



Healthwatch North Yorkshire Annual Report 2015/16

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The Chair's Opening Statement



Sir Michael Carlisle, the retiring Chair of Healthwatch North Yorkshire's Board, shares his reflections on the previous year and his thoughts for the future.

As the outgoing Chair for Healthwatch North Yorkshire I am pleased to say that, after a challenging year of transition, the organisation is in good stead to fulfil its statutory requirements moving forward.

It has been a breath of fresh air to welcome the new staff members Nigel and Kallum to our team, and I expect that they will push Healthwatch North Yorkshire to continue its upward trajectory within the sector. Their work plan, approved by our Board, should see us hold a meaningful and varied presence across the length and breadth of the county. I hope that they are able to illuminate the wins and influence which will come from it by utilising our local and regional media in a timely, appropriate, and positive manner.

As has always been the case, Healthwatch

North Yorkshire operates on a very tight financial base compared to other Local Healthwatch, and this is somewhat compounded by our county's geography. Longer term, the organisation is right to continue to explore any means to operate in a more independent and sustainable fashion. Especially in the current climate, if there are better ways for us to offer greater service to consumers of care, whilst improving our value for money to the tax payer, we should actively seek to undertake them.

"I retire from my role as Chair feeling very optimistic about Healthwatch North Yorkshire's future."

I would like to close my final annual report statement by saying that I retire from my role as Chair. I am feeling very optimistic about Healthwatch North Yorkshire's future. With new governance procedures in place, an enthusiastic and well skilled staff team, and an ever-growing, loyal and improving volunteer cohort; I anticipate new successes in engagement and service improvement.

To finish, I would like to thank everyone who has contributed to our cause, and helped sustain our work during my time here, it's been a pleasure to have worked with you.

Sir Michael Carlisle

Welcoming note from our new Delivery Manager, Nigel Ayre



Pictured: Nigel Ayre

Newly appointed Delivery Manager, Nigel Ayre, outlines his plans for the future and what his team hopes to achieve:

I am looking forward to the year ahead, and after a period of transition, it is with a healthy optimism that I take Healthwatch North Yorkshire into its next chapter.

Along with Kallum Taylor, our new Volunteering & Engagement Officer, we have inherited an organisation already credited with passionate volunteers keeping us connected to their communities, a supportive and experienced Board which is willing to meet our future challenges head on, and a generous number of pre-established relationships and networks crucial to us succeeding.

Since starting, it has been important for us to take stock of where we're currently at. Thanks to the support of North Bank

Forum and their Interim Consultant, the staff and Board teams have been able to update a number of key governance and housekeeping matters; all with an eye to ensuring that the organisation's reputation is protected in the long term, as well as providing clarity for our volunteers and partners about our policies and procedures in various areas.

“We have inherited an organisation already credited with passionate volunteers keeping us connected to their communities”

Re-igniting Healthwatch North Yorkshire's relationships with our partners has been necessary, positive and (typically with the size of our county) very time consuming.

Now, having done many of the rounds and learned where our statutory and non-statutory partners are at, we are in a position to begin doing exactly what a Healthwatch should be doing; improving health and social care services in the county on the basis of patient and public involvement.

As a sector, health and social care involves a vast amount of constantly changing services and people, and

therefore the issues and places we can choose to look at are almost infinite. Because of this, and the natural resource limitations we're under, we aim to plan our work more strategically moving forward. Ensuring that we can cover the county, and serve a diverse range of people within our constituency, we have planned 5 specific projects which we envision to be achievable, meaningful and ultimately, felt by the public.

“We have planned 5 specific projects which we envision to be achievable, meaningful and ultimately, felt by the public”

If we deliver these in the way we should, then patients and the public - be they in Scarborough, Selby or Skipton - will have an increased awareness and trust in their local Healthwatch. Using the generous experience and time of our volunteers, we'll be exploring:

- The issues facing, and performance of, Yorkshire Ambulance Service with regards their turnaround and handover times.
- Provider awareness of rural communities' access to healthcare services. The focus area for this will be the Craven district.
- Dignity in death and best practice surrounding End of Life Care. Our work in this area will be in and around Harrogate.
- Young peoples' well-being and access to mental health services. This will cover the Scarborough area.

- How Personal Care Plans are produced and reviewed, along with people's awareness of their Crisis Plans. The focus areas for this will be Hambleton and Richmondshire.

“This coming year, we look forward to sharing with you the challenges we overcome, and the successes we enjoy.”



Pictured: Our new Volunteering & Engagement Officer, Kallum Taylor.

Rolling out these projects we hope to engage residents from all across the county. This will help us to grow a sustainable and tangible presence in all quarters of North Yorkshire - in terms of our work as well as volunteer numbers - so that we'll be able to do even more of the things which a good quality Local Healthwatch should be doing.

This coming year, we look forward to sharing with you the challenges we overcome, and the successes we enjoy.

Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Through our network of dedicated volunteers, Healthwatch North Yorkshire will listen to local communities and then work to improve their health and wellbeing by creating real opportunities for local people to have their say about the health and social care services where they live. We will retain our independence and challenge when we need to.

We will:

- Encourage people to share their views about the services they use
- Signpost people to health and social care services in North Yorkshire
- Provide information about who to talk to if things go wrong
- Harness the expertise of our local communities, charities and voluntary organisations
- Encourage health and social care providers to deliver more joined-up services
- Monitor and influence local health and social care provision

Our priorities

- Listen to people's views about their needs or experiences, and make sure these views are heard by those planning and providing services;
- Involve local people in how health and social care services are planned and provided, leading to improvements for all;
- Influence the way services are designed and delivered at both a local and national level;
- Help people find the information they need to make choices and get the most from health and social care services;
- Report back to the people of North Yorkshire, and achieve our statutory duties.

Listening to people who use health and care services



Gathering experiences and understanding people's needs

North Yorkshire, England's largest County, covers an area of 3324 square miles and a population of over 600,000 people. Only 8 urban areas have a population in excess of 10,000 people and these areas represent only around one third of the total population of North Yorkshire. Engaging in such circumstances is always challenging and we continue to use the usual methods:

- Face to face contact
- Phone calls
- Email
- Website submissions
- Letters
- Social media
- Working with partner organisations in the voluntary sector
- Representation on established forums.

Healthwatch North Yorkshire is committed to engaging with representatives from all areas of the community. Our board governance structure has established positions for representatives from:

- Mental health
- Physical and Sensory Impairment
- Learning Disability
- Older people
- Carers



What we've learnt from visiting services

Through our extensive Network of volunteers we have been able to continue our programme of Enter and View visits to 11 residential and nursing homes in the area including four visits in the Craven area, 2 each in Hambleton and Richmondshire, Scarborough and Ryedale, Harrogate and District and one in the Vale of York:

- All visits undertaken on behalf of HWNY fully comply with the guidance and are agreed in advance by the Healthwatch North Yorkshire Operational Lead.
- A visit report is produced within 20 working days of the visit detailing any observations or recommendations made by the "authorised representatives".
- The Board of Healthwatch North Yorkshire nominate up to a maximum of 50 individuals to become "authorised representatives" who undertake training to help them carry out their visit duties in an effective manner.

Case Study

On the 30th September 2015 an Enter and View Team visited a local home. The report highlighted that on the whole the home showed very good practice but raised some issues around:

- Need for more indoor activities.
- Should be more consistently dementia friendly.
- Some odour issues.
- Should utilise the gardens and grounds more.
- Consider First Aid training for staff.

On submitting the report HWNY received a good response from the local provider and as a result the following actions were taken:

- Through a dementia care link nurse staff utilised existing resources to expand activity.
- The overall environment was reviewed by a specialist team.
- A full deep clean was undertaken.
- Dementia care link nurse promoted more extensive use of the gardens.
- All nurses have first aid training.

How we have made a difference



Our reports and recommendations

Healthwatch North Yorkshire has been active in many areas of Health and Social Care across the county in 2015/2016 including:

- Produced 11 Enter and View Reports.
- Produced a report on access to GP surgeries.
- Completed an Assurance Visit to Scarborough Hospital.

Working with other organisations

Partnership working is key to the work that Healthwatch North Yorkshire does.

Key areas of collaborative work include:

- Representation on countywide partnership boards for Older

People, Physical Sensory Impairment, Carers, Mental health, Learning Disabilities.

- Seat on health and wellbeing Board.
- Working closely with Health Overview and Scrutiny Committee.
- Seat on Adult Safeguarding Board.

Involving local people in our work

There are a number of ways in which people can get involved with our work. As of 31 March 2016 Healthwatch North Yorkshire had 35 volunteers across the county. These involved a number of roles including:

- Enter and View representatives
- Community Engagement volunteers.
- Readers Panel.
- Board members.
- Representing HWNY at key meetings across the county.

Our work in focus



Our work in focus: GP Access Survey



Access to GPs is often difficult in Rural Areas.

As part of Healthwatch North Yorkshire's Work Plan 205/16, it was agreed to conduct a survey to ascertain perception of patients on primary access, particularly relating to their preferred GP.

It was agreed to conduct an initial pilot in Harrogate, with support from our volunteers based in the Harrogate and Rural area.

The Primary Care Access Pilot was developed to:

- Understand patient perception on accessing their preferred GP;
- Understand experiences in securing appointments;
- Understand whether patients feel that their medical history was understood.

“All the family have been well looked after thank you, even 2 home visits on occasion’”

This pilot has provided opportunities to learn and identify ways in which Healthwatch North Yorkshire can improve operations to gain valuable feedback to support their work. Healthwatch North Yorkshire will utilise the information gathered to direct future work relating to primary care in the future.

Reviewing our work...



Reviewing how we work

As part of our ongoing work around developing an independent Healthwatch North Yorkshire, we have taken the opportunity to actively review all aspects of our work.

We have worked closely with the Board and a wide range of volunteers to revise and refresh aspects of our work, to ensure that we are using resources effectively, and ensuring that we deliver a quality service across a wide and diverse geographic area.

We have also explored how systems and processes need to be developed in line with changes across the health and social care landscape on a local, regional and national level.

We have reviewed our volunteer opportunities, and identified new ways in which quality volunteering activity can support the work of a small staff team. The need to prioritise volunteer recruitment in under-represented areas has been recognised; particularly with rural, young, and minority communities. We are also implementing a system which will allow us to focus on the positive outcomes of volunteering.

We have reassessed our Enter and View activity in order to ensure that volunteers are appropriately trained and supported, and have identified

ways in which our Enter and View activity can be used to support our priority areas of work in the next year.

The work around developing an independent Healthwatch North Yorkshire has enabled us to review the work of the current Board, and identify ways in which the governance of the organisation can be strengthened.

This includes supporting Board members, to be more active in terms of representation and engagement, and to identify ways in which strategic links can be maximised with other networks and forums across the County. In particular this will extend our engagement with traditionally hard to reach communities.

The next year will see the implementation of a transparent outcomes framework for all aspects of our work which will demonstrate the impact and value of our work.

We recognise that effective communication is a key aspect of our work and we have undertaken a review of our range of communication activity. The Board has therefore agreed a new Communications Strategy which covers external communication, including the website and social media.

This Strategy will:

- Sustain confidence in Healthwatch North Yorkshire;
- Encourage people to share their views on services they use;
- Readily provide up to date information available to the public;
- Encourage greater partnership working with key stakeholders in the sector;
- Provide greater transparency in our Board's governance and the delivery of our Work Plan.
- Influence service provider's decision making

- Maintain a balanced level, and ensure diversification, of volunteers across North Yorkshire and maintain effective communication;
- Increase awareness of Healthwatch North Yorkshire and its impact on services.

As part of this work we have also worked closely with stakeholders and volunteers to review our previous activity and identify ways in which Healthwatch North Yorkshire could develop, recognising that the organisation needs to think and operate differently in the changing landscape for health and social care.

Our plans for next year



This Coming Year's Work Plan:

Healthwatch North Yorkshire has developed an ambitious Work Plan for the coming year which reflects local needs and priorities. The Work Plan also takes into account the financial and geographical challenges of working across the County and the reality that while there is much commonality across the county, issues and concerns can vary greatly between districts.

Priorities have been established based on the views of a range of local stakeholders, key areas of work in local plans and strategies and analysis of local data from commissioner and provider organisations. Based on the quantitative and qualitative data we've received from partners and the soft intelligence we frequently pick up from the public; our Board has agreed the following work plan to take into 2016/17:

Rural Communities access to Health and Social Care Services

With an initial focus on the Craven district, we will be assessing the ease and difficulty of those living in rural areas, of accessing key health care services via public transport. On discovering where provision to a given service is most lacking for same day travel back and forth we hope to work with health care providers to see how they can both use this awareness to improve their appointment booking systems, and work more effectively with transport providers whenever timetables are revised. This can also

be used to feed into local authority reviews of community transport.

Young People's wellbeing and access to Mental Health Services

Working with our Local Authority partners we will expand upon the key issues, for young people in health and social care, highlighted in the County Council's 2016 Growing Up In North Yorkshire Survey. With the local area focus in this instance being Scarborough, we will also consider how access to mental health services compares to the national trend of 1 in 4 young people being turned away, due to lack of capacity, or changes in qualification thresholds. This work will also consider what alternative support is available for those assessed as below the threshold for secondary care.

Best Practice in End of Life Care

In conjunction with the County Council's Health Overview and Scrutiny Committee, we will deliver a project, focusing on the Harrogate & Rural district, to consider best practice in End of Life Care and how services provide dignity in death. This is a key priority of the local authority and will represent a first opportunity for joint working between Healthwatch North Yorkshire and the scrutiny committee.

Awareness, Delivery and Reviewing of Care Plans

Having received concerns from the public through our volunteers, we will roll out an audit of service users to see how many people are actually aware of,

and involved in, the production and review of their mental health care plans and crisis plans. This project will cover the Hambleton and Richmondshire area.

Yorkshire Ambulance Service handover and turnaround times

Gathering data from each of the North Yorkshire CCG's, we will compare and contrast the performance of Yorkshire Ambulance Service (YAS) across the county's hospitals and benchmark with national standards and performance. This will have a specific focus on handover and turnaround times, and the issues YAS faces in meeting their targets, as well as how this has knock on effects to the wider patient experience. We will run this project with a specific focus on the Scarborough General Hospital.

Our people



Decision making

Through 2015-2016 Healthwatch North Yorkshire's Board was made up of a combination of Lay Members representing geographical areas and representatives from key partnership boards.

During the year these were:

- Sir Michael Carlisle - Chair
- Robert Peacock - Scarborough
- Adrienne Calvert - Hambleton
- Judith Bromfield - Richmondshire
- Richard Cyster - Harrogate
- Nigel Ayre - Mental Health
- Ian Parkinson - Carers
- Andrew Newton - Physical & Sensory
- Lynne Taylor - Learning Disabilities until Jan 216
- Ann Hill - Older People until June 2015

The board met bi-monthly with all meetings open to the public. It is the

responsibility of the board to set the strategic direction of the organisation. They are complemented by a staff team of two.

How we involve the public and volunteers

Our Executive Board consists of both volunteers and nominations from Partnership Boards across the county. Volunteers are recruited to the board through open advertising and interview. Partnership Board representatives are nominated by their various organisations. Strategic priorities are shaped by extensive consultation with individuals across the county, and intelligence gathering from various partner organisations in both the statutory and voluntary sector. Beyond that, we produce a weekly newsletter which is distributed to over 1065 subscribers, hold an interactive presence at various events and market stalls across the county.

Our finances



Financial Information 2015/16

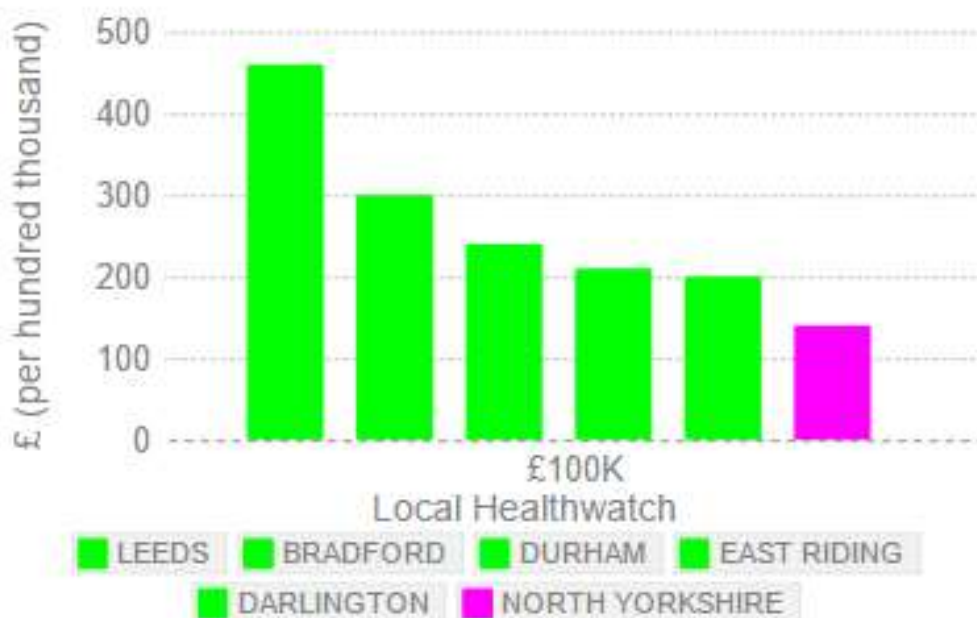
Putting it into perspective...

As referred to throughout this report, Healthwatch North Yorkshire works on a much stretched budget operating over England's largest county.

This brings expected challenges, compounded further by the county's rurality, dispersed population and increasingly older demographic profile; with only 8 areas having more than over 10,000 residents.

This can make some of our engagement with our constituency, in relative terms, much more expensive and time consuming, compared to our neighbouring Local Healthwatch around the region.

A graph to compare our respective funding per annum is provided below. Also provided, on the next page, is a summary of our accounts for the 2015/16 financial year.



INCOME

Funding received from local authority to deliver local Healthwatch statutory activities	£140,896.00
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Additional income	£0
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Total income	£140,896.00
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Salaries	£75,461.50
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Volunteer Expenses	£5,531.08
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Marketing	£420.00
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Premises	£10,256.30
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Recruitment	£4,026.00
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Staff Expenses	£4,772.59
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Communications	£8,642.14
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Meetings / Conferences	£1,956.17
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North Bank Forum	£29,830.22
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Total expenditure	£140,896.00
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Balance brought forward	£0
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Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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