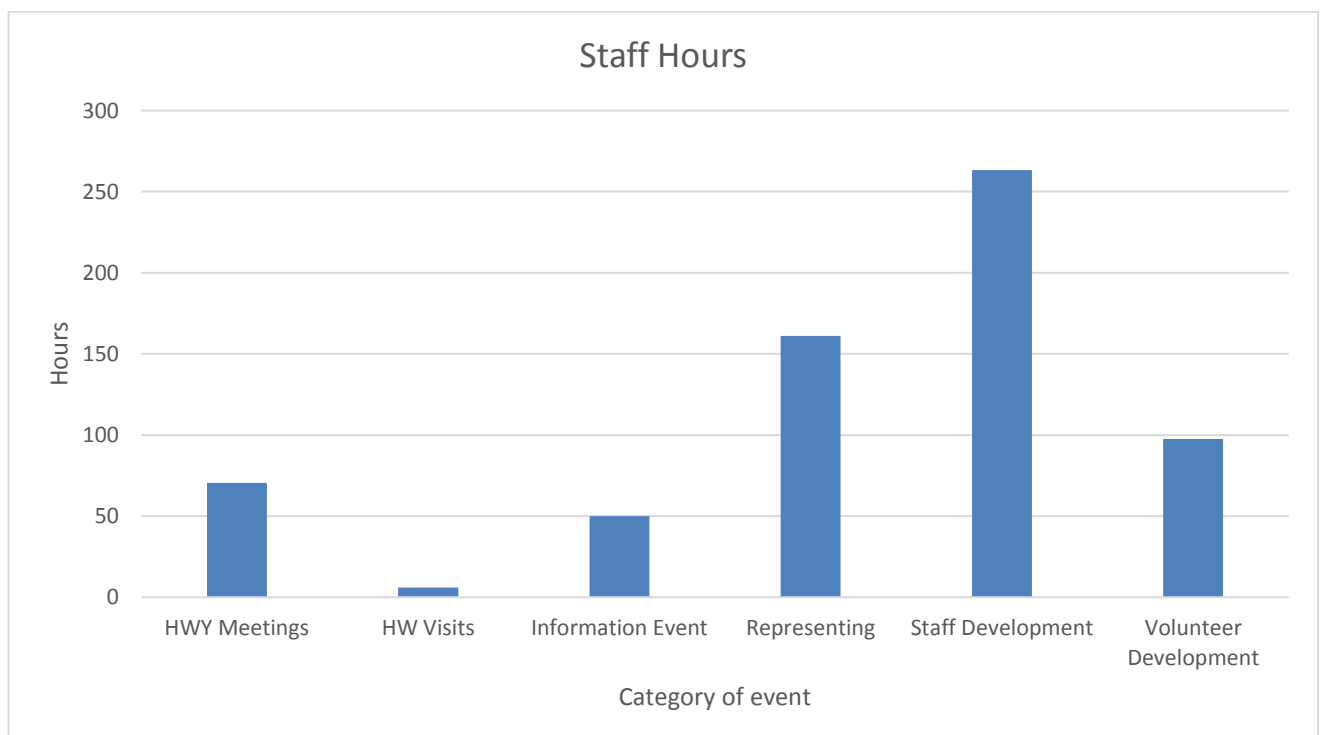
We facilitated a consultation with City of York Council in November in order to obtain feedback on the 'Connect to Support' website. The website worked as a navigational tool for services in York, but the directory which made this possible was out of date. The council used this opportunity to review the website as a whole.

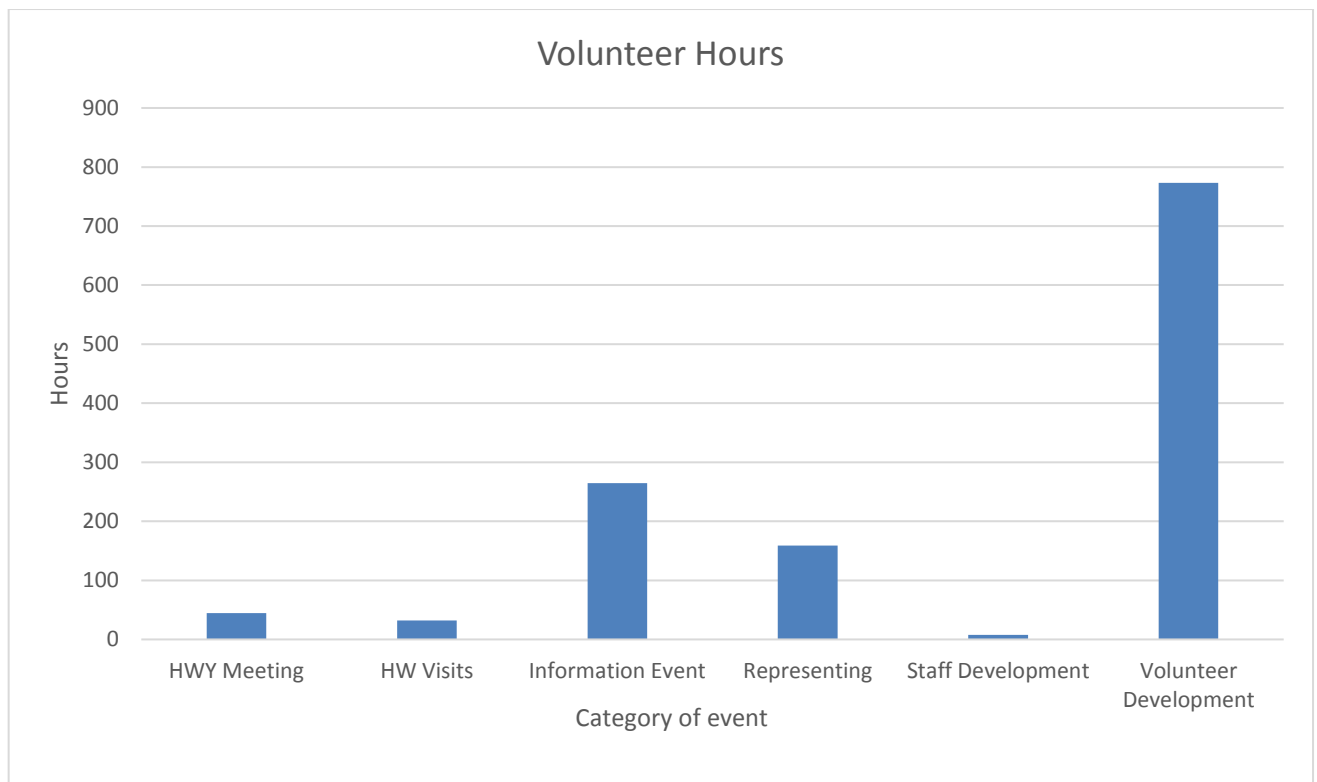
Carl Wain, commissioning manager for City of York Council led the consultation and asked Healthwatch York to be in charge of the follow up. We created a 'community group' which voted on aspects of the website such as the name and usability. The group voted to rebrand the website 'Live Well York'. This name was adopted by the council.

We also contribute in the way of signposting information, as we have two comprehensive guides (The Mental Health and Wellbeing Guide, and the Dementia guide). When these guides have been completed Healthwatch York, as editors to the website, will contribute the various groups and services we have up to date information for.

Communication, Engagement & Reach

Staff and volunteer hours by meeting type is detailed below:





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 reports can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2017/10/October-meeting-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2017/12/November-meeting-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/All-December-reports-for-bulletin.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/02/Jan-18-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/03/Collated-meeting-reports-February.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Marches-meeting-reports.pdf>

Outcomes of visits to Health and Social Care premises in York

Our care home visits contributed to and enhanced 5 City of York Council care home reports, having engaged with 20 residents in total.

Readability Work

Our readability volunteers have an interest in supporting local providers and commissioners to improve their patient information. Over this half year we have reviewed 34 documents, for York Teaching Hospital, 5 for City of York Council and 1 for NHS Vale of York Clinical Commissioning Group. We hosted a meeting for the readability volunteers in October, Most of the work is home based so it was a chance for them to meet and share views and experiences. Susan Manktelow Patient Information and Policy Support Administrator, York Hospital also attended.

Partner Programme

We have 39 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.

Volunteers

At the end of March 2018 we had 46 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.

Engagement

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

We have maintained our regular outreach activity, with monthly drop-ins at Lidgett Grove, St Sampsons, Spurriergate Centre, Café Nelli, Fulford Church, Oaken Grove Community Café, Acomb Librarby, West Offices and Ellerby's Hub at York Hospital. This means our volunteers have established a presence within community venues, becoming a familiar, welcome presence. We are also involved with the York Explore Mobile Library. This means we can go to different locations in York, and allows us to reach out to a mix of the public. We also do a number of one off information stands at different locations around York each month, such as OCAY's afternoon tea at Lidgett Grove Church, University of York Wellbeing Fair.

We have sent out 2 quarterly magazine – Autumn 2017 and Winter 2018 - produced and distributed by post to 331 individuals and 23 organisations and by email to 698 organisations and 621 individuals as well as being available through our website, and distributed at our information stands at community venues. We distributed 750 paper copies in total.

@healthwatchyork had 2,155 followers as at 31 March 2018, showing a continuing steady increase. Over the 6 months from October to March we gained 2582 twitter impressions, 57 retweets, 153 link clicks and 119 likes. Our most popular tweets were:

- Coffee and a chat on healthcare for a couple of hours @ NELLIs café, 10 till 12 tomorrow! <http://www.healthwatchyork.co.uk/event/healthwatch-york-information-stand-15/> ...
- Get involved with York Disability PRIDE. Keep an eye out for events across York on the 1st, 2nd and 3rd of December! Let's celebrate together!
- "Our staff and volunteers had a mince pie together and raised money for York Teaching Hospital Charity [@YorkTHCharity](https://twitter.com/AsGOKGMPAk) [pic.twitter.com/AsGOKGMPAk](https://twitter.com/AsGOKGMPAk)
- [#TimeToTalk](https://twitter.com/IDtBmPTHm0) day is fast approaching! On Thurs 1st Feb lets talk [#mentalhealth](https://twitter.com/IDtBmPTHm0) together and stop [#discrimination](https://twitter.com/IDtBmPTHm0) [pic.twitter.com/IDtBmPTHm0](https://twitter.com/IDtBmPTHm0)
- Please could you help promote the survey we're running on LGBT+ access to health and care services in York with [@YorkLGBT](https://twitter.com/YorkLGBT)?
- We will be over at Acomb Library on Thursday morning giving advice on Health and Social care

Logging issues

We logged 146 issues. This includes some double counting as people may talk about two or three different organisations within one issue and they are logged against organisations.

Key themes from the reported issues and feedback centre

Access to services - This included:

- Difficulty in getting a GP appointment
- Difficulty in getting through to services via telephone (hospital departments, GP practices, dental services)
- Difficulty in finding an NHS dentist in York
- Mental Health services – difficult to get support
- Lack of support for ADHD

Changes to Services - This included:

- Podiatry service transfer from Vale of York CCG to Harrogate and District CCG – change to service provided not communicated, poor communication via letter, difficulty in getting through on telephones
- Withdrawal of acupuncture service at the Pain Clinic
- GP surgery changes – change of location of Unity Health surgery not publicised
- Benefits cuts – impact of benefits cuts on ability to access support services such as help at home
- Reduction in or changes to care packages by CYC
- Concerns around impact of surgery BMI/Smoking threshold levels and not being able to have operations when they are needed

Barriers - This included:

- Physical access to services – accessibility to physiotherapy services difficult as upstairs
- Hospital parking changes – taxis can no longer pick someone up or drop someone off in accessibility parking spot, as don't have a Blue Badge

Quality of Care/Treatment Received - This included:

- Poor care/treatment:
 - o Discharge
 - Poor communication with patients and family members around when discharge would happen
 - Poor continuity of care post discharge – communication between hospital and primary care services
 - Wrongly discharged
 - o Lack of autism training in hospital
 - o Prescription of medication without full explanation
 - o No point in named GP
 - o Poor treatment in hospital; care home;
- Positive care/treatment:
 - o Good quality of care from Doctors
 - o Positive experiences of finding a dentist that manages phobia well
 - o Compassionate staff
 - o ASDA Blood Clinic – positive experiences, friendly staff, professional,

- Yorkshire Fatigue Clinic – Most positive reviews on our Feedback Centre with 6, commenting on helpful staff, patient-centred, insightful, ‘invaluable resource’

Signposting and advice

We continue to record signposting activity through the issues log where this is received in the office via phone calls or emails.

- We have signposted a large number of individuals who were looking for an NHS dentist in York to NHS 111 and NHS Choices
- We signposted an individual who wanted information about benefits for older people to First Call 50+
- We have provided details of the complaints procedure, and how to make a complaint at York Teaching Hospital NHS Foundation Trust
- We signposted a woman looking for access to a temporary wheelchair to British Red Cross
- We gave an individual looking to move to York information about the MND services available here
- We provided fact sheets on the Care Act 2014 to an individual who was concerned about the care a friend had received in a care home

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 7957 people, speaking with 707 individuals.

We continue to share details of the “Big 6” signposting agencies (Dementia Forward, First Call 50+, Family Information Service, York CAB, York Carers Centre, York Mind), signposting 204 individuals to these agencies over the past 6 months. We also share information from and about York Advocacy, particularly their NHS Complaints Advocacy service, and gave out 138 leaflets covering mental health, dementia, older people’s services, caring, young people and public health.

We distributed 924 copies of our major publications (the Mental Health Guide, Dementia Guide, Magazine and our leaflets). We have heard from many individuals and organisation how valuable both the Mental Health Guide and Dementia Guide are, and are currently working on new editions of both of these, and will be publishing them in the near future.

Future Developments

As a result of our work plan survey which ran from 15 January 2018 to 16 March 2018, changes to services in York will be the next subject we will be focusing on for 2018/19. Changes to services in York and Improved Access to Psychological Therapies services received the same number of votes, so we are looking at how we can incorporate both areas into our work plan for the coming year. We are in the process of developing a framework to ensure the information we gather is helpful at illuminating the experiences of the public.

York LGBT Forum approached us to support them to gather people's experiences of accessing health and social care services in York. We jointly launched a survey with them, and hope to publish this soon. We were also approached by a local councillor who has heard from the public that many were concerned about the proposal for Priory Medical Group to close three surgeries: Tang Hall, Parkview and Heworth Green, and create one bigger surgery at the new development at Burnholme Community Hub. We asked to look into the situation, and encouraged to apply for some funding to do some public consultation work. We are in conversations with Priory Medical Group, and will be launching a consultation project about this proposal during the summer.

We continue to work with the City of York Council with our Care Home Assessment programme, and will be starting the next round of assessment visits soon.

The second edition of the Dementia Guide and the third edition of the Mental Health Guide by the end of May 2018. We have already got a lot of interest from partners and external organisations who want to have a batch of the new editions.

We are currently reviewing the staffing structure to ensure we have the right capacity and skills to deliver the work plan following the recent changes to the team. This has been a challenging period but we are working through this and have already increased hours, reviewed roles and brought in additional capacity during this recent period.

Barriers

We continue to see a rise in the number of organisations who can no longer routinely provide printed copies of their own publicity materials. This includes organisations such as Citizens Advice York and York Advocacy, as well as private providers delivering services commissioned by statutory bodies. We are already concerned about access to information in a 'digital-by-default' society, and it presents particular challenges for us as a signposting, information and advice service.

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
• Disability Awareness training	2s	1s	1s
• Assertiveness Training	1		1
• Excel training	2		
• Safeguarding Alert Level 1	3		
• Safe TALK training	1		

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

As many of you will be aware, Carol Pack, Information Officer, passed away on 15 January 2018 following a stroke on 2 January. She was a wonderful colleague and friend to all our staff and volunteers, and is greatly missed. She led on our information work from the earliest days of Healthwatch York, including our quarterly magazine and our monthly volunteer and partner bulletin. Carol also led our Care Home Assessor programme, including training volunteers and accompanying them on their first visits. She also led our development of support to health organisations in delivering PLACE visits – Patient Led Assessments of the Care Environment.

Helen Patching, Project Support Officer, provides administrative support for volunteer meetings, and our quarterly assembly. She leads the Readability programme, sending out documents to volunteers and collating responses. She also provides administrative support around the care home assessment programme.

Siân Balsom, Manager, 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.

Abbie Myers, Business Admin Apprentice, continues to work both in the office, and out in the public. She attends a number of information events, and is involved with the monitoring of volunteers, keeping a track of their signposting and engagement monitoring. She does the majority of our social media work, and leads on writing our monthly Bulletin. Abbie works closely with our Community Champions, and one of her main roles is to organise and arrange information stands each month and make sure there is always a volunteer to attend. She provides general administrative support in the office and at meetings, continues to be a great asset to the team.

Catherine Scott, Policy and Research Officer, has led our work looking at NHS dentistry provision in York, analysis the results of our survey, and producing the report that was presented at the Health and Wellbeing Board in March 2018. She now sits on the City of York Council Oral Health Advisory Group, and will continue to oversee the implementation of the recommendations from this report. She continues to coordinate the research volunteers, and ran a development workshop to look at how we can improve our current research processes. She leads on all our research work and future research opportunities, co-designing and launched a survey with York LGBT Forum, and developing the Burnholme health centre consultation work we are doing. She created and analysed our 2018/19 work plan survey, and is planning a programme of information gathering on changes to services in York, the topic we have chosen to focus on as a result of this survey.

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 also 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.

Carole Money, one of our Project Support Officers, left Healthwatch York on 2nd November 2017.

We welcomed Oliver Athorn to the team as Signposting, Information and Advice Officer on 6th November 2017. Since starting, Oliver has worked with people and partners to develop our signposting services. He leads on the switch from the Data Protection Act to the General Data Protection Regulation (GDPR). He has worked on an Information Asset Register which records the type of data we hold as well as the reasons why, and how long we keep it. As part of an 'acting up' agreement Oliver also liaises with EKKO (out ICT services group) and acts as line manager for the apprentice role.

Staff Support	
<i>How often are staff meetings held?</i>	We continue to hold monthly team catch ups, to help us better plan and co-ordinate our work. In addition, we recently held an externally facilitated staff session, to look at staff roles and work load. We also attend the monthly York CVS start the month meetings.
<i>How often do staff receive supervision from a senior?</i>	At least every 8-12 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 (October 2017 – March 2018)

	Budget	Actual	Variance	Explanation of over spend
Staff Costs (Salaries & Expenses)	39,975	46,227	-6,252	Overspend is due to the employment of extra admin staff - paid for by funds brought forward/other income
Volunteer Expenses	1,500	1,441	59	
Local Administration	11,350	11,158	192	
Other	5,935	7,544	-1,609	Overspend on publications offset by additional income received from TEWV
Total Expenditure	58,760	66,370	-7,610	

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