



HEALTH AND WELLBEING BOARD

Date: Tuesday 3rd June 2014

Time: 4:00pm

Location: Barnsley Town Hall

Title	Work of Healthwatch Barnsley, regarding Governance, recommendations and impacts to date 2013\14
Report of Healthwatch Barnsley produced on the 20th May 2014	
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Summary: This paper provides an overview of a programme of key projects identified, recommendations made and impacts as a result.	
Recommendation(s) The Health and Wellbeing Board is recommended to: (1) Note the report	
Reason(s) To ensure that the Health & Wellbeing Board are informed in advance of the Healthwatch work programme, and recommendations, and impacts as a result.	

1. Background

This report provides an update for the Health & Wellbeing Board of the work Programme being carried out by Healthwatch Barnsley; it includes examples of governance developments, partnership working with service providers and service commissioners, and activities to engage with Barnsley citizens about their experiences of Health and Social Care Services, and evidence of impact as a result.

As reported in January the topics have been chosen through analysis of data received by Healthwatch. They include services for both older and younger residents representing health and social care activities. Areas of work have also been addressed responsively due to approaches by Service user groups.

2. Work Programme

2.1 Governance

Healthwatch Barnsley has since January, recruited an Interim Healthwatch Chair (Adrian England), and 4 additional Healthwatch Shadow Board Members.

We are now looking to increase numbers on the Healthwatch Steering Group where issues are analysed and prioritised, and we currently have 16 adult Healthwatch champions and 5 Children and Young people champions, who meet bi-monthly to plan outreach and engagement activity.

2.2 BSL Engagement Event

In January 2014, Healthwatch Barnsley reported to the Health and Wellbeing Board Plans to hold a BSL Engagement Event. This engagement event went ahead as planned on the 15th of March 2014.

64 people attended the event

32 of which were BSL Service Users

25 people completed an event evaluation form 22 (88%) of attendees, felt it was a successful event and scored highly.

127 comments were collated and the common themes outlined the following:

- Availability and access to BSL Interpreters,
- The need of deaf awareness training for staff members,
- Communication between services,
- Co-ordination of services,
- Consistency and relevance of communication methods.

Which led to 16 recommendations being made:

Recommendations	Recommended to
Work in partnership with the DEAForum to Look at access requirements, outlined within this report and ensure Mental Health & Health and Wellbeing Services are accessible for the deaf community.	Public Health South West Yorkshire Partnership Foundation Trust. Barnsley Clinical Commissioning Group
Provide accessible information and raise awareness within the deaf community about Mental Health Service provision & Health and Wellbeing Services available locally. Look out for opportunities to engage with the Deaf community via the Deaf Club, DEAForum, events for the deaf and during Deaf Week.	Public Health South West Yorkshire Foundation Trust Barnsley Clinical Commissioning Group
Consider holding regular 'walk in' type community services, advertised to the deaf community, with interpreters	GP Practices South West Yorkshire Partnership Foundation Trust

provided, and develop in partnership with the DEAFForum.	
Ensure Public Health consults with the deaf community when working to improve signposting and information to services, with a view to improving GP referrals to community services.	Public Health
Review how Deaf patients book appointments and how appointments are confirmed, making sure a range of options are available - e-mail, online, text (SMS), type talk, fax and face to face.	GP Practices
Ensure clear information and guidelines are given to Deaf Patients when prescribing medicines and check understanding.	GP Practices Barnsley Hospital NHS Foundation Trust South West Yorkshire Partnership Foundation Trust.
Adopt visual indicators in waiting rooms and reception areas. For example, give everyone a number when they arrive and display the number on a screen when it's their turn. Health and Social Care Providers The CCG and Health and Wellbeing Board should consider how community/primary health services can provide a more extensive and consistent access to interpreters for Deaf people, and look at how developing technologies can assist to enable independence.	Health and Social Care Providers. CCG Health and Wellbeing Board
Ensure interpreting services information is visible to staff, patients and the public, through accessible advertising and information. Health and Social Care Providers. Review how providers become aware of the preferred language for preferred method of communication of their patients and carers who are Deaf.	Health & Social Care providers
Provide Deaf Awareness Training to all staff within a public facing role, perhaps at the point of induction including receptionists, consultants, nurses, practice managers etc. The training must be delivered by an accredited trainer. Deaf awareness training would enable staff to: <ul style="list-style-type: none"> Understand the communication 	Health and Social Care Commissioners & Providers GP Practices South West Yorkshire Partnership Foundation Trust Public Health Barnsley Hospital NHS Foundation Trust. Barnsley Clinical Commissioning Group. NHS England

<p>needs of Deaf People.</p> <ul style="list-style-type: none"> • Understand who is responsible for booking interpreters • Know how to book interpreters and the standards required. The Association of Sign Language Interpreters (ASLI) believe that the only way to ensure fair access is through the provision of a professional interpreter who is registered with the National Register of Communication Professionals (NRCPD) 	
Consider access to services for Deaf people when tendering and reviewing contracts.	Commissioners of Health and Social Care Services. CCG
Consider introducing a scheme similar to the butterfly scheme at Barnsley Hospital NHS Foundation Trust, so health professionals are aware at a glance a patient is Deaf.	Barnsley Hospital NHS Foundation Trust South West Yorkshire Partnership Foundation Trust
Providers to look at information they have for Deaf citizens. Is it fit for purpose and accessible to the deaf community.	GP Practices Barnsley Hospital NHS Foundation Trust South West Yorkshire Partnership Foundation Trust CCG
Review current referral systems between services, to ensure vital communication needs are not left out and relevant BSL Interpretation services are booked.	Health and Social Care Providers. GP Practices Barnsley Hospital NHS Foundation Trust South West Yorkshire Partnership Foundation Trust. Public Health
Consider mapping current provision of community support around mental health for the Deaf Community.	Health and Social Care Service Commissioners.

This report has gone to the following Commissioners and service providers:

Commissioners:

NHS England
Barnsley Clinical Commissioning Group
Public Health

Service Providers:

South West Yorkshire Partnership Foundation Trust
Barnsley Hospital NHS Foundation Trust
38 GP Practices in Barnsley
Barnsley's Patient Council Chair

What are the requirements to respond?

The report has been sent in draft format, in line with our statutory powers with a request for Healthwatch to receive a response in 20 working days.

Healthwatch would expect providers and commissioners to respond to the recommendations within the report, hi-lighted above.

The report has been sent to GP's with some additional lines of enquiry so we are able to draw comparisons between individual GP practices and make additional recommendations, due to them being run like individual businesses.

Healthwatch Barnsley has already begun to receive some responses from GP's on the questions but not on the full report.

Healthwatch is expecting to have collated all feedback by the 27th of May 2014. At this stage we will get together with the Planning Group to look at the report again and responses received from service commissioners and providers which will be fed into the final report which will come to a future Health and Wellbeing Board meeting.

Feedback to date

25 people completed a meeting evaluation form after the event of those 25 people 22 people 88% felt that it was a very successful and informative event.

Healthwatch has already begun to receive feedback service commissioners and service providers, including South West Yorkshire Partnership Foundation Trust, Barnsley Hospital NHS Foundation Trust, Public Health and GP's on the questions raised.

Healthwatch has had communication from NHS England Patient Experience Lead, who has found the report informative and believes that there are lessons to be learned from the information contained within and have asked for a presentation to be given to the South Yorkshire and Bassetlaw Patient Experience Sub Group, where other commissioners from across the borough attend.

Stakeholder comments

Letter from the DEAForum



DEAForum letter
(2).pdf

“Had a sneak peak at the @HWatchBarnsley BSL Healthy Day report: a promising start to the challenging problems of #deafhealthinequalities !”

“An excellent report with which I can find no fault in regard to the working group I led”

“I am very happy to be here and I feel listened to”

How will those who attended receive feedback after the event?

Healthwatch with the DEAFforum will plan a feedback event to share responses in an accessible way. Discussions were had about an easy read version being produced, but in light of feedback received from the Deaf Community Easy Read is not always accessible.

In line with the Action Plan, meetings are still to occur with the DEAFforum and Leeds Involving people to ensure we are able to make this information as accessible as possible.

Impacts on groups and services to date.

Patient Council

The Chair advised members that following on from the British Sign Language event a deaf person was able to join the Patient Council and a BSL Interpreter will be booked to enable the deaf person to attend the next Patient Council meeting.

Change 4 Life

Now doing drop in sessions on Wednesdays for Deaf Citizens with BSL Interpreters. Bookable through Healthwatch.

South West Yorkshire Partnership Foundation Trust

Running Deaf Awareness Training at times accessible to attendees at the Deaf Engagement Event.

Looking into Deaf Awareness training for staff, Healthwatch have provided details for a local charitable organisation called Health Deafinitions, provided contact details, and we understand that a connection has been made as a result.

NHS England

Would like Healthwatch Barnsley to report in to a Patient Engagement Strategy meeting In July and share this piece of work as an example to other Health services in the region as it demonstrates good partnership working, and highlights many important issues for the BSL Community.

A full account of impact and service commissioner and provider responses will be shared in the final report.

6. Partnership working and Intelligence Sharing

6.1 Healthwatch continues to work closely with service providers and service commissioners, looking for opportunities to work in partnership and sharing information on the work that we are doing as well as highlighting areas of good practice and areas of concern.

6.2 Barnsley Hospital NHS Foundation Trust - Healthwatch reported to the HWB that it had shared intelligence with Barnsley hospital about the Butterfly scheme for dementia patients, and that feedback had been received from the trust, on how it will re-launch the Butterfly Scheme within the hospital. In Feb 2014, Healthwatch Barnsley received a number of additional comments, whilst working in partnership with BMBC, BIADS and the Alzheimer's Society to highlight service users and carers views of Memory Services, which have also been fed in with a request for an update on the progress to date. Please see attached documents for BHNFT response.



Butterfly Scheme -
Response Letter rece



Update Butterfly
Scheme 14.4.2014.doc

6.2 CCG, BMBC, SWYFT

Healthwatch provided comments from children, young people and families regarding Children Adolescent Mental Health Services (CAMHS), in on the 27th of August 2013 to inform an on-going service review.

Healthwatch followed up this up on the 19th March 2014, to ask what had been done as a result of the comments that had been fed into the service review.

Service Commissioners and providers responded within the 20 days allocated and this response has gone to the Healthwatch Steering Group who has identified additional lines of enquiry.

6.3 Memory Assessment Review

Healthwatch had received a number of comments from the community about experiences of patients with dementia accessing healthcare and memory services, but each was unique in circumstance, and therefore specific trends could not be identified. However the comments that had been received highlighted individual's comments around communication, Patient and carer involvement in decisions, issues with medication, and unavailability of medication.

Healthwatch and the Older People Commissioner met to explore the best approach to explore change in November 2013. It was agreed that discussion / action was timely as the memory Assessment Service was under review and therefore presented local opportunity for individuals to inform the process in a more robust way. In addition added value to the review process would be secured in that the community would be directly contributing towards reshaping the service.

Proposal and action agreed was considered by the Healthwatch Steering Group. Members of which have significant experience of services and highlighted a need to improve efforts by commissioners by engaging them in a meaningful way to inform service reconfigurations. As such members welcome the action agreed in November between Healthwatch and Older Peoples Commissioning.

In February 2014, Healthwatch Barnsley held an event in Partnership with BMBC, CCG, BIADS and Alzheimer's Society. The purpose of this event was to highlight

individual's experiences of Memory Assessment Services and inform the current service review.

25 people attended this event, and were able to share their views on the Memory Services being accessed locally, through interactive workshops based on the following key themes:

1. Views and experiences of seeking a diagnosis and around querying dementia.
2. GP Diagnosis, is it timely? How early can it be made? What needs to occur or happen through your local GP?
3. The types of Community support that are available or that needs to be available.

As a result of these workshops 111 comments were captured which resulted in 9 recommendations being made by Healthwatch Barnsley as follows:

1. Carers need a diagnosis sooner to access the support they need
2. Support should be person centred and closer to home
3. Information on accessing carer support is needed in a timely manner and in a meaningful and consistent manner
4. There is a need for more awareness raising around dementia and support networks
5. Training is needed for both health professionals and carers on supporting and understanding patients with the condition.
6. There should be more joined up working across the system to ensure the patient journey is person centred making it more effective for individuals and efficient.
7. The Memory Team could have more of a role in signposting
8. Knowing what you are entitled to needs to be clearer, i.e. Self-Directed Support, Carers Assessments.
9. Continuity of care across the health and social care system needs improving.

This information was sent to Service commissioners for a response and the following response was received regarding how the comments and feedback will be used and next steps:

How the comments / feedback will be used:

1. Enables commissioners to better understand the public perception of the current pathway(patient journey & experience)
2. Enables commissioners to capture public aspirations and understand the rationale for this as explained by the public.
3. Enables commissioners to define the outcomes that make the difference for the person and carers.
4. Enables commissioners to plan for longer term transformation and also scope change realistically from a whole system perspective.

Next steps:

To inform, design and reflect feedback into:

1. New Dementia (Memory Assessment service) model which is aligned to good practice and nationally recommended principles
2. New Patient pathway through MAS
3. Articulate achievable outputs in the service specification
4. Recommend to strategic Commissioners (Health and Social care) on re-contracting/transformation options to enable change.

Healthwatch contacted BMBC, on the 20th of May 2014 for an update on progress to date, and the involvement of individuals in future planned activities, This response is due to be received on the 13th of June 2014.

Feedback received from stakeholders as a result of the event:

Barnsley Independent Alzheimer's and Dementia Support BIADS

"This year we worked closely with the Healthwatch team on the Memory Service review which is probably the most important issue on the future of Barnsley's dementia care and many of our members were able to give feedback on the service and a well organised Healthwatch event.

Carrienne and her team are a very enthusiastic and dedicated team and we hope to work with them in the future to make sure that the voices of our members are heard and they are empowered to influence change for the future.

Thank you for all your hard work".

Attendees on the 2nd of February

"It has been refreshing to see organisations, come together in this way, I have been impressed by this event and if this is the shape of things to come, I am reassured"

"Lesley and Graham attended the workshop at the Core on Wed 19Th Feb. this was very illuminating. A large cross section of experiences and topics. Excellent"

6.4 Experience of Cares accessing GP's

Healthwatch reported on this piece of work at the Health and Wellbeing Board meeting in January, work on this project is now complete and a report is being produced, which will be shared directly with service providers and service commissioners for comment May 2014.

6.5 Parkinson's District and Branch access to medication in unplanned Emergency Care

The Healthwatch Adult Engagement Worker and one of our Healthwatch Champions has been working closely with Parkinson's district and branch, carrying out one to one interviews with individuals wanting to share their views on medication in unplanned emergency care. To date we have interviewed 5 individuals, and we will be attending a further Parkinson district and branch meeting to explore further case studies.

To support these individual case studies Healthwatch Barnsley has also requested and received information from Barnsley Hospital NHS Foundation Trust which outlines The Medicines Code of Practice 2009, and provides some information on work to date, on this area. Once this engagement work is complete and service providers and commissioners informed of our findings Healthwatch Barnsley will share findings with the Health and Wellbeing Board and actions as a result.

7.0 Healthwatch Outreach and Promotion

Healthwatch Barnsley and our volunteers have attended over 100 outreach and engagement events locally over the past 12 months to raise the profile of Healthwatch Barnsley and to collate Barnsley Citizens views on the Health and Social Care services they access. These activities have been a great opportunity to recruit individuals to either volunteer with Healthwatch or become a member.

During this time 85 individuals expressed an interest in volunteering and have increased the membership from 506 at 1st of April 2013 to 1250 by the 31st of March 2014.

Our Healthwatch Children and Young Peoples engagement worker has also been working hard to establish contacts with children and young people who are already engaged with services, and those who are not.

Every local Healthwatch (LHW) should ensure that children and young people are involved in its work, and Healthwatch nationally have a legal responsibility to listen and learn from the experiences of children and young people who use health and social care services.

Healthwatch Barnsley have through our Children and Young Peoples engagement worker and junior Healthwatch Champions, been working closely with the youth participation team, and Barnsley Youth Service on some of their outreach activity, including outreach within parks and Secondary Schools as well as carrying out our own.

Over the past 12 months Healthwatch have made links with Barnsley College and run 1 session a month. At these sessions we have been allocated space in the atrium of the college when we set up with our Healthwatch boards, and place Healthwatch information on the table, Arts and craft materials are also provided for the students as an activity, the stall gives us a chance to get comments off the students regarding the experiences of Health and Social Care Services and raise awareness about Healthwatch Barnsley.

During the last 12 months Healthwatch Barnsley have also worked with the following organisations gathering views and looking for opportunities to work in partnership on a range of projects.

- Barnsley Youth Service (youth clubs)
- Healthy Settings Team
- Extended Services & Support -
- Family Services
- Community Groups
- Barnardos (young carers)
- LGBT group(Lesbian, gay, bisexual, transgender group)
- Safe at last (young people who run away from home)
- Schools
- Local PCSO's
- 2 special schools
- Children's ward at Barnsley Hospital NHS Foundation Trust
- Barnsley college
- 22 children centres

7.0 Healthwatch Statutory Activities

7.1 Healthwatch Barnsley Annual Report

Healthwatch is legally required to produce an annual report, by the 30th of June and shared with our stakeholders. Healthwatch are planning to hold an Annual General Meeting at The Core County Way on the 25th of June 2014, between 1 and 3pm. Invites will be sent out on the 5th of June 2014, please ensure you book your place.