



# Healthwatch Northamptonshire

Annual Report 2017/18

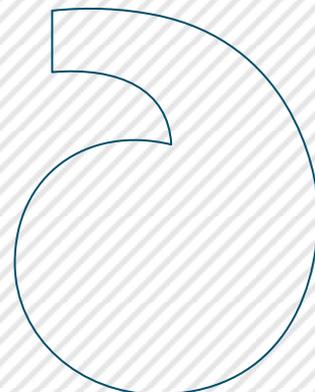


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# Message from our former Chair



**As I reflect upon my year as Chair, it occurs to me that Healthwatch Northamptonshire is a little bit like the Tardis in Dr Who - seemingly small on the outside, but with an awful lot happening on the inside.**

We may only have a relatively small staff team and group of wonderful volunteers, including our fantastic Young Healthwatch volunteers, but they are all skilled, knowledgeable, committed, and above all passionate about representing the voice of the people, families and children, and young people of this county.

Some of the great work that Healthwatch Northamptonshire has been involved in and our achievements during this past year are highlighted further in these pages, so please do read on. However, so much of what our volunteers and staff do routinely day-by-day goes unseen on the outside - like the Tardis. It is not easy to show the results of this unnoticed work in reports, and its impact is not easily measured.

This is particularly true of the work of our volunteers, which is why it has been so significant for Healthwatch Northamptonshire to have recently been awarded accreditation for both Investing in Volunteers and Investing in Children. Our volunteers work untold hours preparing for and attending boards, forums, committees, meetings

and other local organisations and community groups. Many of our volunteers have first-hand expertise as patients, service users or carers, and have useful contacts and networks through other work and activities they are involved in. They contribute to and get involved in engagement events, consultations and surveys.

And crucially - after having done all of that - they listen carefully and impartially to what people have to say, they use their knowledge and passion to influence and persuade, and they ensure the concerns and views of the people of this county are heard by the organisations and statutory agencies who commission and provide support and services.

**So I want to thank the whole team at Healthwatch Northamptonshire for their efforts and dedication during this past year.**

**I especially want to thank all our volunteers, both young and not-so-young - you are the lifeblood of the organisation, and Healthwatch would not be Healthwatch without your unselfish and unstinting efforts.**



**Teresa Dobson**

# Message from our Chair



**I am pleased and honoured to be asked to chair Healthwatch Northamptonshire and look forward to working with our volunteers and partners over the next two years.**

This is a time of crisis for health and social care in the county. The county council's financial position and the decision to require a process of reorganisation of local authority boundaries means that there are big questions about the future funding and organisation of social care services, which provide a lifeline for many who rely on them. There is also considerable uncertainty for independent social care providers, most of whom rely on county council contracts and funding. This makes it a very worrying time for very many people across the county.

The national funding crisis for the health service inevitably affects the NHS and other health providers in the county as demand for health services increases and the cost of some expensive treatments has to be absorbed. The government has now conceded the need for additional funding for the NHS and that some of this will have to come from increased taxation. Whilst sympathetic to the financial needs of the NHS, and social care, many will expect to see improved efficiency and improved services as a result of this new investment.

I have lived in Northamptonshire for over 30 years and have had experience of health and social services in the life of myself and family. I know that services cannot do their best if they do not listen to people who use them.

**The reforms in local government and the health service in Northamptonshire cannot be driven in an exclusively top down way. The voice of local people and especially those who use services must be heard.**

I look forward to working with our committed volunteers to gather and pass on the views of people who are using health and social care services. That is the mission of Healthwatch and I am determined to ensure that the organisation champions local voices confidently and effectively.

I am pleased to thank Teresa Dobson, my predecessor, who gave generously of her time and energy to speaking up for the people of Northamptonshire in places where it mattered. I know her contribution was appreciated by senior people in all the agencies as well as the Healthwatch volunteers and many other people who use health and social services.

Please contact me if you have any feedback about your own experience of health or social care services. We are always listening.



**Dr David N Jones**



# Message from our Chief Executive

**2017/18 has been an exciting year for us, albeit not without continuing financial challenges.**

We had to accept another £50k budget reduction in April 2017 and had to make some redundancies, cut down on the number of meetings we held and reduce our activity out in the communities we serve by no longer holding regular Pop Up Shops.

However, we still managed to have an impact and achieve recognition for our work. In September 2017 we were accredited by the Market Research Society (MRS) which validates the robustness of our research and in March 2018 became the first organisation in Northamptonshire to be awarded the Investing in Children accolade for our work with Young Healthwatch.

## **The Impact of Healthwatch Northamptonshire**

Volunteers and staff sit on various Boards and meetings to represent you, for example on the Health and Wellbeing Board, the local hospital Boards and patient groups. They also get out and about around the county to hear views directly from you and by visiting care homes and GP surgeries etc. to feedback and make recommendations to decision makers.

All our reports where we have consulted and engaged with you to hear your voice can be found at:

[www.healthwatchnorthamptonshire.co.uk/reports](http://www.healthwatchnorthamptonshire.co.uk/reports)

I am very privileged to work with such a dedicated team of staff and volunteers to deliver this worthwhile public service, as this annual report clearly demonstrates.

**Healthwatch acts as a credible, resolute and independent consumer champion with the essential role of ensuring the voice of local people is heard by decision makers delivering health and social care services.**



**Kate Holt**

# Highlights from our year



We've appeared on a social media feed

**183,537**  
times

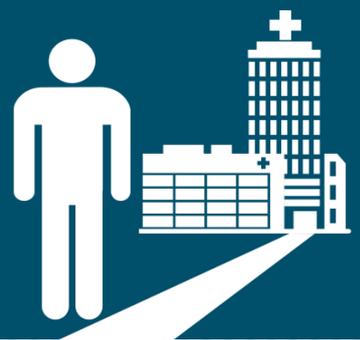


Our **42** volunteers helped us make your voice heard for

**1,978**  
hours!



We've visited local hospitals, care homes and day centres



**534** parents told us their views about maternity services in Northamptonshire



Over **500** people responded to our Quick Polls - expressing their views to shape health and social care locally

We've given **84** people information and advice



# Who we are



**We know that you want services that work for you, your family and friends, which is why we need you to share your experiences of health and care services, both good and bad, with us.**

## **Our vision**

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

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

## **Health and care that works for you**

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## **Our purpose**

To find out what matters to you and to help make sure your views shape the support you need. People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference for you.

Using your voice to encourage those who run services to take notice of what matters to you!

# Our values and priorities

## Our values:

### We will...

- + be accessible and visible
- + be independent and objective
- + be open, honest and transparent in all that we do
- + be inclusive and embrace diversity and equality, reflecting the diverse needs of local people
- + listen to and understand the views and needs of local people
- + speak up for local people and enable people to speak for themselves
- + be fair and credible
- + seek out and use evidence, including from the public, to inform our work
- + strive to make a positive difference and campaign for the best possible health and social care for local people

## Our priorities:

### To deliver our vision and values we...

- + Find out your views using a range of different methods
- + Make these views known to service commissioners and providers
- + Promote and support local people to be involved in the decision-making processes
- + Enable people to monitor the quality of local care provision
- + Report on the quality of services and make recommendations for improvement
- + Provide advice and information
- + Provide Healthwatch England with the intelligence and insight it needs to form a national picture of the quality of care

Where necessary we escalate concerns to the County Council's Health and Social Care Scrutiny Committee locally and to Healthwatch England and the Care Quality Commission (CQC) nationally.

We will continue to strive to make a positive difference for people using local health and care services

**Have  
your  
say**

# Meet the team



**Kate Holt**  
CEO



**Jo Spenceley PhD, CMRS**  
Senior Healthwatch Officer -  
Research, Reporting and  
Intelligence



**Esther Stimpson**  
Healthwatch Officer -  
Projects, Consultations and  
Engagement, and lead for  
Young Healthwatch



**Becky Calcraft PhD, CMRS**  
Healthwatch Officer -  
Projects, Consultations and  
Engagement, and lead for  
volunteering



**Natasha Mansukhani  
MSc**  
Research, Reporting and  
Intelligence Assistant



**Julie Curtis**  
Personal Assistant and Office  
Administrator



**Sonia Bray**  
Senior Healthwatch Officer  
(until June 2018)



**Bruna Tomsic**  
Communications Intern  
(until June 2018)



# Your views on health and care



## Listening to people's views

Over the course of the year we attended **over 30 events** around the county and have **talked to approximately 1,300** people. These events included:

- + Northampton Caribbean Carnival
- + Becket's Park Mela, Northampton
- + Daventry FitFest
- + Kettering 'One You' event
- + Kettering General Hospital community engagement

We have also attended events for specific groups, including:

- + Young people with special educational needs and disabilities (SEND)
  - Moving On Up conference - Information Advice Support Service for SEND in Northamptonshire (IASS)
  - Summer SENDsation (Northants Parent Forum Group and NCC Local Offer)
- + Carers
  - COPD carer/user support group
- + Care home residents
  - Thorndale Residential Home, Kettering
- + Parents
  - World Breastfeeding Week Picnic with Northampton Breastfeeding Alliance

The views and experiences people share with us at these events contribute to the regular reports we produce and share with the county's health and care providers, commissioners and inspectors. We also highlighted the views of young people in a separate report:

[www.healthwatchnorthamptonshire.co.uk/CYPexperiences](http://www.healthwatchnorthamptonshire.co.uk/CYPexperiences)

In addition to what we heard at events and through specific, focused surveys, we logged 142 pieces of feedback received by phone, email, comment card, etc.

To celebrate World Breastfeeding Week in August 2017, Healthwatch Northamptonshire co-hosted a picnic in the park with Northamptonshire Breastfeeding Alliance.

World Breastfeeding Week 2017 was about working together for the common good, with the theme 'Sustaining Breastfeeding Together'.

We invited both hospital trusts as well as the breastfeeding support from the health visiting team and local breastfeeding charities. The afternoon was a great success we were joined by over 25 families and fun was had by all.



## Carers Voice Northamptonshire

**The louder our  
voice the further  
it carries**

### Carers Voice

Carers Voice is a county-wide organisation, working with Healthwatch Northamptonshire to seek carers' views and opinions, making sure they get heard so they can influence the planning and provision of carers support services for the future.

Carers Voice believes good practice needs to be praised and its value acknowledged. They also believe that when a carer feels let down by the system, it may be the system that needs changing. Any carers can tell Carers Voice about their experience of carers support and what could be improved.

Find out more and get involved at:  
[www.healthwatchnorthamptonshire.co.uk/carersvoice](http://www.healthwatchnorthamptonshire.co.uk/carersvoice)

Or email [carersvoice@connectedtogether.co.uk](mailto:carersvoice@connectedtogether.co.uk)



## Making sure services work for you

Healthwatch Northamptonshire is in the process of carrying out a programme of Enter and View visits to residential care and nursing homes for older people.

The Healthwatch Northamptonshire volunteers involved in the 'Enter and View'<sup>1</sup> Task and Finish group chose to focus these visits on nutrition, hydration and activities provided in the homes. It is hoped that by having a focus for a number of visits we will be able to identify and develop some key themes.

In the time period that this report covers we have carried out visits to two care homes:

- + Midland Care Home, Wellingborough
- + Symphony House, Northampton

We worked with the Care Quality Commission (CQC) to select these homes so that our visits could make a useful contribution to their inspection programme.

The authorised representatives who carried out these visits were Brian Burnett and Sharon Wood (volunteers) and Becky Calcraft and Sonia Bray (staff).

<sup>1</sup> Enter and View is the power that Healthwatch has to go into health and care premises to hear and see how people experience the service and gather their feedback.

[www.healthwatchnorthamptonshire.co.uk/enter-and-view](http://www.healthwatchnorthamptonshire.co.uk/enter-and-view)

Our volunteers Sheila White and Wendy Patel have also carried out 11 visits to wards at Kettering General Hospital using the 15 Step Challenge<sup>2</sup> at Kettering General Hospital, with the rest due to be visited in 2018/19.

They found that some staff did not use antibacterial hand gel, some bedside areas were cluttered and some noticeboards were out of date. Plans have been put in place by the hospital to address these issues.

<sup>2</sup> The 15 Steps Challenge focuses on seeing care through a patient or carer's eyes, and exploring their first impressions.

[www.england.nhs.uk/participation/resources/15-steps-challenge/](http://www.england.nhs.uk/participation/resources/15-steps-challenge/)

### Feedback from our volunteers:

"The most satisfying part of being a HWN volunteer is being able to listen to the service users and take their experiences to help service providers identify gaps in services along with shaping future service provision."

"The staff at Healthwatch Northamptonshire are always helpful and very supportive, which makes all the difference."

"It has been satisfying to watch us grow and make a big difference to our community."



World Breastfeeding Week Picnic with Northampton Breastfeeding Alliance, August 2017

# Helping you find the answers



## How we have helped the community access the care they need

As well as gathering feedback from the people we speak to at events, we gave additional information or guidance advice to 84 people this year.

Many people ask for information about how to make a complaint about a health or care service or about how to find an NHS dentist or GP. People also benefited from being able to discuss their issues or complaints with us to check they were talking to the right people or to find out who else could help them. For example, not everyone is aware that they can usually talk directly to the matron of a hospital ward to resolve issues with care before progressing with an enquiry to the Patient Advice and Liaison Service (PALS) or a complaint.

Others are helped by our online complaints guide, which tells people how they can make a complaint, where they can get advocacy support, and about other organisations that could help them.

One person asked for information about which dentists are NHS and are taking on patients, we signposted them to the NHS Choices website and NHS England. The individual was very satisfied with this:

**“Thanks for your prompt reply, so pleased Healthwatch is around - in these chaotic times!!”**

We have also contacted Kettering General Hospital on behalf of a patient, who got in touch with us due to missing biopsy results. When we followed up this case, this person was grateful for our input:

**“Yes thank you, I got my results last week. Thank you for your support!”**

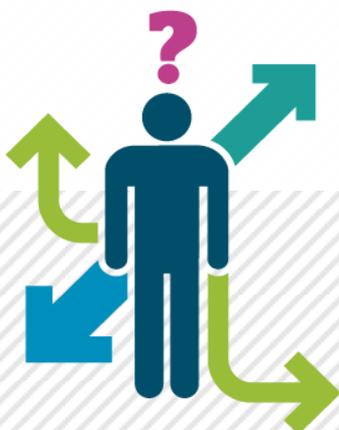
Another person contacted us because their dentist suggested a private hygienist appointment, which they would have to pay extra for. They queried whether they had a choice other than to pay privately. We provided some information on this from NHS Choices and suggested they raise the issue with the dental practice manager. We also told them about the NHS complaints procedure and who to contact if they wanted to take the issue further or if they felt pressurised into having private treatment.

This person responded to tell us:

**“Finally, after chasing three times, I got an answer to requesting that I have the clean by my dentist under band 2 and they have agreed, so thank you!”**

During the past year most of our signposting has been to Total Voice Northamptonshire (VoiceAbility), NHS England, the Parliamentary and Health Service Ombudsman and the Patient Advice and Liaison Services (PALS) at the local NHS trusts to help people make complaints. We have also signposted people to Northamptonshire Carers, First for Wellbeing, Breathing Space, the General Dental Council, Macmillan Cancer Information Centre (Northampton), The Lowdown (Northampton Youth Counselling and Information Service), Cruse Bereavement Care, Mind, Autism Concern and the Alzheimer’s Society. We also frequently talk to the Clinical Commissioning Groups, NHS Trusts and others to find out the answers to more unusual questions.

Giving people information and hearing their concerns requires sensitivity and empathy. Three members of the team are trained in ‘dealing with complaints with empathy’ to strengthen our ability to give information and signpost effectively.



Find our complaints guide at [www.healthwatchnorthamptonshire.co.uk/complaints-guide](http://www.healthwatchnorthamptonshire.co.uk/complaints-guide)

# Making a difference together



## How your experiences are helping to influence change

In addition to our Enter and View reports and regular feedback reporting, Healthwatch Northamptonshire published five project reports in 2017/18 to inform decision makers of the views of the people of Northamptonshire so that services can be improved, all of which can be found on our website:

[www.healthwatchnorthamptonshire.co.uk/project-reports](http://www.healthwatchnorthamptonshire.co.uk/project-reports).

The largest project looked at people's experience of maternity services, which is featured on the following page. Young Healthwatch reports are mentioned later on in this report.

### The use of additional services at local pharmacies

To inform the Local Pharmaceutical Committee we asked people about their opinions and use of additional services at their local pharmacies, besides dispensing and disposal of medication and advice on treatment of minor conditions.

We found that more than half of the 169 people who answered had not used any of the additional pharmacy services listed. The most used additional services were flu vaccination, home delivery and medicines review. Other additional services that people would welcome at their local pharmacy included advice on dealing with minor ailments, general wellbeing advice, such as weight and stress management, and also advice on specific conditions (such as dementia, Parkinson's disease and diabetes).

The report was shared with the Local Pharmaceutical Committee, Head of Prescribing and Medicines Management at Nene and Corby Clinical Commissioning Groups and the Primary Care Support Manager for NHSE, and also fed into the Pharmaceutical Needs Assessment for Northamptonshire.

### Discharge from hospital and follow up support

Discharge delays can create problems for hospitals, such as a lack of beds for incoming patients, and cause issues for older patients in particular. Conversely, discharging people too early or without the appropriate support in place can lead to them being readmitted to hospital.

Healthwatch Northamptonshire sought to find out the experiences of patients being discharged from the two general hospitals in Northamptonshire - Kettering General Hospital and Northampton General Hospital. We heard directly from 89 patients about their experiences and views of the discharge process and were able to speak to nine of these patients again to find out more about their post-hospital experiences. All the people who talked to us about their post-discharge period were generally happy with the support and advice they had received. However, some did not know what to expect, lacked information or felt under-supported.

In general, the patients we spoke with were very aware of how busy the local hospitals were and appreciative of the care and support received. However, the experiences of patients did highlight some areas for improvement or review.

Our recommendations were shared with both hospitals and the Clinical Commissioning Groups hospital 'outflow' group. Northampton General Hospital sent us a comprehensive response to the recommendations and will feed the report into their current co-production project looking to improve discharge.

"As you are aware, all Healthwatch reports are shared via our Patient & Carer Experience & Engagement Group (PCEEG). Your report will be triangulated with other sources of patient feedback including the A&E National Survey and the Friends & Family Test data to ensure recommendations are taken forward and monitored for progress."

Carolyn Fox  
Director of Nursing, Midwifery and Patient Services, Northampton General Hospital NHS Trust

## Working with other organisations

During 2017/18 we have continued to work with other organisations to ensure the public voice is heard across the local health and care sector.

One of our priorities is to represent the public on the Collaborative Stakeholders Forum for the **Northamptonshire Health and Care Partnership** (formerly the Sustainability and Transformation Partnership, STP). The Northamptonshire Health and Care Partnership is working to make sure the future of health and social care in Northamptonshire meets the needs of the people who will use it.

**We will continue to champion the need for effective and meaningful public and stakeholder engagement.**

## Sharing feedback

During the year we have shared our quarterly feedback reports with the Care Quality Commission (CQC) about all three NHS trusts in the county (Northampton General Hospital, Kettering General Hospital and Northamptonshire Healthcare Foundation Trust), St Andrew's Healthcare, and the residential and nursing homes and home care services we have heard about. This feedback informs their inspections.

"We have a 'lessons learnt' meeting with the local authority next week so I will share the concerns that have been raised as part of the learning."

CQC care home inspector

We have also shared our feedback reports with the county's health and care providers and commissioners and sit on the patient experience groups of the three NHS Trusts so they can address the issues we raise.

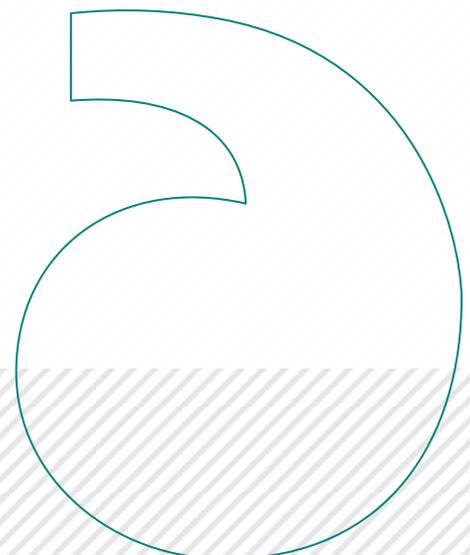
We share feedback and reports with Healthwatch England too, so they can look for common themes across the local Healthwatch network. This year we contributed to their report looking at [what day to day life is really like for many of those living in care homes](#) and [people's experiences of home care services](#) (see more at [www.healthwatch.co.uk](http://www.healthwatch.co.uk)).



## Consultation responses

We responded to five consultations run by Northamptonshire County Council in the first six months of 2018 to highlight how the proposed changes could affect the people of Northamptonshire:

- + Adult Social Care Charging Policy
- + Northamptonshire Transportation Plan: Removal of Local Bus Subsidies
- + Budget Consultation 2018/19
- + Northamptonshire Libraries and Information Service Review (including a response from Young Healthwatch Northamptonshire)
- + Commissioned services for children with Special Education Needs and Disabilities (SEND), including short breaks and respite provision



## Maternity services in Northamptonshire: The views of parents

Between June and August 2017, Healthwatch Northamptonshire worked with Nene and Corby Clinical Commissioning Groups (CCG) to gather the views and experiences of parents across Northamptonshire to help inform and develop the Local Maternity System (LMS) plan for Northamptonshire.

Following the publication of the National Maternity Review 'Better Births' report, the Local Maternity System (LMS) for Northamptonshire was required to have plans in place by the end of October 2017 to improve maternity services in the county to make them more woman-centred and enable women to make choices about their care.

We sought the views and experiences of mothers and their partners that were currently using or had recently (within the past 12 months) used maternity services. Our survey was shared widely and was accessed by **534** parents from across Northamptonshire, plus a focus groups with an additional 15 parents.

We found that most parents were satisfied with their overall experience of maternity care, especially those who gave birth in a midwife-led unit (MLU) or at home. There were some positive examples of care on the labour wards but others told us that they were not listened to, not checked on or left alone, or left in pain.

Most parents were able to give birth in the location of their choice and some of those who were not still felt involved in the decision making. Most parents also felt safe in the environment they gave birth in, particularly those who gave birth in a MLU.

Being cared for by the same small team of healthcare professionals (particularly midwives), and the continuity that brings in terms of relationships and consistency of information improved experiences. This was most important to parents during pregnancy and birth. Having consistent and clear information and approachable healthcare professionals (again, particularly midwives) helped parents make informed choices about their birth and care.

Our report is helping to shape maternity services in Northamptonshire:

**“The key to success in developing and delivering our Local Maternity System Plan is by ascertaining the experiences and thoughts of local women who have used, or will be using, our services. By commissioning Healthwatch to undertake a survey of women and their partners’ experiences of local maternity services, we have listened to local people and reflected their voices in our plan.”**

Quote from the LMS plan



it starts with  
**YOU**



Thanks Sandra, because of you, Deaf people in Northamptonshire will be better supported



### #ItStartsWithYou - Getting the basics right for people who are Deaf

Thanks to Sandra Bell, NHS England is improving the way they communicate with people who are Deaf or hard of hearing.

Being admitted to hospital can be a stressful experience for anyone. Now imagine you can't understand what the doctors are saying about your medicine, care or when you can go home. For Deaf people, this can be a reality if services don't provide the right support.

Our volunteer, Sandra, has been campaigning for the rights of Deaf people for over 10 years. She heard about a Deaf lady who was admitted to hospital without a British Sign Language (BSL) interpreter. The hospital staff assumed the patient could lip read, which meant they were misdiagnosed and prescribed the wrong medication.

Working with Healthwatch Northamptonshire and local charity [Deafconnect](http://www.deafconnect.org.uk) ([www.deafconnect.org.uk](http://www.deafconnect.org.uk)), Sandra found this wasn't an isolated incident and over 20 people had made similar complaints in the past six months.

Together we raised the issue with the CCG in the first instance. They highlighted the difficulties Deaf people face when a BSL interpreter isn't provided, which meant booking appointments was harder and appointments could be cancelled, causing delays in treatment and wasting staff time.

Frustrated by a lack of response from the CCG, Sandra escalated her concerns to NHS England, who agreed there were issues with staff awareness of using and booking interpreters.

NHS England has committed to review how Deaf people's communications needs are recorded by services, as well as providing more training for health professionals.

Local primary care services are also providing online and face to face BSL interpreters to people who are deaf and hard of hearing as a direct result of Sandra's work.

Thanks to Sandra, Deaf people in Northamptonshire will not only have better support in place, but are also more aware of where to go to make their views heard.

# The impact of our young people

it starts with

**YOU**

Making my voice count!

it starts with  
**YOU**  
healthwatch



## Young Healthwatch Northamptonshire is a local group for young people to have a say on health and social care issues. It allows young people in Northamptonshire to have a say and make their voices count.

We have had an amazing year with our award-winning Young Healthwatch and the team have been really busy!

One of our members, Moriam, was a finalist in the Northamptonshire Youth Ambition Awards in the health and wellbeing category for the volunteering that she has been doing with us over the years. It was a fantastic achievement to be selected as a finalist and a great way to recognise the work that she has done with us.



In October 2017 Young Healthwatch Northamptonshire held a relaunch event. The event was designed by young people to mark the start of a new way of working together for Young Healthwatch. The day was a great success and we gained new volunteers and the young people identified their priority for the year - mental health. They decided that they wanted to meet every six weeks so we could work on more projects. The young people also nominated Moriam as their new chairperson. [More about the day](#) can be read on our Young Healthwatch pages: [www.healthwatchnorthamptonshire.co.uk/young-healthwatch-1](http://www.healthwatchnorthamptonshire.co.uk/young-healthwatch-1).

In our meetings we have worked on smaller projects, these include giving feedback to the developers of the [NHS Go app](#). NHS Go is an app where you can find free/confidential health advice and local services. It is for young people, designed by young people: <https://nhs.go.uk/>. The feedback will help with the continuation of the app development.

Young Healthwatch also worked on a response to the local library consultations, writing the response themselves after discussing the options.

Another meeting focused on providing feedback to Kettering General Hospital on their electronic patient feedback system. The Patient Experience Lead for Kettering General Hospital said:

“The feedback from the group has been put forward as part of the final scope and I will certainly be coming back to share the outcome once this section goes live”

Kettering General Hospital Patient Experience Lead



Scan this QR code to find out more about Young Healthwatch and how you can get involved!

Young Healthwatch visited Northampton General Hospital in October 2017, to look at the children’s wards (Paddington and Disney) from the perspective of young people. The visit was a fantastic success and a final report was written by the young people, which included recommendations for improvements and areas of good practice: [www.healthwatchnorthamptonshire.co.uk/YHWNGHvisit](http://www.healthwatchnorthamptonshire.co.uk/YHWNGHvisit).

Throughout the spring and summer of 2017 Healthwatch Northamptonshire attended various events held by partners across the county. This enabled us to gain views from a diverse range of children, some of whom had special educational needs and disabilities (SEND) or were in foster care. We asked them how it felt the last time they went to the doctor or other healthcare provider. We then compiled these in to a report with recommendations: [www.healthwatchnorthamptonshire.co.uk/CYPexperiences](http://www.healthwatchnorthamptonshire.co.uk/CYPexperiences).

In February 2018 Young Healthwatch gained the **Investing in Children Award**. The Investing in Children Membership Award™ gives organisations national recognition for the good practice and active inclusion of children and young people in dialogue resulting in change. This was a fantastic achievement for everyone involved and showed a real promise to the county that we are committed to listening, working with and supporting young people locally.

**Members of Young Healthwatch said:**

“We have visited hospitals and looked at how healthcare is provided to children and young people of different ages”

“We talked to children, listened to their experiences and recommended changes”

“Esther knows we see things from a different perspective from adults so she always encourages us to present our ideas in our own words”

“I think we feel part of changing things but we have gained a lot as individuals, our self-esteem, our confidence and maturity.”



Young Healthwatch at Northampton General Hospital



We are pleased with our social media engagement too. Throughout the year, Young Healthwatch Northamptonshire had 25,761 reaches on Facebook, and 27,097 Twitter impressions!

Follow us on Instagram (@yhwnorthamptonshire). Since our relaunch back in October 2017, we’ve gained almost 200 active followers.



# Our plans for next year



## What next?

Financial pressures present a very real challenge for us in 2018/2019 but our main priority continues to be to help local people get the best out of their local health and social care services, whether that is improving services today or helping shape them for tomorrow. We are determined to provide a channel for Northamptonshire people to comment on changes and enable them to influence the delivery and design of local services.

## Investing in Volunteers

None of the good work that Healthwatch Northamptonshire does would be possible without volunteers. We worked hard towards achieving Investing in Volunteers recognition and accreditation and were successful in March 2018!

## Enter and View

Working with Northamptonshire County Council and the CQC we have a series of planned Enter and View visits to a number of residential and care homes across the county. Additional visits will also be carried out if issues are raised by the public, friends, families or carers of residents in other care homes.

## Statutory Functions

As set out in the Health and Social Care Act 2012 we will continue to fulfil our statutory duties of gathering and disseminating local intelligence to key stakeholders and the public, holding providers and commissioners to account and responding to consultations as and when required.

## Young Healthwatch

Young Healthwatch is now an essential part of the work we do, ensuring the voices of children and young people are heard across the county. We will try to continue with this by identifying additional funds to support their award-winning work.

## Planning Group

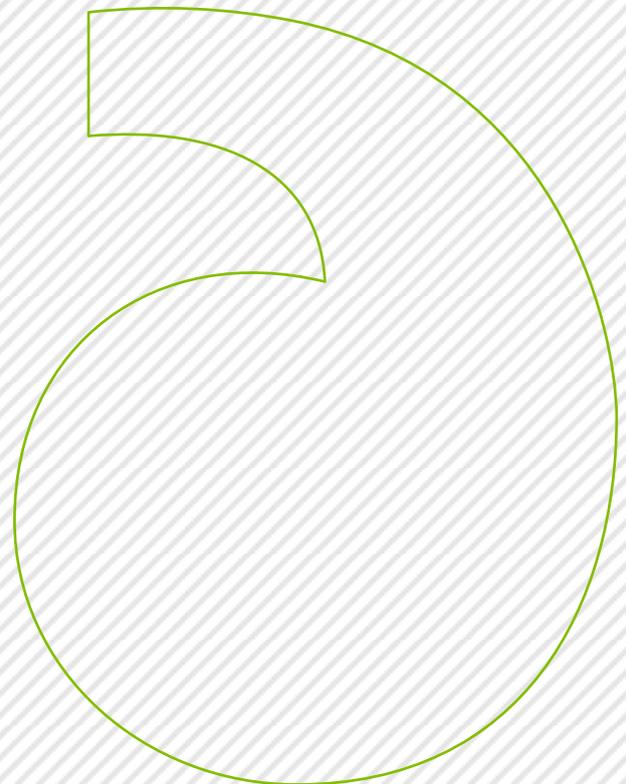
The volunteer-led Planning Group continues to carry out the work of Healthwatch Northamptonshire, engaging at a senior level with the Health and Wellbeing Board and being heavily involved in public and stakeholder engagement around the Northamptonshire Health and Care Partnership (formerly the Sustainability and Transformation Partnership, STP).

## Hospitals

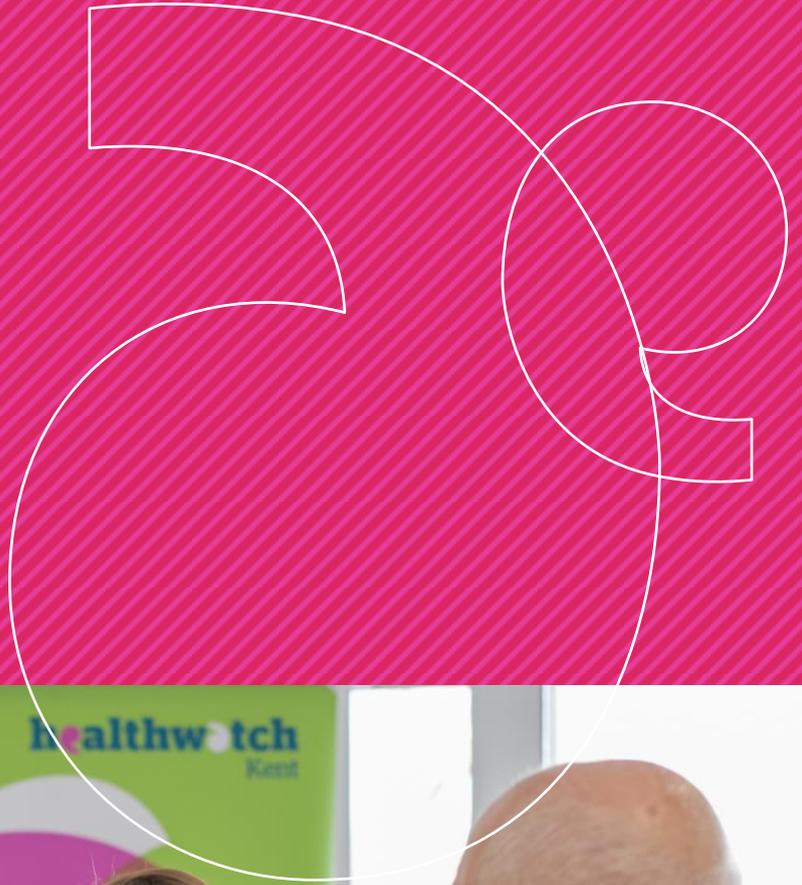
Working with the acute and community hospitals we will continue to attend the patient experience monitoring groups and conduct ward visits on a regular basis.

## Our top priorities continue to be:

1. Raising awareness of Healthwatch
2. Helping people improve their health and social care
3. Engaging with communities and attending local events
4. Enter and View visits
5. Projects that will make a difference



# Our people



**We are extremely proud of our diverse team of committed **volunteers**. They contribute significant amounts of time and energy to make a difference in local health and social care services.**

During 2017/18 we worked towards achieving **Investing in Volunteers accreditation**, the UK quality standard for volunteering. We wanted to make sure we had good volunteer management, training and support processes so our volunteers feel valued within the organisation. Following the submission of documents and a day's assessment in March, when a large number of volunteers and staff were interviewed, we were delighted to learn that we met the standards set by the United Kingdom Volunteering Forum and were awarded the accreditation!

The award is for three years until April 2021. We are incredibly grateful to all the volunteers who contributed to the process by completing surveys, giving feedback and attending interviews with the assessor.

We continue to work hard to support and include volunteers, ensuring that they reflect the needs and characteristics of the population of Northamptonshire. We currently have over 40 active volunteers, including those involved in Young Healthwatch, and we are pleased to welcome several new volunteers recently.

Over the course of the year we have organised volunteer training alongside our Planning Group meetings in Health Literacy, Safeguarding, 'Enter and View', Domestic Abuse, Drug and Alcohol awareness, Dementia and Autism.



This year our team of dedicated volunteers have raised awareness of dementia during their workshop sessions



Young Healthwatch Chair, Moriam (left) talking to Healthwatch Northamptonshire Chair, Dr David N Jones, about local health and social care, during the 2018 Northampton Carnival

# Connected Together CIC



# Connected Together CIC – First for community engagement

**Connected Together Community Interest Company (CIC) is the legal entity and governing body for Healthwatch Northamptonshire.**

The remit of the Connected Together CIC includes:

- + Contract compliance
- + Legal requirements
- + Financial and risk management
- + Sustainability and growth
- + Agreeing strategy and operations
- + Agreeing policies and procedures

Connected Together CIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire. It aims to be first for community engagement across the county of Northamptonshire and beyond.

Connected Together CIC is the organisational hub behind projects, enabling joint working and access to knowledge and resources where relevant and commercially viable. It brings a business focused approach to helping other organisations work together for the benefit of Northamptonshire.

## **Vision:**

To be a financially sustainable independent and professionally run organisation, that gains and manages effective and sustainable community projects and initiatives.

## **Values:**

- + Professional
- + Community focused
- + Sustainable

We welcome ideas and suggestions for projects that benefit Northamptonshire and its community engagement.

You can contact our Business Development Manager, Mary Clarke for more information at [hello@connectedtogether.co.uk](mailto:hello@connectedtogether.co.uk)

Find out more at [www.connectedtogether.co.uk](http://www.connectedtogether.co.uk)



**Mary Clarke**  
Connected Together CIC  
Business Development  
Manager

“Our role is to connect organisations to communities, and to each other, supporting their growth and engagement with business development, research and management services.”



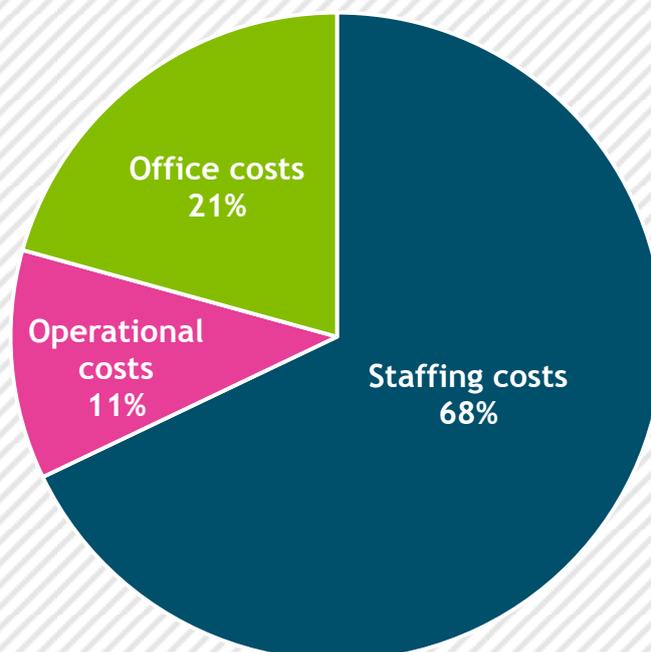
**Connected Together**  
First for Community Engagement

# Our finances



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	245,000
Additional income	36,333
Total income	281,333
Expenditure	£
Operational costs	32,791
Staffing costs	194,677
Office costs	59,336
Total expenditure	286,804
Balance brought forward	5,470

## 2017/18 Expenditure



**“Healthwatch Northamptonshire works to help local people get the best out of their local health and social care services, whether it’s improving them today or helping to shape them for tomorrow.”**

**Dr David N Jones  
Healthwatch Northamptonshire Chair**





# Contact us

Scan this code to find out more about Healthwatch Northamptonshire



## Get in touch

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<b>Facebook:</b>	facebook.com/HealthwatchNorthamptonshire

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Nene and Corby Clinical Commissioning Groups, Northamptonshire Overview and Scrutiny Committees, and our local authority - Northamptonshire County Council.

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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**Connected Together**  
First for Community Engagement



**healthwatch**  
Northamptonshire

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