

## Healthwatch York: Performance Monitoring / Six Monthly Review

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

1. 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*
2. *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.*
3. *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.*
4. *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.*

5. *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.*

<b>Signature on behalf of Provider</b>		
Signature Catherine Scott	Name Catherine Scott	Date 01/11/18
<b>SECTION 1: Service Provided 01/04/18 - 30/09/18</b>		

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

Qtr 1

- Scoped work for a possible consultation project around the creation of a health centre at Burnholme Community Hub
- Went out and about in the community with mobile Explore library bus
- Healthwatch volunteers took part in PLACE visits
- Delivered Care Home Assessor training to 3 new volunteers in conjunction with City of York Council
- Supported the Universities of Sheffield, Hull and York to hear patient views on advanced roles in primary care, to help shape future training for Advanced Care Practitioners.
- Recruited an interim Manager for Healthwatch York
- Moved to a private office space in the licensee area of Priory Street Centre
- Printed new editions of our signposting guides “What’s out there for people with dementia, their families and friends in York” and “Mental Health and Well Being in York”
- Published our 5<sup>th</sup> Annual Report on 30 June 2018
- Completed our annual stakeholder evaluation

Qtr 2

- Held our 5<sup>th</sup> Annual meeting on 24 July, attended by over 50 people
- Drafted our report: LGBT+ people’s experiences of health and social care services in York
- Recruited a new Healthwatch York partner, Re:shape
- Ran our annual volunteer development session

- Recruited a Research and Engagement Officer for Healthwatch York

### **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.*
7. *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:**

8. Our Annual Meeting in July aimed to share the impact of our work with interested parties. This year we focussed on:
- What people told us for our dental report, and changes to services as a result
  - The work of our readability volunteers and our partnership working with York Hospital
  - How we capture feedback from people, and what we do with that information
  - We learnt about the newly launched Safe Places Scheme

- We ran a workshop asking for views and opinions on Changes to Services, our workplan item for this year
  - We learnt about the Live Well York website. Healthwatch York has been working with CYC on the development of the Live Well York website as part of our signposting and information role.
  - Our plans for next year
9. We also presented our annual 'Making a Difference' awards. These celebrate individuals, teams and organisations that are making a difference to people's experience. This year we made 26 awards to 10 organisations. Representatives from 5 organisations collected awards in person.
10. The Making a Difference Awards were covered by the York Press <https://www.yorkpress.co.uk/news/16592291.going-above-and-beyond/>
11. We asked A E Portz Associates to complete our independent stakeholder evaluation, as required by our contract. They provided the following report: <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Evaluation-Report-2018.pdf>
12. We had 27 respondents, and the key findings from the report were generally positive, with sufficiently robust evidence to support the following statements:
- The statutory and other partners of Healthwatch York believe that HWY meets its stated aims of involving the public and service users in York to ensure their views and experiences are highlighted to services in a way that can bring about change
  - Healthwatch York is considered to contribute to improving health and social care services in York
  - Healthwatch York is believed by its stakeholders to influence health and social care services in York, and stakeholders can provide specific examples of where this has been the case.
13. Results from the questions include:

- 60% (15 of the 25 respondents) agreed that health care services in York have been improved as a direct result of the work of Healthwatch York.
- 56% (14 respondents) agreed that social care services in York have been improved as a direct result of the work of Healthwatch York with this statement, with 11 neither agreeing or disagreeing (44%)
- 80% (20 respondents) in agreed, and 20% (5 respondents) neither agreed or disagreed that health care services in York have been influenced as a direct result of the work of Healthwatch York.
- 74% (17 respondents) agreed and 26% (6 respondents) neither agreed or disagreed that social care services in York have been influenced as a direct result of the work of Healthwatch York. This was as substantial increase on previous years. Comparison of the results for the past 3 years shows an increase on 2017 and a substantial increase on 2016:

	2016	2017	2018
In agreement with Q5	48	62.5	74

- 80% said that Healthwatch York is responsive to the needs of York's residents
- 84% said Healthwatch York understands what is happening in relation to health and social care services in York
- 96% said Healthwatch York speaks up about the provision of health and social care services in York
- 88% said Healthwatch York uses stories of service users to show the impact of health and social care services in York
- 92% said Healthwatch York involves the public in the work they do
- 88% said Healthwatch York involves partners and service providers in the work they do
- 92% said Healthwatch York advocates for people's involvement in their health and social care
- 44% said Healthwatch York has reached new people
- 80% Healthwatch York provides an effective service for the people of York using health and social care services

14. We also ran an awareness survey for members of the public. Details of this can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Awareness-Survey-2018.pdf>

15. The conclusion of the report was that Healthwatch York still needs to be more visible across the city. A good proportion of people were unaware of the support Healthwatch York offers. This includes reporting experiences and providing signposting. The range of ways that people have heard about Healthwatch York shows the importance of partner organisations and our information stands in raising awareness. However, the responses highlight that we still need to look at ways of raising awareness among a wider range of people across the city. This includes reaching a wider age demographic, and has further cemented our commitment to improve our profile among students and young people, with a number of outreach initiatives planned for the start of the 2018/19 academic year.

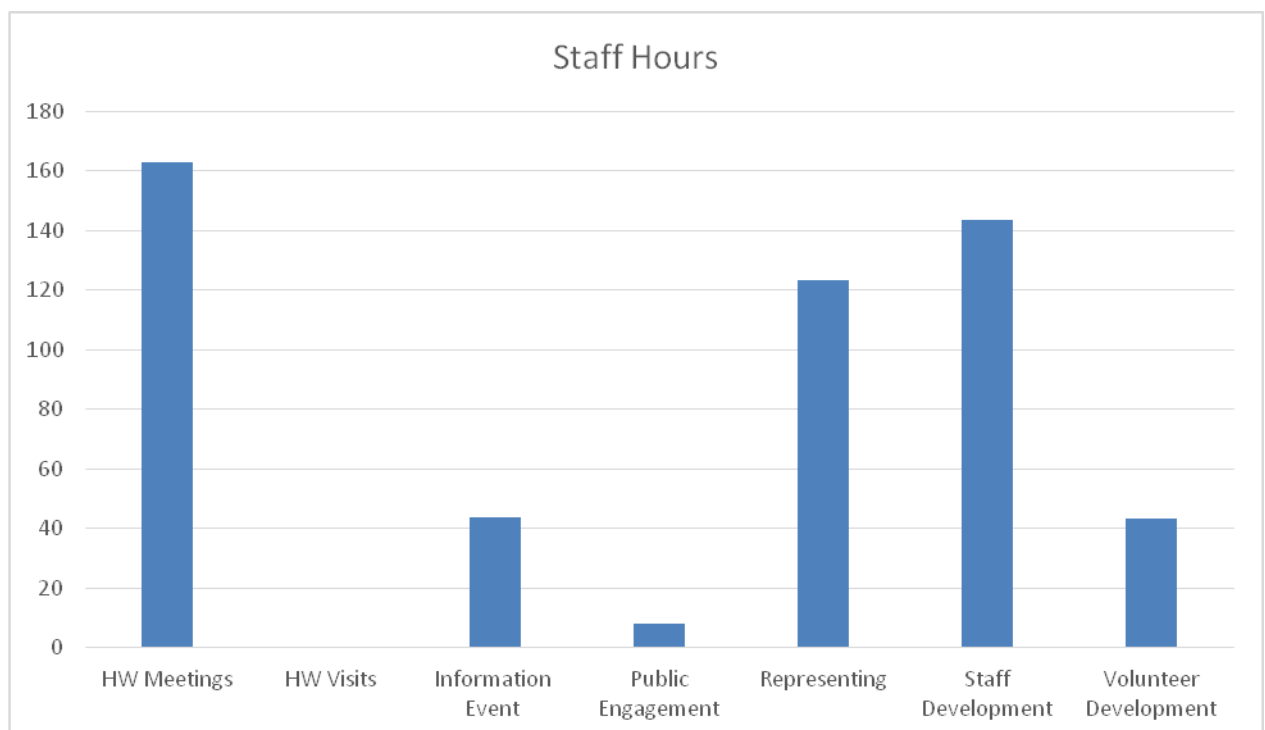
### **Key strategic meetings**

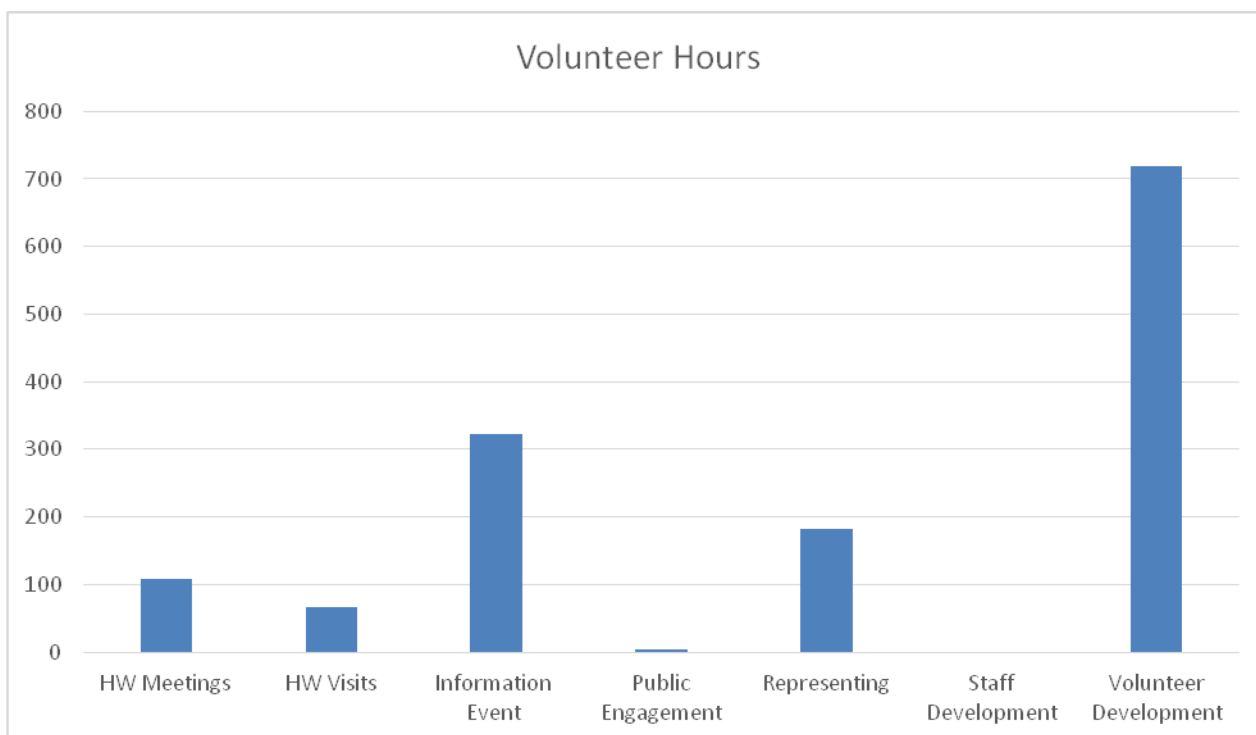
16. We held an initial engagement event at Tang Hall Community Centre on 4 April 2018 about the potential development of a Priory Medical Group Health Centre at Burnholme Community Hub. This was to both inform the public about the developments, including the potential closure of three Priory Medical Group surgeries if the health centre were to go ahead, as well as gather the views of the public to inform future engagement work around this. The event was attended by approximately 20 people, and included a detailed presentation from Priory Medical Group about how the new health centre could look.
17. Although further engagement around this is on hold due to the delays in obtaining funding for Priory Medical Group to go ahead with the project, we are better informed of the key questions we should be asking in our survey, as well as the best approach to engaging those who could be affected by these developments.
18. We supported a Vale of York Clinical Commission Group stakeholder and public engagement event on the procurement of the Adult Autism and ADHD Assessment and Diagnostic Service.

19. We are working in partnership with Changing Lives, York Pathways and Lankelly Chase to create and co-facilitate a Multiple Complex Needs Network for York. We are in the early stages of developing this network, but have positive engagement from a number of organisations from across the system. The Network is keen to work together to improve outcomes for people with multiple complex needs across the city of York, and we will continue to support the development of this work.

### **Communication, Engagement & Reach**

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





21. 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.
22. 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/2018/08/May-2018.pdf> (this actually covers April and May)

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/08/June-2018.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/08/July-2018.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/08/meeting-reports-2.pdf>

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

23. Due to staff illness within the Adult Social Care team the care home visits programme was on hold for several months. Visits were resumed in September with more visits scheduled for October. Our care home visits contributed to and enhanced 2 City of York Council care home reports, having engaged with 12 residents in total.



## **Readability Work**

24. Our readability volunteers have an interest in supporting local providers and commissioners to improve their patient information. Over this half year we have reviewed 19 documents, 15 for York Teaching Hospital, and 4 for City of York Council. The group also commented on the functionality and ease of use of the Live Well York website. Susan Manktelow Patient Information and Policy Support Administrator, York Hospital also spoke at our Annual Meeting. She spoke positively about the added value our volunteers bring to their Patient Information leaflets.

## **Partner Programme**

25. 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. Our newest Healthwatch partner is re-shape (<https://www.re-shape.org.uk/>). They will be running some training about their work to Healthwatch York staff and volunteers.

## **Volunteers**

26. 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.
27. We continue to support volunteers with regular meetings, both for all volunteers and specific meetings for certain roles. To mark Volunteer Week in June we presented all our volunteers with a certificate in appreciation for all the work they do for us.
28. In September we asked the independent organisation, Finding Perspectives, to run a volunteer development session. This focused on exploring volunteers' skills and interests, why they volunteer and

how they support and help Healthwatch York to be successful. We had positive feedback from this session, with volunteers eager to explore volunteer opportunities they had not previously engaged with at Healthwatch York.

29. We continue to work in partnership with Ways to Wellbeing, supporting their volunteer recruitment, development and training.

## **Engagement**

30. We continue to carry out community engagement activities at events and locations throughout York.
31. Our regular outreach is going strong, with monthly drop-ins at Lidgett Grove, St Sampsons café for 60+, Café Nelli, Fulford Church, Oaken Grove Community Café, Acomb Library, West Offices, Ellerby's Hub at York Hospital, and Church of Holy Redeemer.
32. 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.
33. Every month we also provide one-off information stands at different locations around the city (eg the University of York Student Wellbeing fair and Fish and Chip Friday).
34. In August one of our regular venues, Spurriergate café, closed down. We are currently looking for a replacement venue in a similar location.
35. We have been involved with the York Explore Mobile Library, travelling to locations across the city. This has allowed us to engage with people from different demographics, helping us capture the views and experiences of people we haven't previously heard from.
36. We also supported a number of events celebrating 100 years of the NHS, including the NHS 70 party, and travelling around York with York Explore Mobile Library.
37. We have sent out 1 quarterly magazine in Spring 2018. This was produced and distributed by post to 320 individuals and 23 organisations and by email to 889 individuals and 135 organisations. It was also available through our website, and was distributed at our information stands at community venues.

38. Following from changes to Data Protection Law at the end of May our mailing lists reduced in June. We posted our 2017-18 Annual Report to 56 organisations and 274 individuals, and it was emailed to 343 people. We also distributed paper copies at our information stands at community venues.

39. @healthwatchyork has now got 2211 followers showing a continuing steady increase since March 2018. Over the 6 months from April to September we gained 43,100 twitter impressions, 139 retweets, 177 link clicks and 116 likes. Our top tweets for each month were:

- September: If you are struggling at university with your [#MentalHealth](#) then our York Mental Health and Wellbeing guide has a student support section. [#UniMentalHealthDay](#) [@UniOfYork](#) [@YorkStJohn](#)  
[https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Mental-Health-Guide-Issue-3v2\\_web.pdf](https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Mental-Health-Guide-Issue-3v2_web.pdf) ...
- August: A [#free](#) all day event 'Thinking about health and people with learning disabilities' on 20th September. See here for more info - <https://www.healthwatchyork.co.uk/news/thinking-about-health-and-people-with-learning-disabilities-event/> ...
- July: Lets hope the sun is shining while we are at Copmanthorpe [#carnival](#) this Saturday. We will be there along with many other fun things to get doing.
- June: Are you a healthcare professional? Want to create long lasting change? Yes? Lead the way in making small changes that make a real difference to people with a [#LearningDisability](#). Become one of [@Mencap Charity's](#) [#TreatMeWell](#) champions! <http://bit.ly/2JBswDz> [#LDWeek18](#)



- May: Our new guides are here! The issue 3 [#mentalhealth](#) and issue 2 [#dementia](#) guides are finally with us, very exciting news \*silent eek\* Please contact the

[@healthwatchyork](https://twitter.com/healthwatchyork) office if you would like a printed copy!  
[pic.twitter.com/7dhFN4hOwr](https://pic.twitter.com/7dhFN4hOwr)

- April: Early diagnosis really does save lives, that's why this April [@Bowel Cancer UK](https://twitter.com/BowelCancerUK) and [@bowelcancer](https://twitter.com/bowelcancer) are raising awareness of bowel cancer symptoms. And you can help spread the word too, find out how:  
<https://www.bowelcanceruk.org.uk/bowel-cancer-awareness-month/> ...

## Logging issues

40. We logged 87 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

41. Access to services:

- Difficulty in getting a GP appointment, including waiting times for an appointment, and the issues with the phone line and online appointment system at Unity Health practice.
- Difficulty in finding an NHS dentist in York
- Waiting times for Child and Adolescent Mental Health Services (CAMHS)
- Poor physical access to services, including impact of lift being out of service at York Teaching Hospital

42. Changes to Services:

- Reduction in or changes to care packages by CYC
- Negative impact of not being allowed surgery due to BMI/Smoking threshold levels
- Changes to which items are able to be prescribed
- Changes to providers of medical equipment or supplies, for example changes to the provider of incontinence pads
- Concern over what the impact of closures of services might be
  - The Retreat; Priory Medical Group surgeries; reduction in hours of mental health support line
- Change of support services for people with learning disabilities at Burnholme Community Hub

- Concern for physical and mental health of NHS staff due to pressures they face

#### 43. Quality of Care/Treatment Received:

- Poor care/treatment:
- Lack of continuity of care in care home
- Problems experienced with discharge from York Teaching Hospital
- Poor experiences of getting a diagnosis and subsequent care for a number of conditions
- Poor care received when accessing CAMHS
- Dementia – care following diagnosis – some positive experiences of voluntary sector organisations, some negative experiences of support from NHS
- Integrated Hospital Care Team – problems with care/support following discharge
- Positive care/treatment:
- Good experience when seeing dentist
- York Teaching Hospital – dermatology, emergency department; eye department
- Good paediatric care
- Positive impact of Healthwatch York signposting service

#### **Signposting and advice**

44. We continue to record signposting activity through the issues log where this is received in the office via phone calls or emails.
45. We 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 5886 people, speaking with 727 individuals.
46. 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. We have given out over 100 leaflets covering mental health, dementia, older people’s services, caring, young people and public health.

47. We provide signposting to complaints procedures for key health and social care organisations and services in York.
48. We created issue 3 of our Mental Health and Wellbeing Guide distributing over 520 printed copies to individuals and organisations. We also created issue 2 of our Dementia Guide and we distributed over 380 to individual and organisations. We have heard from many individuals and organisation how valuable both of the new and updated guides. We have also given out over 100 Healthwatch York leaflets, helping to increase awareness of Healthwatch York.

### **Future Developments**

49. We are continuing to develop our work around changes to services. We have been doing some background research into anti-coagulation clinic changes, BMI/smoking thresholds and IAPT, and will be launching a survey at the start of October 2018.
50. We continue to wait to hear of developments with the Priory Medical Group funding for a health centre at Burnholme Community Hub before going ahead with our public consultation. We are also looking at options for developing other engagement work in the area if the wait for funding continues beyond 2018.
51. We will be publishing our report on LGBT+ people's experiences of health and social care services in York at the beginning of October 2018, and will present it to the York Health and Wellbeing Board on 17 October 2018.

### **Barriers**

52. We continue to be 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.
53. This half of the year has also been challenging with low staff capacity at times, reducing from 4.2 full time equivalents at the end of 2017 to 2.4 at the end of September 2018. As a result we have been selective in the work we have been focused on during this time. We have now appointed of 2 new members of staff, and will be appointing a third in October 2018.

<b>SECTION 2: Staff training and development / Healthwatch Volunteers</b>			
Course title	No's Of Staff / volunteers Attended	Refresher Yes	No
• Managing Challenging Behaviour	4		✓
• Healthwatch England Call Handling training	3		✓
• Accessible Information	1		✓
• Public and Patient Voice training	1		✓
• Good Conversations training	2		✓
• Safe TALK training	1		✓

54. There have been a number of staff changes over the last 6 months following the departure of Siân Balsom, Manager, on family leave in April 2018.

55. Catherine Scott, former Policy and Research Officer, started as interim Manager in June 2018 following a successful York CVS internal recruitment process. She has picked up much of the work Siân Balsom was carrying, including attending 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, and the successful recruitment of two new members of staff.

56. 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 has recently taken the lead on 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 magazine and annual report, coordinates all staff and volunteer training, and is working to make sure that all Healthwatch York publications meet the Accessible Information Standard.

57. Abbie Myers was our Business Admin Apprentice from August 2017 to September 2018, working to support our information stands, volunteer monitoring and some of our communications work. She joined the team formally as the Community Engagement

Coordinator at the end of September 2018, and is now leading on all community engagement initiatives, and is looking in particular at how we can expand our reach to young people in York.

- 58. Sandra Forbes joined us as Research and Engagement Officer in August 2018. She is currently focusing on our work around changes to services, as well as supporting our research volunteers.
- 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 turbulent year.
- 60. We said goodbye to Oliver Athorn, Information, Signposting and Advice Officer, in September. Oliver has worked hard to improve our signposting, information and advice service, and smoothly guide Healthwatch York through the implementation of the new General Data Protection Regulation.
- 61. Due to the departure of Sarah Armstrong, former York CVS Chief Executive, and Joanne Abbott, former York CVS Finance Officer, there was some temporary reduced capacity and increased pressures within York CVS senior management team. We have continued to receive support from Jane Hustwit, York CVS Chair of Trustees, Karen Weaver, HR advisor, and Helen Carr, York CVS Head of Delivery, and thank York CVS for their ongoing commitment to Healthwatch York.

<b>Staff Support</b>	
<i>How often are staff meetings held?</i>	We continue to hold monthly team meetings, to plan and co-ordinate our work. In addition, we have held a number of team development sessions, facilitated internally and externally, to look at staff roles and work load. 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
<b>Complaints/Commendations about Healthwatch York</b>	
<i>How many informal complaints have been received?</i>	0
<i>How many formal complaints have been received?</i>	0
<b>SECTION 3: Additional Comments</b>	

### Draft finances (October 2017 – March 2018)

	Budget	Actual	Variance	Explanation of over spend
Staff Costs (Salaries & Expenses)	40,814	43,354	-2,540	Overspend due to staff support needed following loss of colleague, and consultancy costs following team member going on family leave
Volunteer Expenses	1,530	1,556	-26	Overspend due to extra duties taken up by volunteers that were previously done by staff following staff changes
Local Administration	11,323	11,323		

Other	11,408	14,779	-3,371	Overspend due to purchasing of equipment needed following office move, and reprint of mental health and dementia guides.
Total Expenditure	65,075	71,012	-5,938	Paid for by funds brought forward/other income

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

### Abbreviations

ADHD- Attention Deficit Hyperactivity Disorder

BMI- Body Mass Index

CAB- Citizen's Advice Bureau

CYC- City of York Council

CVS- Community volunteer Services

HWY- Highways

IAPT- Improving Access to Psychological therapies

LGBT- Lesbian, Gay, Bisexual and Transgender community

NHS - National Health Service

W2W- Ways to Wellbeing