

Healthwatch York: Performance Monitoring - Six Monthly Review

Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date (Service Commencement Date)	01 April 2015
Contract Finish Date (Expiry Date)	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.

Signature on behalf of Provider		
Signature Siân Balsom	Name Siân Balsom	Date 18/05/17

SECTION 1: Service Provided (Quarterly Updates) 01/10/16-31/03/17

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

Qtr 3

- We published the results of our Antenatal and Postnatal Services survey and presented it at the Health and Wellbeing Board meeting in November
- We welcomed a new member to our Leadership Group in the role of Student and Young People's Lead as part of our ongoing work to strengthen this group's governance role
- We launched a survey looking at Unity Health's appointment system, receiving 782 responses, following concerns raised by one of our volunteers
- We supported Tees Esk and Wear Valleys NHS Foundation Trust and NHS Vale of York Clinical Commissioning Group's engagement activities regarding the formal consultation on a new mental health hospital for York

Qtr 4

- We launched our workplan survey, helping us to identify what we should be working on in 2017
- The second edition of the guide to mental health and wellbeing in York was published in January, with all printing costs met by Tees Esk and Wear Valleys NHS Foundation Trust
- We attended Unity Health's Patient Participation Group to share the findings of our survey looking at the introduction of the online triage and appointment system
- We presented 3 reports to the Health and Wellbeing Board meeting on 8th March – Making York work for people with dementia; Continuing Healthcare; Support for Adults with ADHD
- We welcomed a marketing and communications lead to our Leadership Group as part of our ongoing work to strengthen this group's governance role

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.*

Impact of Activity / Public Engagement Reports

Impact of activity: NHS Vale of York CCG has put together a 'You Said, We Did' document. This details 34 outcomes from our work supporting a wheelchair and community equipment forum. Sadly, our involvement with the forum came to an end following the meeting in April 2017 as the funding for this from NHS Vale of York Clinical Commissioning Group ceased. However, we are very proud of the work that was done through the life of this arrangement. The forum will continue to meet quarterly, supported by Victoria Hirst at the CCG, and we are confident she will do an excellent job. One of our volunteers will continue to attend the meeting to keep us updated.

York Teaching Hospital NHS Foundation Trust has confirmed that the results of our survey on antenatal services were in line with their own findings. As a result of this work they have decided to reinstate face to face antenatal classes.

Following our report on the closure of Archways the Health and Wellbeing Board members committed to using a co-production approach to all future major service change in York. To support them in doing this, we have been working with Joe Micheli at City of York Council to draft a co-production strategy. This can be found here: <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Coproduction-a-Strategy.pdf>

We hope to present this to the Health and Wellbeing Board soon, before formal consultation. We welcome robust feedback – it's aimed at starting a conversation rather than being a finished document.

Public Engagement Reports

We published 4 reports during the final 6 months of financial year 2016/17. These can be found here:

Antenatal and Postnatal Services in York - <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/HWY-Antenatal-Report-FINAL.pdf>

Continuing Healthcare - <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Continuing-Healthcare-A-HWY-Report.pdf>

Making York work for people with dementia - <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Making-York-work-for-people-with-dementia-A-HWY-Report.pdf>

Support for adults with ADHD - <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Support-for-Adults-with-ADHD-A-HWY-Report.pdf>

Dentistry has been chosen by the public as the subject for our next report. To make sure this is as useful as possible, we will be working with City of York Council colleagues in Public Health and Children's Services to understand what information they would most like us to explore. However, there was also significant public interest in exploring the experiences of those living with chronic fatigue syndrome / Myalgic Encephalomyelitis and for looking at post illness poverty, so we will be considering ways to explore these topics too if capacity permits.

Macmillan Cancer Research have approached us, wanting to use our article on Sustainability and Transformation Plans (STPs) (now Partnerships) with patients, to help explain what STPs are all about

Key strategic meetings

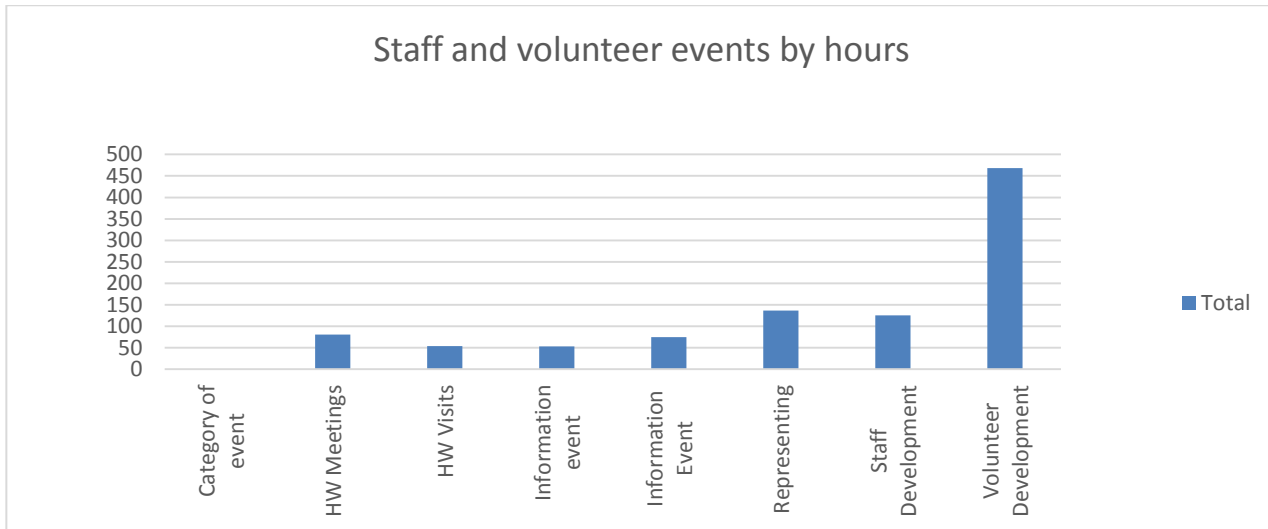
Following a governance review, NHS Vale of York CCG asked Healthwatch York to step off their governing body meetings. We received feedback from a number of individuals who were concerned about this decision. These included:

- Man phoned concerned about the CCG's Governing Body. He understands HWY has stepped down and wants to understand why. He is worried about a lack of representation of what matters to people at this meeting, and within the CCG as a whole. He feels their information is "100 pages of jargon, most of it impenetrable. This organisation doesn't look after people, doesn't inform them. We need proper interaction with people who are passionate about health and social care and with voluntary organisations."
- Man provided feedback at Governing Body meeting. He wanted to know who will now represent the voice of patients. He stated this felt like a backward step in terms of transparency and openness, and answering to the general public.

We clarified at our Assembly meeting in February that the CCG confirmed they value our role, our working in partnership with them, and our support in developing engagement activities. They are seeking to establish better ways of holding conversations than through the formal board meeting process. We will continue to work pro-actively with the CCG to explore ways of improving engagement and encourage the co-production of services with our community.

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 excluding December) please follow these links;

- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/October-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/November-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/January-2017-bulletin1.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Healthwatch-York-February-2017-bulletin.pdf>
- <http://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Healthwatch-York-March-bulletin.pdf>

Outcomes of visits to Health and Social Care premises in York

Our care home visits contributed to and enhanced 7 City of York Council care home reports, having engaged with 29 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 23 documents, 20 for York Teaching Hospital, 2 for City of York Council and 1 for NHS Vale of York Clinical Commissioning Group.

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. For example, we worked with Kyra when completing our Antenatal and Postnatal Services report. We also attended YREN's workshop running a session exploring opportunities for them to increase engagement with health and care services. We continue to encourage partners from under-represented groups.

Volunteers

At the end of March 2017 we had 44 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.

We are taking a brief pause from active volunteer recruitment to allow us to focus on interviewing, inducting and training recent recruits. Since April, we have already interviewed 4, have 1 interview lined up, and have 7 applications pending.

Engagement

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

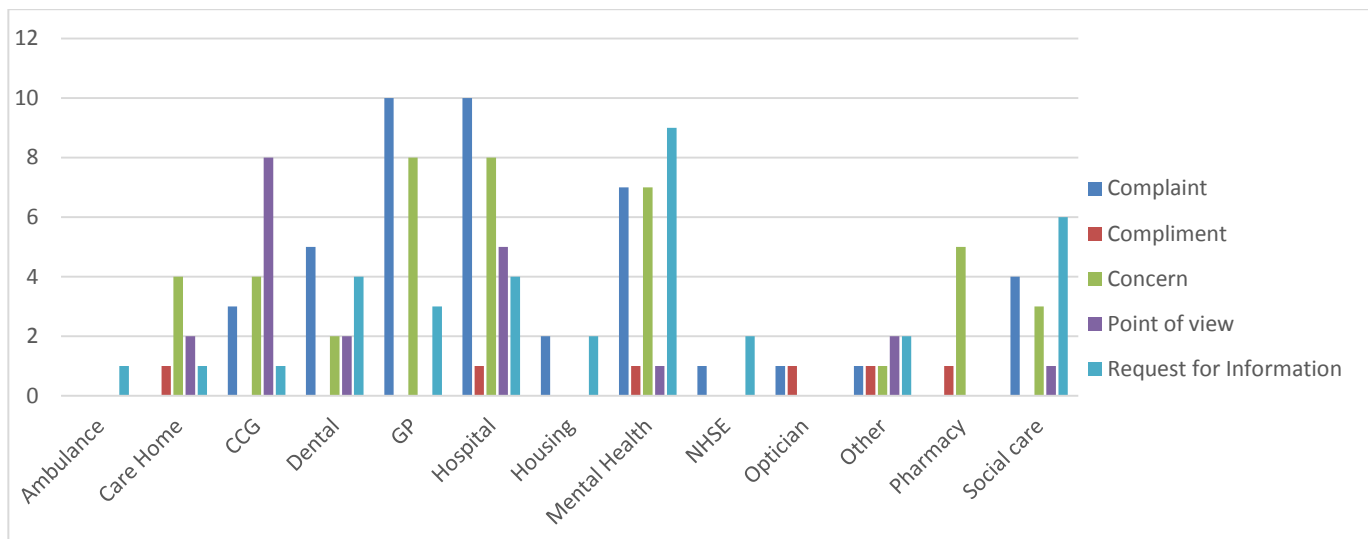
We have maintained our regular outreach activity, with monthly drop-ins at Lidgett Grove, St Sampsons, Sainsbury's Monks Cross, Spurriergate Centre and Café Nelli. This means our volunteers have established a presence within community venues, becoming a familiar, welcome presence. We have also established new regular outreach events at Fulford Church and Oaken Grove Community Café, and more recently regular outreach at West Offices, which has proved popular with the public and volunteer alike.

We have sent out 2 quarterly magazines – Autumn and Winter - produced and distributed by post to 666 individuals and organisations in total (326 Autumn, 340 Winter) and by email to 844 organisations and individuals for the Autumn magazine, 1003 for Winter, as well as being available through our website, and distributed at our information stands at community venues.

@healthwatchyork had 1,920 followers as at 31 March 2017, continuing a steady increase. Over the 6 months from October to March we gained 52,200 twitter impressions, 161 retweets, 121 link clicks and 120 likes. Our most popular tweets were about CQC information on online GP services, National Safeguarding Week, and the updated Mental Health and Wellbeing Guide.

Logging issues

We logged 147 issues – this is slightly higher than usual. We are using a new Customer Relationship Management system to record these, which splits issues out where more than one organisation or type of feedback is involved which accounts for this increase.



Key themes from the reported issues

Waiting times

This included:

- concerns over quoted 5 month waiting times for sharps bin collections
- waiting over a year for a wheelchair
- 2 people reported waiting over 2 years for an NHS dentist
- parent waiting over 2 years for ADHD assessment of their child
- long waiting lists for CAMHS diagnosis, services and support

Availability

These included:

- being told no appointments available for over 3 weeks for a GP-requested prescription review
- lack of suitable carer assessments and respite support for parent carers
- delays receiving follow up appointments following surgery
- no bed available for GP wanting to admit patient to hospital
- unable to get urgent GP appointment for emergency prescription

Barriers

These included:

- request for dentist to email prescriptions which was refused
- poor physical access to premises particularly for those using mobility aids
- availability of car parking spaces at health premises
- staff not listening to people's concerns
- attitudes of GP receptionists
- refusal of BSL interpreter at opticians

Quality of care

Compliments for excellent care:

- a care home providing excellent care after a hospital stay for a stroke
- a pharmacy phoning through to their distributor to get information on when a drug might be available
- a mental health service providing holistic support for the whole family
- praise for an optician and ophthalmology services working together on a Saturday morning to support an individual experiencing eye problems, we also received concern about poor care.

We also received concern about poor care. These included:

- problems with service co-ordination leaving people potentially without access to medication
- ADHD assessment completed in a classroom from behind the child
- lack of meaningful support and activity for person experiencing mental ill health
- district nurse withdrawing home visits to an isolated woman as she'd been taken out twice in 7 months by a local voluntary group
- deterioration of physical health and lack of support to maintain it whilst in hospital, leading to significant problems with prosthetic limb

Funding & charges

This included

- questions over whether a dentist should be able to charge upfront for treatment which would not begin for 2 months
- requirement for individuals to top up care home fees after previous home closed despite reassurances funding was available
- anxiety over family having sufficient funding to provide for long term care needs
- poor record keeping by various health professionals leading to challenges with securing Disability Living Allowance for a child with significant health problems

Service change

This included

- the relocation of a GP service and concerns over transport to the new site
- changes to availability of urgent GP appointments at particular sites
- stopping the online counselling service
- 2 individuals concerned over the proposed CCG reduction in orthopaedic surgery, 1 requests that additional alternatives such as acupuncture and osteopathy are offered and anticipates an increase in those using the pain clinic, the other was a family member of someone refused surgery (since challenged following advice and offered an assessment)

- a pharmacy refusing to provide blister packs “as they’ve got too much on”, insisting they use another provider. The new pharmacy will only deliver when the blister pack is due, meaning the person has to wait for other medication. This includes medication that prevents them from passing out

Signposting and advice

We continue to record signposting activity through the issues log where this is received in the office.

To give an example of the sorts of signposting we do, here’s what we did in October:

- We provided copies of York Advocacy’s NHS Complaints Packs to two individuals wanting to make a complaint. 1 about York Hospital, the other about Limetrees.
- We made a referral to York Advocacy for an individual whose health issues were being exacerbated by housing problems.
- We received a complaint about provision of interpreters at an optician. Rather than signpost to NHS England, we asked and received permission to share the details of the complaint with NHS England copying in the person affected.
- We signposted an individual to Vale of York CCG’s Patient Relations team. They had waited over 1 year for a wheelchair, receiving one only when needed to get to chemotherapy appointments, which arrived with the wrong cushion. The woman could not get an answer from the wheelchair service (this coincided with the change to the contract)
- We provided a copy of Age UK York’s trades directory to a woman in need of a gas engineer
- We provided details of GP services and a copy of our mental health and wellbeing guide to a man whose son with depression had recently moved into the area
- We posted a copy of the mental health hospital consultation document out to a woman who had read about it in our magazine and wanted to share her views
- We sent information on dementia services and useful reading to a woman enquiring about information and support available in York
- We made a referral to Crossroads Care for a man needing half a day’s care support for his wife
- We received an enquiry about the availability of volunteers to support people with low level needs

We also keep a full log of all signposting contact through community activities and events, much of which is through our Community Champion volunteers. Even through the quieter winter months they have been at events attended by over 2260 people, speaking with 551 individuals.

We continue to share details of the “Big 5” signposting agencies (First Call 50+, Family Information Service, York CAB, York Carers Centre, York Advocacy), 340 copies of our major publications (the Directory, Mental Health Guide, Magazine and our leaflets), and 76 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.

Strategic Impact

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

- We are working with Joe Micheli and Jo Baker to host an event for National Co-production Week on 5th July, provisionally titled People & Place: York Goes Global, aimed at increasing local awareness and interest in co-production approaches
- We will develop a new regular outreach drop-in at Whitworth’s Pharmacy in Tang Hall and explore further outreach opportunities in partnership with Explore York
- We will publish our guide to dementia support in York
- We will launch our dental survey
- We will be working with our student volunteers to improve awareness of and engagement with Healthwatch York amongst our student population
- We will be supporting 2 groups of students to develop campaigns looking at what people want to see from health and social care integration

Barriers

We have been working with City of York Council officers around the monitoring of action taken against recommendations made within our reports. As we are a small Healthwatch with limited capacity to follow up on reports once published, the lack of a clear process has been a barrier to understanding the impact of our work. It has been suggested that where updates are not forthcoming, we add this information into our routine reporting to the Health & Adult Social Care Policy & Scrutiny Committee, where potential actions to take can be considered.

The ongoing increase in meetings happening outside of York, either across the Vale of York area or the wider Humber Coast and Vale (HCV) Sustainability and Transformation Partnership (STP) footprint, has had a significant impact on our capacity. Whilst we are committed to engaging with STP work, there are 5 workstreams over and above the locality work for each CCG area plus a Comms and Engagement

meeting. There are also newly emerging structures such as the HCV Cancer Alliance, and HCV Maternity Group which we have so far not engaged with though we are publicising these opportunities through our website and bulletin.

SECTION 2: Staff training and development / Healthwatch Volunteers			
<i>Details of all training courses undertaken in the last six months:</i>			
Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Volunteer Induction	3V		✓
• Enter & View	1V		✓
• Disability Awareness Training	3V		✓
• Care home assessor training	1V		✓
• PLACE training	9V (plus 2 from South Tees)	n/a	
• Dementia Friends Awareness session	2S	✓1	✓1
• Safetalk	5S		
• Volunteer Development Day	15V	n/a	
• Staff Development Day	5S	n/a	
• Civi Training	2S		✓
• Civi Camp	2S	✓	
• Civi training follow up	3S	✓	
• Level 1 Safeguarding training	1S	✓	

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. In addition over this period she has delivered a further half day Enter & View training session for Healthwatch North Yorkshire volunteers. Carol was also heavily involved in the second edition of the guide to mental health and wellbeing in York.

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 held our first meeting for readability volunteers in October. She also provides administrative support around the care home assessment programme.

Barbara Hilton, Project & Volunteer Development Officer, retired from the team. Although her official retirement date was the end of April, she was effectively away from the office by the end of March. Barbara led on volunteer recruitment, support for community champions, and our partner programme. We wish her all the best on her retirement and will miss her greatly. Plans to replace her are in progress.

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. She has also attended a number of meetings about the Sustainability and Transformation Plans for Humber Coast and Vale, having become the Healthwatch representative on the HCV STP Partnership Board.

Carole Money, Project Support Officer has set up and facilitates a Community Equipment and Wheelchair Forum. It has met monthly throughout this period. Carole is also involved with the Healthwatch England CIVI CRM database system. She is working to help us develop our use of the system to cover all aspects of our work.

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 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.

Staff Support	
<i>How often are staff meetings held?</i>	We have recently implemented monthly team catch ups, to help us better plan and co-ordinate our work. In addition, we have held development days for the staff and volunteers this half year. We also attend the weekly York CVS start the week 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 (full year)

	CYC only	Total
Staff costs (salaries & expenses)	£63,819.00	£75565.46
Volunteer expenses	£ 886.21	£2336.21
Local Administration	£22,200.00	£24,500.00
Other	£18,376.05	£21940.33
Total	£105,281.26	£124,342

Please note these figures are unconfirmed, and may be subject to change.