

Healthwatch  
Isle of Wight  
Annual Report 2015/16





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# Message from our Chair



**Chris Orchin, Chair, Healthwatch Isle of Wight**

We have now completed year three and the work of Healthwatch has broadened and expanded in response to the challenges set by a changing health and social care sector.

We have continued to investigate the issues highlighted by islanders as concerns and this has led to the publication of eight main reports this year, with a further twenty three enter and view visits to the IOW NHS Trust, GP practices and nursing and residential care homes.

This would not have been possible if it had not been for the efforts of our growing number of volunteers who did much of the investigative work. In particular, I would like to highlight their work with residential homes. Their approach, in seeking out good practice that could be replicated across the sector, was recognised locally and wider afield and at this year's Healthwatch England conference, we hosted a workshop

on using enter and view to support the improvement of quality of care within nursing and residential care homes.

During the year, Healthwatch has become increasingly involved in the integrated 'My Life a Full Life' approach to the future of health and social care on the Island. We have used our position as a 'critical friend', seeking to ensure that the people of the Island are fully consulted and that issues already identified by the population are brought to the fore. This work will only increase over the coming months as changes will be made to the way services are configured and delivered locally.

The change process has also meant that Healthwatch Isle of Wight has engaged more with the IOW Clinical Commissioning Group and the Local Authority who determine what services are provided and how they are delivered. It is important to note that the Clinical Commissioning Group now has a far wider responsibility for determining what and how services are provided. In many ways, this is a natural progression of Healthwatch to ensure that people's voices are heard and that they are instrumental in the design and delivery of services.

For Healthwatch, the challenges will only increase this coming year and we are looking at ways we can further increase our influence on health and social care for the benefit of the Island population.



**Joanna Smith, Manager Healthwatch Isle of Wight.**

This has been an outstanding year for Healthwatch Isle of Wight and we were delighted that our work in collaboration with other local Healthwatch around public engagement in commissioning was recognised nationally, with a Highly Commended award.

The need for services to proactively engage with the public has never been more significant, with the Isle of Wight becoming a national Vanguard pilot site in 2015. This has led to a review of health and social care services across the Island and identified the need for significant changes to the way that services are commissioned and delivered.

We have developed and strengthened our relationship with commissioners and providers and have increased our reach within the local community by extending

## Message from our Manager

our community engagement programme to ensure that more people's voices are heard.

**“2015/16 has been our most successful year to date, with the expansion of our enter and view programme and due to the impact of our reports on the delivery of services.”**

We have demonstrated our effectiveness by listening to feedback from the public and facilitating improvements with the IOW NHS Trust's complaints procedure. This was an issue which concerned many people and we were delighted that the Trust has prioritised our recommendations and addressed many of the issues we highlighted.

We look forward to the next year and with our outstanding team of volunteers, we are ready to embrace the challenges we face with energy and enthusiasm.

# The year at a glance

This year our social media posts have been viewed 76209 times



Our volunteers help us with everything from Enter and View to Research and report writing



We've spent over 81 hours on Enter and View Visits this year



We've completed 46 visits to local services



Our reports have tackled issues ranging from Complaints to Cancer Services



We've met hundreds of local people at our community events



Our work on public engagement in partnership with other local Healthwatch was nationally recognised, winning a highly commended award.



# Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

## Our vision

We believe that every voice counts when it comes to shaping the future of health and social care and when it comes to improving it for today.

Our vision is for health and social care services to become better, more person centred, kinder and more compassionate, where every person has access to information to enable them to make decisions about their care.

Where organisations and commissioners of services are well led and have cultures that embrace bravery and innovation.

Where the public and patient experience across the whole pathway of health and social care is based around the need to ensure that people receive the right support at the right time. This will be achieved by:

- Working with commissioners and decision makers to improve the standards of health and social care
- Ensuring the voices of the seldom heard are included, in order to tackle inequalities, empower the community and help deliver sustainable interventions.
- Providing robust, evidence based local intelligence that helps influence key decision making for health and social care both locally and nationally.
- Being a 'critical friend' to commissioners and providers, by challenging poor practice and recognising and celebrating excellent standards of care.

## Our strategic priorities for 2015/16

One of our main priorities has been to let more people know we exist by expanding our community engagement programme.

- To share information about what we do and to establish Healthwatch as `the place to go` to get things done about health and social care, both for the public and for those involved in providing and commissioning services.
- We want you to feel that your local Healthwatch belongs to and reflects you and the Island's community and we will make sure

your voice is heard by commissioners and regulatory bodies.

- Offering more training opportunities to help local organisations to engage and support more effectively a diverse range of people.
- Building on our roles as a key organisation on the Health and Wellbeing Board and the Health and Adult Social Care Scrutiny Sub Committee, to scrutinise local services and ensure commissioners and providers are held to account.

### Community engagement stand.





# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

We support people to share their experiences of health and social care services in a variety of different ways.

Staff and volunteers regularly meet people in the community to listen to their views and this year we completed some targeted engagement of younger people with autism who wished to share their experience of transitional services.

Recommendations we made to the Local Authority and to the IOW Clinical Commissioning Group led to a commitment from the CCG to feedback our recommendations into the new multiagency transitions protocol.

“One of the priorities for the Whole Integrated System Redesign, will be children's services, this includes scoping and development of the current pathway of care for children and young people. The recommendations from the Healthwatch Autism - Transition to Adulthood report will be considered and inform the redesign of this pathway”.

IOW Clinical Commissioning Group

We completed targeted engagement with unpaid carers who we feel are seldom heard due to their caring commitment and to the complexities of their role.

## What we've learnt from visiting services



“Healthwatch Isle of Wight understands that listening to people’s experiences of services is the core part of our work and is the key to identifying how and when services can be improved

Joanna Smith, Manager, Healthwatch Isle of Wight



# Giving people advice and information



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

Healthwatch Isle of Wight provides regular updates to the public via our website, the use of social media sites (including Facebook and Twitter), via press releases and by regular newsletters.

People can contact us by calling our telephone helpline (01983 608608), through our website, via Twitter or Facebook or in person at our walk in centre at Citizens Advice, on the High Street in Newport town centre.

As well as providing information, we also support people with the following:

- Signposting to NHS complaints advocacy services (SEAP)
- Navigating the complex health and care systems
- Signposting to specialist organisations or services
- Advice about financial concerns

### Case Study:

Parents of a daughter with a learning disability and mental health problems contacted us for advice about accommodation and support as their daughter wanted to live independently but had insufficient income to move out of the family home.

We advised the parents of accommodation options including social rented housing with support and possibly care. We provided information about their daughters rights to a care and needs assessment from the local authority and explained their rights under the Care Act.

### Case study 2:

Individual contacted us with concerns about the treatment of her mother in a local residential care home. We provided the individual with contact details for the Care Quality Commission and the Local Authority safeguarding team and were able to advise them that we would be conducting an enter and view visit to the care home later that month. During our visit we spoke to the care home manager about our concerns and were advised that they were recruiting a new manager and had already implemented improvements to the home. This was also followed up by the Care Quality Commission.

### Case study 3:

Individual contacted us in a distressed state. She had been advised by the DWP that her disability benefit would be stopping very shortly, leaving her without the ability to access her local community, local pharmacy etc.

We signposted her to a local benefits service and advised her to contact the local authority first response team for a care assessment.

As a result, the individual was able to contact the DWP and her disability payments were resumed. An urgent assessment was also booked with adult services team.

**“Thank you for all that you are doing to highlight the problem that we have had so that hopefully no one else goes through this nightmare”**

Family member

# How we have made a difference



## Our reports and recommendations

An exceptionally busy year has led to a number of Healthwatch Isle of Wight reports being published, with recommendations made to the Local Authority, the IOW NHS Trust, local services providers and the Clinical Commissioning Group.

## IOW NHS Trust Complaints Report: 'From Pillar to Post'

The theme of complaints became part of our workplan following extensive public engagement. Many people told us of the issues they had faced when making a complaint about local hospital services, so complaints processes were adopted as the focus of the work, in particular whether processes were understood by the public, advertised to the public and were timescales acceptable and adhered to by the provider.

We worked closely with the IOW NHS Trust who were keen to improve their complaints processes due to feedback received during their Care Quality Commission inspection in 2014.

From April 2015 - June 2015, we conducted a survey on patient experience of making a complaint about local hospital services. The IOW NHS Trust worked with us and sent out 190 surveys to everyone who had made a complaint between Jan and April 15. 70 surveys were returned.

The results of the survey were staggering with 87% of people stating that they were unsatisfied with the response to their complaint. Of real concern however, was the fact that 64% felt that there would be adverse effects on their future care as a result of complaining.

During 2015, Enter and View visits were conducted to 24 areas of St Mary's hospital. These visits showed that hospital complaints procedures were not well publicised and that staff understanding of the pathway for complaints was highly varied. Staff were however, generally very friendly during the visits and mostly willing to find the information needed to support someone to make a complaint if they were unsure how to help themselves.

75% of people were not offered any support to make their complaint.

Were you offered any support to make your complaint?



Are you satisfied with the response to the complaint?



We also had structured conversations with two families who had made a complaint and with their permission, their comments were shared in our report:

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### How easy is it to speak to anyone?

**It's near on impossible! The nurses don't have time. We stumbled upon PALS - didn't know about it, wasn't told about it by doctors, nurses or ward staff and the only way, despite pleading with someone to help us, we got any reaction in the first place was because I went to social media.**

Even after going to PALS for further help they tried over 20 extensions and not one person from any department would talk to us. When we asked for a complaint to be raised it took them several hours to take and that was by a fairly senior staff member.

Although this person did their best, the procedure is not easy and there are no specific questions so even when this had been taken and been typed up it was not structured in any way which would give us the answers we were looking for. So we re-did the complaint and sent it in.

### How did you feel at the time?

Frightened. So frightened. We have been left feeling very let down.

### Did they resolve your issues?

The issues were not resolved and remain unresolved to this day. We still have no answers

### Are you happy with the outcome?

Definitely not! The main thing for us is that it would appear that no single person is responsible for looking after a patient and therefore there is an ownership issue.

Anonymous - complainant

## OUR IMPACT

Our report contained 13 recommendations for the IOW NHS Trust and as a response they made the following improvements to their complaints process:

- Development of new complaints leaflets and posters in collaboration with Healthwatch.
- Review of staff training on complaints handling.
- Information on the Trusts website has been reviewed and updated.
- Complaints survey is now used to assess complainant's satisfaction with the complaints process.



## NHS Outpatients Appointments Report:

The theme of hospital outpatient appointments became a priority for Healthwatch Isle of Wight following public engagement and cancellation of appointments was adopted as the focus of the work, in particular, the effect that this had on patient experience.

**“It was frustrating due to the nature of the investigation I was having. I was feeling nervous anyway and the prolonged wait increased my anxiety” - Patient**

We conducted a survey on patient experience and received 202 responses, 140 of which came from structured conversations with patients at the IOW NHS Trust outpatient clinics. We were pleased to discover that overall, patients expressed satisfaction with services, with the majority not experiencing any appointment cancellations over the previous year.

A concern was raised however, over occasions where patients had arrived at clinics to find their appointment cancelled. Of those who had experienced cancellations over the previous year, 23% of respondents reported at least one of these un-notified cancellations.

The impact described by patients of cancellations ranged from incurring unnecessary travel expenses or changes to caring arrangements, to anxiety about delayed diagnosis or feeling that medical conditions had worsened, with more intense treatment required.



**“I was desperate for this appointment (I suffer from severe pain) but thought I could wait until day of appointment. Upon arrival I was traumatised to know that the appointment had been cancelled. Staff said they were very sorry and that they should have notified me. A new appointment was sent, however I was told to go to the wrong department. There was no receptionist at the time and I was told to take a seat. After waiting for hours I was told I had been sent to the wrong place and that the clinic I was supposed to attend had finished. That clinic noted me as a DNA (did not attend)” -Patient**

## OUR IMPACT

Our report contained 5 recommendations for the IOW NHS Trust, University Hospital Southampton and Portsmouth hospitals NH Trust and as a response they made the following improvements:

. UHS invested in an automated telephone system which reminds patients of appointments and will also text. They have also formalised their recording system to include any requests for changes to outpatient clinics, enabling them to identify particular trends of consultants.

The IOW NHS Trust shared their action plan for the implementation of our recommendations and we have had continuing dialogue regarding progress.

**“We really appreciate the input of Healthwatch on this and value their contribution”**

Chair of the Health and Adult Social Care Scrutiny Sub Committee.

Our work with the Care Quality Commission was highlighted in their national briefing - ‘Care Quality Commission and local Healthwatch. Working together in adult social care’.

Healthwatch Isle of Wight and the Care Quality Commission have worked closely together to put the views and experiences of people at the heart of their work, both in tackling struggling providers and recognising good practice. Healthwatch Isle of Wight and the Care Quality Commission have had an impact on identifying services that are struggling to meet fundamental standards around nutrition, dignity and respect and the provision of a basic level of care.

Local Healthwatch has had a key role in helping to raise awareness amongst local people, helping them understand CQC reports and supporting them where they are impacted by changes to adult social care services. There are also examples of good practice in adult social care services on the Island and Healthwatch Isle of Wight and CQC place equal emphasis on sharing information about people’s positive experiences of care. For example, a CQC inspector rang requesting information about a specific care home in advance of a planned inspection. Healthwatch Isle of Wight was able to share positive feedback about the care home, its management and its involvement with the local community. The CQC inspector used the feedback to help target the focus of the inspection and it contributed to an inspection report that rated the care home as ‘good’.

Our contribution was acknowledged in this report and this was helpful in reinforcing the importance of local people’s views in contributing to rigorous assessment about the quality of local services.

## Our work with Healthwatch England.

In 2014, we completed a ground-breaking piece of work around maternity services on the Isle of Wight which won a national award. We made many recommendations to the IOW NHS Trust and this led to widespread improvements in their service and has greatly improved the care of women and their babies from maternity services.

This year, we decided to complete a review of maternity services and our feedback was used in a Healthwatch England briefing `Maternity Services key findings from the Healthwatch network. This was submitted to NHS England prior to their national review of maternity services.



## Partnership working with the local authority

Healthwatch Isle of Wight was pleased to support the launch of the IOW Autism Ambassador Scheme in June 2015. On the day, local services and businesses were introduced to the Ambassador role, received autism awareness training from accredited autism trainers (including a member of the Healthwatch team).

Participants also pledged how they would make a difference within their organisation and had the opportunity to network with other people.



## Our work with other local Healthwatch



In partnership with the 4 other Healthwatch in Wessex, we have come together with NHS England Wessex to form `Wessex Community Voices`, an initiative designed to strengthen the voice of local people in how NHS services are commissioned - including how they are planned, designed, procured, delivered and monitored.

Together we have created `Choosing and Buying Services Together`, a new Framework and Good Practice Guide for Patient and Public Engagement in NHS Commissioning. *This can be downloaded from our website.*

This year, as part of the Wessex Community Voices project, we were delighted to offer two free workshops to members of public, patients, carers or representatives who wished to have more of a say in how local health services are commissioned and delivered. The two half day sessions were designed to help participants understand how the NHS works and how they can make a difference and help services to be improved.

The toolkit is a model of good practice and contains practical guides for commissioners, including how to plan and undertake engagement activity to support commissioning.

### Choosing and Buying Services Together



A framework for good practice and a step -by-step guide to Patient and Public Engagement in Commissioning.



During the training sessions, participants were offered the opportunity to participate in the recommissioning of local services and several people also went on to join the system redesign `Working Groups` to influence the redesign of the Isle of Wight Health and social care services.

# Our work in focus



# Our work in focus: Support for unpaid carers

## Unpaid carers report - 'Paying the price'.



Healthwatch Isle of Wight has engaged with unpaid carers on the Island, recognising their role, as an essential, yet often unrecognised resource.

The focus of our work was to find out whether the challenge of meeting the needs of carers was being met and to understand more about the experiences of carers and how professionals from health and social care services treat and interact with them. Most importantly, we wanted to identify ways in which the role of an unpaid carer could be improved, both for the carer themselves and for the people that they care for.

Our subsequent Unpaid Carers report - 'Paying the Price' highlighted the fact that despite numerous policies and commitments both nationally and locally, carers often found themselves isolated and without the support they need. Many were not recognised or valued as a carer with health and social care professionals

and in some cases, particularly within the mental health sector, professionals excluded them to the extent that they were unable to care effectively for the cared for person.

We made ten recommendations in the report to the local authority and the IOW Clinical Commissioning Group.

**"This report is very timely and very welcome. It will greatly shape the work being undertaken to currently refresh the 'Working Together With Carers' Strategy for the Isle of Wight"**

**IOW Council**

As a result of this work, we worked in partnership with Carers IW to deliver some 'Think Carer' training. The training was designed and based upon the feedback received from carers and aimed to raise awareness amongst professionals of the immense difficulties faced by many carers on a daily basis. This could include a struggle to maintain a work/life balance and cope with the physical and emotional demands of their role. The training also highlighted the vital, yet undervalued role of the carer in

supporting people with a variety of needs.

Over 50 people attended the training events and alongside the training, Healthwatch Isle of Wight launched a summary of its 'Support for Unpaid Carers report'.

## OUR IMPACT

Our report contained 10 recommendations for the IOW Council and the IOW Clinical Commissioning Group and as a response they made the following improvements:

- . Expansion of their level of support by developing the shared lives programme
- . Review of the current process of carers assessments.
- . Clinical Commissioning Group in partnership with other agencies stated an intention to develop and implement a 'Parity of Esteem' action plan.
- . The Local Authority have committed to signpost carers early to commissioned services.

**“The role that carers play in the local community is vital and the recent training event provided an opportunity to highlight the contribution made by carers, as well as strengthen the support available”**

Richard Priest, Chair, Health and Adult Social Care Scrutiny Sub committee.



# Our work in focus: Adult Mental Health Review

Isle of Wight mental health services were the subject of a Healthwatch review this year

Healthwatch Isle of Wight had previously completed work around adult mental health services, so to follow up on the work we had already completed and to check whether our previous recommendations had had a positive impact on people, we decided to conduct a follow up review of mental health services. We conducted targeted engagement and liaised with service providers to learn about the way services work, how people experience them and about planned changes.



We worked in partnership with My Time CIC, which is a community based therapeutic educational provider for people with mental health conditions. Their ethos follows a service user/peer led approach, facilitated by people with lived experience.

Our work culminated in a Mental Health and Wellbeing Seminar which was held in June 2015.

This event explored the role of collaborative working between people who have used mental health services and the people who care for them and the

professionals who support them. The event was led by people who have used mental health services and the journeys they faced with their condition.

Listening to individuals share their experiences was a humbling experience and comments and recommendations from the day were collated in a report and sent to service providers and commissioners.

**“I have been inspired and moved to hear people talk. The emphasis needs to be on statutory services working in partnership with the third sector to ensure we have the best services in the country”**

Senior mental health worker





# GP Complaints Procedures

As well as looking at the Isle of Wight's NHS Trust's complaints procedure, following public feedback, we also looked at the complaints procedures at individual GP practices.

For this work, members of our Enter and View team were invited to take part in a series of visits to 9 GP surgery waiting areas to look at the accessibility of their complaints procedure and to review the responses of practice staff, when asked how they would support a patient who wished to make a complaint. We also reviewed each of the Isle of Wight GP practice websites to look for information on complaints.

Of the 17 GP practices, we were disappointed to see that on their website, 8 of these simply signpost people to the surgery if they would like complaints information. It was also disappointing to note that 1 of the 8 were not displaying complaints information throughout their surgery during the enter and view visit.

It was encouraging to see that all practices had made reference to complaints on their website.

## OUR IMPACT

Our reports contained 36 recommendations for individual GP practices, and as a response they made the following improvements:

- . Updated Complaint and compliment procedures
- . Introduced a complaints booklet which lists all advocacy services
- . Reviewed and updated complaints posters
- . Reviewed staff training around complaints



# Our plans for next year



## Future priorities

Following extensive public consultation this year, the following topics have been identified as priorities for Healthwatch Isle of Wight:

GP services

Adult mental health services

Children's mental health services

Care at home

Cancer services

## Intelligence Reports

We will continue to provide intelligence reports to ensure that commissioners and providers are aware of public opinion on local services.

We currently produce the following intelligence reports:

Name of report	Report sent to:	Frequency
Adult social care feedback	Care Quality Commission, Local Authority	Quarterly
GP practices feedback	Individual practices, NHS England, Clinical Commissioning Group	Quarterly
IOW NHS Trust feedback	IOW NHS Trust, Clinical Commissioning Group	Quarterly

## Whole Integrated System Redesign

The Isle of Wight became a Vanguard pilot site in 2015 with the aim of transforming how care is delivered locally. We will continue to champion the voice of the public and will scrutinise health and social care providers and commissioners to ensure there is adequate consultation and engagement with the public during this process.

## Public engagement

We will continue to expand our reach and will focus on outreach and engagement activities across all areas of the Island.



# Our people



## Decision making

*Healthwatch Isle of Wight is delivered by a lay Board and they ensure that all strategic priorities are based on our knowledge of public experiences of services and all our work is conducted in an accountable, open and transparent way.*

The Board of directors consists of three Executive Directors, one appointed by each of the organisations in the Healthwatch partnership, and four Non Executive Directors. The partner organisations are Help and Care, Community Action Isle of Wight and Isle of Wight Citizens Advice.

Board meetings are held every month and are open to the public.



## How we involve the public

Every year, Healthwatch will focus on a number of topics that have been chosen by the public as an area that they would like us to look at in more depth.

We conducted a prioritisation survey across the Island this year and the public chose the topics they would like us to look at in more depth. These topics were

ratified by our Board members and led to the implementation of our work plan.

## Volunteers

Our volunteers are integral to the success of our work and we are lucky to have a highly professional and motivated group of volunteers who carry out a variety of tasks. All volunteers receive training and meetings are held on a monthly basis.

At Healthwatch Isle of Wight we have an amazing Enter and View Team. They are authorised representatives who have the right to visit any premises where publically funded care is provided to people over the age of 18. This will include care homes, hospitals, GP surgeries, dentists etc and the purpose of these visits is to assess service quality from the point of view of the service user and to make recommendations to the people who run the services and to commissioners. We also aim to highlight good practice.

As well as conducting Enter and View visits, our volunteers have also completed mystery shopping exercises, conducted structured conversations with members of the public and supported numerous community engagement activities and events.

# Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		£153,416
Additional income		
Total income		£153,416
EXPENDITURE		
Community engagement costs		£23,199
Information, Advice and Signposting costs		£12,785
Staffing costs		£106,777
Overheads and additional expenditure		£7,314
Total expenditure		£150,375

# Contact us







Facebook.com/HealthwatchIOW



Twitter.com/HealthwatchIW

## Get in touch

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*We will be making this annual report publicly available by 30th June 2016 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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