

PRESS RELEASE

IMMEDIATE RELEASE - THURSDAY 3 JULY

MAKING A DIFFERENCE: AWARDS CELEBRATE HEALTHWATCH NETWORK'S SUCCESS

The remarkable contribution local Healthwatch across the country have made to health and social care at a local and national level has been marked at the Healthwatch Network Awards of Achievement 2015.

The achievements of 37 local Healthwatch were recognised across nine award categories, including health care, social care, diversity and inclusion and the award for the Network's Choice, at the ceremony on Tuesday 30 June at the network's two-day Annual Conference in Manchester.

Awards were made to Healthwatch whose work made a notable difference to health and social care services in their localities over the past 12 months.

Winners include a group of 13 local Healthwatch in London whose collaborative work training deaf volunteers is helping improve access to services for the deaf and hearing impaired, and Healthwatch in Leeds whose work on children and youth mental health services saw two young people present their findings to their local scrutiny board.

The event was attended by over 400 attendees from 148 local Healthwatch, as well as representatives from across the health and social care sector including special guests - David Behan, Chief Executive of the CQC and Flora Goldhill, Director for Children, Families & Maternity and Health Inequalities at the Department of Health, who both presented awards.

Award winners are as follows (for a more detailed breakdown of award winners and projects, please visit www.healthwatch.co.uk/networkawards2015)

- **Making a difference in diversity and inclusion - Local Healthwatch across North, Central and East London**
13 local Healthwatch in North, Central and East London won this award for their joint training programme for deaf Enter and View volunteers; to date the project has recruited and trained 14 deaf BSL volunteers, half of whom are from BME communities, to improve deaf people's experiences of health and social care services.
- **Making a difference through volunteering - Healthwatch Dorset**
Healthwatch Dorset's work shows how, by providing local leadership and support to volunteers, exceptional results can be achieved. Dorset has over 250 volunteers, many of whom fed into a successful report about how supported or able people feel to make a complaint about their GP service.
- **Making a difference to healthcare - Healthwatch Hertfordshire and Healthwatch Leeds (Joint 1st place)**
Awarded to Healthwatch that used the views of local people to influence

healthcare providers to make changes, Healthwatch Hertfordshire gathered views on access to GP services and worked with practices to increase patient satisfaction while Healthwatch Leeds looked at people's experiences of accessing and using Accident and Emergency services.

- **Making a difference to social care - Healthwatch Staffordshire**
Healthwatch Staffordshire were awarded this accolade for their work on support for carers which has led to improved services and had real impact in terms of greater carer involvement and engagement on a sustained basis.
- **Making a difference with other local Healthwatch - Healthwatch across North, Central and East London**
Local Healthwatch in North, Central and East London (Redbridge, Islington, Enfield, Haringey, Camden, Barnet, Newham, Tower Hamlets, Waltham Forest, City of London, Hackney, Barking and Dagenham, Havering) worked together to address the barriers faced by deaf Londoners across a whole range of services.
- **Making a difference with the CQC - Healthwatch Cambridgeshire**
Healthwatch Cambridgeshire's work with the CQC on improving care in local hospitals through inspection has ensured that the experiences of people who use hospital services are at the heart of improvements.
- **Making a difference through commissioning - Healthwatch Leeds**
Healthwatch Leeds increased the participation, voice and influence of Children & Young People in improving health and social care services in Leeds. by feeding into local CCGs' review of emotional and mental health services for children and young people in partnership with YoungMinds, a national charity.
- **Making a difference across the system - Healthwatch Kirklees**
Healthwatch Kirklees undertook work gathering and understanding patients' views of Section 136 of the Mental Health Act 1983 to change the way services in the area are delivered, including the implementation of police mental health liaison nurses and additional mental health training for staff.
- **The Network's Choice Award - Healthwatch Northamptonshire**
On Day Two of the conference, delegates listened to presentations from eight Healthwatch on the work they felt made them deserving winners before voting for their choice. The winner was Healthwatch Northamptonshire, for their "moving, thought provoking and dedicated" work for people in secure mental health settings such as St Andrew's Healthcare, their handling of issues over patient wellbeing, particularly unexplained deaths in these settings and their subsequent recommendations to the provider.

Anna Bradley, Chair of Healthwatch England and presenter of the award for Making a Difference to Healthcare, said:

"We were really impressed with the high standard of entries this year for all categories. They are a true testament to the amazing work the network are doing up and down the country, day in-day out."

“The award winners are shining examples of the impact the work of local Healthwatch has at both a local and national level, bringing patients’ voices to the forefront to enable positive, sustainable changes to health and social care services.”

Cathy Turland, Chief Executive of Healthwatch Redbridge who, along with 12 other London Healthwatch won two awards for deaf inclusion, said:

“I am absolutely delighted that this important work has been recognised not just for its creativity but also for its involvement of underrepresented groups. Deaf people have told us that for a long time they have felt unheard. Now they tell us they have a voice.

“All the Healthwatch involved in this project are thrilled to have won two awards this year. The 13 local Healthwatch who carried out this piece of work have worked extremely hard and it really shows the incredible success a collaborative working approach can achieve. We would also like to acknowledge the help received from our partners at the British Deaf Association for their guidance and support.

“Through working in this way we have enabled successful Enter and View visits by members of the deaf community and ensured that the voice of deaf people in our communities will be taken into consideration when considering improvement to services. Huge thanks go to our volunteers, without whom this would not have been possible.”

NOTES TO EDITORS:

The full list of award winners, including highly commended winners and nature of work, is below:

‘MAKING A DIFFERENCE TO HEALTHCARE’

WINNER Healthwatch Leeds - Improving A&E services and **Healthwatch Hertfordshire** - Improving access to GP services

HIGHLY COMMENDED Healthwatch Leicestershire - Improving A&E services

‘MAKING A DIFFERENCE TO SOCIAL CARE’

WINNER Healthwatch Staffordshire - Improving support for carers

HIGHLY COMMENDED Healthwatch West Sussex - Assessing and improving the complaints process in care homes and **Healthwatch Northamptonshire** - Assessing the quality of domiciliary care

‘MAKING A DIFFERENCE WITH OTHER LOCAL HEALTHWATCH’

WINNER Healthwatch in North, Central and East London (Redbridge, Islington, Enfield, Haringey, Camden, Barnet, Newham, Tower Hamlets, Waltham Forest, City of London, Hackney, Barking and Dagenham, Havering, in partnership with the British Deaf Association) - Empowering deaf Londoners

HIGHLY COMMENDED Healthwatch in Wessex (Dorset, Hampshire, Isle of Wight, Southampton, Portsmouth) - Bringing the patient voice to NHS England (Wessex) Clinical Senate and Strategic Clinical Networks and **Healthwatch in Yorkshire** (Kirklees, Bradford, Calderdale, Wakefield, Bolton) - Access to NHS dentistry

‘MAKING A DIFFERENCE WITH THE CARE QUALITY COMMISSION’

WINNER Healthwatch Cambridgeshire - Improving hospital care through inspection

HIGHLY COMMENDED Healthwatch East Sussex - Developing a unique and mature model for working with the CQC and **Healthwatch Staffordshire** - working with the CQC to ensure quality in social care

‘MAKING A DIFFERENCE THROUGH COMMISSIONING’

WINNER Healthwatch Leeds - services for children and young people

HIGHLY COMMENDED Healthwatch Camden - specialised children’s services and **Healthwatch South Tyneside** - understanding and supporting carers’ needs

‘MAKING A DIFFERENCE ACROSS THE SYSTEM’

WINNER Healthwatch Kirklees - Changing the way police detain mental health patients

HIGHLY COMMENDED Healthwatch Staffordshire - Changes to integrated health service and **Healthwatch Northamptonshire** - The views and rights of people in medium secure mental health settings

‘MAKING A DIFFERENCE IN DIVERSITY AND INCLUSION’

WINNER: Healthwatch in North, Central and East London (Redbridge, Islington, Enfield, Haringey, Camden, Barnet, Newham, Tower Hamlets, Waltham Forest, City of London, Hackney, Barking and Dagenham, Havering, in partnership with the British Deaf Association) - Skilling up for deaf inclusion

HIGHLY COMMENDED Healthwatch Bradford - Engaging the health and social care views of people with learning disabilities and **Healthwatch Northamptonshire** - Promoting the views of children and young people to influence CAMHS

‘MAKING A DIFFERENCE THROUGH VOLUNTEERING’

WINNER Healthwatch Dorset - Something to Complain About?

HIGHLY COMMENDED Healthwatch Lincolnshire - The impact of local volunteers and **Healthwatch York** - A volunteer’s guide to mental health services

For more information about any of these award submissions visit

www.healthwatch.co.uk/networkawards2015 or contact Ceri Gautama, Media Officer, on 07469567086 or ceri.gautama@healthwatch.co.uk

Healthwatch England is the independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumers’ voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance and support to the development of the network of local Healthwatch that launched in April 2013. To find out more please go to www.healthwatch.co.uk.