

## Health and Wellbeing Board

1 August 2019

Report of the Health and Wellbeing Board Healthwatch York Representative

### Healthwatch York Reports

#### Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive four new reports from Healthwatch York:
  - i. Changes to services: the anticoagulation warfarin monitoring service in York (**Annex A**)
  - ii. Changes to services: understanding people's experience of thresholds for elective surgery in York (**Annex B**)
  - iii. An update on CAMHS<sup>1</sup>services 2019 (**Annex C**)
  - iv. What's happened since the closure of Archways? An update report (**Annex D**)
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

#### Background

3. Healthwatch York produce several reports a year arising from work undertaken as part of their annual work programme.

#### Main/Key Issues to be Considered

4. Healthwatch York's work programme is informed by an annual survey and in 2018/19 changes to health services in the city was a concern highlighted over a number of different service areas. Healthwatch York chose to focus on two areas namely;
  - i. The anticoagulation warfarin monitoring service

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<sup>1</sup> Child and Adolescent Mental Health Services

- ii. Understanding people's experience of thresholds for elective surgery

**Main/Key Issues to be Considered**

- 5. There are a number of recommendations arising from the two reports at Annex A and Annex B and these are as follows:

<b>The Anticoagulation Warfarin Monitoring Service</b>		
	<b>Recommendation</b>	<b>Recommended to</b>
1.	Consider feedback to date in terms of accessibility to appointments outside of working hours and in relation to individuals' needs	NHS Vale of York Clinical Commissioning Group GP Practices
2.	Commit to co-design and co-production (in line with the Social Care Institute of Excellence definition) when creating new services. For future service changes that involve multiple services/providers, consider ways of working together to make sure positive patient experience is at the forefront)	All service providers involved in changes to services (NHS Vale of York Clinical Commissioning Group; York Teaching Hospital NHS Foundation Trust, GP Practices)
<b>Understanding People's Experience of Thresholds for Elective Surgery</b>		
1.	Consider ways to gather needed information/data to know if the policy is effective in saving money and improving patient outcomes in the areas outlined in this report	NHS Vale of York Clinical Commissioning Group
2.	Work in co-production with members of the public and to understand how to support people who have difficulty engaging with weight loss activity. Consider what programmes work best for people with specific conditions or barriers	NHS Vale of York Clinical Commissioning Group
3.	Create accessible and clear pathways of support, considering what pro-active steps can be taken to prevent individuals falling through the gaps and for the more disadvantaged individuals to engage with support programmes and services.	NHS Vale of York Clinical Commissioning Group

6. Annex C is an update report on CAMHS services in the city. In 2017 Healthwatch York undertook a piece of work to highlight parents' experiences of CAMHS. Annex C is a recently produced report that provides an update on progress made following the recommendations made in the original report of 2017.
7. An update on progress made against the specific recommendations from 2017 is at Appendix 2 of Annex C. Healthwatch York did not identify any new recommendations.
8. Finally Healthwatch York have produced an update report entitled: What's Happened since the Closure of Archways? (Annex D). This report contains a number of new recommendations which are set out in the table below.

<b>What's Happened since the Closure of Archways?</b>		
	<b>Recommendation</b>	<b>Recommended to</b>
1.	Continue to work towards making sure that plans for consultation and engagement with the public and other agencies are made and put in place at the earliest stage possible for all future service changes. Make sure a range of methods are used to contact patients and other stakeholders. Commit to co-design and co-production (in line the Social Care Institute of Excellence definition) when creating new services	All health and social care commissioners, providers and leaders in York
2.	Continue to improve communication. To make sure patients/families/carers understand what is happening at discharge. That information about different teams and how they work together is clear to the public and staff. The hospital should plan for discharge early, involving the patient in all decisions and checking their understanding	York Teaching Hospital NHS Foundation Trust  NHS Vale of York Clinical Commissioning Group  City of York Council
3.	Continue to monitor concerns and feedback around provision of services. Be particularly mindful of concerns about support overnight, ensuring that night support is adequate, and tracking of admissions of those in receipt of intermediate care is noted	York Teaching Hospital NHS Foundation Trust  NHS Vale of York Clinical Commissioning Group

4.	Report on how the additional funding freed up from Archways which was not spent on Home First was spent	NHS Vale of York Clinical Commissioning Group
5.	Work with other sectors to address non-healthcare issues such as social isolation mentioned in engagement feedback	York Ageing Well Partnership

### **Consultation**

9. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

### **Options**

10. This report is for information only and as such there are no specific options for members of the Board to consider. However, those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York.

### **Analysis**

11. No analysis is need in relation to the options set out above.

### **Strategic/Operational Plans**

12. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy 2017-2022.

### **Implications**

13. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the four Healthwatch York reports.

## Risk Management

14. There are no known risks associated with the recommendations in this report. There may be risks associated with the recommendations made in the individual Healthwatch York reports.

## Recommendations

15. Health and Wellbeing Board members are asked to:
- i. Consider the four reports and their associated recommendations within their own organisations
  - ii. Respond to Healthwatch York within 20 working days from the date of the board meeting, acknowledging the receipt of the report, and detailing any actions they intend to take
  - iii. Refer the reports to the Joint Commissioning Group for consideration of any implications for joint commissioning.

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

## Contact Details

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Report  
Approved

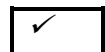


Date 10.07.2019

Specialist Implications Officer(s) None

Wards Affected:

All



For further information please contact the author of the report

### Background Papers:

None

## **Annexes**

- Annex A:** Changes to services: the anticoagulation warfarin monitoring service in York)
- Annex B:** Changes to services: understanding people's experience of thresholds for elective surgery in York
- Annex C:** An update on CAMHS services 2019
- Annex D:** What's happened since the closure of Archways? An update report

## **Glossary**

CAMHS - Child and Adolescent Mental Health Services

GP – General Practitioner

HWBB – Health and Wellbeing Board

NHS – National Health Service