

## **Agenda Item 7. HWN Manager Update - HWN Board 25 April 2019**

### **Staffing**

Following a first unsuccessful round of recruitment for the position of Healthwatch Officer to backfill my previous position, I am pleased to report that we interviewed again in April and have offered the role to a candidate who has accepted.

Lauren Gibbons, who started in January as a marketing and communications apprentice, is making an excellent contribution working across both Healthwatch Northamptonshire and Healthwatch Rutland to increase our communications and social media capacity.

Jo Spenceley is currently on a short-term part-time secondment to Healthwatch England to work on the engagement around the NHS Long Term Plan (see below). This is for one day a week and her hours have increased to full time to give her the capacity to do this.

### **Premises**

We moved offices to Moulton Park Business Centre on Monday 28 January. Many thanks go to Julie Curtis for overseeing a smooth and successful move. The new premises are working well. We have access to meeting rooms if required, the reception is staffed and parking is plentiful.

### **Reports**

A report on our activity around sensory impairment was published in February.

[http://www.healthwatchnorthamptonshire.co.uk/sites/default/files/report\\_on\\_hwn\\_activity\\_on\\_sensory\\_impairment\\_final\\_0.pdf](http://www.healthwatchnorthamptonshire.co.uk/sites/default/files/report_on_hwn_activity_on_sensory_impairment_final_0.pdf)

### **HWE engagement work on the NHS Long Term Plan**

HWN was awarded a grant of £2500 in February to carry out engagement work around the NHS Long Term Plan. This work is being co-ordinated by Healthwatch England, who have developed a survey and additional research tools, with the emphasis on working with the local STP to help develop their local plan. We are promoting the national surveys so please complete if you would like to contribute - there is one general survey and one on specific conditions

<https://www.healthwatch.co.uk/what-would-you-do> Together with the Northamptonshire Health and Care Partnership (NHCP) we are organising an engagement event on 2 May to ask local people for their views on health and care in their community <https://www.eventbrite.co.uk/e/creating-a-positive-future-for-health-and-care-in-northamptonshire-tickets-56786035561>. In addition, we will be running a focus group with carers in Rushden on 1 May to find out the views and experiences of carers. The information we gather from the surveys, the engagement event and the focus group will be combined in a report to help inform the NHCP in developing their local plan.

## Visits

Following informal visit by Kate Holt and myself to St Andrew's Healthcare in January we are planning to undertake an 'Enter and View' visit later in the year. Arrangements for additional training for authorised reps are being planned with St Andrew's in advance of this visit.

Three Enter and View visits to care homes took place in the last quarter:

1. K Lodge, Higham Ferrers
2. Brockfield House Nursing Home, Stanwick
3. Linden Manor, Wellingborough

Reports for the first 2 of these visits are with the providers for a response, and the third visit is in the process of being formatted.

In addition, a '15 Steps for Maternity' visit took place to maternity services at NGH and KGH with a combined team of HWN and Maternity Voices Partnership volunteers on 20 March. The report is currently being considered by the volunteers who were involved with the visit and will then be sent to providers for comment.

Ward visits continue to be carried out at KGH by volunteers using the 15 Step tool. KGH are behind in producing action plans in response to these reports due to staff sickness (at KGH) but we are confident that any urgent issues will be responded to. A positive meeting was held between the volunteers and estates recently to update them on improvements being made.

## Young Healthwatch Northamptonshire

In March YHWN won an award with KGH at the Patient Experience Network National Awards (PENNA). The category of the award was 'Team of the Year' for collaborative working between partner organisations for the work YHWN has done with KGH.

YHWN has worked with Shooting Stars and KGH to produce a film for NHSE to promote how young people have made improvements for others, using a grant from NHSE to highlight good practice. The film will be screened at a special event on Tuesday 16 April <https://yhwn.eventbrite.co.uk>

An additional grant from NHSE has been awarded to enable joint working with Young Carers. The project starts on 25 April.

Esther will also be working on a project evaluating PHSE classes in schools across the county.

## Other work

HWN has carried out a review of local Health and Wellbeing Fora, including a survey of forum members and interviews with chairs. Thanks to volunteer Simon Barter for carrying out all of the interviews. The report has now been submitted to NCC.

## **HWN Plans for 2019-20**

We held two work planning meetings with volunteers in February. The first was also attended by our commissioner from NCC, Jane Pitchfork.

The main priority areas for next year were agreed as:

1. Mental health - to focus completing the crisis support project, and also carrying out the ward visits to St Andrew's hospital.
2. Hospital discharge - to explore replicating the discharge survey that HWN carried out and reported on in 2017.
3. Primary care - the remit of a project is not yet determined. There is an interest in GP services and also in oral health/dentistry - one idea is to explore access to primary care for vulnerable groups.
4. Children and young people - supporting the work plan agreed by Young Healthwatch, but possibly to also include further work on young people's mental health.

A work plan reflecting these priorities will be tabled for approval at the HWN Board on 25 April 2019.

**Becky Calcraft**

**April 2019**