

BRIEFING TO OLDHAM HEALTH AND WELLBEING BOARD

Report Title: Healthwatch Oldham Work Programme

Report Author: Julie Farley, Healthwatch Oldham Manager

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Requirement from the Health and Wellbeing Board:

Background: The role of Healthwatch Oldham (HWO) is to provide an independent consumer voice for Oldham residents who are using NHS and social care services. Just as health and social care is changing to respond to increasing demands on services and reduced investment, Healthwatch Oldham also needs to review the impact of its service and the way it works in light of service redesign at both a local and GM level.

This report provides a reminder of the main roles and responsibilities of Healthwatch. It sets out the key challenges Healthwatch Oldham needs to address in the coming year and how these will impact on OH&WB partners. Finally, this report seeks feedback on a proposed programme of Healthwatch Oldham service reviews. Through these reviews, service users will inform the shape services being developed by Oldham Cares and the Oldham Locality Plan.

What the issue is (if any): The issues are outlined in the report

Relationship with the Oldham Locality Plan: The report recommends a number of HWO and service user reviews designed to shape and influence services as part of the Oldham Locality Plan.

Recommendations:

The Board is asked to:

- note this report;
- recommend 5 review areas for HWO to focus on; and
- oversee the findings and recommendations from the 5 review areas.

Healthwatch Oldham

1. Introduction

The role of Healthwatch Oldham (HWO) is to provide an independent consumer voice for Oldham residents who are using NHS and social care services. The main services we cover include acute hospital care, primary care, dentists, pharmacies, reablement and long-term residential care. As well as focusing on local services, Healthwatch Oldham collaborates on cross boundary reviews for example as part of the emerging Northern Care Alliance or current CAMHS (Child and Adolescent Mental Health Services) review by Oldham, Bury and Rochdale Healthwatch organisations. We also work in partnership with 9 other Healthwatch organisations across Greater Manchester (GM) to carry out GM wide service reviews as part of Devolution Manchester and the GM Health and Social Care Partnership.

However, just as health and social care is changing to respond to the growing demands on services and tighter financial constraints, Healthwatch Oldham also needs to change. It needs to review its impact and the way it enables Oldham residents to inform and shape the transformation of health and social care services at a local, cross border and GM level.

This report provides a reminder of the main roles and responsibilities of Healthwatch. It sets out the key challenges Healthwatch needs to address in the coming year and how these will impact on OH&WB partners. Finally, this report seeks feedback on the proposed programme of Healthwatch Oldham service reviews. Through these reviews, service users will inform and shape services being developed by Oldham Cares and the Oldham Locality Plan.

2. Background

The vision for Healthwatch Oldham is to provide an independent voice and source of information and influence for the residents of Oldham. It does this by listening, engaging and involving people in matters of health and social care to bring about service improvement and reduce health inequalities, in an open, honest, transparent, confidential and approachable manner.

Healthwatch Oldham was set up in 2012 as part of the Government's Health and Social Care Act. It has a number of statutory and discretionary functions providing:

1. **Insight:** by gathering feedback and first-hand experiences of patients and families, HWO identifies what matters most to local people using health and social care services. It monitors the quality of services both to highlight best practice and act as a critical friend where services fail to meet the required standards
2. **Information:** by providing information and signposting services HWO supports people to make informed choices about health and social care services available across Oldham, including primary care, acute services, social care, pharmacies etc.
3. **Influence:** through targeted service reviews, Health Forums and engagement events HWO gathers insight from patients and carers and ensures the voices of service users are heard. It influences organisations responsible for both the commissioning and delivery of health and social care services and enables the public, patients, and families to hold services to account
4. **The NHS Complaints Advocacy Service:** by listening to concerns and helping people to focus on the relevant facts, the NHS advocacy service helps people to make a complaint relating to a patient experience with a hospital, GP, dentist, pharmacy or care home provider. The advocacy service works closely with PALS and

aims to prevent the escalation of a complaint. HWO also collates information on the type and frequency of complaints to identify trends or recurring issues.

Healthwatch Oldham delivers these functions through a combination of:

- Formal quarterly Health and Wellbeing Forums or themed engagement events,
- Informal weekly outreach sessions across a range of community and health settings,
- Confidential one to one casework interviews for NHS complaints and signposting,
- Membership on a range of local and regional strategic decision-making bodies,
- Statutory Enter and View functions within hospitals, care homes, nursing homes, residential units and day centres,
- Production of detailed service user reviews of health and social care services,
- Healthwatch engagement network and regular e-bulletins,
- Working in partnership with voluntary, community and statutory sector services.

3. key Challenges

Healthwatch Oldham has a successful track record of engaging with diverse communities across Oldham through its Health Forums as well as gathering high volumes of patient and public intelligence through reviews and outreach engagement work. However, in common with other Healthwatch organisations across Greater Manchester it faces the following challenges:

3.1 Ability to influence health and social care services: Healthwatch organisations tend to design their work programmes based on local patient and public feedback. They have traditionally distanced themselves from close joint working with statutory partners in order to maintain an independent scrutiny role. The result is a reactive approach that focuses on poor performance within the system and reviews that have little, if any ability to influence change across health and social care commissioning or provider services.

Today there is an ambitious programme of transformation at both a local and GM level and it is vital that HWO adopts a more proactive approach. The challenge will be to develop much closer joint working arrangements with statutory partners whilst maintaining an independent role and the ability to challenge services on behalf of local people when needed. HWO service reviews will be informed by both patient feedback and areas of public interest identified as part of the emerging Oldham Cares, GP Clusters, Northern Care Alliance and GM work programmes.

However, the ability of our service reviews to effect change is still a challenge. HWO has improved its reporting format to include clear executive summaries highlighting both best practice and recommendations for how services can be improved, along with an action plan and timeline for review. In our latest report the provider failed to respond to our invitation to jointly finalise the wording of the recommendations and review timeline. This is a recurring issue for Healthwatch organisations across Greater Manchester. HWO wants to ensure that the reviews make a difference and request that OH&WB provide an oversight role to consider future review findings and oversee any associated recommendations or action plans that emerge from the reviews.

3.2 Public and patient voice: HWO wants to review the way it communicates and enables patients, carers and the wider Oldham public to have their say on how they want health and social care services to work now and in the future. We will create a wider range of engagement methods and connect with groups who are traditionally underrepresented in health and social care consultations including young people, working adults, people who are housebound, black and minority ethnic groups (BAME), and refugee groups where language can be a major barrier, amongst others.

To achieve this, we are building on existing relationships with the CCG and Patient Network Groups, local colleges, and voluntary and community sector interest groups. We are also working with District Centre Teams to engage with a growing network of public and patient voices. We will work with partners to create a range of engagement and consultation methods that fit with people's lifestyles and interests and give people the choice for how much or how little they want to get involved. This could range from quick feedback via mobile phone apps to long term co-production processes.

Over the next 18 months Oldham residents face an unprecedented programme of consultation, engagement and co-production as part of the health and social care service redesigns happening at both a local and Greater Manchester level. The key work programmes include:

- Local Level: Oldham Cares
- Cross border level: Northern Care Alliance reconfiguration of acute services across Salford, Bury, Rochdale and Oldham hospital sites
- Greater Manchester Health and Social Care: Acute and specialist care services redesign (also called Theme 3)
- Greater Manchester Health and Social Care Integration work programme

Oldham's existing engagement mechanisms will clearly have an important role to play in this. However, it is vital that we establish a coordinated engagement framework and timelines across all these workstreams to avoid consultation fatigue and a confused picture of service transformation across Oldham and Greater Manchester.

HWO will work with Oldham Cares to support the engagement process, ensuring that the wider framework and purpose of each consultation is made clear to Oldham residents and service users.

4. HWO Work programme

Against this backdrop HWO is proposing to split its service review programme as follows:

4.1 Patient led reviews – these reviews will be flexible and will directly respond to feedback from local people/patients/families. They will be based on trends identified through the NHS Complaints Service, Health Forums, engagement events and through feedback and intelligence gained from the quick survey work undertaken at a range of community locations. These reviews will be responsive so the HWO work programme needs to ensure capacity to respond at short notice to emerging issues.

4.2 Planned reviews – these service reviews will be formally agreed in advance by OH&WB, Oldham Patient Network Group and HWO network members. Potential topics are based on intelligence gained from discussions with local partner organisations about service changes, or themes emerging at a local, regional or national level. Planned reviews will enable HWO to align with work streams set up to deliver Oldham Cares and the Oldham Locality Plan.

Appendix 1 sets out a shortlist of potential reviews to be undertaken between September 2018 and July 2019. We are asking for feedback from the OH&WB to identify 5 reviews we should focus on, and the order of priority.

5. Recommendations

The Board is asked to:

- note this report,
- recommend 5 review areas for HWO to focus on, and
- oversee the findings and recommendations from the 5 review areas

Healthwatch Oldham: Planned Reviews September 2018 to July 2019

- 1. Child and Adolescent Mental Health Services (CAMHS)** - Emerging as a GM Health and Social Care Partnership issue and raised nationally as a potential gap in service provision. Issues include early identification and timely access to services and young people going through the transition to adult mental health services. Cross border review with Bury and Rochdale Healthwatch.
- 2. Experiences of Carers during hospital discharge** - Family are often overlooked during the hospital discharge process and health professionals sometimes have unrealistic caring expectations. The Care Act (2014) sets out the minimum support that should be available to family members who provide a caring role/s
- 3. 'End of Life' care and choice** - Patient Choice is a national agenda that sets out standards for patients to choose how their care is provided and who provides it. However, this is a vulnerable group whose wishes often go unheard or get lost in multi-agency and integrated working practices.
- 4. Oldham's Neighbourhood and GP Clusters** - Proposed changes locally will see the development of neighbourhood clusters with multi agency health, social care and voluntary sector teams providing holistic support. Focus of the review could be on the patient experiences in different neighbourhood clusters.
- 5. Young People's Health services** - National issue of low take up of cervical screening, and issue of sexual health services identified by young people at Oldham College
- 6. Review of Care Home Provision** - Care home residents often find it difficult to have their voice heard and the focus tends to be on internal care home provision rather than individual choice and quality of access to routine GP, dentist, optician, chiropodist, and hearing services whilst in a care home setting
- 7. Discharge to Assess and Intermediate Care** - Aim to provide a more accurate assessment of future independent living/care home needs within an intermediate care setting, rather than assessment of need in a hospital ward setting. Joint approach with health, social care, reablement, care coordinators, VCS, patients and families
- 8. Accessible services for the Deaf Community and people with sight loss** - Care Act states that health and social care services should have due regard for people with sensory impairment. Need to consider what reasonable adjustments can be made to ensure key services are fully accessible as part of service redesign in Neighbourhood Clusters and acute settings.
- 9. Experiences of refugees and asylum seekers accessing primary and acute healthcare services** - Vulnerable group who may struggle to navigate services and experience language barriers, especially for minority languages where translation services are not readily available, and who may also experience cultural barriers.