

WANDSWORTH HEALTHWATCH ANNUAL PLAN 2016/17 - MONITORING

Quarter 4 (Ongoing)

Function 1: Obtaining the views of local people

- Outreach events with residents and service users/carers of Wandsworth (at least 17 per quarter)
- Within those, outreach events with 'hard to reach' groups (no specific target)
- Particular focus on strengthening partnership via the 'Seldom Heard' Project, by co-production and supporting groups to secure audience with commissioners and providers they may not otherwise get.

Achieved: *Please provide a brief description of progress against this action.*

The following outreach sessions took place in this quarter (Seldom Heard groups and Grassroots are highlighted in brackets)

12.01.2017 - Your Day Your Say

12.01.2017 - WCEN

14.01.2017 - Somali Community Advancement Organisation (Seldom Heard)

16.01.2017 – Mental Health Providers Forum

19.01.2017 – WCEN BME Mental Health Forum

20.01.2017 – Be Enriched (Seldom Heard)

24.01.2017 – SHARE Community (Seldom Heard)

25.01.2017 – WoW Mums at Haven Lodge (Seldom Heard)

27.01.2017 – Stall at Southside Shopping Centre with Wandsworth Family Information Service

28.01.2017 – SRF Training Event (Grassroots)

06.02.2017 – Balham Gateway Club

07.02.2017 – WAND Parent Champion Scheme (Grassroots)

08.02.2017 – Baked Bean Theatre Company (Seldom Heard)

13.02.2017 – Youth Participation Summit

15.02.2017 – Thinking Partners

20.02.2017 – Wandsworth & Westminster MIND

28.02.2017 – Supporting Relationships and Families Evet

02.03.2017 – 60 Plus Café (Seldom Heard)

10.03.2017 – Just Shelter (coffee morning)

14.03.2017 – Older People's Taskforce (60 Plus Café)

16.03.2017 – Positive Parent Action SEND Event (Stall)

22.03.2017 – A2iDyslexia meeting with Liz (Seldom Heard)

23.03.2017 – Hestia Recovery Café Visit

23.03.2017 – St Georges & HWW updates

24.03.2017 – Wandsworth Access Association (Seldom Heard)

25.03.2017 – RCCG: The King's Court (Seldom Heard)

31.03.2017 – Enter & View visit to Colliers Wood Dialysis Centre

We continued to ensure a focus at seldom heard group events by using consultation questions to ask specific questions about how their group accesses services to ensure the CCG gains structured feedback they can use effectively. There were a high number of these events this quarter because some had been postponed from the last quarter and re-arranged for this quarter.

We continued to help the South West London Collaborative Commissioning team to attend 'Grass Roots' community events by administering a fund for hard to reach community groups to hold events where they can provide feedback to the team.

Evidence: *Please provide how it will be evidenced if audited- e.g. minutes dated XXX, attendance register, report, document produced. Do not need to attach any evidence unless audit requested. However, if a hyperlink to the relevant document on the HW website exists, please add here.*

Staff activity log, social media activities, feedback from events

Outstanding: *Is there anything outstanding or is the action now completed?* **All completed**

Council Comment:

Function 3: Promoting and supporting involvement

- Network of representatives meetings (three times a year)
- Recruitment of additional Volunteer Researchers (3-4 over the year)

Achieved:

Yes

- The Healthwatch representatives met on 23rd January and 29th March. The Enter & View team met in 16th January the Healthwatch Executive met on 20th February 2016. Representatives attending training courses this quarter included:
A Tuberculosis conference, Safeguarding Adults, an STP update from CCG, and Autism awareness.
- We recruited and inducted additional research volunteer who has helped analyse our Annual Survey. This person previously worked for in the Public Policy team at Alzheimer's Society. Unfortunately due to work demands he may not be able to continue volunteering in the long term.
- We also recruited and inducted an additional office volunteer who is looking for opportunities to build work experience and confidence in an office environment after some time away from work.

Evidence:

Meeting notes, training records, volunteers 'agreements, reports.

Outstanding: Nothing
Council Comment:

Function 4: Alerting HWE and CQC to review services
<ul style="list-style-type: none"> • Enter & View reports submitted to the CQC • London meetings of Healthwatch England attended
Achieved:
<ul style="list-style-type: none"> • We did not have any specific concerns to be raised this quarter with the CQC though we have had email and informal conversations with the inspection team who would visit St Georges. We have also contributed to a CQC consultation on changes to their inspections. • We attended the London Healthwatch and Southwest London Healthwatch meeting • See 'Objective 1' for information about work on CQC monitoring of St Georges
Evidence:
<ul style="list-style-type: none"> • Meetings notes, reports.
Outstanding:
Council Comment:

Function 5: Providing advice and information										
<ul style="list-style-type: none"> • Presentations on various topics, e.g. how to complain, to be delivered to patients, service users, carers (at least 12 per quarter) • Link to the new Wandsworth Hub to be added to the Healthwatch Wandsworth Website 										
Achieved:										
<p>We delivered information and signposting at 15 events this quarter when information on local health services was given to service users and the general members of the public. Here is a list of the events.</p>										
<table> <tr> <td>10/01/2017</td> <td>Barbara Clarke</td> </tr> <tr> <td>12/01/2017</td> <td>Your Day Your Say</td> </tr> <tr> <td>14/01/2017</td> <td>SCAO</td> </tr> <tr> <td>18/01/2017</td> <td>S.T.O.R.M.</td> </tr> <tr> <td>19/01/2017</td> <td>GMC Event</td> </tr> </table>	10/01/2017	Barbara Clarke	12/01/2017	Your Day Your Say	14/01/2017	SCAO	18/01/2017	S.T.O.R.M.	19/01/2017	GMC Event
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06/02/2017	Balham Gateway Club
07/02/2017	Can Do Carers
17/02/2017	Barbara Clarke
02/03/2017	60 Plus Café
24/03/2017	Wandsworth Access Association
25/03/2017	RCCG The King's Court
The Hub is already featured on our website	
Evidence: Staff's activity logs, Information and Signposting spreadsheets, social media activities.	
Outstanding:	
Council Comment:	

<p>Workplan Objective #1 – Enhanced monitoring & engagement support for St George’s NHS Trust</p> <ul style="list-style-type: none"> • Organise visits or other monitoring initiatives • Support people to take part in St George’s consultations and engage in their transformation programme and service review • Support CQC inspections
<p>Achieved: Yes</p> <p>Our Enter and View team</p> <ul style="list-style-type: none"> • The team have re-visited Ward 2, an inpatient ward of the Mental Health Trust, to get a better quality of responses from patients and also visited Laurel Ward to be able to compare services to help the analysis of findings. • The team also visited Champney’s Ward, a renal services inpatient ward at St George’s Hospital and a Colliers Wood Dialysis Unit that is part of the same service. <p>St Georges</p>

- St. George's current situation is a permanent agenda item on the Healthwatch Exec meetings and we have now set up a reference group amongst our Executive and Representatives. This group met on 13th February to share information and ideas for possible future work with St Georges.
- We continued to pursue a follow up meeting with the Director of Governance and Chief Nurse as a regular liaison meeting as agreed in November. Unfortunately both members of staff have now left. We have written to welcome the new Chair, Chief Executive and Chief Nurse and to request an introductory meeting, in a letter to them we included an update on the work we had been doing relating to the hospital and also some areas of concern for us.
- We took part in a stakeholder engagement events as part of the recruitment for the Chair.
- After attending stakeholder events about Outpatients Transformation and Frequent Attenders, we held a meeting with the Outpatients Transformation team and other interested local Healthwatch as an update to the situation at St Georges, what we have been doing and what could be done collaboratively.
- The Healthwatch Manager met with the Patient Experience Manager for an update on work being undertaken.
- Our appointed Governor on the board of governors has been able to keep us up to date and has been our main line of communication with the hospital on strategic issues
- We have attended the Quality Committee meeting twice, where the Quality Improvement Plan relating to CQC findings is scrutinised. We also attend the CQRGs for Acute Services and Community Health Services.
- See function 4 relating to communication with the CQC.

Evidence:

Meetings notes

Outstanding:

Nothing

Council Comment:

Workplan Objective #2 – Seldom Heard

- Continue to target vulnerable groups through outreach;
- Gather information about their experience of local services;
- Support the grassroots fund and the seldom heard fund;
- Attend and support all the main community and voluntary sector meetings and events in Wandsworth.

Achieved:

Yes

- Many of our outreach sessions targeted seldom heard groups (see function 1 for more details) and we're now using a specific survey to ensure we collect views effectively. Their feedback on local services have been recorded in our reports and in the CRM and, when appropriate, included in briefing for our representatives.
- Feedback from 'Grassroots' events have been sent to the SWLCC.
- We hosted the voluntary sector project as part of the Healthwatch Assembly.
- This quarter one of our consultations was on Mental Health for Deaf and Disabled people.

Evidence:

Meetings notes, reports, briefing notes.

Outstanding:
Council Comment:

<p>Workplan Objective #3 – Supporting the monitoring of other adult care services</p> <ul style="list-style-type: none"> • Organise visits or other monitoring initiatives for the Enablement Service KITE. • Organise visits or other monitoring initiatives - Mental Health Trust; Supported Housing for people with Learning Disabilities; Nursing Homes. • Contribute to relevant adult care boards and committees
<p>Achieved:</p> <p>Yes</p> <ul style="list-style-type: none"> • Kite inspections took place in quarter 1 and evaluation written • See Objective 1 for details of enter and view work in quarter 3 • We have a place on the Adult Care and Health Overview and Scrutiny Committee and regularly attend meetings • We also have a representative who has attended a CQC Co production meeting on the development of inspection of adult care services nationally • Other meetings relating to quality monitoring that we have representation on are: <ul style="list-style-type: none"> - Wandsworth Internal Quality Assessment Framework - Our representative Chair's the Quality Board and attends the Quality Group which have a strategic overview of the Clinical Quality Review Groups, though this is being reviewed due to Richmond and Wandsworth shared staffing arrangements – we also have representation on the RHND, Community Health and 111/Out of Hours CQRG and the SW London Out of Hours PPI - Enhanced Care Pathway project group - End of Life Care project group - St George's Hospital Quality Committee - Patient Safety and Quality Board at St Georges – currently suspended - St Georges Clinical Quality Review Meeting – currently being reviewed • Healthwatch Manager attended the South London Quality Surveillance Group meeting in February
<p>Evidence:</p> <p>Meeting notes and reports</p>
Outstanding:
Council Comment: