

## 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 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

Section 1: To be completed six monthly

Section 2: To be completed six monthly

Section 3: To be completed six monthly

Signature on behalf of Provider		
Signature <i>Siân Balsom</i>	Name Siân Balsom	Date 01/10/2015

## SECTION 1: Service Provided (Quarterly Updates) 30/09/14-31/03/15

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

Qtr 1

- Undertook 6 care home assessment visits working with colleagues at City of York Council, speaking with 33 residents
- With Volunteering York jointly provided a social work placement for Nick Redding
- Provided a four week placement for second year psychology student Kieren Hussell
- Met with Joseph Rowntree Foundation and a number of organisations they worked with through their dementia programme to discuss a possible bid for work on this topic, developed and submitted this bid in May, and were successful in securing funding for a 2 year project with Minds & Voices, to understand the experiences of people living with dementia in York and make recommendations for improvement
- Held focus groups with wheelchair users looking at their experiences in accessing the wheelchair services locally
- Held 1-2-1 meetings with all our volunteers, to get a sense of what they enjoy, and how we can improve their experiences
- Completed work on our 2<sup>nd</sup> Annual Report, and submitted it to Healthwatch England in line with our statutory requirements
- Published our report on [‘Who’s Who in Health and Social Care’](#) in April
- Published our report on [Accident and Emergency and alternatives](#) in June

## Qtr 2

- Attended the Healthwatch England conference in Manchester, where our volunteer Louise Sangwine accepted a Highly Commended award for her work on the Mental Health and Wellbeing Guide
- Began work on the dementia services project, meeting with people living with dementia to explore their concerns
- Developed an action plan in response to volunteer feedback from their 1-2-1 interviews
- Undertook 2 care home assessment visits working with colleagues at City of York Council, speaking with 12 residents
- Published our report for Health and Adult Social Care Policy and Scrutiny Committee about [wheelchair services](#) in July
- Finalised our [Discharge Report](#), which has been circulated for fact checking to all relevant parties
- Published the results of the [Safeguarding Adults surveys](#) in August
- Submitted a tender for additional, complimentary work with an aim to improving our sustainability
- Submitted a funding bid to secure additional funds for marketing and communications activity

## 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?

## **Partner Programme**

We have 28 voluntary and community sector organisations who are signed up as Healthwatch York partners;

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.

## **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 established 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 newsletter produced and distributed by post to 140 organisations and 80 individuals and by email to 240 organisations and 575 individuals, as well as being available through our website
- Our Annual report was distributed by post to 133 organisations and 99 individuals, by email to 234 organisations and 645 individuals, and was issued to all attendees at our Annual Meeting
- @healthwatchyork had 1,423 followers as at 30 September 2015.
- Our Care Home Assessor volunteers have joined council colleagues on 8 care home visits, resulting in an additional 45 residents having the opportunity to share their views on life in our local care homes, enhancing the council's own reports
- Survey work to investigate areas of interest and / or concern in health and social care. In this time period this included Accident and Emergency, wheelchair services, and Safeguarding Adults
- Held our second Annual Meeting, including afternoon engagement workshops about access to GP services

## Logging issues

- 123 new issues were logged in this half year. This includes a small number of reports from York Press, Patient Opinion and NHS Choices, which we are scanning to build up a more complete picture of health and social care services in York. The majority are still received either direct from the public or via a third party, rather than from these sources. For more information, see the charts in Part 3 of this report.
- We received 64 reviews through our feedback centre.

## 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 newsletter to improve public awareness of services available to them. Our Spring newsletter featured information on York LGBT Forum, the Care Act, new diabetes support services, and York Independent Living Network, as well as details of the new PALS contact information, and 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 introduced a new Information Distribution Log for our Community Champions to record the quantity and types of information provided to people at events. See separate **Information Distribution Log**

## 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 requesting funding for our Mental Health Guide update
- We will launch a dedicated signposting section in our expanded magazine
- We will be exploring income generation through advertising in our publications

## SECTION 2: Staff training and development / Healthwatch Volunteers

Details of all training courses undertaken in the last six months: To update

Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Volunteer Induction	4v		✓
• Enter & View	3v		✓
• Disability Awareness Training	3v		✓
• Care Home Assessor	2v		✓

- 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, and our Annual Report. 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.

Helen Patching, Project Support Officer, is leading on our issues log reports to partners, and on transferring data over to Civi CRM. She is also providing administrative support around care home assessment, and is increasing her involvement with our volunteers. She delivered her first volunteer induction in this quarter, a challenge she set herself and met ably.

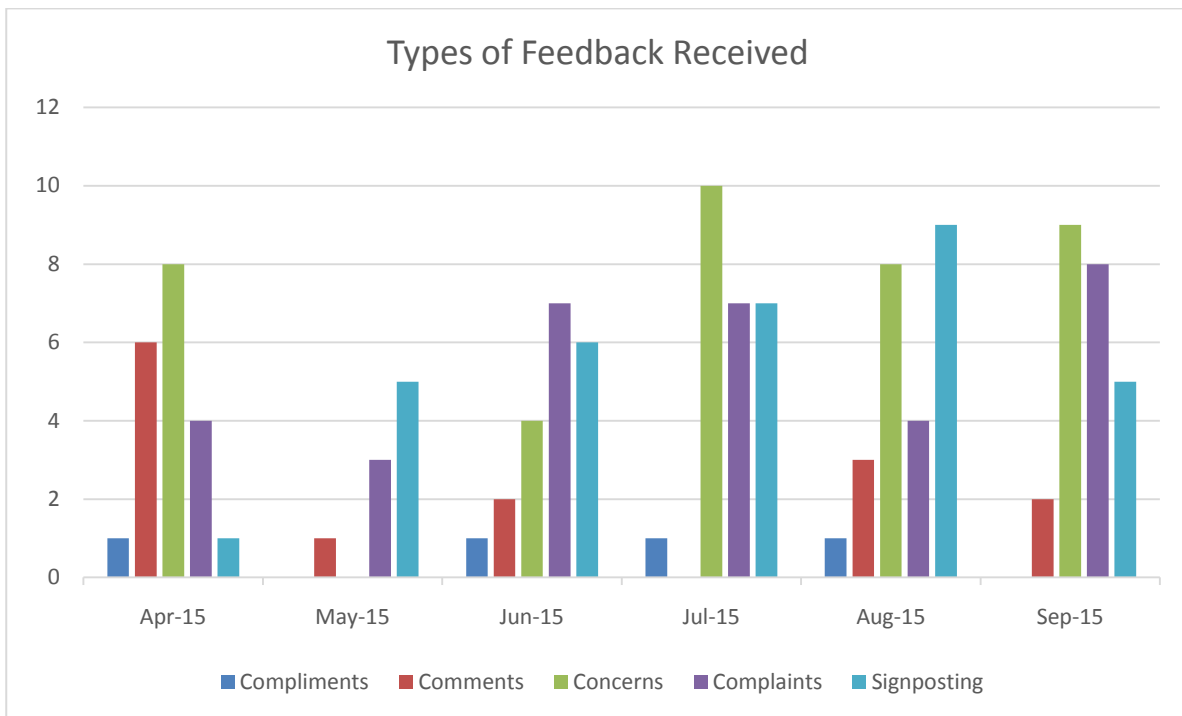
Barbara Hilton, Project & Volunteer Development Officer, has led on events logging and attendance at community events. She has also continued to update our database of interested organisations. She has been the key contact for support to our Community Champions, and has recently established quarterly meetings for these volunteers to share best practice and discuss different approaches to starting conversations with members of the public.

Siân Balsom, Manager, has attended 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 taking up the seat on the Vale of York CCG Governing Body. She also represented Healthwatch York at the Healthwatch England conference.

John Clark, our Chair, has continued to chair our Leadership Group meetings, creating a helpful and supportive environment 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 6 staff team meetings this period, plus 2 full staff team meeting for all York CVS staff.
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:	4
<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.	
<b>SECTION 3: Additional Comments</b>	
Please list any additional details/comments/recommendations that you wish to make.	
<p>We are seeing an increasing number of complex cases that, despite signposting to the relevant agencies are not coming off our workload. This is sometimes due to capacity issues within the agencies signposted to. There are also issues with the number of people who do not meet the eligibility criteria for advocacy support but want support in order to raise their concerns.</p> <p>Further, the Care Home Assessor programme has taken off brilliantly and continues to be well received by council colleagues, but the initial training for volunteers is intense, and we are still recruiting sufficient volunteers to manage the number of visits. This has also had a significant impact on the staff team's capacity.</p>	

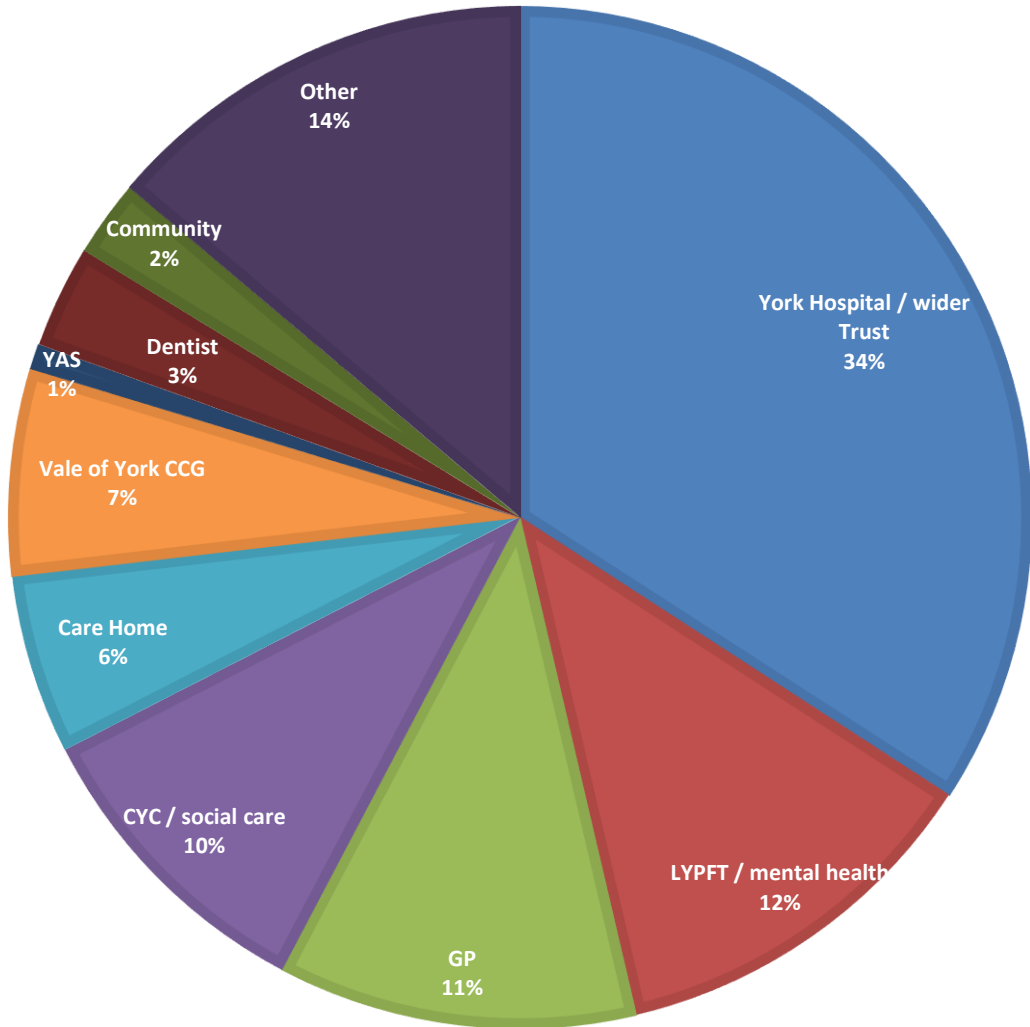
### Part 3 - Feedback Received 2015/16 Quarters 1 and 2





## PLACES WE RECEIVED FEEDBACK ABOUT

- York Hospital / wider Trust
- LYPFT / mental health
- GP
- CYC / social care
- Care Home
- Vale of York CCG
- YAS
- Dentist
- Community
- Other



Data analysis – Issues Logs Quarters 3 and 4 2014/15 (Analysis of latest data will be provided once available)

Category	Issues log categories								Total
Compliments									9
- team or department	379	385	389	391	396	405	420	430	8
- individual	414								1
- specific									
Complaints or concerns									
Access to services e.g. difficulty with telephone access	393	394	399	402	413				5
Attitude of staff	375	377	401	425	427				5
Changes or loss of services	387	407	408	409	422	424			6
Communication with relatives or carers	416	423							2
Delays, long waiting	380	382	383	384	390	411	419	421	8

times							
Diagnosis / treatment	400	406	412	417	418		5
Discharge arrangements	395	403	415				3
Issues within care homes or residential homes	397	410	428				3
Meeting individual needs	378	388	392	404	426	429	6
Other issues - wheelchair access to buses	376						3
difficulty getting a new GP		381					1
effect of whistleblowing			386				1
Signposting - Social Care							
- NHS Services							
- Specific Conditions							
- Advocacy	398						1

## Quarter 3 Conclusions

<i>Main categories</i>	Number of issues
<b>Concerns and complaints -</b>	
delays, long waiting times	8
changes or loss of services	6
meeting individual needs	6
access to services	5
attitude of staff	5
diagnosis / treatment	5

## Quarter 4

Category	Issues log numbers					Total	
Compliments						9	
- team or department	432	461	466	469	474	475	6
- individual	431	469					2
- specific: carer's card	476						1
Complaints or concerns							
Access to services	432	435	450	468	470	473	6
Attitude of staff	434	458	459	463			4
Changes or loss of services	467	471					2
Communication with relatives or carers	433	436	456	460			4
Delays, waiting times	445						1
Diagnosis / treatment	452?	454	463				3

/ care

Discharge	462							1
Issues within care homes or residential homes	446	452?						2
Meeting individual needs	448							1
Other issues - protection of vulnerable adults	447							4
cost of diabetic testing strips		449						
concerns re the complaints process			451					
information re funding of CYC Public Health				472				
Signposting								8
- Social								
Care	452	456						
- NHS								
Services			455	464	465	477		
- Specific								
Conditions								
-								
Advocacy								

## Quarter 4

### Conclusions

Main categories	Number of issues
Compliments	9
Concerns and complaints	
Signposting	8
Access to services	6
Attitude of staff	4
Communication with relatives or carers	4
Other issues	4





## **Annexes**

Annex 1 – Healthwatch York Finances

Annex 2 – Engagement Calendar

Annex 3 – Information Distribution Log

Annex 4 – York Advocacy Annual Report April 2014 to March 2015

Annex 5 – York Advocacy Quarterly Report April 2015 to September 2015

## **Abbreviations used in report and annexes**

A&E- Accident and Emergency

CAB- Citizens Advice Bureau

CANDI- Children and Inclusion

CAPY- Care Act Partnership York

CCG- Clinical Commissioning Group

CEX- Chief Executive

CVS- Centre for Voluntary Service

CQC- Care Quality Commission

HASCPASC- Health and Adult Social Care Policy and Scrutiny Committee

HWBB- Health and Wellbeing Board

HWY- Healthwatch York

IHCAS- Independent Health Complaint Advocacy Service

ICAN- Independent Complaint Advocacy

JRF- Joseph Rowntree Foundation

JSNA- Joint Strategic Needs Assessment

LGA- Local Government Association

LGBT- Lesbian, Gay, Bisexual and Transgender

LYPFT- Leeds and York Partnership Foundation Trust

NELLI- New Earswick Less Loneliness Initiative

OCAY- Older Citizens Advocacy York

OSC- Overview and Scrutiny  
PALS- Patient Advice Liaison Service  
PCP- Police and Crime Panel  
PET- Patient Experience Team  
PHSO- Parliamentary Health Service Ombudsman  
PLACE- Patient Led Assessments of the Care Environment  
VCS- Voluntary, Community, Social Enterprise