

healthwatch

North Somerset

Annual Report 2017/18





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Message from our Chair

This year celebrates the 70th birthday of the NHS and marks a time when we can look back at the enormous changes over those years and consider how we might have existed without it.

There are ambitious plans for North Somerset to really bring together health and social care so change is inevitable. We know that to have an accessible and seamless experience of care is what people want.

The challenge of funding a system of bringing care closer to home will require greater emphasis on the engagement of communities and individuals and this is one of our areas of expertise.

Our team of volunteers, staff and Board members have the local knowledge and skills to be able to both reach our population in North Somerset to learn of their experiences and to ensure their voice is represented with decision makers at a strategic level.

The whole team works with enthusiasm and commitment and this has been reflected in that, despite being a small Healthwatch our ability at times to show our reach to local people has been the third best in the country. This helps us to make sure the voice of North Somerset is heard when services are commissioned at a wider level.

North Somerset is leading the way to bring together social and clinical care, with care



Georgie Bigg, Chair

services, primary and acute care working together to deliver the first stage of an area wide plan.

Over the next year Healthwatch North Somerset will work to make sure that the plan will deliver what our population needs.

“Our team of volunteers, staff and Board members have the local knowledge and skills to be able to both reach our population in North Somerset to learn of their experiences and to ensure their voice is represented with decision makers at a strategic level. “

Message from our Chief Officer

Healthwatch North Somerset's task is to shape, influence and improve health and social care services in North Somerset by listening to your experiences and making them known in the places that matter.

This year has seen us further strengthen our role and status as the independent voice of the people of North Somerset in matters concerning health and social care.

Our excellent team and volunteers continue to actively engage local people at events, libraries, GP surgeries and community venues. In this report, you can read about how the views we have collected have been used to improve people's care.

We have, through our community, online and social media presence, helped to generate large numbers of stories from people using local health or social care services. These stories are hugely important and it is our job to use them to influence commissioners and providers of care, to collaborate with key decision makers, and to report on the changes that we help to bring about.

I would like to thank our volunteers, without whom we could not possibly hope to reach the thousands of people we have had contact with over the year. Our Board of Directors are themselves volunteers and as such our message of thanks is extended to our Board too.

Our focus for the future is to ensure that people's voices are not lost as health and care leaders drive forward with their agenda to keep services sustainable. We want people to know that their views will be used to influence these plans.

This year our biggest challenges are to continue to actively influence the key issues facing North



Eileen Jacques, Chief Officer

Somerset, such as service reorganisation and the effect of financial pressures on the whole health and social care system. We look forward with enthusiasm to continuing our work in the coming year on behalf of local people.

Whilst not an immediate core priority, business development must be a continuous focus for us in the years ahead. In 2018/19 and beyond, we will look generate new ideas for how we can ensure Healthwatch North Somerset has a long term future.

This report showcases all of the work we have been doing to ensure local services are shaped by the experiences of local people and in this report you can read about how those views have been used to improve people's care.



Highlights from our year



1026

This year we've made 1026 tweets on twitter and made 230,334 impressions on Twitter.



Our volunteers help us with everything from Enter and View to engaging with local people



We've visited

23

local services



We collected 865 pieces of feedback



Hello

Hi

We've spoken to
3000
people

We've engaged with local people in every part of North Somerset



Who we are



You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we 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

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

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

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 to help make sure their views shape the support they need.

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 Mission Statement

By offering all people of North Somerset a strong voice, we will improve the quality of local health and social care.

Our Focus

Healthwatch North Somerset has been running since April 2013 as the independent consumer champion for health and social care, gathering and representing the views of the public in order to influence improvements in health and care service provision and share good practice.

Healthwatch North Somerset is a Charity (no: 1158487) and a Company Limited by Guarantee (no: 8187141) contracted by North Somerset Council to carry out particular activities (Section 221(2) of The Local Government and Public Involvement in Health Act 2007).

Organisational Structure

The involvement of volunteers is central to our success as a charitable organisation, and we are proud to work with a group of dedicated volunteers, in particular our volunteer Board of Directors.

The wide range of our activities, and the number of organisations, groups and individuals with an interest in health and social care, means that there is a need for involvement from people other than the staff at Healthwatch North Somerset.

Our dedicated volunteers are integral to every level of our organisational structure as they support our team and the Prioritisation Panel, as well as make up our Board of Directors.

Our staffing comprises of:

- Chief Officer
- Operations Coordinator
- Engagement Worker
- Information and Communications Officer
- Volunteer Coordinator

The Core Functions

Guided by legislative requirements identified by the Department of Health and the requirements of The Health and Social Care Act 2012 we focus our work on the following areas:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services.
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

"The involvement of volunteers is central to our success as an organisation."

Your views on health and care





Listening to people's views

Our core role is to find out what local people think about health and social care services in North Somerset.

That means that we must be present within communities to let people know about Healthwatch North Somerset and gather their experiences of using local services. We have a very active programme of engagement with local people and our team and volunteers have attended many events, meetings and community groups across the North Somerset.

We use general and targeted engagement and a variety of methods to understand people's needs and experiences. We maintain a programme of engagement and seek to be in contact on an ongoing basis. We approach groups and venues to offer a speaker or presentation or to ask if we can have a stall and we then continue to engage with the group to build a strong relationship and will seek to return within a year.

Although our Engagement Worker will usually make the first contact it is the working together as a team along with meaningful engagement by our volunteers that is the key to our success in how we make sure voices are heard.

We seek wide and diverse opportunities to promote Healthwatch North Somerset and to collect feedback about local experiences of Health and Social Care including young people (under 21) and older people (over 65), people who are disadvantaged, or vulnerable and people who live outside our area, but use services within the area.

We have also sought to work with other groups, including those who are defined under the Equality Act 2010: Age; Disability; Sex; Gender reassignment; Pregnancy and maternity; Race; Sexual orientation; Religion or belief; Carers.

You can view the diverse range of groups that we have engaged with on the next page of this report.

We have a regular presence at local libraries, GP Surgeries, Weston General Hospital, Leisure Centres, Community Centres, Leg Clubs and garden centres, to name a few; as well as stalls at bigger venues and events including the North Somerset Show, Your North Somerset, Walk into Darkness, North Somerset Pride and the Sovereign Shopping Centre.

In 2017 - 2018 we carried out more than 200 engagement activities speaking to over 3000 people.

We gather experiences through a variety of ways including emails, local events, meetings, via post, telephone, website, social media and outreach.

An essential part of influencing decision makers is ensuring that all patient feedback we capture as part of our public engagement are heard by those in charge of health and social care services. Our team provides local service providers and commissioners with a monthly intelligence report detailing the feedback received from local people about their experiences.





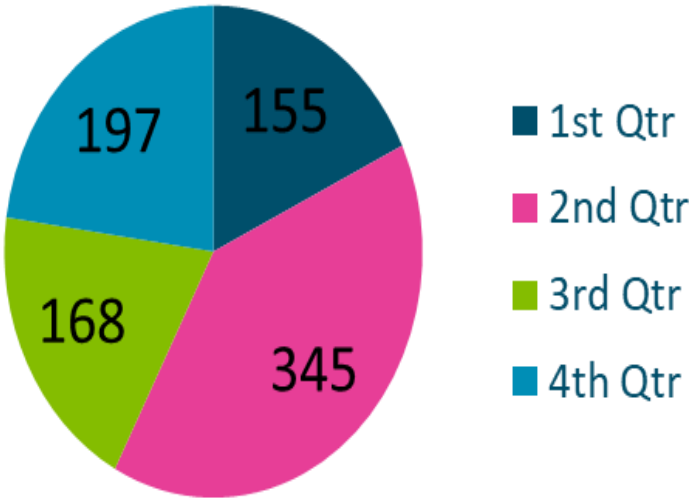
Here is a small selection of places where we engaged with local people:

Long Ashton Community Centre	Bridging the Gap Together
Radcliffe Carers Support	Nailsea Market
Walk into Darkness	Stroke Network
Weston General Hospital	Ashcombe Children's Centre
Wifi Blagdon	Uphill Village Hall
Weston Library	Cadbury Garden Centre
Citizens Advice	Multicultural Friendship Association
North Somerset MS Society	Golden Oldies
Meals on Wheels	Brunel Care
Practice Managers Forum	Somewhere To Go
Clevedon Practice PPG Meeting	Alliance Homes
Yatton Surgery	Uphill Friendship Club
Diversity Trust	Supportive Parents
Carers Partnership Group	Joint agency engagement Nailsea
Take 5	Nailsea Library
Nailsea and Backwell Rotary Club	North Somerset Parent Carers
Weston College Freshers Fair	Nailsea School
Parish Wharf Leisure Centre	Morning Break Pre School
ME Aware	Portishead Library
Clevedon Children's Centre	Number 65
WOW	MCF Say NO to Hate Crime
Portishead Senior Forum	Diabetes Network Group



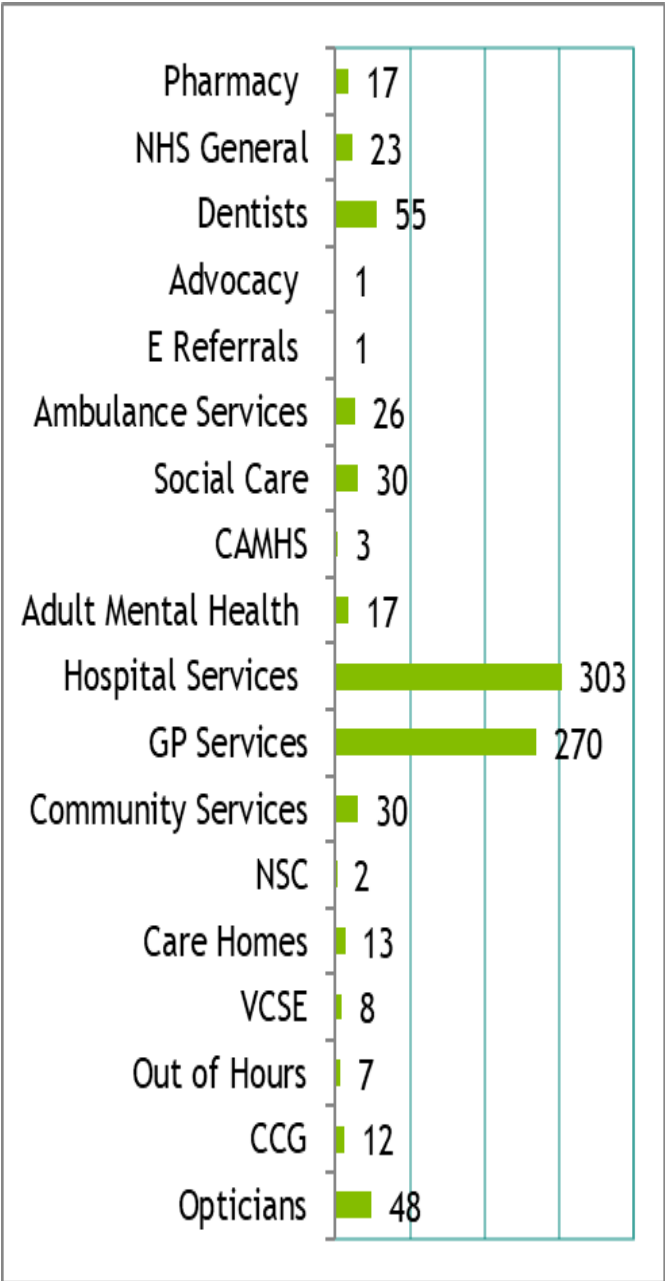
Listening to people’s views

Intelligence received from members of the public



Patient and the public’s views and experiences are at the centre of our work. During the year we spoke to thousands of local people and received 865 pieces of feedback relating to individual experiences.

All the feedback received was added to our database and the anonymised feedback was made available each month to the providers and commissioners of services to ensure that the public voice is taken into account.



Enter and View

We have the right to visit (announced or unannounced) any premises where publicly funded health or social care is provided to people over the age of 18. These visits are called Enter and View.

Our volunteer “Authorised Representatives” visit local services in small teams so that we can talk to people using the services and make observations about the environment and care being provided. Many have experience of working as health or social care professionals or have lived experience as a user of services and all receive specific training and support.

Following each visit, our representatives will compile a formal report with recommendations to the service provider who has 20 days to respond. The response to the report from the provider concerned is included in the final report including any actions taken in response to our recommendations.

It is sent to the provider and shared with the following stakeholders, commissioners and regulatory bodies (not exhaustive): The Care Quality Commission; North Somerset Council; NHS North Somerset Clinical Commissioning Group (now BNSSG CCG); NHS England; Healthwatch England

We have trained 17 people as Authorised Enter and View Representatives to visit services on our behalf:

Patricia Godfrey; Anne Skinner; Bob Skinner; Jane Towler; Manuela Lopez; Delyth Lloyd-Evans; Sue Stone; Shaun Fitzpatrick; Laurie Fineman; Ann English; Shirley Rainey; Sarah Wakely; Amel Moussaoui; Karen MacVean; Vicky Marriott; Gill Auden; Maisy Griffiths

Where have we visited this year?

Services are identified for Enter and View visits through feedback received from local people and requests from the CQC and North Somerset Council. All Enter and View Reports are available to download from the Healthwatch North Somerset website and are available in other formats on request.

Silvertrees Care Home

The Enter and View team identified several examples of good practice including safety of patents, sun hats and cool drinks provided for residents in the garden and named staff photos in some rooms.

The team recommended notice board information at eye level; the provision of blinds and fans in some rooms; records of personal care made available for relatives; assistance with hearing aids; support with labelling clothing; display of correct time on clocks.

Cherrywood House

The Enter and View team identified several examples of good practice including strong and transparent management; service user involvement; staff involvement and support and well kept grounds.

The team recommended availability of water in communal areas. A number of plans were discussed for developing the Care Home and the team advised they would like to return in a year to observe progress.

North Somerset Community Hospital Minor Injuries Unit (MIU)

The Minor Injury Unit was selected for an Enter and View visit because of the high level of positive feedback received from the local public.

The focus of the visit was to understand how and why people chose to attend the MIU and to find out more about patient’s overall experiences.

Recommendation included adjustments to external lighting; clearer safety markings on an external ramp; increase patient privacy in one treatment room and provision of a hearing loop.

A positive provider response was received with a commitment to undertaking all recommendations.

Enter and View

Where have we visited this year?

North Somerset GP Practices

A large amount of the feedback received from local people about health and social care relates to their experiences of GP Services. Whilst there are some less positive experiences, a great deal of this feedback is hugely supportive of GP Practices in North Somerset.

We wanted to showcase this through a series of observational Enter and View visits to each GP Practice in the County.

We anticipated an added bonus of getting to know each Practice and the development of relationships with the providers of these core services.

Between November 2017 and May 2018 Healthwatch North Somerset Staff and Volunteers visited 27 GP Practices located in North Somerset.

Please note many Practices in North Somerset have merged, formed consortiums or are jointly managed - where this is the case the Lead Practice is bracketed. Visit the individual Practice website for further information.

1. Cedars Surgery
2. Worle Surgery (Cedars Surgery)
3. Clevedon Medical Centre
4. Harbourside Family Practice
5. Heywood Family Practice
6. Locality Health Centre
7. Clarence Park Surgery (Locality Health Centre)
8. Graham Road Surgery (Locality Health Centre)
9. Longton Grove Surgery
10. Locking Village (Longton Grove Surgery)
11. Langford Surgery (Mendip Vale Medical Practice)
12. Yatton Surgery (Mendip Vale Medical Practice)
13. Congresbury Surgery (Mendip Vale Medical Practice)
14. St Georges Surgery (Mendip Vale Medical Practice)
15. Milton Road Surgery
16. Portishead Medical Group
17. Riverbank Medical Centre

Group)

19. Stafford Place Surgery (Stafford Medical Group)
20. Sunnyside Surgery

Practices visited in April and May 2018

21. Tudor Lodge Surgery
22. Backwell Surgery (Tyntesfield Medical Group)
23. Brockway Surgery (Tyntesfield Medical Group)
24. Long Ashton Surgery (Tyntesfield Medical Group)
25. Tower House Surgery (Tyntesfield Medical Group)
26. Winscombe Surgery (Winscombe and Banwell Family Practice)
27. Banwell Surgery (Winscombe and Banwell Family Practice)

Each Enter and View visit was followed with a Report of the visit, which was provided to the Practice Manager for a response to any recommendations made and to correct factual inaccuracies. The Responses received are included in the Enter and View Reports; these can be accessed on the Healthwatch North Somerset website - alternative formats are available on request.

A final amalgamation report will be completed and made available shortly.

The reports were also forwarded to each PPG (Patient Participation Group) Chair, CQC, NHS England, North Somerset and Bristol, North Somerset and South Gloucestershire Clinical Commissioning Groups, Healthwatch England and North Somerset Council.

Initial feedback to the reports has been extremely positive about the professionalism of the team and volunteers in undertaking this huge piece of work and the quality of the reports. The CQC and NHS England in particular have expressed how valuable these reports undertaken by lay people representing the patient perspective are to adding to their understanding of each Practice.

A huge thank you to all who have supported this work and to our volunteers.

Helping you find the answers





Informing the public

Board Meetings

We hold four Healthwatch North Somerset Board meetings in public each ensuring access to and transparency of our decision-making processes. They enable the public to meet the Board and Chief Officer and provide an opportunity to raise questions. We seek to invite a speaker, to an hour of the public Board meetings, who will inform the Board and the public about a local service or issue and provide an opportunity for the public to ask questions.

Public Consultations

We receive details of public consultations and other items of useful information from a variety of organisations. These are included in our newsletter, website, social media and are emailed to our contacts.

Prioritisation Panel Meetings

Our Prioritisation Panel meets quarterly to systematically review the intelligence we gather from the public to shape our priorities and to make recommendations on actions to take relating to the feedback. The Panel comprises of volunteers, Board and team members and offers an objective and open analysis of the feedback received. Members of the Public are invited to attend the meetings to observe the decision making, recommendations and progress of work.

Signposting

Our signposting service is a free and confidential service that is independent from the NHS and social care services.

We offer a signposting role which means that we will provide the contact details for services that best support requests for information for people who contact us. We can give information about where to get help in relation to health, social care and wellbeing needs. We can put people in touch with sources of information on NHS and social care services. We give information about what to do when things go wrong and to help people understand how to make a complaint and can refer people for advocacy support from SEAP.

Our signposting service is not supported by trained clinicians or health and care professionals. This means that we cannot offer advice about medication, queries about a diagnosis or recommendations about a particular treatment pathway or suggest the best place to go to get treatment.

Feedback received is recorded to improve services, but we have no powers to investigate complaints and refer people to our advocacy partner SEAP.

We do not provide advice, which should always be sought from a trained specialist such as a health specialist, solicitor, counsellor or financial advisor

How we have helped the community get the information they need

During 2017-18 we produced bi-monthly newsletters to improve the content and develop the design of the newsletter. During the last year we have delivered a total of 1,843 copies of our newsletter to email inboxes.

We had almost 4000 visits to our website during 2017-18 with many new visitors, which shows we are appealing to new audiences. The website is updated on a regular basis with information about our volunteers, an up-to-date events calendar, news from partner agencies and from ourselves, opportunities to get involved in wider health and social care consultations, our reports and minutes from meetings and much, much more.

Our Facebook page is going from strength to strength gaining 77 new fans, bringing us to 208 in total. Our fans are made up of 71% women and 28% men, with 25% of the total being from the Weston-Super-Mare area. The growth in our fan base has allowed us to have a reach of over 57,300.

During 2017-18 we posted 1,026 Tweets to our 1,438 followers. Sharing information about local events, our public meetings and creating links with local support groups making 230,334 impressions and over 7,770 visits to our profile which has been mentioned over 170 times.

With the addition of our Instagram feed to our website homepage, we have found our Instagram audience has grown rapidly to over 170 followers, we have been able to use the network to strengthen our links with other local Healthwatch and national health charities.

We are slowly but surely building our following on LinkedIn, using the network to contact health care professionals and sharing information about our

reports and projects. 33% of our page visitors come from a business development background and over 33% from the media and communications sector, it is a useful tool for promoting the work Healthwatch North Somerset.

We sent out more than 50 emails with information about local health and social care and opportunities for local people become involved.



Keeping you informed



We improved the content and design of our bi-monthly newsletters and we delivered 1,843 copies of our newsletter to email inboxes .

We have updated and improved our website. 89.4% of our website visitors were new, showing that we're reaching out to new audiences. Our feedback centre now holds over 200 individual reviews of local services.

We have 208 fans on our Facebook page made up of 71% women and 28% men, with 25% of the total being from the Weston-Super-Mare area. The growth in our fan base has allowed us to have a reach of over 57,300.

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We added Instagram to our website homepage and our Instagram audience has grown rapidly. With over 170 followers we have been able to use the network to strengthen our links with other local Healthwatch and national health charities.

We use LinkedIn to contact health care professionals and share information. With 33% of our page visitors coming from a business background and over 33% from the media and communications sector, it's a useful tool for promoting our work.

Making a difference together



How your experiences are helping to influence change

Healthwatch North Somerset Reports

We can exert influence over our local health and social care services but in order to do so effectively we must first be able to evidence the need for change or indeed the need to maintain service satisfaction.

We use reports to influence decision makers in health and social care with the views of our local communities. This includes reports published following our visits to local services and also reports that follow extensive research projects.

In 2017-2018 we published 3 research project reports and 23 Enter and View Reports.

We have included a breakdown of the key findings and outcomes from each of these projects within this section. Copies of our reports are available to download from our website.

Investigating Support for Carers

We sought to gain a perspective of Carers lived experiences of how and if their social care needs were being met.

Our target population was those that were performing a caring role. We liaised with relevant voluntary sector agencies including Carers Support Alliance. We developed a questionnaire using the Carers UK Annual State of Caring Survey to inform the development of the questionnaire with a focus on access, quality of care, listening to concerns, provision of information and barriers.

We met with staff at Carers Support Alliance to identify key issues that Carers have and to receive feedback and agree the final version. We promoted the questionnaire widely at meetings, our website and at GP surgeries.

32 responses were received from Young Carers and 50 were received from Adult Carers.

We found that 63% of Young Carer respondents stated that they had been provided with information about where to get support mainly from Young

Carers Support Groups and family. 34% of respondents were unsure if their school knew they were Carers and the biggest cause of stress for this group was worry about the person they cared for when not at home.

We found that 68% of the Adult Carer respondents did not get breaks from caring. And that they found the greatest cause of stress was cited as tiredness along with the feeling of responsibility.

Three recommendations were made in the report; the responses to those recommendations by stakeholders can be found in the published report.

Community Stroke Service: Survivors Experiences

The aim of this report was to focus on the experiences of stroke survivors who were discharged into North Somerset Community Stroke Services from 2015 to 2017. The objective was to see if there had been improvements in stroke survivors experience of discharge into North Somerset Community Services over the two years compared with previous years.

Healthwatch North Somerset approached service providers to determine the current range of Community Stroke Services being offered to stroke patients in North Somerset and the process stroke patients go through to access these services. Key personnel were approached at North Somerset Community Partnership (NSCP), Weston Area Health Trust Speech and Language Therapy, Outpatient Lead North Somerset Clinical Commissioning Group and University Hospitals Bristol NHS Foundation Trust.

A questionnaire was developed to distribute to stroke support services. 80 stroke survivors received questionnaire and 38 completed questionnaires were returned.

This report concluded that there had been very little overall improvement or change in stroke survivors experiences of discharge into community services within the last two-years.

The report indicated there had been some deterioration in the service received.

Five recommendations were made in the report. North Somerset Community Partnership provided a response to the report and has drawn up an action plan to action the relevant recommendations.



Weston General Hospital at the Heart of the Community: A Feedback Data Analysis Report

North Somerset Clinical Commissioning Group undertook an eight week period of engagement with the public in North Somerset and with Weston General Hospital staff to collect and hear their views on the future of services at Weston General Hospital.

Healthwatch North Somerset as a key stakeholder representing the public view was involved in and supported the public engagement events through attendance, participation and representation at each as well as involvement in meetings and input into the processes.

Healthwatch North Somerset was commissioned to analyse the engagement feedback and to compile and present a report of the feedback received.

Feedback was received in the form of social media comments, meeting notes, transcripts of face to face meetings and phone calls, scans of letters received, question cards and feedback forms.

The Report was compiled and presented to the Weston Sustainability Board and Weston Area Health Trust Board and was used as a basis for further development of the Healthy Weston plans.



Young people's take over day

We took the opportunity to utilise the Children's Commissioner's 'Takeover Challenge' to offer an opportunity for young people to experience a real life work environment and get involved in decision making.

We recruited eight 14-16 year olds from a local school to give us their perspective on priorities for the health and social care. We created a number of experiences for them to be involved with,

including communication and engagement activities, a Boardroom experience and a behind the scenes tour in a local GP Practice with the opportunity to have their say on how the surgery might respond to the kind of issues they had collected during their engagement activities. The students designed tweets and looked at the accessibility of our engagement and communications resources.



The take over challenge provided Healthwatch North Somerset with a unique insight into young people's perspective of the work we do. It enabled the development of a relationship with a local school which has continued and an opportunity to work in partnership with a local GP Surgery.

"Feedback from the girls has been positive. They all enjoyed the day. They enjoyed seeing the different types of jobs at Healthwatch and also found the behind the scenes tour of the surgery useful. Particular highlights that they enjoyed were the board meeting and the designing of social media tweets."



Working with other organisations

It is essential for Healthwatch North Somerset to ensure it retains good working relationships and partnerships with the organisations that shape local health and social care services. We network with a large number of individuals, groups and organisations (statutory and voluntary) and represent the local perspective at all levels. This includes where decisions are made about services. In this section, we highlight a some of these partnerships and meetings attended to provide a view of the complexity of our role within the wider health and social care environment which helps us to influence change.

North Somerset Council

Public Health

North Somerset People and Communities Board
(Health and Wellbeing Board)

North Somerset People and Communities Board
Strategic Commissioning Group

Adult Services

Housing Policy

Health Overview and Scrutiny Panel

North Somerset JSNA Steering Group

Heart of Weston Steering Group

Contract Monitoring Meetings

Early Years Strategy Group

Dementia Strategy Group

Equalities

Learning Difficulties Partnership Group

MECC (Make Every Contact Count) Steering Group

Older Peoples Champions Group (OPTAG)

People and Communities Board (Health and Wellbeing Board)

We play an active role in numerous forums responsible for planning and delivering health and social care in North Somerset. We have a statutory right to a seat on the Health and Wellbeing Board. It has a duty to “encourage integrated working”

between health, care, police and other public services in order to improve wellbeing in North Somerset. It is also responsible for delivery of the Joint Strategic Needs Assessment and the county’s Joint Health and Wellbeing Strategy. Our representative on the Board in 2017/18 continued to be our Chair, Georgie Blgg. We have supported her throughout the year with the information required to be an active participant on the Board.

As a member of the Board, we have been able to contribute to discussions about improving the health and wellbeing of our local population.

North Somerset Health and Overview Scrutiny Panel (HOSP)

North Somerset Council is required to have a Health Scrutiny Committee made up of local councillors. It has responsibility for scrutinising health and care services across the county. Healthwatch North Somerset has a seat on the Panel which is attended by our Chair, Georgie Bigg who is invited to attend HOSP meetings to comment, observe and contribute to discussions.

Safeguarding Adults Board

We have a seat on the Safeguarding Adults Board. We take our responsibility to protect people in North Somerset from harm very seriously. All of our staff and volunteers have received appropriate training and we policies to guide us in what constitutes appropriate responses to matters of safeguarding.

The Care Quality Commission (CQC)

The CQC, monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. We are well placed to inform the work of the CQC with the experiences of local people which it has a legal duty to listen to.

We work pro-actively with the CQC to develop an effective working relationship through which information and intelligence about people’s experiences of using health and social care services can be shared. This information exchange has often been targeted at informing CQC inspections of services used by North Somerset residents. We also have regular meetings to exchange information and attend South West briefings, consultations and Conferences.

North Somerset Community Partnership (NSCP)

NSCP Community Forum

Innovation 2020

Local Healthwatch

South West meetings

North Somerset PPG Chairs Meetings



Working with other organisations

North Somerset Clinical Commissioning Group

North Somerset Clinical Commissioning Group merged with Bristol and South Gloucestershire Clinical Commissioning Groups to form BNSSG CCG.

We had a strong working and cooperative relationship with North Somerset CCG and are working towards developing a strong relationship with this new key stakeholder and partner. Many of the groups and Boards we had a seat at no longer exist. Meetings attended include:

- Clinical Commissioning Steering Group
- North Somerset Sustainability Board
- North Somerset Joint Primary Care Commissioning Committee
- Community and Engagement meetings
- Healthy Weston Stakeholders Reference Group
- Weston Primary Care
- Weston Engagement Report Launch
- Weston Sustainability Scope Group
- BNSSG CCG Director Interviews
- AGM
- Communications and Public Dialogue Working Group
- Commissioning Context
- Co-design briefings
- Healthy Weston Stakeholder and Feedback Events
- Children and Young People's Workstream Workshop
- Improving Maternity Care Workshop
- Future in Mind
- Diamond Cluster
- PPI reference group workshop
- Voices for Health strategy group
- Care Homes co-design workshop

Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG)

- Joint Governing Body
- Local Maternity System Launch
- Vulnerable Groups Clinical Pathways
- IAPT Recommissioning
- Frail and Older People Clinical Pathway
- Urgent Care Strategy

Healthier Together (BNSSG STP)

- Sponsoring Board
- PEISC Stakeholder
- Behavioural Change Workshop
- Self Care Workshop
- Deliberative Research Group

Weston Area Health Trust

- Weston Hospital Patient Experience and Review Group
- AGM
- Quality Conversation in a tent
- Healthwatch North Somerset Representative at Board Meetings

University Hospitals Bristol Trust

- Patient Experience Group

North Bristol Trust

- Patient Experience Group

Avon and Wiltshire Partnership

- Time to Talk Event at Nailsea School
- Engagement events

South West Ambulance Service

- Healthwatch Engagement meetings

Healthwatch England

- Healthwatch Conference
- South West Engagement Event

Bristol, North Somerset and South Gloucestershire Quality Surveillance Group (BNSSG QSG)

NHS England

- Patient Experience

GMC

Citizens Senate

Taunton and Somerset NHS Trust

One Care Patient Reference Group

Connecting Care

Brisdoc

Multi-Agency Network Meeting



Our plans for next year



What next?

Each year Healthwatch North Somerset goes from strength to strength always taking the opportunity to develop our expertise and ensure that we work collaboratively with providers, local organisations and service users to facilitate an open conversation about how services should be delivered.

One of the challenges faced by Healthwatch North Somerset is the increasingly complex local health and social care landscape.

Both locally and nationally there are a number of key changes underway that will significantly impact local people and stakeholders. A range of stakeholders are involved in progressing this, including local authorities, clinical commissioning groups, health trusts and also a wide range of voluntary organisations. This is why, regardless of operational boundaries, it is essential that we continue to seek to work effectively together to support integrated care and provide an effective voice for the people of North Somerset.

In 2018-19 we will look to work closely with strategic partners, providers and user groups to ensure that the views of the public are taken into consideration as developments proceed with Healthy Weston, the Healthier Together Sustainability and Transformation Plans (STP) and Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group. We will continue to influence policies that impact on local communities.

Engagement with local people is at the heart of our work and we will seek to broaden our reach within North Somerset.

We will continue to promote our service to all sections of the local community and share our findings widely so that local people can understand the impact of their feedback and encourage others to do the same.

We will focus our attention on the long term

sustainability of Healthwatch North Somerset during a time of funding reduction and change to ensure the voice of local people is represented effectively on all issues relating to health and social care.

We decided our priorities for 2018-2019 through consultation with the public about what priorities are important to them; analysis of the previous years feedback received from the public and a forward view of key issues that we are aware we need to ensure the public voice is heard.

Healthwatch North Somerset also needs to be able to act reactively if intelligence is received that suggests a trend of a deterioration of service.

Our top priorities for next year are:

- Mental Health: CAMHS (Child and Adolescent Mental Health Services); Improving Access to Psychological Therapies
- Community Care
- Learning Disabilities: Support and Transition from child to adult services
- Prevention, self care and wellbeing
- Healthy Weston
- Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group and Healthier Together (Sustainability and Transformation Partnership)



Our people



Decision making

Healthwatch North Somerset is committed to open, accountable decision making processes. We hold three Board meetings and an AGM in public each year and all our key strategic decisions are made in public.

Board of Directors

Our Board of Directors comprises of up to 12 volunteer Directors who are responsible for overseeing the business of Healthwatch North Somerset, setting its strategic direction and overseeing the operational and financial activities.

Our Board hold quarterly Board meetings in public where we invite our members and the public to come along and interact with our Board. Minutes and agendas for these meetings are posted to our website.

Members and contacts

Members receive our Annual report and accounts, have the right to vote at our AGM and elect the Board of Directors as well as receive emails and updates about local health and social care activities and opportunities for involvement. Contacts receive emails and updates.



Prioritisation Panel

Our Prioritisation Panel meets quarterly to systematically review the intelligence we gather from the public to shape our priorities and to make recommendations on actions to take relating to the feedback. Members of the Public are invited to attend the meetings to observe the decision making, recommendations and progress of work.

Panel members

- Eileen Jacques (Staff)
- Karen MacVean (Staff)
- Gerry Wadham (Director)
- Lance Allen (Director)
- Sue Stone (Volunteer)
- Jane Towler (Volunteer)
- Trica Godfrey (Volunteer)
- Tim Evans (Volunteer)
- Anne Skinner (Volunteer)



Meet the Board of Directors



Healthwatch North Somerset Directors during 2017-2018

From top left: Gerry Wadham, Shaun Fitzpatrick, Georgie Bigg (Chair), Dick Whittington (Treasurer), Raquel Benzal, Lance Allen.

Resigned during 2017/18: Celia Henshall, Tim Evans

Our Board is comprised of up to 12 volunteer Directors. It is our governing body and oversees our financial, strategic and operational activities. Its overall responsibilities are to:

- ➊ Establish our vision, mission and values
- ➋ Set company policy, strategy and structure
- ➌ Monitor progress towards achieving our objectives
- ➍ Seek assurance that systems are robust and reliable
- ➎ Promote a positive culture

Quarterly Board meetings are held in public. The Minutes for the meetings are posted on our website.

In 2017/18, we announced the appointment of new volunteers to the Healthwatch North Somerset Board of Directors. We continue to seek interest in joining the Board and are seeking Directors with knowledge and expertise in social care, human resources, legal, research and/or marketing.

Meet the team



Eileen Jacques
Chief Officer



Vicky Marriott
Operations Coordinator



Karen MacVean
Engagement Worker



Gill Auden
Volunteer Coordinator



Maisy Griffiths
Information and
Communications

Resigned during 2017-2018

- Sophia Jones
- Kerry McDermott



Healthwatch North Somerset Volunteers

During 2017/18 our volunteers carried out more than 2500 hours of volunteering.

This includes the Board, engagement work, Enter and View visits and attending various meetings across the South West. Their very important input ensures that we, as Healthwatch North Somerset, are able to be represented at a greater number of meetings, engagement and events than would be possible without their help.

The work they carry out for us is extremely varied and ranges from engagement at places like Weston General Hospital, local libraries, local Leisure Centres and Cadbury Garden Centre; to Patient Engagement Groups in the Bristol hospitals; to Enter & View visits across North Somerset.

Cadbury Garden Centre is a new venue for us this year, we attend on a monthly basis and is proving a very positive venue for us to speak to the public and collect their experiences of local health and social care, as well as an opportunity to hand out many leaflets about our work.

Another new venue for us is the Citizens Advice office in Weston super Mare, where we felt that those needing help and advice from CA may also have stories to tell about their experiences of our local health and social services, which is proving to be the case. We attend Clevedon Citizens Advice monthly and are hoping to extend our reach in Nailsea and Portishead in the not too distant future.

During the year we trialled going out with Meals on Wheels drivers, who were delivering food. This proved to be an extremely good source of feedback from a group of the population who are hard to reach and are not normally accessible to us. We are working towards doing this on a regular basis.

A major source of work for our volunteers during winter and spring has been the Enter & View visits that have been carried out in every GP surgery in North Somerset.

Everything undertaken by our volunteers is done in a very professional manner and we are truly grateful for their input, the quality of their work is truly marvellous.



Get involved Volunteer with us



**Healthwatch Volunteer
- Tricia Godfrey**

Healthwatch North Somerset's goal is to ensure that residents of North Somerset have a say in shaping their health and social care services. We have volunteers within the community who help us to achieve this.

Tricia, one of our volunteers, shares her experience as a Healthwatch North Somerset volunteer.

"Upon retiring, after working as a nurse for over 40 years, I wanted to meet new people and help the local community while keeping busy. I found Healthwatch North Somerset around two and a half years ago and I thought I had the skills that may be of use to them such as the ability to listen, assess and evaluate.

I met with the Healthwatch team and they assured me I could volunteer as much or as

little as I liked, plus I would receive valuable training. I knew after talking to them that I could help to have an impact on health and social care services in North Somerset and make a real difference. Whether that was being part of procurement processes or gathering views from local people, there was lots I could choose to help with. I have also completed Enter and View training which involves visiting, observing and reporting back on patient services."

"You do not need a background in healthcare to be able to volunteer, there are also volunteers who help in the offices with IT or admin support and some who help set up and facilitate community events. There is lots to choose from.

It is so rewarding knowing that you can make a difference and say to healthcare services, no, that doesn't work for us as patients - this is what we need. It's important that services can see things from our point of view. I would recommend becoming a Healthwatch North Somerset volunteer to anybody who would like to work with local people and become more involved in the community to make a change. Get your voice heard."



**Tricia presenting at
the Healthwatch North
Somerset AGM**

If becoming a Healthwatch North Somerset volunteer sounds like something you would like to get involved with, we would love to hear from you. All you need is a willingness to listen, an ability to talk to people with a non-judgmental attitude and an understanding of confidentiality. In return, you will **help your local community**, learn **new skills**, enjoy **training** opportunities and gain a real **sense of achievement** while working alongside a **great team**.

For more information on how you can join us, please contact Sophia Jones on **01275 854311** or visit the 'Get Involved' section of our website at: www.healthwatchnorthsomerset.co.uk



Volunteering for Healthwatch North Somerset

My name is Sue, I have been a volunteer with Healthwatch North Somerset since 2015.

Why Healthwatch North Somerset?

Following a change in my circumstances I was looking for an opportunity to use my skills and knowledge. Importantly it was to “give something back” and share the skills and abilities I had gained from 22 years in the health service and a year working for a software company training health staff to use a new system.

My first steps in Healthwatch North Somerset was shadowing Karen the Engagement Officer at group meetings - learning how to spread the word of Healthwatch North Somerset and gaining valuable intelligence about health and social services in North Somerset.

I was also asked if I would consider applying to join the Board, however at that time it was not right for me. So, I continued with my volunteering.

My next volunteering role was to become a member of the Prioritisation Panel, which looks at the intelligence gathered and makes recommendations about what actions to take about issues that come into the organisation.

I think the team recognised my passion for data and finding out how services are working well or otherwise. So next for me was to work with the team when Healthwatch North Somerset was commissioned to analyse the consultation work undertaken by NHS North Somerset CCG on the plans for Weston Hospital.

This resulted in another opportunity as Healthwatch North Somerset was keen to seek out the good practice in Primary Care as they had numerous individual examples of praise. I was asked if I could support and co-ordinate the Enter and View. I trained to become a trainer for Enter and View Representatives. The project started in November 2017 and continued for the rest of the year.

I am now writing the final overview report from all the information gained from the 28 Enter and View

visits. Key outcomes of the work are the development of a greater understanding of the work of Healthwatch North Somerset and of each individual Practice, a development in the relationships between the Practices and the positive way in which the report recommendations were received. North Somerset should be proud of the examples of good practice the Representative have found, there are examples of feedback driving change and yes there are wish lists for the future.

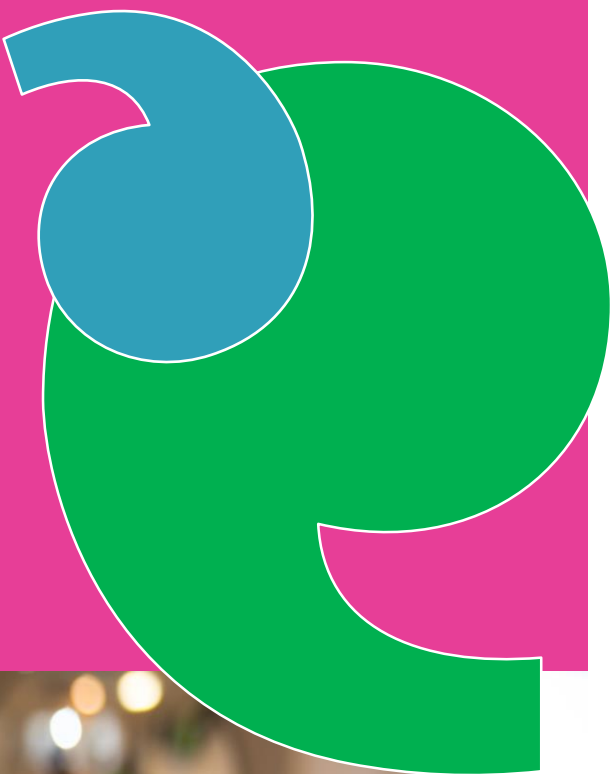
What is next for me? Perhaps an application to join the Board and focus on the strategic direction of the organisation; however my skills lie in the practical so watch this space ...

And finally, I would add that Healthwatch North Somerset and the team have been a great support for me.

Sue Stone
Healthwatch North Somerset
Volunteer



Our finances



Healthwatch North Somerset 2017 -2018

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	131,300
Additional income	2,639
Total income	133,939
Expenditure	£
Operational costs	13,254
Staffing costs	94,491
Office costs	25,148
Total expenditure	132,873
Balance brought forward	60,766





Contact us

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Facebook: Healthwatch North Somerset

Our annual report will be publicly available on our website by 30th June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group, North Somerset Overview and Scrutiny Committee, and our local authority, North Somerset 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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Local voices improving local
health and social care services.
Your voice counts!

healthwatch

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