

Healthwatch York: Performance Monitoring / Quarterly Review

Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date (Service Commencement Date)	01 April 2013
Contract Finish Date (Expiry Date)	31 March 2015

The aims of the performance monitoring / quarterly 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.

Quarterly 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. Quarterly reports will be presented to Performance Management Group meetings on dates to be agreed.

In addition, a quarterly 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 quarterly performance summaries
- Set annual milestones for each Key Performance Indicator as appropriate

- Receive quarterly performance summaries, define any gaps in performance and discuss how these might be rectified.

In addition to the quarterly reporting process it is proposed that 360 degree feedback on Healthwatch York activity is invited from all key stakeholders annually.

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Signature on behalf of Provider		
Signature Siân Balsom	Name Siân Balsom	Date 30/10/2014

SECTION 1: Service Provided (Quarterly Update) 30/09/14

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

- Attended the National Healthwatch England Conference, where we won our award for Media and Publicity for our work in publicising the Access to Health & Social Care Services for Deaf People report
- Held our first AGM which highlighted the breadth of work we have undertaken in our first year and provided the first opportunity to hold workshops to feed into our discharge report.
- Set up regular outreach posts within the community – at Lidgett Grove, St Sampson's, Spurriergate Centre, Sainsbury's Monks Cross, Sycamore House.
- Published our autumn newsletter, which has a focus on mental health issues.
- Signed up to the Time to Change organisational pledge and submitted an action plan outlining how we will work to make Healthwatch York an environment that encourages conversations about mental health.
- Supported one of our volunteers, Louise Sangwine, in putting together a guide for people in York beginning to experience mental ill health and those that support them.
- Held a Development Day for staff and volunteers to consider how we take forward the recommendations from the Year 1 Evaluation report.
- Finalised and published our Loneliness report, which pulled together a range of existing ideas and information and made recommendations for further progress.
- Purchased an online feedback centre which should be up and running later in the autumn.
- Completed 3 Care Home Assessment visits as part of our now mainstreamed council-led Care Home Assessors programme.
- Recruited more volunteers.
- Attended the Vale of York CCG AGM and spoke with Radio York's breakfast programme about their first year.
- Began work with the Partnership Commissioning Unit on involving people who use services and carers in the retendering of mental health and learning difficulties services for York.
- Met with a representative of NHS England (national not area team) to discuss proposals for improving access to health services for deaf people.
- Presented the Discrimination Against Disabled People report completed by Emma Hersey during her social work placement to Health OSC and Vale of York CCG's Quality and Finance meeting.
- Planned for our first Enter & View visit which will take place early in Quarter 3.

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 now signed up 29 voluntary and community sector organisations to become Healthwatch partners;

Age UK York
Alzheimer's Society
CANDI – Children and Inclusion
Friends of St Nicholas Fields
Get Cycling CIC
IDAS – Independent Domestic Abuse Service
Independent Living Scheme
MS Society – York & District Branch
Myasthenia Gravis Charity
National Osteoporosis Society: York Support Group
North Yorkshire & York Neurological Alliance
Older Citizens Advocacy York
Priory Street Nursery
Royal Voluntary Service
Volunteering York
Wilberforce Trust
York Advocacy
York & District CAB

York & District Pain Management Support Group
York Carers Centre
York Carers Forum
York Independent Living Network
York LGBT Forum
York Older People's Assembly
York People First
York Rheumatoid Arthritis Support Group
York Wheels
Young Carers Revolution
YUMI

We continue to encourage organisations working with seldom heard groups to apply.

Volunteers

We now have 36 volunteers covering a range of volunteer roles.

Engagement

- Community engagement has taken place at a variety of events throughout the city – see list.
- 1 quarterly newsletter produced and distributed by post to 248 organisations and 261 individuals and by email to 218 organisations and 504 individuals, as well as being available through our website
- @healthwatchyork now has 1,093 followers.

Logging issues

76 new issues were logged in this quarter, bringing the total to 373 – see issues log. 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.

Signposting and advice

We continue to record signposting activity through the issues log. There is still minimal formal activity. However, we have found that the Directory has been very popular, and we understand this has been used by a number of GP

practices, pharmacies, and City of York Council staff to signpost customers to support.

We continue to use our newsletter to improve public awareness of services available to them. Our Autumn newsletter, a mental health special edition, provided information about the new street triage scheme, the acute liaison psychiatric service (ALPS), Together: for Mental Wellbeing, York Mind, Elefriends, Leeds & York Partnership NHS Trust, the Saneline, Childline, Rethink, Mainstay and Samaritans. We also featured City of York Council's Sport and Active Leisure Team's work with disabled people, including inclusive walks, powerchair football, and visually impaired running.

Strategic Impact

We have been approached by NHS England following our Access to Health and Social Care Services for Deaf People report. They are setting up a working group to look at recommendations for GP surgeries, and have asked us to consider joining that group.

At the invitation of NHS Vale of York Clinical Commissioning Group, we have taken up an advisory position on their Governing Body. This enables us to directly feed in views and concerns brought to us by members of the public.

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

- We will submit our first three reports to the Health and Wellbeing Board, and will receive our report back on how these are handled within the quarter
- We will be launching a new feedback centre, providing the opportunity to complete 'trip advisor' type reviews of health and social care settings in York. We hope to sell this to partners in the city, to generate income to meet the budget needs of Healthwatch York
- We will hold a Mental Health Conference that will highlight good work going on in the city already, and feed into our report on Mental Health in the city. We will also launch surveys into Adult Mental Health services and Child and Adolescent Mental Health Services
- We will hold undertake our first Enter & View visit at York Hospital, looking into discharge processes. We will then follow this up with telephone calls and letter to individuals to find out if discharge plans were implemented
- We will be meeting with members of the Deaf community to understand if anything has changed since we wrote our report, and so that the hospital can share their plans to improve access for Deaf patients
- We will be undertaking further Care Home Assessment visits. Our next newsletter will have a focus on Care Homes and dementia support services
- We will be updating our directory
- We will be installing a new database that will simplify our record keeping and provide automatic updates and information to Healthwatch England

SECTION 2: Staff training and development / Healthwatch Volunteers

Details of all training courses undertaken in the last Quarter:

Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Enter & View	4 v		✓
• Safeguarding Level 1 Alerter Training	5 v		✓
• Dementia Friends	1 s		✓

- 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 newsletter, and our monthly volunteer and partner bulletin. She was also heavily involved in bringing our Annual Report to life at our Annual Meeting in July. Carol has been very involved in the Care Home Assessor programme, including training volunteers and accompanying them on their first visit.

Helen Patching, Project Support Officer, has returned from adoption leave from 22nd September. Her first two weeks have been spent getting up to speed on developments since she went on leave, and supporting with administrating the Care Home Assessor programme. She had two KIT days with the team prior to her return.

Philip Tebble, Project Support Officer, has maintained our information records regarding issues and engagement activities, and continues to share these with relevant partners. He has also provided administrative support for a wide range of meetings.

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 developed a regular information presence at three locations in the city – Lidgett Grove, St Sampson's and Sycamore House – which we now attend monthly supported by volunteers.

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 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

How often are staff meetings held?	There have been 2 staff team meetings this quarter, plus a 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 appraisal system, which involves a full appraisal, and a mid-year review.
Number of staff appraised in last quarter:	0

Complaints/Commendations

How many informal complaints have been received?	0
How many formal complaints have been received?	0

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.

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, for example, York Advocacy are currently operating a waiting list due to demand for their services, and sometimes due to a failure within other agencies to deal with the presenting issues. For example, City of York Council Safeguarding Team. This has meant providing intensive support to vulnerable or needy individuals, which has had a significant impact on our ability to manage our day to day work.

Further, the Care Home Assessor programme is taking off brilliantly, 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*.