

Agenda Item 8.

HWN Manager Update - HWN Board 10 July 2019

Staffing

As mentioned at April's Board Meeting, we are pleased to welcome Katie Bayliss as a new Healthwatch Officer.

Jo Spenceley's part-time secondment to Healthwatch England has ended, and my hours have been reduced so that I no longer work on Mondays.

Reports recently published

Our annual report has now been published in line with our statutory duties. Thanks to the whole HWN team for assisting with this:

<http://www.healthwatchnorthamptonshire.co.uk/AnnualReport2018-19>

We have now published reports on all three Enter and View visits to residential and nursing homes in the spring. They can be found here:

<http://www.healthwatchnorthamptonshire.co.uk/enter-and-view-reports-care-homes>

We also published the reports of our '15 Steps for Maternity' visits to NGH and KGH with a combined team of HWN and Maternity Voices Partnership volunteers that we carried out in March:

<http://www.healthwatchnorthamptonshire.co.uk/fifteenstepsmaternityngh>

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The review of local Health and Wellbeing Fora was published in May:

<http://www.healthwatchnorthamptonshire.co.uk/resources/independent-review-health-and-wellbeing-fora>

HWE engagement work on the NHS Long Term Plan

In partnership with Northamptonshire Health and Care Partnership (NHCP), we organised an engagement event on the NHS Long Term Plan. This was held on 2 May at the Park Inn, Northampton - it was well-attended and received significant positive feedback. The report on our engagement work is being finalised. It includes the findings from the Healthwatch England (HWE) survey ('What would you do?') as well as the issues identified at the engagement event and the focus group held with carers on 1 May. The purpose of this work is to help inform the NHCP in developing their local plan.

Young Healthwatch Northamptonshire (YHWN)

The NHSE Takeover grant is funding YHWN work with Young Carers. Group work and skill building is going well and a wellbeing survey is planned for later in the year.

YHWN is currently undertaking a project evaluating PHSE lessons for Public Health Northamptonshire - the survey for 13-15 year olds is now live:

<https://www.surveymonkey.co.uk/r/yhwnorthants>

YHWN have been asked by KGH to contribute to the redesign of the children's emergency department (ED) later in the year.

Other work

Plans are underway for undertaking visits to wards at St Andrew's Healthcare. Nine of us (5 volunteer, 4 staff members) attended mandatory PREVENT and disengagement training at St Andrew's in June. We hope to carry out the visits in early September, using the 15 Steps tool for mental health inpatients.

We have responded to the annual Quality Accounts for all the main health trusts in the county (KGH, NGH, NHFT, St Andrew's).

Nene and Corby CCGs approached us to set up some engagement events around the county to discuss the possible creation of a single Clinical Commissioning Group (CCG) for Northamptonshire.

Issues we are monitoring

Nene CCG informed us that the current primary care provider at Kings Heath Practice, GP Alliance, had given notice on the contract. After concerns were raised at the Planning Group in May, Kate and I met with Julie Lemmy, Deputy Director of Primary Care at Nene CCG, to seek assurances that alternative provision would be in place and that the healthcare needs of the local population would be met. We have been assured that a new provider has been found.

KGH has been taken out of special measures following a recent CQC inspection report: https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ0842.pdf
The CEO and Director of Nursing attended Planning Group on 4 July to give an update on their improvement plans.

Kate Holt attended a risk summit at St Andrew's following the CQC inspection report of FitzRoy House, the adolescents' service, which has resulted in it being placed in special measures. See letter from CEO Katie Fisher attached. The full CQC report can be read here: <https://www.cqc.org.uk/location/1-121538276>

A recent CQC inspection of Maple Access Partnership in Northampton has placed the general practice in special measures: <https://www.cqc.org.uk/location/1-585078956>

Events attended

Summer is always a busy time for us in terms of outreach and engagement activity. In the last quarter we have attended a number of events, including one organised by Zimwomen, Northampton Volunteer Fair, Northampton Carnival and Daventry District Forum. We plan to attend more events over the summer.

Becky Calcraft

July 2019