



HEALTH AND WELLBEING BOARD

7th January 2013

Title	Summary of the Healthwatch Barnsley Work Programme 2013\14
Report of Healthwatch Barnsley	
Report Author	Carriane Stones Healthwatch Barnsley Manager
Contact Details	Tel: 01226 320106 E-Mail: Carriane.stones@vabarnsley.org.uk
Summary:	This paper provides an overview of a programme of key projects identified agreed by the Healthwatch Barnsley Board. They are to be carried out and Completed by Healthwatch Barnsley for the operating year 2013 April 2014.
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.

1. Background

1.1. This report provides an overview for the Health & Wellbeing Board of the work Programme from Healthwatch Barnsley for the remainder of this year. 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.

2. Work Programme

2.1 This work programme is not exhaustive, as we have allowed time to undertake work on other issues that become apparent through general consultation with the public.

2.2 & 2.3 Link to the Health and Wellbeing Board Strategy:

Objective

Health inequalities within the borough are reduced so that all residents have the best possible quality of life, with the gap against the national average reducing.

2.2 Partnership working to ensure better access to GP practices

In 2011 It was estimated that 27,167 people which is 11.7% of the Barnsley population provides unpaid care to family members, friends or neighbours with a long-term illnesses, physical, mental ill health / disability or problems related to old ageⁱ.

Healthwatch collated a number of comments from carers between March 2013 and May 2013 relating to experiences of carers accessing GP services. These comments highlighted that there may be a gap in systems used by GP's to identify carers.

Healthwatch shared these comments via its Expert Panel arrangements where an opportunity to work in partnership arose with GP's wanting to hear the views of carers and Barnsley Council who had also collated a number of comments relating to similar concerns, through their engagement activity being carried out to inform priorities for the Carers Strategy 2013/14.

The importance of this work is further reinforced by a national report by The Royal College of General Practitioners (RCGP) which estimated 1 in every 20 patients registered with a GP practice is providing unpaid care and about 40% of carers are thought to be at risk of depression or stress because of their caring role.

As a result of the intelligence gathered it was felt by all partners involved that there was a need to carry out a piece of work to:

1. Raise awareness amongst carers, about the importance of registering their caring role with their GP.
2. Collate the views of carers on their experience of GP services.
3. Look at the current registration systems and identify if improvements can be made.

Healthwatch Has:

1. Begun to collate numbers of carers registered from individual GP's providing a benchmark to measure the number of carers registering with their GP after awareness raising.

2. Begun a programme of outreach and engagement collating carers views, comments and opinions.

3. Begun to raise awareness amongst carers about the importance of registering with a GP, including how to go about it and the benefits associated with registration.

2.3 BSL Engagement

Healthwatch Barnsley is working in partnership with Leeds Involving People and Barnsley's Deaf Forum, to plan an event for 25th of January, the purpose of this event is to provide deaf citizens of Barnsley with an opportunity to come and interact with health and social care services, learn more about the services that are available locally and share their views on the health and social care services they receive.

Depending on the outcome of the event Healthwatch may be able to identify areas where further work is required.

2.4 Link to the Health and Wellbeing Board Strategy:

Objective

- Older people achieve safe, healthy and independent living adding years to life and life to years.

Priority

- The proportion of people who use services and have control over their daily life.
- The proportion of people who use services and feel safe.

2.4 Residential Homes

In light of recent media coverage, and reports received from the Care Quality Commission, Healthwatch Barnsley are interested in what Barnsley citizens have to say about Residential Nursing, Residential Care and Domiciliary care provided in the borough.

To collate residents, carers, and family member's views on their experiences, and the level of service received, Healthwatch will be carrying out a scoping exercise through a range of engagement methods.

The data we collect will be checked and inputted as soon as is received to ensure safeguarding concerns are raised.

Healthwatch aims to identify common themes or key areas for further planning and prioritisation with Steering group members and partners.

Healthwatch have met with the Council's Adults and Communities Directorate who believe that collating information in this way will compliment work already being carried out by the Council and Clinical Commissioning Group (CCG) via the Quality Improvement Framework, and the Care Quality Commission.

This piece of work has also been discussed at the CCG, BMBC & Healthwatch Intelligence Sharing Meetings and all parties are interested in the findings.

6. Partnership working and Intelligence Sharing

6.1 Healthwatch Barnsley meets on a quarterly basis with service commissioners and service providers to share intelligence, and identify areas to work in partnership.

6.2 **Barnsley Hospital NHS Foundation Trust** - Healthwatch has shared intelligence with Barnsley Hospital NHS Foundation Trust regarding the Butterfly Scheme, Barnsley hospital responded to the request for information and provided feedback. Barnsley Hospital are currently scoping a re-launch of the initiative which will be led by the Matron for Older People's Services who will link in with other Matrons and Lead Nurses across the Hospital.

6.3 CCG, BMBC, SWYFT - Healthwatch has provided comments from children, young people and families regarding Children Adolescent Mental Health Services (CAMHS), and will continue to do so, as they are collated to inform the current service review.

6.4 Health and Wellbeing Board Strategy Task Group

Healthwatch Barnsley has engaged with and surveyed 30 children and young people to find out how often they visit the dentist, and to find out if they were offered a Health Check who would they prefer to carry this out, with the majority opting for their school nurse.

This information has been reported into the Health and Wellbeing strategy task group, via a report which fed into the Children and Young People's Health and Wellbeing Strategy.

6.5 CCG Real Time Quality Inspections

Healthwatch has provided data to the CCG to inform real time inspections the first of which occurred on the 4th of December 2013.

Healthwatch has been asked to continue to support this process and share comments received.

6.6 Patient Led Assessments of the Care Environment (PLACE) Assessments

Healthwatch Barnsley is continuing to support Barnsley Hospital by providing Adult and Young volunteers who are interested in becoming PLACE Inspectors.

ⁱ JSNA 2011 <http://edemocracy.barnsley.gov.uk/0xac16000b%20x00580822>