

Making your voice count



Annual Report

2014/15



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Note from Professor William Pope, Chair



It is hard to believe 2014/15 was only the 2nd year of Healthwatch Northamptonshire. As we report on our 2nd and enter our 3rd year, it now feels as though we have been around for much longer - hearing and reporting your experiences and views of local services; articulating and contextualising what you say back to health and care decision makers in order to give them the opportunity to account for and understand the impacts of their decisions and using each and every opportunity to champion the case for improved health and care services and outcomes.

It is widely acknowledged that the past winter has been the most challenging for the health and care system for many years - both our local hospitals have been under intense pressure with a rise in emergency admissions; increases in attendances at Accident and Emergency and very significant delays in people being discharged from hospital. Cuts in adult social care combined with increased demand have resulted in the system being close to breaking point and the strain on those working in the current system has been immense. Quality remains an issue with both our local hospitals having been rated as requiring improvement by the Care Quality Commission; our ambulance response times in Northamptonshire have been the worst in the East Midlands region and local authority children's services remain under close scrutiny.

Therefore it seems to me that the case for radical and increasingly urgent transformation of how health and care services are delivered is now compelling. Our recent public engagement workshop on Healthier Northamptonshire provided local system leaders with a clear and unequivocal message from Healthwatch Northamptonshire; from service users and carers; from the voluntary and community

sector and from the wider general public. We support the case for change. We want to see evidence of clear progress. We want to be assured that organisational structures are not getting in the way of delivering change. We want to work with you to make sure that the voice of local people is at the heart of transformation.

We have much to be proud of in the past year as this report sets out. I congratulate and place on record my thanks to the hard working staff team so energetically led by Rosie Newbigging; our growing, increasingly diverse and consistently committed Board; our very active and involved Advisory Council; our fantastic volunteer community who have delivered an impressive 12 months of activity and our CIC Board working with our two shareholders - the University of Northampton and Voluntary Impact Northamptonshire.

As you understand from the annual report, the challenges for 2015/16 are huge, and at the same time Healthwatch itself is resource-challenged. I look forward to seeing how we deal with these twin challenges in the coming year. The people of Northamptonshire need and deserve an active, well resourced Healthwatch to champion local needs and views.



Note from Rosie Newbigging, Chief Executive Officer



2014/15 has been an exciting year of further development and consolidation for Healthwatch Northamptonshire. This report covers the period from 1 April 2014 to 31 March 2015 and highlights our key achievements during the year.

This work has been made possible by a very hard working and committed staff team; fantastic support from Will Pope as chair and our two vice chairs - Susan Hills and Teresa Dobson; consistent support from the Healthwatch Northamptonshire Board and CIC Board; our Advisory Council; four working groups and our many wonderful volunteers who have all contributed to a successful 12 months.

I am personally indebted to everyone involved and look forward to an equally successful 2015/16. There is a commitment and energy in the organisation that has enabled us to deliver a challenging work programme both in terms of planned work and also being able to react to issues as they have emerged. I am proud of all the work we have delivered in the past year and, as this report demonstrates, the wide range of issues we have engaged with from health visiting to the Care Act; from secure mental health services and acute hospital care to home care for elderly people and GP services and so much more.

We still have much more to do and one of our major projects during 2015/16 will be

to look across the whole system of health and social care in terms of people's experiences.

Rather than just hearing about experiences in individual services; we will be planning, scoping and delivering a project which tracks people as they move through the system of care regardless of the organisational structures. We are at an early stage of our thinking and we will want to involve patients, service users, carers, patient groups and local health and social care partners in our planning. We hope this work will add a richness of understanding to inform a much needed transformation of care.

Our core funding has been cut for 2015/16. Through additional external funding and careful financial management, we have managed to absorb that cut without reducing staff numbers or significantly reducing our activities. We could not absorb a cut of that scale in 2016/17 without impact. Further cuts would mean we could not deliver our statutory functions as set out by law in the Health and Social Care Act 2012.



About Healthwatch Northamptonshire

Our vision

Healthwatch Northamptonshire will be a strong, resolute and independent community champion. We give local people a voice and work in partnership to influence the design and quality of health and social care provision so that local people have an improved quality of life

Our values

- We will be accessible and visible
- We will be independent
- We will be open and transparent in all that we do
- We will be inclusive and embrace diversity reflecting the diverse needs of local people
- We will listen to and hear the views of local people
- We will speak up for local people
- We will be fair and credible. We will seek out and use evidence to inform our work
- We will strive to make a positive difference and campaign for the best possible health and social care for local people





Healthwatch Northamptonshire's functions

To deliver our vision and realise our values, Healthwatch Northamptonshire works to:

- Find out the views, needs and experience of local people through a wide range of methods to get the broadest view possible, representative of all our diverse communities
- Make these views known to health and social care decision makers
- Promote and support the involvement of local people in decision making about health and social care services
- Enable local people to monitor the quality of provision of local care services
- Report on the quality of local care services and make recommendations about how local care services could and should be improved
- Provide advice and information about local health and care services
- Provide Healthwatch England with the intelligence and insight it needs to form a national picture of the quality of care
- When necessary, escalate concerns using our rights to refer matters to the County Council's Health and Social Care Overview and Scrutiny Committee locally and to Healthwatch England and the Care Quality Commission at national level



Delivery of our 5 strategic priorities during 2014/2015

1. To campaign for improved health and social care outcomes for children and young people by enabling the views and voices of children, young people and families to be heard

- We held a very successful young people's conference attended by 70 young people aged 11 - 18. 70 people from local health and care organisations also attended to hear what young people want from local health and wellbeing services with mental health being a recurring theme
- We launched Young Healthwatch Northamptonshire! Their first priorities are work on self-harm in schools and awareness of local support available to young people



- We launched 3 reports on children and young peoples' health and wellbeing with recommendations which secured positive responses from local decision makers. Our reports included our joint survey with Northamptonshire Young Leaders of 527 young people which was presented to a full Northamptonshire County Council meeting by the Young Leaders
- We helped make the voices of children and young people in Northamptonshire count at a national level through the publication of a national strategy for better mental health
- We captured the views and experiences of 221 patients about local Health Visiting services. Our findings were reported in May 2015

2. To champion the views and voices of local people, with a particular focus on the most vulnerable and least heard members of our community by effectively influencing the quality of care for adults and support for carers

- We were one of the first local Healthwatch in England to carry out patient engagement in secure adolescent mental health and medium secure adult services. Our work in relation to St Andrew's Healthcare, Northampton has received widespread recognition, including from the former Care and Support Minister -Norman Lamb MP and the Equality and Human Rights Commission
- We were one of 5 local Healthwatch in England who escalated concerns about non regulated social care to Healthwatch England who then used our evidence to raise concerns with the Department of Health

- We influenced improved arrangements at Northamptonshire County Council for monitoring the quality of care and protecting the safety of vulnerable adults after we raised concerns
- We held a workshop on mental health services and launched our work to find out the views of service users and carers on improvements to services locally. Our findings will be published in 2015/16 and will report on the experiences of 45 people who use mental health services
- We held a very successful workshop to promote awareness of the Care Act, attended by 90 people and we followed this with a joint engagement programme with Northamptonshire County Council and spoke with 55 service users, carers and local organisations



- We supported the successful Save Glamis Hall for All campaign which achieved a fantastic victory in keeping the hall open to provide much needed day care for elderly and vulnerable people
- We visited 9 wards for people with mental health problems and people with dementia at St Mary's and Berrywood Hospitals and spoke to 20 patients. Our report will be published in 2015/2016
- We used our Enter and View powers to visit 4 care homes in the county hearing from residents, staff and relatives about the quality of care

3. To champion the views and voices of local people in the Healthier Northamptonshire Programme to ensure all service improvements are driven by the needs of local people

- We worked closely with the local campaign to successfully bring back life saving cardiac rehabilitation at Danetre Hospital in Daventry. This is evidence based care; closer to home and puts people with heart disease in control of their health
- We launched our report on the views and experiences of home care service users. We were delighted that the County Council and the local Clinical Commissioning Groups agreed to pilot the funding of the travel costs of paid carers which was one of the report's recommendations. This will help improve the quality of care
- We spoke to 234 patients at 25 GP practices to find out about experiences of trying to get an appointment with their GP. One of our deaf volunteers conducted mystery shopping at 5 practices. The report was published in May 2015 and was mentioned in the House of Commons in June 2015
- We published our report on the views and experiences of 165 patients using Musculoskeletal services and 35 staff. The report was well received by the local NHS and we await news of how the service will be developed
- We spoke to service users, carers and local voluntary and community organisations to find out their views on proposals to improve integration of care through the Better Care Fund

4. To use our knowledge of the patient, user and carer experience and our influence, to lobby for top quality, responsive and safe health and social care services which are patient, user and carer centred

- We reported on the views and experiences of 173 people using Accident and Emergency at Northampton General Hospital and our recommendations resulted in positive change for patients using Accident and Emergency
- We did 73 enter and view visits at Kettering General Hospital with our dedicated team of volunteers visiting wards, Accident and Emergency and the discharge lounge. Our visits resulted in several improvements, including for patients with dementia
- We lobbied East Midlands Ambulance Service (EMAS) to improve the response times of ambulances in Northamptonshire. EMAS has committed to recruiting more staff; investing in new ambulances and gave a public commitment at their Board meeting in February to meeting national response times by the end of 2015, although this may now be the end of the 2015/16 financial year

5. To build the capacity of Healthwatch Northamptonshire as a thriving, centre of excellence which has a permanent future as an independent consumer champion of health and social care delivering on our vision, values and strategy

- We finalised our Innovation and Sustainability plan for 2014-18 to generate additional income to match our core funding. We raised £15,500 extra income including a £10,000 grant from the Big Lottery for our youth conference
- We raised our public profile with 41 newspaper articles either online or in print and 19 radio interviews; 3,036 visitors to our Facebook page; 1,123 followers on Twitter and 8,578 visits to our website
- We delivered our second public engagement campaign - Make Your Voice Count 2. We spoke to 1,184 people and 814 completed our annual health and care survey
- We grew the Healthwatch Northamptonshire Board with 6 new Board members who were either elected or appointed. We have enhanced the diversity of the Board, our youngest member is 17 and we now have members from Zimwomen Association and the Black and Minority Ethnic Sub Regional Partnership Northamptonshire
- We recruited 91 new Healthwatch volunteers bringing our volunteer community to 284 people, including 53 Authorised Representatives to deliver enter and view and public engagement
- We delivered a programme of training and development for our volunteers including safeguarding, enter and view, an induction to Healthwatch Northamptonshire and launched our Volunteer Handbook



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

A core function of Healthwatch Northamptonshire is to provide information and signposting to members of the public. During the year we were contacted by 209 people (by phone, email, letter or in person at an event) who wanted information about local services or to talk to us about a concern they had about health or social care. The case study below demonstrates the impact of our information and signposting - for individual people and for quality of care for everyone.

We received 138 issues and complaints about health and social care and we made 4 safeguarding referrals to Northamptonshire County Council

We were contacted by a patient admitted to Kettering General Hospital who told us about their concern that infection control procedures were not being consistently followed, particularly concerning the disinfecting of skin before taking blood or administering drugs. Healthwatch Northamptonshire contacted the Director of Nursing and Quality at KGH. This resulted in the Director meeting with the patient, but the patient was not satisfied that a change in procedure had happened. After we followed this up further, the Director of Nursing and Quality met with

the Lead Nurse and Lead for Phlebotomy (taking of blood) resulting in a change to procedure and ordering of disinfecting swabs to ensure that they were used for all blood taking throughout the hospital.

We provided support and information to 209 people through our Information and Signposting

During autumn 2014, we launched our outreach Information and Signposting service visiting libraries and other venues around the county to promote access to Healthwatch.





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

During the year we published a series of reports of our enter and view activity and patient engagement, with recommendations for improvements. Our case studies on the home care project, Kettering General and Northampton General and on St Andrew's highlight our impacts and how our activity has resulted in service improvement.

Putting local people at the heart of improving services

During the year, we have promoted and supported the involvement of local people in improving the planning and delivery of local health and social care services. Our case study on the campaign to reinstate cardiac rehabilitation at Danetre Hospital highlights our approach to working with local people.

We have used our statutory seat on the Northamptonshire Health and Wellbeing Board to report regularly on our engagement activity and the views of local people. We secured commitment from all the health and social care organisations on

the Health and Wellbeing Board to deliver meaningful public engagement which puts patients, service users and carers at the heart of service change and improvement. We are working with these organisations to support their ability to deliver this commitment.

Working with others to improve local services

We have shared our reports on enter and view and patient engagement with local commissioners and providers, including NHS England and the Care Quality Commission (CQC) and Healthwatch England.

Healthwatch Northamptonshire published 11 reports during 2014/15 to inform decision makers of the views of local people and patients





Our year in numbers

We spoke to 1,184 people during our Make Your Voice Count Campaign and had a total reach of 2,884

We spoke to 221 parents in 8 difference locations across Northamptonshire about Health Visiting services

814 completed our annual Make Your Voice Count survey

We spoke to 126 people - either service users or family members - about home care services

We spoke to 44 patients at St Andrew's Healthcare, Northampton

We made 73 enter and view visits to Kettering General Hospital

527 young people age 11 - 25 completed the survey

We spoke to 234 people at 25 GP surgeries across Northamptonshire

Our deaf volunteer 'mystery shopped' at 5 GP practices in Northampton

70 young people aged 11-18 attended our Young People's conference

We did 19 interviews on local radio

We engaged with 145 people about the new Care Act



Case Study One

Young People's Health and Wellbeing Conference 18 February 2015

Children and young people's health and wellbeing is a key priority for Healthwatch Northamptonshire.



Our young people's conference was planned and designed to be a positive and fun day for young people between the ages of 11 and 18. The main aims were to:

- engage young people and health and social care decision makers
- open the debate about health and wellbeing issues important to young people
- think about how young people want to work with Healthwatch Northamptonshire

The event was advertised widely through local health and social care partners, local radio, black, minority and ethnic groups and other young people's organisations.

This event was great because it let me voice my opinion. I was able to express my thoughts and worries about healthcare services

Young person attending

We were successful in our bid to secure £10,000 Big Lottery funding to support the event.

The day was chaired and facilitated by Northamptonshire Young Leader's deputy chair, Alistair Bassett, also now chair of Young Healthwatch Northamptonshire. The presentations were all delivered by young people.

70 young people and 71 adults attended with a Question Time Panel of senior health and social care decision makers.

I think having the panel was really good to make sure something happens after this rather than just talking

Young person attending

76% of young people attending felt the event was great or good

The biggest theme emerging from the event was that young people wanted more information about where they could go for help and in a format they could understand.

Young Healthwatch Northamptonshire has now been launched and has agreed two top priorities:

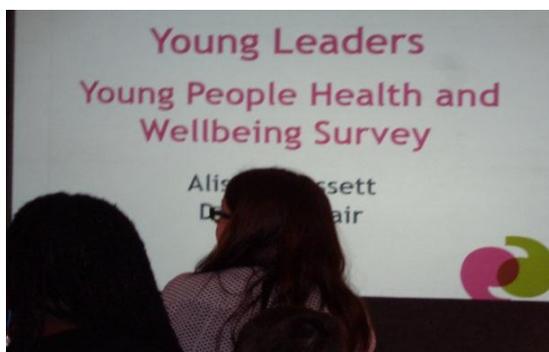
- tackling self harm in schools
- promoting awareness of support and help for children and young people

Over half of all mental health problems start by the age of 14 and 75% by 18



Case Study Two

Influencing Child and Adolescent Mental Health Services at a national level



Children and young people's mental health has traditionally not been given the attention it needs.

Healthwatch Northamptonshire was the only Healthwatch in the country to submit oral evidence to the Select Committee on Child and Adolescent Mental Health Services (CAMHS) in March 2014 following our engagement campaign with children, young people and families.

The issues we found were:

- poor access to services
- lack of early intervention
- not all schools on board
- general knowledge and awareness

Why do we not talk about mental health at school until year 11? This is too late!

Young service user

The Government's Children and Young People's Mental Health and Wellbeing Taskforce included Healthwatch England who used evidence from local Healthwatch, including Healthwatch Northamptonshire.

We wrote to all Northamptonshire MPs ahead of the House of Commons debate on CAMHS in March 2015 to brief them on our engagement findings, to give them the results of the Young Leaders survey and told them what young people were told us at the Youth Conference.

Everywhere I go there is a long waiting list and it's hard to cope with when I am suffering from depression

Young service user

The government has now published its strategy on Child and Adolescent Mental Health Services, "Future in Mind".

There is a clear need for change and we hope that by focusing on prevention and early intervention, as well as improving access to services, this drive for improvement will see young people and their families get the help and support they need. The key now is to see these aspirations translated into reality and we want to see the next Government make implementing the taskforce's findings a priority. Whatever happens, local Healthwatch is, and will continue to be, a reality check on the ground for reviewing the access to and quality of CAMHS.

Anna Bradley - Chair of Healthwatch England



Case Study Three

Engaging local people on the Care Act



Janice Tillett, Healthwatch volunteer; speaking at the Care Act workshop

The Care Act 2014 is the single largest change to health and social care policy for a generation. It brings together a number of existing laws and introduces new duties for local authorities with the aim of ensuring that wellbeing, dignity and choice are at the heart of health and social care across the Country. Northamptonshire.

We were concerned that, with only a few months to go before the Act came into force, there was very little information or awareness locally on the new Act.

We held a workshop in September 2014 which attracted around 90 people, including service users and carers, local voluntary and community organisations and statutory sector representatives.

Good presentation of information about the new Care Act. I knew very little before the session. I now feel better informed

Care Act workshop participant

One of the aims of the workshop was to work more collaboratively with Northamptonshire County Council in the future. As a result, we engaged with and listened to the views of users and carers from a number of community groups and voluntary organisations across the county, during January.

These included:

- Corby MIND user group (8 people)
- Northampton Bangladeshi Association Women's Health & Wellbeing Group (18 people participated)
- Gharana Nivas Sheltered Accommodation Residents (14 people)
- Healthwatch Northamptonshire Social Care working group (10 people)
- Northampton Association for the Blind Friday computer club (5 people)

Amongst the common themes raised during these sessions were the following

- the importance of ensuring people with sensory impairment have advocacy support
- many people commented on the lack of funding for local authorities to implement the act
- access to accurate accessible and timely information

We will continue to work with Northamptonshire County Council to ensure that there is continued user, carer and stakeholder engagement around implementation of the Care Act.



Case Study Four

Hearing from patients at St Andrew's Healthcare, Northampton and influencing at a national level

Northamptonshire is home to one of the largest secure mental health institutions in the UK run by independent charity, St Andrew's Healthcare. It is a national and international specialist facility providing care for some of the most vulnerable and least heard members of society. The adolescent unit, which takes young people from age 13, is the largest secure adolescent unit in Europe and admits young people from all over the UK and the Republic of Ireland. Approximately 2 - 4% of patients at St Andrew's, Northampton come from Northamptonshire.

Healthwatch Northamptonshire has worked, in partnership with Together for mental wellbeing, to pilot a methodology for hearing the views and experiences of people in secure mental health settings, including medium secure, learning disability and adolescent units (13 - 18 year olds).

We piloted the methodology during 2014 with 44 patients on 13 wards. The summary report, which includes responses to the recommendation from St Andrew's and NHS England (lead commissioners for specialised secure mental health) and the easy read version can be viewed on our website.

Our work was acknowledged by the Care Quality Commission (CQC); NHS England; the former Care and Support Minister - Norman Lamb MP and St Andrew's Healthcare, Northampton.

We lobbied NHS England (lead commissioners); St Andrew's and the CQC to improve the quality of care at the hospitals and we are participating in quality assurance meetings with all three agencies. NHS England has escalated their

quality assurance of St Andrew's considerably in the past year and the CQC undertook a "deep dive" (CQC's words) inspection of St Andrew's in September 2014. St Andrew's was the first independent mental health provider to have the CQC inspection methodology piloted. We are now part of the process to assure the delivery of the action plan arising from the inspection. The inspection report highlighted some areas of good practice, but rated St Andrew's overall as Requires Improvement.

Healthwatch Northamptonshire also escalated concerns to Healthwatch England about the absence of an independent enquiry into the deaths of 4 men in their 40s and 50s, on the same ward in an 8 month period at St Andrew's during 2010/11. This resulted in Healthwatch England escalating the issue to the Chief Executive of NHS England. Healthwatch Northamptonshire provided evidence to the Equality and Human Rights Commission enquiry into deaths in custody and their report acknowledges the need for further work to be done to investigate deaths by "natural causes" relating to the use of anti-psychotic medication.

The former Care and Support Minister, Norman Lamb, has thanked Healthwatch for our work on this issue and said the issue would be looked at in the updated guidance on Serious Incidents. The guidance, now published, recommends consideration of an independent enquiry into avoidable deaths from "natural causes".



Case Study Five

Supporting local people to get better care, closer to home

Heart disease is one of the major causes of premature mortality in Northamptonshire. The evidence base for cardiac rehabilitation is compelling and national guidance is clear on the case for the service, including the British Association for Cardiovascular Prevention Rehabilitation (BACPR). Healthwatch Northamptonshire was approached by a local heart support campaign group established to reinstate local cardiac rehab services. The action group was supported by Daventry and District Heart Support Group and led by Viv Crouch, having been the Cardiac Rehabilitation Sister at Danetre Hospital where the service was previously offered. A decision had been taken to close the cardiac rehab service at Danetre Hospital by commissioners in April 2013.

Healthwatch found out that people in Daventry requiring cardiac rehab had to travel to Kettering General Hospital, often by taxi (people are told not to drive after a heart attack). This is a 54 mile round trip costing around £70 by taxi. We heard evidence from local people that some patients were finding the trip too stressful and were not taking up the service at Kettering placing their recovery at risk.

Healthwatch Northamptonshire approached Nene and Corby Clinical Commissioning Groups (CCGs) regarding the service and put the local campaign group in touch with the CCG. The two CCGs in the county established a cardiology working group to take forward improved heart health outcomes and Healthwatch successfully made the case for representatives from the campaign group to be involved in the working group. This enabled the campaign group to make their case directly to

commissioners with active support from Healthwatch Northamptonshire who was also on the working group. The case was accepted by the commissioners and the service was partially reinstated in February 2015 with a commitment to full reinstatement at a future point.

The CCGs are part of a county wide health and social care transformation programme which emphasises care closer to home and people being empowered and support to manage their health. Local cardiac rehab services embody these two key principles. The CCGs also accepted the case in principle for looking at the development of other cardiac rehab services at other community hospitals in the county such as Isebrook Hospital in Wellingborough.



Viv Crouch, chairperson for Daventry District Heart Support Group, said: “What fantastic news, community-based cardiac rehab is to return to Danetre Hospital. Special thanks extend to the team from Healthwatch Northamptonshire without whose determined effort, commitment and support our goal may not have been realised.”



Case Study Six

Influencing improvements in domiciliary care (home care)

The demand on domiciliary care will rise as the number of older people in the county increases at a pace. The number of people aged over 85 is expected to increase from 13,800 in 2010 to 23,900 by 2025. The number of people aged over 65 with dementia in the county is expected to be 14,000 by 2030, double the 2010 number.

Health and social care decision makers in Northamptonshire are committed to supporting people to live in their homes longer and want to reduce the number of people having to go into hospital or live in residential or nursing homes. The quality of domiciliary care is a very important issue.

Healthwatch Northamptonshire has worked with Northamptonshire County Council to find out what people who use domiciliary care and their families think about the quality of this essential service.

Everyone that came to the house was so friendly and helpful, no problems there, we were promptly given all the necessary equipment”

Quote from home care service user

Volunteers were recruited for the project and were involved in the planning processes as well as phone interviews with service users and family members.

We spoke to 76 service users and carers

One of our key recommendations was that the travel costs of care staff should be paid. This is because many service users and carers told us they felt their care staff were pressurised to get to the next person. We welcomed the agreement from Northamptonshire County Council and Nene Clinical Commissioning Group to pilot the payment of expenses to care staff and we will be campaigning to ensure these payments for staff become permanent.

We have interviewed another 50 people in day centres as part of phase 2 of the project.

I did have a problem with the evening carer, but now sorted out, 10am for carers to get me up is too late and then I'm late attending my coffee morning

Quote from home care service user





Case Study Seven

Influencing the quality of care at Northampton General and Kettering General Hospitals

Northamptonshire is served by two large acute NHS hospitals, Northamptonshire General Hospital (NGH) and Kettering General Hospital (KGH). Healthwatch Northamptonshire works hard to ensure the people using these hospitals have a voice and receive high quality care and service. We want their views and experiences to be heard by decision makers.

Some people told us they were not clear about how to access the minor injuries and minor illnesses service once it had been incorporated into A&E. We also observed that waiting times and other patient information was not communicated very well.

Patient experience surveys have been carried out at both hospitals by two dedicated teams of volunteers. At Northampton General Hospital (NGH) a team of staff and volunteers spoke to 173 people using the Accident and Emergency (A&E) department over a two week period in April 2014. The A&E department at NGH has been under considerable strain in recent years as attendance numbers have risen. We found out about peoples' experiences of using A&E and also whether they had sought help first.

Two thirds of the people we spoke to had tried to get advice and help from elsewhere before coming to A&E and 1 in 5 attended A&E at NGH because they were unable to see a GP.

We sent our survey findings and recommendations to NGH and the Clinical Commission Group which helped influence the development of better assessment of people at A&E, including by a GP (referred to as primary care streaming). Our recommendations also led to some specific improvements to the quality of the A&E waiting area, including the addition of two electronic message boards and a clock, and reminders of how to deal with waiting patients in visible pain. This survey is being repeated at NGH and KGH in May 2015 to follow up on progress.





During the year, at Kettering General Hospital (KGH) our volunteer authorised representative have carried out 73 Enter and View visits to wards and departments across the hospital, speaking to patients about their experiences and observing the care provided and ward environments. The team have made recommendations for the hospital to act on after each visit and have ensured that these are turned into action plans by meeting regularly with KGH directors and matrons.

Recently a visit team noticed that a ward didn't have any Memory Boxes (boxes of memorabilia that KGH use to help people with dementia). They raised this directly with the ward staff and the issue was

rectified two hours later. Other findings and recommendations have led to improvements in the way that patient possessions are stored and the ward environment, and the information displayed on patient noticeboards.

Visits to one ward highlighted that the patients on that ward (mostly elderly patients) were always the last to receive their lunch. We raised this with the nutrition nurse and the lunch delivery round was changed to stop this happening. We are continually checking that improvements such as these are being sustained through our ongoing programme of ward visits.

These findings combined with other information we have heard from members of the public were shared with the Care Quality Commission (the independent regulators of health and social care) to inform their inspection of KGH. The CQC said Healthwatch Northamptonshire's information was "invaluable in informing our inspection!"

healthwatch
Northamptonshire



Healthwatch Northamptonshire
A Summary of Patient Experience at Kettering
General Hospital NHS Foundation Trust, 2013-2014
November 2014



Case Study Eight

Improving quality monitoring and safeguarding of vulnerable adults

In January 2014 Healthwatch Northamptonshire made referrals to the County Council's Safeguarding Team regarding two care homes and two domiciliary providers. Investigations were conducted which highlighted shortfalls in communication between different departments at Northamptonshire County Council and gaps in some of the Council's processes and practice that were impacting on the timeliness to respond.

Healthwatch staff and volunteers met with relevant managers. In August 2014 an internal audit was commissioned of the procedures in place for Adult Social Care contract monitoring and an action plan was put in place to ensure that the recommendations were implemented. A review was undertaken of the role and remit of the contract monitoring function and a project group was established to ensure a robust approach to contract and quality monitoring. As a result, the County Council has:

- established a Quality Board responsible for all safeguarding and quality issues to ensure appropriate action is being taken in services where risk is highlighted. It receives reports on trends and is responsible for ensuring prevention
- reviewed the contract monitoring function and established it as a distinct service - the Quality Contract Monitoring Team and aligned it to the Safeguarding Team under one Service Lead. This enables information and concerns about providers to be shared in a weekly meeting with early identification of services with a number of low level concerns that might become a higher risk
- all services have been allocated to individual Contract Monitoring Officers which enables them to conduct a full monitoring visit to each of their Services as a minimum, annually, which is an increase from previous practice. Those that are seen to be at risk are monitored for earlier intervention through the risk monitoring process
- has increased staffing including a dedicated Group Manager for Quality to deliver a rigorous approach to performance and audit of all monitoring reports and scheduling.



Healthwatch Northamptonshire made 4 safeguarding referrals about the care of vulnerable adults, to Northamptonshire County Council during 2014/15



Case Study Nine

Make Your Voice Count 2



Healthwatch Northamptonshire toured the County, reaching wider community

The central role of Healthwatch Northamptonshire is to hear from local people. This enables us to promote Healthwatch Northamptonshire, inform the community of the work we do and find out the views and experiences, positive and negative, of the health and social care services used by the people of Northamptonshire.

For two months each year we run our Make Your Voice Count campaign, specifically focussing on gathering the opinions of the people of Northamptonshire on the services they receive. This allows us to get an overview of how services are perceived and also highlights specific issues so we can influence providers and commissioners to make necessary changes.

Make Your Voice Count 2

Our 2014 campaign took us across Northamptonshire in a promotional mini bus, provided by South Northamptonshire Volunteer Bureau. We visited hospitals, markets, schools, colleges and shopping centres. We spoke to community groups, organised information points in libraries and attended a diverse range of community events, from the Diwali Festival to a Deafconnect fun day asking people to complete our survey rating the

services they use and telling us of their experiences. Alongside this we ran our children and young people's wellbeing survey and launched our Information and Signposting outreach service.

My wife suffers badly with her health, I am her carer and when she is unwell, I feel I have nobody to turn to

Comment from Make Your Voice Count 2 campaign

- We reached 2,884 people
- We spoke to 1,184 people
- We heard a wide range of positive and negative stories
- 814 completed our survey
- 527 children and young people completed our youth survey
- We recruited 91 new volunteers
- We held 16 outreach sessions

The top issues for local people are, difficulty getting GP appointments, mental health services and care of elderly people, this information has helped shape our work plans for 2015/16.



Healthwatch Northamptonshire attending the 2014 Indian Hindu Welfare Association Diwali Festival



Case Study Ten

The impact of volunteering at Healthwatch Northamptonshire

As the local consumer champion for health and social care, the work of Healthwatch Northamptonshire very much relies on the contributions of our volunteers. This allows us to widen the coverage of issues, enter and view activity, public engagement and influencing decision makers.

Volunteers have a range of skills and backgrounds that they use in their work for Healthwatch Northamptonshire that enables it to add width and depth to the work they carry out.

Healthwatch Northamptonshire carried out a recruitment campaign for volunteers, designed to increase the number of volunteers and board members.

HWN now have 285 volunteers. This has grown by over 100 since September 2014 as a result of our Make Your Voice Count 2 campaign

During 2014/15, 6 new members have joined the Healthwatch Northamptonshire Board increasing our numbers to 11 members.

- 3 new members were elected by our volunteer community
- 2 new members were nominated by the Volunteer and Community Sector
- 1 member was appointed

We are working hard to ensure our volunteers and Board reflect the diversity of our communities in Northamptonshire.

53 of the 285 volunteers are authorised representatives or are in process of becoming authorised representatives. This status means they have provided 2 references, had an enhanced DBS check and undergone training in Enter and View, Safeguarding procedures and Deprivation of Liberty standards.

There are many other ways to volunteer for Healthwatch Northamptonshire, including being a working group member, an office volunteer, promoting Healthwatch Northamptonshire in the local community at events, giving talks about Healthwatch Northamptonshire or responding to requests for views on specific pieces of work.

There is a volunteer training programme that runs throughout the year to help them in their roles as volunteers and to improve their health and social care knowledge and awareness.

Healthwatch Northamptonshire has given me faith back in people, especially in a working environment. Thank you for giving me this chance to rebuild my confidence

After what seemed a lifetime of family struggles with ill health ... I realised I owed the NHS a great debt, and decided to pay back if possible some of that debt

Quotes from Healthwatch
Northamptonshire volunteers



Highlights from our plans for 2015/16

Children and young people:

We will talk to children, young people and families to hear whether the changes made to child and adolescent mental health services has improved their experiences

We will support the development of Young Healthwatch Northamptonshire and the delivery of their work programme to address the issue of self harm and promote awareness of services and support

We will strive to influence improvements to the Health Visiting service working with providers and commissioners

Healthier Northamptonshire:

We will continue to lobby for the views, voices and experiences of local people to be at the centre of service change and improvement

We will find out from patients, service users and carers what their experience of services across the whole system of health and social care is and how the system can be improved to better meet their needs

We will work with the Healthier Northamptonshire programme to share our findings and influence change

We will launch our report on experiences of GP services, including for deaf people, and work with commissioners and local GP networks to improve access

Vulnerable adults:

We will launch our report on the views of service users and carers of their experience of mental health services

We will evaluate the methodology we used to hear from patients at St Andrew's and promote our learning to the national Healthwatch network

We will launch our report on the experiences of people with personal social care budgets and seek to influence improvements

Quality of care:

We will launch our report on the views and experiences of service users, patients and carers using Northamptonshire Healthcare NHS Foundation Trust

We will survey people using Accident and Emergency at our two local hospitals and Corby Urgent Care Centre and publish a report with recommendations for improvements

We will continue our programme of enter and view at Kettering General Hospital and work with Northampton General Hospital to agree a programme of activity

Developing Healthwatch Northamptonshire:

We will deliver Make Your Voice Count 3 with a focus on areas in the county with the poorest health and wellbeing outcomes

We will seek to generate additional income which enables us to innovate and grow, working in partnership with our shareholders - University of Northampton and Voluntary Impact Northamptonshire

We will develop and support our volunteer community and recruit 4 additional Board members





Our governance and decision-making

Our board structures

Healthwatch Northamptonshire Community Interest Company (HWN CIC) Board:

The CIC board is the legal entity and is the governing body for all activity for CIC. Its remit includes:

- contract compliance. HWN CIC is responsible for the delivery of all contracts
- ensuring HWN CIC is compliant with the legal requirements of a business and Community Interest Company
- financial and risk management - through a finance and audit committee which is accountable to the HWN CIC board
- sustainability and growth of HWN CIC - income generation - through the Innovation and Sustainability Committee which is accountable to the HWN CIC board
- agreeing the strategy and operational plan for HWN CIC
- agreeing policies and procedures

The HWN CIC board is required to have up to two Directors from each shareholder, University of Northampton (UN) and Voluntary Impact Northamptonshire (VIN) and one from Northamptonshire County Council. It currently has 2 Directors from UN, 2 Directors from VIN, the Chair of Healthwatch Northamptonshire nominated by Northamptonshire County Council and one Senior Independent Director.

Healthwatch Northamptonshire Board:

The Healthwatch Northamptonshire board is the public face of HWN CIC and the mechanism by which HWN CIC communicates and engages with local people, health and social care decision makers for Northamptonshire and other stakeholders to influence improved health and social care outcomes. The HWN acts as a conduit between the HWN CIC board and the local population of Northamptonshire. The HWN board currently consists of 11 members. 5 members have been appointed by NCC and 6 additional members have joined during 2014 - 15 through a combination of election and appointment. The Board ensures that HWN CIC meaningfully engages with the population of Northamptonshire on health and social care issues. The Chair of the board is contracted with NCC separately and receives remuneration, separately, from NCC.

Objectives in growing the board include greater diversity and democracy in relation to age; ethnicity and geographical location as well as building greater involvement of local people. The HWN Board:

- ensures effective delivery of the contract with NCC by helping to shape the HWN strategy and operational plan and ensuring its effective delivery by ensuring that the board, staff and volunteers of HWN CIC engage with, and empower, a wide diversity of local people to make their voice count in relation to health and social care



- proactively gathering, listening to and representing the views and experiences of local people in relation to health and social care - this will be done through a number of decision making bodies, the most significant of which is the seat on the County's Health & Well Being board which is taken by the Chair of HWN
- empowering local people - patients, carers, service users, patient organisations and user groups - to influence the quality of health and social care in the county

The HWN Board meets every two months in public and also holds occasional workshops on specific issues. The HWN Board meets twice a year with the HWN CIC board.

Involving lay people and volunteers - Healthwatch Northamptonshire Advisory Council and working groups:

To further strengthen the capacity of HWN to engage with, and empower, local people; HWN board has established a number of additional mechanisms through which local people - patients, service users, carers, patient organisations and user groups - are involved in influencing the quality of health and social care.

One of the central mechanisms is the HWN Advisory Council. This has evolved from the former Northamptonshire Local Involvement Network Management Board to ensure continued involvement of an active group of volunteers; ensure organisational memory and good practice in public engagement is continued and a basis from which to grow a wider group of involvement.

There are currently no formal limits to the number of Advisory Council members and the intention is to recruit further

members to strengthen the diversity of engagement. The Advisory Council does what its title suggests - provides advice, guidance and recommendations to the HWN Board to inform the board's decision makings. Meetings of the Advisory Council are routinely held in public, every two months and immediately prior to the HWN board meeting.

Advisory Council members connect to a number of advisory/working groups which deliver a specific work programme aligned to the HWN CIC strategy and implementation. Currently these are:

- Children and Young People's working group
- Northamptonshire North working group
- Northamptonshire South working group
- Social Care working group

These working groups undertake core functions of HWN CIC including Enter and View of health and social care services/premises; gathering the views of people who use health and social care services; representing HWN CIC at a range of meetings/events with commissioners and providers and contributing to the development of HWN CIC responses to key consultation processes. The advisory/working groups are currently under review to ensure there is exact alignment with the agreed HWN 5 year strategy.

Developing the Healthwatch Northamptonshire Volunteer Community

During 2014 - 15, we recruited over 100 new volunteers to Healthwatch growing our volunteer community to nearly 300. Volunteers can choose from a variety of roles which include:



- Authorised Representatives undertaking Enter and View and patient/public engagement. To be an Authorised Representative, volunteers must have a satisfactory Disclosure and Barring check; have provided two references; undertaken training on Enter and View; induction to Healthwatch; Safeguarding and Deprivation of Liberties training
- representing Healthwatch Northamptonshire at external meetings
- promoting the role of Healthwatch Northamptonshire at events; giving talks to local groups
- working in the Healthwatch Northamptonshire office to help out with our research function
- commenting on consultation documents on particular issues, such as End of Life Care; Cancer strategy

All new volunteers are offered induction training and Authorised Representatives also receive additional training as set out above. Volunteers who deliver presentations about Healthwatch Northamptonshire have also received training and other training is planned including Equality and Diversity; Dementia Awareness; Deaf/Blind awareness.

Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		435,624.00
Additional income		
Better Care Fund		5,500.00
Lottery Grant		10,000.00
Total income		451,124.00

EXPENDITURE		
Office costs		55,724.00
Staffing costs		272,812.00
Direct delivery costs		62,416.00
Total expenditure		390,952.00
Balance brought forward		60,172.00



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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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