

Central Bedfordshire Health and Wellbeing Board

Contains Confidential or Exempt Information No.

Title of Report Healthwatch Central Bedfordshire – Future Planning

Meeting Date: 5th June 2014

Responsible Officer(s) Ruth Featherstone (Chair)

Presented by: Ruth Featherstone (Chair)

Action Required: To receive an update on recent activities of Healthwatch Central Bedfordshire and to address the recommendations listed below.

Executive Summary

1.	This report is submitted to the Board for information and consideration.
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Background

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| 2. | <p>At present there are a number of issues and concerns for the provision of health and social care in Central Bedfordshire, including:</p> <ul style="list-style-type: none"> ▪ Children and Adolescent Mental Health Services – recent research ▪ End of Life Care – Phasing out of Liverpool Care Pathway ▪ Complaints Policies – Following on from Francis, Clwyd Hart, Berwick & Keogh reports ▪ Year Round Planning – Frail elderly and susceptibility to seasonal extremes ▪ Hospital Outpatient Transport – clarification of eligibility criteria ▪ Awareness of HWCB Whistleblowing function – independence and the powers of Commissioners ▪ Mental Health Crisis Line - Concerns |
| 3. | Healthwatch Central Bedfordshire understands the priorities of the Health & Wellbeing Board and would like to highlight current areas of Healthwatch Central Bedfordshire’s work with recommendations to the Board. |

Detailed Recommendation

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| 4. | <ol style="list-style-type: none"> I. That the Health and Wellbeing Board support the activities of Healthwatch Central Bedfordshire and., II. That the Health and Wellbeing Board support the issues raised by Healthwatch Central Bedfordshire in this report and work with us to address the recommendations., |
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	<p>III. That the Health and Wellbeing Board support Healthwatch Central Bedfordshire in carrying out our statutory functions, in particular our role as the local consumer champion.</p>
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Report – HWCB Update	
5.	<p>HWCB Volunteers</p> <ul style="list-style-type: none"> ▪ Our volunteer resource is growing and HWCB now have over 30 volunteers who have the specific skills necessary to undertake individual volunteer roles. Volunteers are currently undertaking safeguarding training and will be offered further training in accordance with Healthwatch England guidelines. To celebrate National Volunteer week, all our volunteers have been invited to attend HWCB ‘Volunteer Day’ event on 3rd June to specifically identify and confirm their roles. This event will consolidate our volunteer resource and give all volunteers the opportunity to meet the Board, staff and fellow volunteers. ▪ Over 80 individuals have now registered with HWCB; those who have expressed an ongoing interest in receiving information about HWCB. This is a result of our continuing engagement with the public and key stakeholders.
6.	<p>HWCB Board Meetings</p> <p>HWCB first Board meeting held in public took place on 18th March at The Rufus Centre in Flitwick. In addition to members of the public we were joined by representatives from Healthwatch England. Presentations included the Bedfordshire Clinical Commissioning Groups Strategic Review and Engagement Plan and the Bedfordshire Plan for Patients and Five Year Strategy. Minutes from the Board meeting are available on our website at www.healthwatch-centralbedfordshire.org.uk</p> <p>Future HWCB Board meetings to be held in public are as follows:</p> <ul style="list-style-type: none"> ▪ Thursday 12th June 2014 ▪ Tuesday 9th September 2014 ▪ Tuesday 9th December 2014 <p>All meetings start at 18.00 in the Warrenfield Room at the Rufus Centre. The agenda for the meeting in June will be posted on our website at www.healthwatch-centralbedfordshire.org.uk . Speakers invited to present at the Board meeting in June are Dominic Carter from Sue Ryder Care who will be talking about their services and patient choice at end of life. Glenda Tizzard of POWhER (Advocacy Services) will be talking about how patients can be supported particularly during a complaints process. There is an opportunity for local residents to put forward questions to the Board at the meetings.</p>
7.	<p>HWCB – Activities</p> <ul style="list-style-type: none"> ▪ HWCB Newsletter – HWCB recently issued our first quarterly

Newsletter (May – July 2014). This issue featured information about our latest activities, surveys and research. The Newsletter was widely distributed to colleagues in statutory organisations, volunteer and community groups in addition to HWCB volunteers and members. The Newsletter is available on our website at www.healthwatch-centralbedfordshire.org.uk .

- **Local Account** – HWCB were invited by CBC to co-create the content of the Local Account of Adult Social Care Services in Central Bedfordshire 2014/2015. HWCB will work closely with CBC to contribute to the priorities identified in the Local Account, by feeding back information on service delivery and to ensure that the views and experiences of local people continue to be heard and listened to.
- **Joined Up Care & Support** – HWCB were invited by CBC to help design a patient leaflet to promote a new co-ordinated care service for Chiltern Vale and Leighton Buzzard (Demonstrator project). This leaflet explains what co-ordinated care means for the patient and how they can access the care and support needed.
- **Care Home Choices** – HWCB, working in partnership with CBC, will be holding a series of focus groups across the four locality areas in Central Bedfordshire, to listen to the views of local residents on their choice of care home and the qualities they look for when choosing a residential or nursing care home either for themselves or on behalf of a family member. Informed research into the priority decisions taken when choosing a care home will greatly assist CBC when commissioning care homes for the future.
- **Sight Concern Conference** – HWCB were invited to design and manage a workshop at their annual conference on 30th April 2014 held at Parkside Hall in Ampthill. The majority of delegates joined us in our workshop session. We designed materials specifically for our target audience and had a very productive session with the delegates. We gathered valuable feedback from service users on the current issues facing people with sight problems and accessing services and we also signed up a number of new HWCB volunteers.
- **POhWER Conference** - HWCB were invited to take a stand at their conference on 11th March at Dunstable Leisure Centre. Approximately 450 young people and adults attended the event and were able to access a wealth of information. We engaged with many people to promote the work of HWCB and recruit volunteers.
- **Young People Workshops** – HWCB have completed a series of workshops for young people and over 500 questionnaires have been completed. The questionnaires were designed to explore the type of emotional and behavioural difficulties / problems or worries' currently facing young people and what is known about availability and access to support. Data analysis is ongoing and a report being prepared which will be shared with Providers and Commissioners of children's services in Central Bedfordshire.
- **Young People DVD** – HWCB have completed filming for a short DVD featuring young people talking about their experiences of Health and Social Care. Once editing is complete this film will be featured on our

website with the aim of encouraging more young people to speak up about their experience to help shape health and social care services for children, for the future.

- **Strategic Review** - HWCB continue to represent the patient voice at the BCCG Stakeholder forums as part of the wider health review and attend the Public Engagement Forum (PEF) and the Programme Advisory Group (PAG) in our scrutiny role.
- **Media Training** – HWCB CEO was invited to attend a media training event developed by Healthwatch England to develop practical skills and hints and tips in managing local and national media. Training included avoiding pitfalls, ensuring that comments / press releases are newsworthy and managing transparency in a meaningful way.
- **Public Engagement, ‘Just Ask’** – HWCB began the outreach programme called ‘Just Ask’ in Biggleswade in March followed by Houghton Regis in April and Shefford in May. Full dates and venues can be found on our website at www.healthwatch-centralbedfordshire.org.uk . The next location for ‘Just Ask’ is at Flitwick Carnival in June.
- **Snapshot Surveys** – HWCB are currently running various surveys, through Survey Monkey and our outreach project, relating to access to GP, hospital services and social care. We are also running a quick survey on local residents’ perception of Care.data. We have received an excellent response to our snapshot surveys and the results will be available on our website.
- **EELGA Event** – HWCB attended the Patient and Public Engagement event in May which aimed to develop understanding and best practice on how Health and Wellbeing Boards can embed engagement with the public as an integral part of their work, for the benefit of communities.
- **Website** - HWCB continually update our website – recent records indicate over 3000 hits since recording began in October, with 48% returning and 52% as new visitors.

Main report – Issues and recommendations

8.

Children and Adolescent Mental Health Services

In response to CAMHS as a main priority, identified at our launch event, we set out to find out more about service delivery and to listen to the voice of children and young people, particularly those with mental health issues, and their experience of service provision. Through our workshops and questionnaires we were particularly interested in young people’s experience of bullying, cyber bullying and self-harm. Initial findings are suggesting that there may be a correlation between cyber bullying and self-harm. Children face mental illnesses and social problems such as loneliness, depression, anxiety, low self-esteem and heightened aggression that are thought to be connected with internet use. Public Health England says *‘there is a clear relationship between the amount of time spent on social media sites such as Facebook and lower levels of wellbeing’*. In addition, Dr Maggie Atkinson, Children’s Commissioner for England has highlighted a surge in the number of under 18’s being admitted to adult psychiatric wards. In Central Bedfordshire, research has shown that there is an increase in the number of

	<p>young people being admitted to mental health units. Due to a lack of mental health units for children in Central Bedfordshire, young people are required to travel out of County which adds to the anxiety and stress levels for both children and family members.</p> <p>HWCB questionnaire results will be shared with the Providers and Commissioners of mental health services. The DVD showing lived experiences of health and social care, by children and young people, will be available on our website. As a result of our findings, HWCB would welcome the opportunity to work with commissioners and providers of mental health services to support more preventative projects relating to children's mental health and wellbeing including help to improve the mental health experience for children and young people.</p>
<p>9.</p>	<p>End of Life Care</p> <p>HWCB are aware that the use of the Liverpool Care Pathway (LCP) is being phased out in Central Bedfordshire. In reference to the BCCG's Healthcare targets, specifically 'enabling more people to die at home' the BCCG have indicated that by 2018/19 they want 48% of people who wish to die at home – or their normal residence – to be able to do so. In light of this HWCB have asked the BCCG what plans are in place, following the phasing out of the LCP to ensure that quality of care is provided and people can access the support they need. HWCB have also invited Sue Ryder Care to our next Board meeting in June to triangulate information for the public.</p> <p>HWCB recommends that the BCCG ensure a robust plan for 'End of Life Care' is implemented, taking into account the views of patients and the fact that more people will be choosing to die at home during this transition phase.</p>
<p>10.</p>	<p>Complaints Policies</p> <p>Recent reports, such as Francis, Clwyd Hart, Berwick and Keogh all alluded to the need for a revolution in complaints handling. HWCB were pleased to be able to work with the BCCG on their Complaints Policy and hope to be able to work with CBC in a similar way.</p> <p>HWCB, as an independent organisation, would like to work with statutory organisations to ensure that the complaints process is user friendly and that people are supported through the process. All organisations need to view a complaint as a positive rather than a negative and we would recommend a Central Bedfordshire overview of all complaints; i.e., number and nature of complaints analysed. HWCB recognise that it would be difficult to analyse current differing reporting structures which may impede seeing the overall picture.</p>
<p>11.</p>	<p>Year Round Planning</p> <p>HWCB are currently looking forward to working with Public Health and other statutory and voluntary organisations around planning to minimise the impact of cold and hot weather, particularly for the frail elderly.</p> <p>HWCB would recommend that Public Health and the BCCG recognise the</p>

	<p>contribution that HWCB can bring to the development and implementation of their joint Action Plans to ensure that the voice of local residents is heard.</p>
12.	<p>Awareness of HWCB Whistleblowing function HWCB, as an independent organisation, have asked to be specifically mentioned in the BCCG's Whistleblowing Policy to ensure that potential service providers are aware their staff / customers know who to contact if they wish to comment and/or complain about a service or service provision. The BCCG have given their assurance that HWCB will be included in the BCCG Whistleblowing Policy and, through the monitoring of their contracts, will ensure that their Providers make similar appropriate arrangements. HWCB would like to replicate this practice across other statutory organisations. As an independent organisation this is another medium for staff to use and gives whistleblowers a choice.</p> <p>HWCB would encourage all commissioners and providers of health and social care services to include HWCB in their Whistleblowing Policies to encourage choice.</p>
13.	<p>Hospital Outpatient Transport HWCB have received intelligence from local residents / patients that there is increased uncertainty over eligibility for outpatient transport. Patients are unclear whether they qualify for transport to hospital appointments / outpatient departments as there appears to have been a change to the eligibility criteria which patients are unaware of.</p> <p>HWCB would recommend that the criteria for eligibility for outpatient transport be more widely known, in an easy to understand version for patients, which also details any planned changes for the future. HWCB would welcome the opportunity to be involved in designing a user friendly version for information.</p>
14.	<p>The Mental Health Crisis Line HWCB have received various reports from the public concerning access to the SEPT Crisis line. Complaints are that the crisis line was constantly engaged for over three hours and that the line is not being answered. These concerns have been escalated to SEPT colleagues.</p> <p>HWCB would recommend that the BCCG, as commissioners, investigate public concerns and seek clarification for the lack of response with a view to improving the patient experience and ensuring that people are not left unsupported.</p>
Strategy Implications	
15.	<p>Healthwatch Central Bedfordshire will impact upon the Health and Wellbeing Strategy for Central Bedfordshire, the Community Engagement Strategy, the Social Care Health and Housing Advice and Information Strategy and have influence and input into the Joint Strategic Needs Assessment.</p>

Governance & Delivery	
16.	Through our contract with Central Bedfordshire Council managed by the Assistant Director of Commissioning which provides the governance and delivery of Healthwatch Central Bedfordshire including monitoring.
Management Responsibility	
17.	Update on progress of Healthwatch Central Bedfordshire to the Health & Wellbeing Board will be through the Director of Social Care, Health & Housing.
Public Sector Equality Duty (PSED)	
18.	The PSED requires public bodies to consider all individuals when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. It requires public bodies to have due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity, and foster good relations between in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
	Are there any risks issues relating Public Sector Equality Duty No
	No Yes <i>Please describe in risk analysis</i>

Risk Analysis

Briefly analyse the major risks associated with the proposal and explain how these risks will be managed. This information may be presented in the following table.

Identified Risk	Likelihood	Impact	Actions to Manage Risk

Source Documents	Location (including url where possible)

Ruth Featherstone
Presented by Ruth Featherstone