

## 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 2016

### **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

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Signature on behalf of Provider		
Signature Siân Balsom	Name Siân Balsom	Date 10/05/16

### SECTION 1: Service Provided (Quarterly Updates) 01/10/15-31/03/16

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

#### Qtr 3

- Published our report on discharge from hospital and other health and care settings.
- Undertook 7 care home visits, consulting with 42 residents
- Developed a survey looking at access to GP services and publicised this widely, with York People First developing an Easy Read version with specific questions about annual health checks and accessible information
- Launched our dedicated signposting section within our Autumn magazine
- Worked with Kyra to develop a survey looking at antenatal services and promoted this widely
- Held 26 information stands
- Developed our workplan survey for release in January
- Developed plans with City of York Council to involve the Young Inspectors in looking at GP services
- Our readability volunteers reviewed York Hospital's new accessible parking information leaflet, and made suggestions for improving it
- Developed an introduction to PLACE (Patient Led Assessment of the Care Environment) training session for Healthwatch and provider volunteers

#### Qtr 4

- Put out a press release calling for people's views following the closure of Bootham Park Hospital
- Published our report "[Bootham Park Hospital: What next for mental health in York?](#)"
- Undertook 9 care home visits, consulting with 40 residents

- Began analysing over 200 responses to the GP survey, including 36 Easy Read responses, as well as receiving the results from the Young Inspectors visits
- Published our workplan survey and promoted this with our winter magazine
- Held 37 information stands
- Held 6 workshops for over 300 children as part of the Rock Challenge event at the Barbican
- Our readability volunteers reviewed York Hospital's postural hypotension, trans-anal surgery, and biosimilars leaflets and letters, and made suggestions for improving them
- We spent a day with Rhian Wells, Citizen Insight Policy Lead at Department of Health, to help colleagues understand the role of local Healthwatch, and what a 'typical day' might look like
- Delivered two PLACE training sessions for Healthwatch York volunteers and other lay assessors
- Worked with Tees, Esk and Wear Valley NHS Foundation Trust on the first Exchange event on 31<sup>st</sup> March, beginning conversations about the future of mental health services in York and the wider area
- Held a development day with volunteers

### **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?

For more details regarding our engagement work, please see the attached 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 except December) please follow these links; <http://www.healthwatchyork.co.uk/wp-content/uploads/2016/04/March-2016-bulletin.pdf>  
<http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/February-2016-bulletin.pdf>  
<http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/January-2016-bulletin.pdf>  
<http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/November-2015-bulletin.pdf>  
<http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Oct-2015-bulletin.pdf>

The impact of our work on wheelchair services, as requested by this committee, has led to significant change across the four North Yorkshire Clinical Commissioning Groups. As a result of our report, and their own review of services, there have been two rapid improvement events highlighting actions to be taken in 30, 60 and 90 days to improve experience. NHS Vale of York Clinical Commissioning Group has now commissioned us to establish a regular forum for users of the community equipment and wheelchair service across North Yorkshire.

We are still seeing the impact of our work on access to services for Deaf people. Following on from the report, a further complaint reached us which we asked permission to forward on to the provider. As a result, further work has been done with staff to improve awareness of how to book interpreters and support Deaf patients.

We developed an introduction to PLACE due to feedback previously reported by our volunteers regarding inconsistency. We will be evaluating the benefit of this work during the course of this year.

One of the barriers to progressing the recommendations in our reports has been 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.

Outcomes of visits to Health and Social Care premises in York

Our care home visits contributed to and enhanced 16 City of York Council care home reports.

### **Partner Programme**

We have 32 voluntary and community sector organisations who are signed up as Healthwatch York partners, and 2 pharmacy partner organisations. We continue to encourage organisations working with seldom heard groups to apply.

### **Volunteers**

We currently have 35 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.

For more information about how our volunteers feel about being part of Healthwatch York, please see these quotes about their experiences;

<http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Quotes-from-volunteers.pptx>

### **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

1 quarterly magazine produced and distributed by post to 42 organisations and 311 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 1,584 followers as at 31 March 2016, continuing a steady increase at around 1 new follower a day

We have also encouraged Healthwatch England to take a more proactive approach to engagement through their committee meetings. We were the first local Healthwatch to ask for a stall to share information about our work when the Healthwatch England committee meeting came to York on 26<sup>th</sup> February 2016:

Hello Sian,

I wanted to say thank you very much for taking the initiative to bring along some of your reports and documents, this was the first time anyone had asked and displayed their work during a Committee meeting and I had a number of people reflect that often having a physical copy and being able to speak to the project lead about what has been written and methods etc is useful.

Many thanks again and definitely something we will be looking to do at other meetings.

Kind regards,

Esi

**Esi Addae**  
Committee Secretary

## Logging issues

- 164 new issues were logged in this half year. This includes over 40 comments received following our call for information regarding Bootham Park Hospital's 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.

Area / Provider /	Comment	Complaint	Compliment	Concern	Signposting	Total
YAS		1		2	1	4
Other	3	2	1	5	2	13
Social care	1	3		6	3	13
Not York	1	3		1	6	11
Mental health	26	3		21	13	63
Care home				3	2	5
GP	4	11		3	4	22
Dentist				1	2	3
Pharmacy		1				1
Children					1	1
YTH	6	11	1	7	3	28
<b>Total</b>	<b>41</b>	<b>35</b>	<b>2</b>	<b>49</b>	<b>37</b>	<b>164</b>

- We received 36 reviews through our feedback centre.

### Themes and trends from the log

Social care – 7 items on the log related to information, advice, rights and access to services; 5 related to awaiting assessment, both for social care and continuing care; 5 related to challenges with making changes to care plans, including 3 regarding moving from a care home to a care home with nursing; 2 related to poor care provision, both involving home care

Hospital – 9 items related to A&E services, 6 about discharge from hospital; 1 relating to physiotherapy, noted due to further issue raised under Other

Dentists – 2 items relating to rights to access services, including one situation where patient has been told they will need to pay privately for treatment not available on the NHS – highlighted because there was a similar issue in the previous 6 months, and there are nationally emerging concerns over access to dentists

YAS – 1 item regarding perception of NHS 111, 1 regarding poor attitudes towards a young person with autism, 1 concern regarding paramedic's suggested course of treatment

GPs – 2 items relating to failure to provide BSL interpreters at 2 different surgeries; 2 items regarding refusal to visit 2 different patients with ME at home both indicating ME patients do not on principle get home visits even if bed bound; 2 people signposted to York Advocacy for support with making a complaint

Other – 2 items relating to wheelchair services; 2 relating to End of Life care; 1 item regarding MSK services and access to physiotherapy; 1 relating to public safety concern; 1 issue regarding transport and 1 regarding the library both relating to failure to make a reasonable adjustment; 1 regarding NHS Vale of York Clinical Commissioning Group's gluten free voucher scheme

### **Signposting and advice**

We continue to record signposting activity through the issues log. 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 continue to use our magazine to improve public awareness of services available to them. Our Autumn and Winter magazines featured information on a wide range of health and care services and initiatives, including;

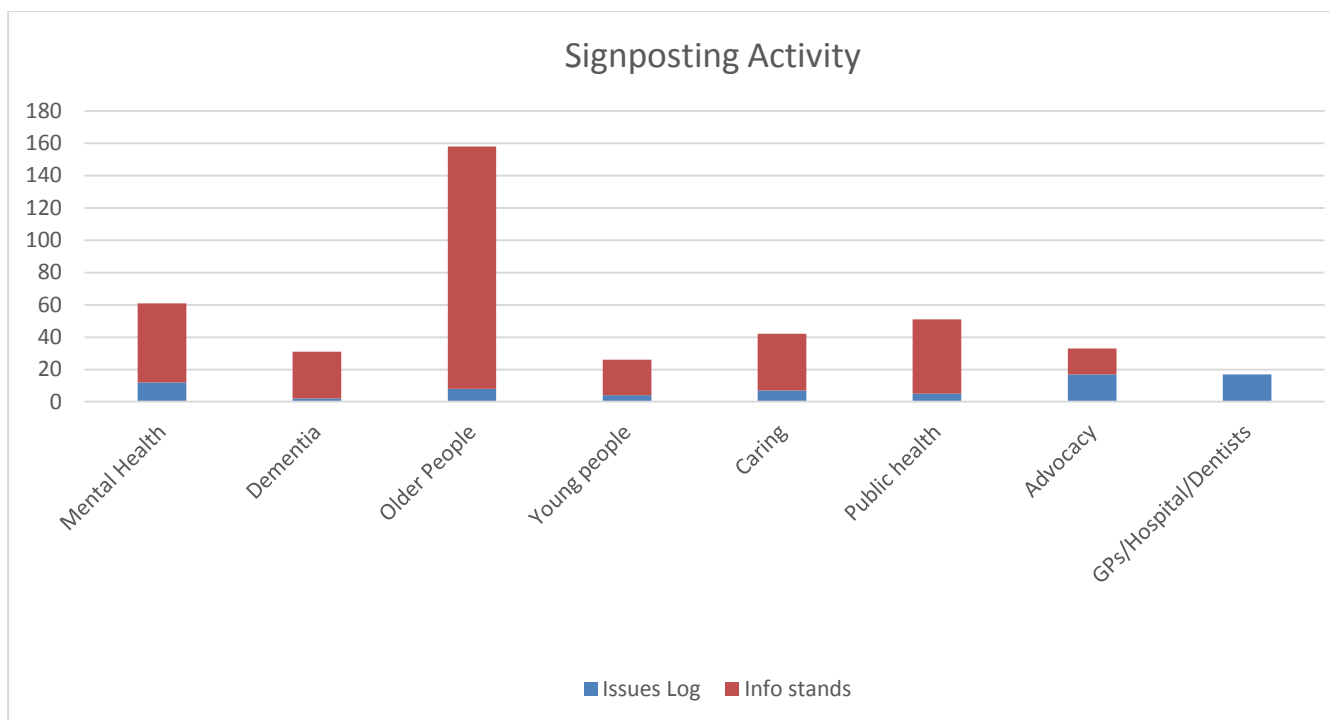
- Publicising the Tees, Esk and Wear Valley NHS Foundation Trust Helpline number following the closure of Bootham Park Hospital
- Guidance on choosing a care home and finding out about the quality of care services
- York Timebank
- Local Children's Centres
- Social prescribing
- Being 'Sugar Smart'



- The Herbert Protocol
- Pharmacy First
- The Home Library service

The magazines also include dates of city meetings including NHS Vale of York Clinical Commissioning Group's Governing Body meeting, Health OSC and the Health and Wellbeing Board.

We have improved our recording of signposting information. Over the past 12 months, we have given out information as follows;



This signposting data includes signposting recorded through our issues log and signposting completed at information stands.

### Strategic Impact

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

- We will be undertaking further Care Home Assessment visits.
- We will be gathering information for our Access to GP Services report
- We will be updating our Mental Health Guide having secured funding early in quarter 1, 2016

- We will be holding monthly Community Equipment and Wheelchair Services, funded by NHS Vale of York Clinical Commissioning Group
- We will be inducting a new staff member to support this new forum
- We will be continuing to move our data onto the Healthwatch England developed CRM system, improving reporting at national level
- We will be releasing a 3<sup>rd</sup> edition of our Health and Social Care Directory
- We will be escalating our national recommendation from the Bootham Park Hospital report to Healthwatch England

<b>SECTION 2: Staff training and development / Healthwatch Volunteers</b>			
Details of all training courses undertaken in the last six months: To update			
Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• PLACE training	7v, plus 1 member of York Hospital staff and 1 lay assessor from Nuffield Hospital		✓
• Volunteer Induction	9v		✓
• Enter & View	1v		✓
• Disability Awareness Training	4v		✓
• Dementia Friends awareness session	13v 2s	✓ for some	First time for others

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- 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 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. Over the past six months Carol also led on developing our first “Preparing for PLACE” training session, to support volunteers involved in Patient Led Assessments of the Care Environment (PLACE) to be better equipped for their work.

Helen Patching, Project Support Officer, continues to lead our work on issues log reports to partners. She has begun to look at how we gain more detailed feedback from commissioners and providers regarding action taken following our sharing of issues. Helen has also worked to gain greater Healthwatch England involvement with transferring our records onto their approved database system, CiviCRM. She also provides administrative support around care home assessment.

Barbara Hilton, Project & Volunteer Development Officer, has led on events logging and attendance at community events. She also continued to update our database of interested organisations. She has been the key contact for support to our Community Champions, and continues to hold quarterly meetings for these volunteers to share best practice and discuss different approaches to starting conversations with members of the public. Barbara has now started to look at arranging 1-2-1 meetings with all our partners, to make sure we continue to build on this approach to reaching more people, especially those who may face barriers to their full inclusion.

Siân Balsom, Manager, has led our work around the closure of Bootham Park Hospital. 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 also represented Healthwatch York at the Healthwatch England committee meeting held in York in quarter 4.

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>	
How often are staff meetings held?	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.
How often do staff receive supervision from a senior?	Every 6-8 weeks.
How often are staff formally appraised?	We have an annual performance development review system, which involves a full annual review, and quarterly progress checks.
Number of staff appraised in last period:	0 (due end June 2016)
<b>Complaints/Commendations</b>	
How many informal complaints have been received?	<b>0</b>
How many formal complaints have been received?	<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.	

### **SECTION 3: Additional Comments**

Please list any additional details/comments/recommendations that you wish to make.

Since the cut to our funding last year, the need to secure additional funding has a significant impact on a very small organisation like ours. We are very mindful of the challenging financial situation all local statutory partners find themselves in, but cannot continue to do everything people want us to do without additional capacity. Many other local Healthwatch have secured additional funds through, for example, local Vanguard work, enabling them to support engagement with the public on transforming the health and care system. In direct contrast we have had to say no to some additional activities as we simply cannot be everywhere we are asked to be. These challenges include engaging with the new Sustainability and Transformation Plan work now beginning across the 6 CCG areas covered by this plan locally, and getting involved with the Integration and Transformation Board (ITB) work. Thankfully, our connections through York CVS enable us to be involved at a distance with the ITB.

The delay in extending our contract also had a significant impact on the team. York CVS were very supportive in not beginning formal redundancy processes but understandably this did lead to speculation on the future of the project and potential implications for the staff team.

**What we've been told over the past 6 months**

