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Message from our Chair



Georgie Bigg, Chair

The need for health and social care services can impact on everyone during their lifetime and the aim of Healthwatch North Somerset is to ensure that the people of North Somerset have a voice in shaping and influencing those services so that they work.

As we report our fourth year as the Healthwatch ‘watchdog’ for North Somerset, we have an increasing relevance in the face of accelerating changes to the way services are organised and delivered.

This year has been one of re-organisation in relation to health provision as we become part of the wider Bristol, South Gloucestershire and North Somerset Clinical Commissioning Group. Despite this, our team, both staff, volunteers and Board members retain excellent connections with decision makers to ensure the voice of the North Somerset population is heard and responded to.

An increasing population that is living longer and the ability to treat more conditions puts pressure on health and social care services. There will be a need for these services to be delivered in new ways and in our role in providing information we hope, we will help individuals to be better informed and more empowered to take control of their own well-being.

I’d like to thank our talented and dedicated team of staff, volunteers and Board members for their hard work in achieving so much during these hectic times as well as those members of the public who have shared their experiences with us, enabling us to ‘do our job’.

I would encourage the public to continue to talk to us, tell us your ‘story’. We want to know what works well and what needs to be changed. We have a wide variety of ways you can contact us. Your contribution is vital.

Message from our Chief Officer

The year has been both fascinating and challenging in equal measure as Healthwatch North Somerset has continued to establish an effective and influential voice for health and social care users.

2016-2017 has seen significant developments in our relationships with the public, partners, stakeholders and community organisations; together strengthening the voice of local people.

We have shared intelligence with strategic partners to influence the planning of NHS and social care services ensuring that the information gathered is used to improve services. Whilst we have achieved much this year, our vision for the future is to build upon our successes and continue to make positive change for the residents of North Somerset.

We couldn't do this as effectively if we didn't have meaningful engagement from local people. Last year, we engaged with more than 2500 people and over 60,000 people were reached on social media. In the next year we will continue to expand our reach in local communities.

In the last year the Healthwatch North Somerset team reviewed a range of services as feedback from the public gathered pace and more people became aware of our functions.

We are working in a time of change and challenge; this includes the new



Eileen Jacques, Chief Officer

sustainability and transformation programme being driven forward.

We are working closely with our colleagues at Healthwatch Bristol and South Gloucestershire to ensure there is a strong public voice in the programme, and that there are robust plans to engage and consult with the public at every step. We are committed to ensuring that people in North Somerset have a strong voice in developing any changes to the way services are delivered to create a more sustainable system.

I would like to take this opportunity to thank the Healthwatch Board, Volunteers and Staff for their dedicated hard work, tirelessly aiming to improve services for local people.

Most importantly I would like to thank those who have shared their views and experiences with us, without whom Healthwatch would not be able to have a truly representative voice in North Somerset.



Highlights from our year

*This year
we've reached
60,000 people on
social media*



*Our volunteers help us with
everything from Enter and
View to Data Input*



*We've carried out over 100
engagement activities*



*Our reports have tackled
issues ranging from Diabetes
to Rural access to services*



*We've gathered more than
2000 views from local people
about local health and social
care services.*



*We've met more than 2500
local people during our
engagement and community
activities*



Who we are

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

Healthwatch North Somerset exists to make Health and Social care services work for the people in North Somerset who use them.

Created under the Health and Social Care Act (2012) we work to make sure that the people who plan and provide the local health and social care services (providers and commissioners) seek out and listen to the experiences, views and concerns of all the people that use their services.

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).

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

One of the ways we do this is to listen to local people, look for themes and patterns in what they tell us and where necessary speak out on their behalf. We do this through a number of ways including monthly reports based around the feedback received from local people; deeper reviews of services.

Healthwatch North Somerset Directors during 2016-2017

- Georgie Bigg (Chair)
- Dick Whittington (Treasurer)
- Celia Henshall
- Lance Allen
- Tim Evans
- Joanna Pritchett (Resigned)

Healthwatch North Somerset Team during 2016-2017

- Eileen Jacques (Chief Officer)
- Sophia Jones (Volunteer Coordinator)
- Karen MacVean (Engagement Officer)
- Vicky Marriott (Operations Coordinator)
- Kerry McDermott (Information and Communications Officer)
- Janice Walsh (resigned)

Our Mission Statement

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

Statutory Functions

The legislative requirements of The Health and Social Care Act 2012 outline a number of statutory functions on which the activities below are based:

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
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.



Our volunteers

Healthwatch North Somerset recognises the important role our volunteers have in enabling us to reach all sections of the community and representing the public view at meetings.

During the year our 25 volunteers have supported us with 1250 volunteering hours in variety of volunteer roles.

Volunteer Roles

Our **Community Outreach** volunteers are in the community talking to local people about our services and collecting feedback about experiences of health and social care. They may have a weekly table at their local library or monthly stall at Weston General Hospital, some attend local activities on our behalf and others promote our work at community meetings and events.

Our **Office Support** volunteers provide invaluable administrative support to our small team helping us input data and intelligence, prepare information for reports and check our signposting and website information is up to date.

Our trained **Enter and View** volunteers visit, observe and report back on services. They work together in twos or fours.



Healthwatch Representative volunteers represent us on health and social care related boards and at meetings hosted by local health and social care organisations. These volunteers offer the patient perspective to providers and commissioners and ensure the public view is represented effectively. They provide invaluable feedback to keep us up to date with local health and social care issues.

Volunteers are at the heart of what we do. They provide valuable links to local voluntary and community groups and represent us at meetings.

Get Involved!

To find out more about volunteering with Healthwatch North Somerset please contact our Volunteer Coordinator on 01275 854311.





*Your views on
health and care*

Listening to local people's views

During the year we engaged widely throughout North Somerset reaching out to people of all ages.

The groups and organisations we visited include:

Alzheimers Care2gether
Fybromyalgia Groups
Rotary Clubs
Multicultural Friendship Association
Learning Disabilities Carers
Hero Group
Carers Groups
Time to Talk
Ladies Groups
Parkinsons Groups
Bridging the Gap Together
Food Banks
Leg Clubs
Libraries
Children's Centres
Leisure Centres
Carlton Centre
Weston General Hospital
Village Agent Roadshow
Weston College Freshers Days
Supportive Parents
Memory Café
Breastfeeding Group

We actively seek to engage with diverse groups and communities in the local area, including young people (under 21) and older people (over 65), people who are disadvantaged or vulnerable and people who live outside North Somerset, but use services within the area.

We carried out more than 100 engagement activities speaking to over 2500 local people.



We had stalls and met the public at many local events including:

North Somerset Show
AWP Sovereign Centre engagement
PRIDE
CAMHS Roadshow

We hired 'Mavis' the bus to take us out into the community.



Public Feedback

Patient's and the public's views and experiences are at the centre of our work. During the year we received feedback from over 2000 local people. This was a mixture of positive and not so positive feedback.

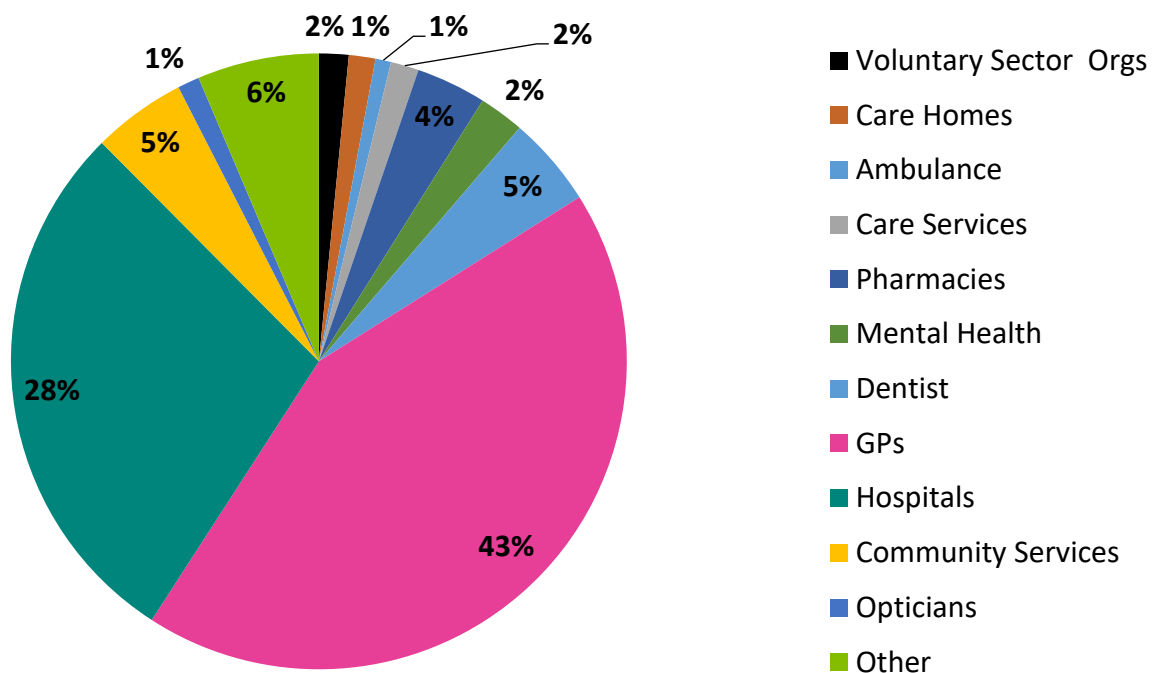
All the feedback received was added to our database and the anonymised feedback was made available each month to the providers and commissioners of services to ensure that the public voice is taken into account.



To make sure we hear from as many different people as possible, we ensure we make ourselves available in as many ways as possible to hear local people's views:



Public Feedback 2016-2017



What we've learnt from visiting services

Enter and View

Section 186 of the Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View: Enter and View visits can be announced and arranged in advance with the service provider or unannounced if there is a serious concern.

During 2016-17 Healthwatch North Somerset Enter and View Authorised Representatives visited nine Health and Social Care premises.

Enter and View is the opportunity for staff and volunteers to visit health and social care premises, observe the nature and quality of care and to collect views from service users, visitors and staff.

The services were identified for Enter and View visits through feedback received from local people and requests from CQC and North Somerset Council. The purpose of the following Enter and view visits was to identify and share good practice and to identify where improvements can be made.

Ambleside Nursing Home

The Enter and View team identified several examples of good practice including the organisation of the Home, clean and attractive premises, kind and respectful nurse in charge and the welcome for all visitors.

The team recommended the installation of a shower for the benefit of residents and staff.

Dewdown House

The Enter and View team identified several examples of good practice including dementia friendly decoration, the provision and support for residents to engage in activities.

The team recommended the display of the complaints procedure in a more prominent place and more prominent visual indication of floor numbers at the top of the stairs and by the lift.

Lyndhurst Park Nursing Home

The Enter and View team identified several examples of good practice including the philosophy of no rules which enabled a homely environment; the positive ambience in the dining area; the attention to high quality care, cleanliness and individuality; an open-door policy to speak with the managers and a six-weekly meeting for residents and/or residents families.

The team recommended the display of the complaints policy in a visible place, provide reference to it in the resident's pack and to consider adding names to the resident's doors.

Neva Manor Care Home

The Enter and View team identified several examples of good practice including a feel of living in an extended family; residents have a say on what activities at the regular resident's meetings; residents have the opportunity to enjoy local amenities and there are regular social activities.

The team recommended personalised name plates on the doors of resident's rooms.

Rosamar Care Home

The Enter and View team identified several examples of good practice including residents were free to independently pursue their own activities if they wished to do so; residents could engage in domestic activities if they wished as this helped them emphasise their independence; all staff receive the same level of training.

The team recommended improvement in the garden area to make it a more pleasant space.

Tilsley House

The Enter and View team identified several examples of good practice including dementia friendly decoration; provision of a hair salon, massage therapist and chiropodist, and that residents can bring their own furniture to the home.

The team recommended the doors to the bedrooms could be personalised with residents' names, photos, coloured paint etc. To consider changing the lighting in the lounge area to make it softer and keeping the music volume down so people can talk at a normal level. Display the complaints policy prominently in the entrance area where it will be immediately seen by visitors.

The manager has advised Healthwatch North Somerset that the recommendations have been actioned.

Westgate Residential Home

The Enter and View team identified the following example of good practice: residents were encouraged to live as independent a life as possible and to integrate with the local community.

The team recommended that a complaints procedure be prepared and displayed in an accessible area.

Yatton Hall Care Home

The Enter and View team identified the following examples of good practice: the manager recognised the importance of keeping residents physically and mentally active, a tuck shop is available and the young physically disabled residents could choose the paint decoration of their rooms.

The team recommended that the home arranges a wider range of activities for residents and to include some that would appeal to the younger residents.

Weston General Hospital: Outpatient Departments

The Enter and View team identified the following examples of good practice Information Boards, especially those showing up-to-date waiting times for clinics; The 'you said we did' notices; advising patients of the names of staff in the clinics; Co-ordination of patient's multiple and various clinic appointments for the same day to avoid patients having to come back on different dates by the Hospital Access Team; Recommending that patients get their blood tests done before coming to appointments to cut down on waiting times; Text appointment reminders; Vision North Somerset attendance; information and support at Eye Clinic outpatients.

The team made several recommendations several of which were actioned shortly after the visit:

Drinking water to be made available in all Outpatient waiting rooms.

Hand sanitiser and or wipes to be made available next to Outpatient waiting room touch screens.

To place the information board in a visibly accessible position in the Eye Clinic Outpatient waiting room.

To develop consistent use of the traffic light system across Outpatient Clinics.

To inform patients in their confirmation of appointment letters that reading materials will not be available and to bring their own reading material.

Review of parking including costs and availability of sufficient spaces for disabled and non-disabled patients.

We sought to undertake an Enter and View visit of Fig House but were refused by the owners of the Home. North Somerset Council, the CQC and Healthwatch England are aware this has occurred.

The legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded. Local Healthwatch have powers of entry, and providers have a duty to allow entry, if local Healthwatch operates under the principles of the legislation, which includes the consent of the provider.

All the service providers of the premises that we visited during 2016-2017 were provided with notice of the proposed visit. All the reports were sent to the service provider for comments and factual accuracy before being made available to the public.

All Enter and View reports have been shared with North Somerset Council, CQC, NHS England, North Somerset CCG and other relevant key stakeholders as appropriate.

The reports of each Enter and View visit were made available to the public and are available on the Healthwatch North Somerset website and other formats are available on request.

We have a team of Authorised Representatives who can carry out Enter and View activity on our behalf.

All of our Enter and View Authorised Representatives have received DBS checks and have undergone specialist including Adult Safeguarding.

Our 2016-17 Authorised Representatives are listed below.

Lottie Enser

Patricia Godfrey

Sophia Jones

Karen MacVean

David Pearce

Anne Skinner

Bob Skinner

Jane Towler

Janice Walsh

Neil Turner

Pauline Genge

Nick Green

Manuela Lopez

Delyth Lloyd-Evans

Brian Kemmish



*Helping you find the
answers*

How we have helped the community access the care they need

Signposting

Healthwatch North Somerset has a statutory function to provide an information and signposting service to help local people get what they need from local health and social care services

Last year, we helped 250 people navigate the health and care system and find the information they need or right person to speak to.

We give the contact details for a range of services that best supports the request and help them navigate the health and social care system.

We can advise local people how to access the best support for their needs, should it be a support group, knowing where to go locally for a flu injection or how to access advocacy support for a complaint.

The provision of information resources for people in North Somerset is well supported by existing advice and information services. We offer an additional resource specifically for health and social care making use of existing directories of health and social services and do not seek to duplicate information already available.

Our website has a 'Useful Links' page which provides links local and national information. The feedback function of the website provides an easy way for people to provide quick feedback about a local service.



Our enquiry line enables any caller to ask for information and advice on any health or social care topic. We offer help to local people get the answers they need - this will often be through referring them to the relevant service. The line is open Monday - Thursday 9.30am-2.30pm.

We also provide signposting to local people by email, letter or social networking.

We are often asked signposting questions when we are out and about engaging with the public, whether it is at the local market or in a library or during a visit to a local community or voluntary sector group. The Healthwatch North Somerset team through their links and engagement work in the community have a good awareness of services available in North Somerset and can often provide details then and there or will take contact details and respond to the query on return to the office

A good knowledge of local and national health and Social Care systems and services and good working relationships with our stakeholders has enabled the Healthwatch North Somerset team to use their knowledge to appropriately direct local people.



Informing the Public

Board Meetings

During 2016 /2017 we held four Healthwatch North Somerset Board meetings in public. Public Board meetings take place every 4 months and provide 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 the second 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.

Speakers in 2016/2017 included:

- Jo Howells, Pharmacy Manager, Tower House Pharmacy, Nailsea who updated our knowledge on the Electronic Prescription Service [EPS]
- Colin Bradbury, Programme Director, North Somerset Sustainability Board who informed us about the Sustainability and Transformation Plans specifically relating to North Somerset
- James Rimmer, Chief Executive, Weston Area NHS Health Trust who updated us on future plans for Weston General Hospital



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 or emailed to our contacts.

Prioritisation Panel Meetings

Our Prioritisation Panel meets quarterly to review the feedback received from the public and to make recommendations. The public are invited to attend the meetings to observe the decision making, recommendations and progress of work.

We systematically use the intelligence we gather to shape our priorities.



Our Newsletter

Our monthly e-bulletin which contains information about health and social care and updates about the activities of Healthwatch North Somerset is sent to nearly 350 contacts. We also post 80 copies of the bulletin to those who do not have access to email.

Website / Facebook / Twitter

Our website is kept up to date with news and relevant information. Our reports are published on our website. We update Facebook and Twitter on a daily basis.

Sustainability and Transformation

Patients and the public are experiencing wide scale, high-level change across local and national health and social care systems.

As Sustainability and Transformation Plans (STPs) develop from discussions to actions, the role of Healthwatch North Somerset remains key to ensuring needs, views and experiences of local people remain at the heart of the developing plans and services to reduce variation in services across North Somerset.

What are Sustainability and Transformation Plans?

Sustainability and Transformation Plans were announced as part of the NHS Five Year Forward View. These plans aim to support local areas to work together across health and social care to identify the actions they need to take to address the funding, quality and inequality gaps in the local system. The aim is to develop plans that respond to the needs of local areas and their populations, rather than on the needs of individual organisations.

STP leaders should be considering how to include patients, carers and the public, as well as voluntary and community sector organisations in achieving the necessary service transformations.

The STP should already be using existing patient insight and experience to identify areas for development and where inequality lies. For long term sustainability and transformation, the public need to be involved to ensure plans meet the future needs of local people.

Promoting patient and public involvement

In meeting with system leaders Healthwatch North Somerset and other local Healthwatch are working together to effectively champion the importance of patient and public involvement. We continue to promote the need for STPs to be accessible and transparent to people in North Somerset.

Through the year Healthwatch North Somerset has taken the opportunity to be involved as widely as possible in the emerging plans. We have been invited to the communication and engagement meetings, and have a place on the Prevention, Early Intervention and Self Care work stream group.

We held a public meeting for the voluntary sector to engage and inform the sector of the proposed plans. Approximately 40 people attended the lively meeting which sparked much debate and informed those present of the future plans.

We attended the Bristol, North Somerset and South Gloucestershire Joint Health and Scrutiny meeting held in public and raised a number of questions to the panel.

We invited a speaker to a public Board meeting to inform the public and provide an opportunity for public questions.

The aim of this engagement was to raise the importance of involving the public and seek support for our role in the STP process.

North Somerset Sustainability

Healthwatch North Somerset supported North Somerset CCGs sustainability public meetings and were commissioned to provide independent analysis of the public responses and to provide a report of the findings.

A woman with dark hair, wearing a dark blue shirt, is looking slightly to her right. She is holding a white card in her left hand. The card has text on it: "Have you visited Care Home?", "What was it like?", and "Tel:". There are two large, semi-transparent circular overlays on the image. One is pink and is on the left side, partially covering the woman's face and the text. The other is green and is on the right side, also partially covering the woman's face. The background is blurred, showing other people in a social setting.

*Making a
difference
together*

How your experiences are helping influence change

Healthwatch North Somerset Reports

During 2016-2017 Healthwatch North Somerset published nine reports with a view to representing the public voice and influencing decision making and service provision.

Legislation states that commissioners and service providers have a duty to respond to local Healthwatch reports within 20 working days to acknowledge receipt and explain what action they intend to take or if they do not intend to take action to explain why.

All the reports featured in this Annual Report can be provided on request or are available on

www.healthwatchnorthsomerset.co.uk

The following are brief summaries of the published reports.

Weston super Mare Central Ward Engagement Project

Healthwatch North Somerset sought to determine whether there were barriers to accessing health and social care services for residents in the deprived Central Ward of North Somerset.

Working with the Central Ward Steering Group which included North Somerset Public Health, local stakeholders and residents, we developed a plan of focused engagement

work to be supported by local residents. Over a period of 12 weeks local resident's views were sought through groups, clubs and organisations, GP Practices, focus groups and an online survey.

Local people told us that they were proud of their local parks, support from voluntary sector groups, Weston General Hospital, soup kitchens, the Children's Centre and library.

They told us that they found local GP, Hospital and mental health services unsatisfactory.

Recommendations from the report:

- A review of access to GP services.
- A review of mental health services.
- Support to develop community asset based work to enhance community cohesion.

Reponses were received from two local GP Practices.

"The Healthwatch survey has been very helpful in highlighting the needs of the patient population in Central Ward in Weston super Mare. We all need to work together to ensure that our leaders, decision makers, and funders are aware of the difficulties and demands of the patient population in this area and we all need to make sure that this population group receives the most effective and appropriate care possible. It deserves nothing less."

Dr Miriam Ainsworth, Graham Road Surgery



Diabetes in North Somerset

Healthwatch North Somerset reviewed the care that North Somerset residents with diabetes received.

We linked in with Diabetes UK (South West) and attended North Somerset Diabetes Transformation Network meetings to develop an understanding of the key issues.

A questionnaire was developed and we engaged with local diabetes groups who provided 57 completed questionnaires.

We found that 51% of sufferers were diagnosed attending GP appointments for other conditions. Most people were happy with their ongoing care and the level of advice they received about their condition. When asked what additional information they would like, respondents suggested information on diet and exercise, managing their condition, foot care and blood glucose monitoring.



We undertook an additional survey on behalf of Diabetes UK asking 110 Care Home managers about the support provided for residents with Diabetes.

41 Care Homes responded informing us that 88% of staff had undergone diabetes training in the last two years; 85% do not routinely monitor blood glucose; 7% routinely carry out all recommended checks for all residents; 17% stated that their residents

attend neither GP or hospital diabetes clinics.

Recommendations from the report:

- To ensure that all Residential Care Home Managers in North Somerset are aware of the principles of diabetes best practice in Residential Care Homes as outlined by the Diabetes UK National Guidelines and Guidance for CQC Staff
- To increase the provision of local diabetes support group information at an appropriate stage in the treatment of each diabetic patient in an accessible format.
- To increase awareness of and ensure the availability of accessible additional diabetes information resources, particularly on 'Diet and Exercise' and 'Managing Illness' at an appropriate stage in the treatment of each diabetic patient.

Reponses were received from:

North Somerset Clinical Commissioning Group, North Somerset Council and North Somerset Community Partnership and NHS England-South (South West)

Several points of accuracy were made on the content however there was a commitment to raise awareness of the principles of diabetes best practice in care homes, review the information provided on the diabetes and ensure that additional topics are covered in short form educational sessions.

“(We) welcome this valuable report and insight into diagnosis, treatment and support for people with diabetes in the local area.”

Young people in North Somerset: feedback on local health services

Healthwatch North Somerset was invited to attend an event arranged by North Somerset Child and Adolescent Mental Health Service (CAMHS) Participation Group to promote our work and obtain intelligence from the young people about the health care services they have used in the last year.

The respondent group of 17 was too small to provide a representative sample of the young people in North Somerset, but rather offered a flavour of the experiences of this sector of the population when using their local health care services.



We found that 82%, felt that they were listened to and respected when they visited their GP; 71%, said that any necessary treatment was explained to them properly; 88% felt that they were listened to and respected when they visited their dentist; 65%, felt that they were listened to and respected when they visited their optician.

Healthwatch North Somerset did not provide recommendations as this report was intended to be a feedback report and not a service evaluation.

Electronic Prescription Service

Our Prioritisation Panel noted feedback from the public on prescription services, in particular the Electronic Prescription Service (EPS) and recommended the collection further feedback to gauge public understanding of the system.

It became clear was that a significant number of people did not understand what the EPS system was and many mistakenly took this term to mean general on-line ordering.

We identified two public misconceptions:

1. Patients need a computer to use the EPS.
2. Patients must stop using their local pharmacy if they register to use the EPS

To clarify public understanding, we arranged for Jo Howells, the Pharmacy Manager from Tower House Pharmacy to speak at a Healthwatch North Somerset Public Board Meeting.

Recommendations from the report:

Raising public awareness on the Electronic Prescription Service including publicity in GP surgeries and pharmacies to dispel the myths surrounding the system and aid greater understanding.

There were no responses from Commissioners and Service Providers



Developing engagement with GP surgeries in North Somerset

As Primary Care is the gateway to most health and social care for patients it provides the majority of public feedback to Healthwatch North Somerset.

Historically our work has received a mixed reaction from GP Practices and the interaction between Practices and Healthwatch North Somerset has been variable.

In recognising this disparity, we sought to engage with each Practice and to develop collaborative working.

Meetings were arranged with all but one North Somerset Practice Manager and there was an opportunity to share information. Most Practice Managers agreed to receive the Monthly intelligence reports and newsletters and disseminate Healthwatch leaflets in their surgery.

Practice Managers considered that Healthwatch North Somerset reports do not provide a full picture; negative feedback impacted on staff morale; Healthwatch North Somerset could seek a greater understanding of the demographics of each surgery and the challenges face by GP surgeries.

They informed us that they would like Healthwatch North Somerset to play a role in educating the public on realistic patient expectations; to ask patients to contact the practice if they have complaints; to be an ally to GP surgeries.

There were no responses from Commissioners and Service Providers.



Missed GP appointments

Healthwatch North Somerset has identified an increase in feedback from the public relating to the issue of 'Appointments' and specifically around the availability of appointments and access to named GPs.

We considered the number of missed GP appointments and how individual practices sought to manage and minimise the number of DNAs (Did Not Attend) they experience.

A questionnaire was forwarded to Practice Managers requesting information on the number of DNAs during the previous 12 months.

We received responses from 13 Practices.

All but two of the responding Practices experienced in excess of 100 missed appointments in an average month.



We found that GP Practices used a number of different methods to reduce missed appointments.

Recommendations from the report:

- Engage in a coordinated approach to increase patient awareness of the impact of missed GP appointments.
- Provide immediate positive feedback to those patients who do contact the Practice to cancel an appointment
- Clarify the impact of techniques adopted to reduce missed GP appointments in order to identify the most effective measures.

There were no responses from Commissioners and Service Providers

North Somerset Village Voices and Continuation Report

The aim of this engagement project was to report the views and opinions of the rural population in the rural areas in the South and East of the North Somerset.

Seeking out the experience of Health and Social Care services had two main objectives; to find out where services may be good and should receive positive recognition and to identify where services are not meeting needs.

The engagement events were opportunities for villagers to articulate if living in a village has an impact on their health and wellbeing. While collecting this feedback we also took time to develop links with key partners in rural areas, establish relationships with leaders of groups and activities and access some of the harder to reach residents in these communities.

We found that there were a large number of compliments about the quality of the service provided by GP practices.



The largest number negative feedback was about getting an appointment or seeing the GP of choice.

Transport to medical appointments was challenging for many.

Recommendations from the report:

- GP surgeries increase appointment availability of doctors and nurses especially in branch surgeries.
- Federated surgeries ensure that consideration is given to a patients ability to travel and offer appointments at surgeries nearest to that patients home.
- Merged surgeries with a large population reach consider providing a minibus service for those patients who are identified to have access issues or subsidise the community car schemes.

Responses to the report were received from North Somerset Clinical Commissioning Group and North Somerset Community Partnership.

“North Somerset CCG, thanks Healthwatch North Somerset for forwarding the report on Village Voices. It was very interesting to see the feedback from our rural communities. We are particularly aware of the transport issues for patients and understand that is an ongoing concern. We note the recommendations made and will ensure that this report is highlighted at the Primary Care Joint Commissioning Working Group.”

.....

“North Somerset Community Partnership recognise the concerns raised within the report for our population living in rural areas, and the associated challenges faced within General Practice. We will also work closely with the transport providers to support people in accessing services”.

Access to GP appointments review of data

This report was prompted by a number of statements made by the general public with regard to the delays experienced when trying to book appointments. Anecdotal comments have also been made regarding the impact of on-line access in that it has caused a reduction in the number of appointments available on the day.



As the issue of GP appointments is a standing item of the Healthwatch North Somerset Prioritisation Panel, the decision was made to further investigate this specific area

The aim of the report was to review a number of data sources in relation to General Practice appointments. The report provided detailed analysis of the available data sources for GP appointments in North Somerset.

Recommendations from the report:

- A joint approach of monitoring and sharing patient feedback by Practices, Patient Participation Groups and Healthwatch North Somerset. Practices have proposed a number of changes to reduce the number of missed appointments. These changes need to be embedded to ensure there is an improvement in accessing appointments.
- To ensure that any on-line appointments that are not used on the day are released in a timely fashion to allow booking for those visiting or telephoning the surgery.
- Practices to review telephone access for patients. Examples of good practice and support documentation can be found on the Practice Management Network 11 and GP OneCare Consortium.
- Wider promotion of on-line services at Practices may reduce the number of calls to Practice as outlined by NHS England in their summary of learning from the pilot sites for Patient Online

There were no responses from Commissioners and Service Providers.



Working with other organisations

Healthwatch North Somerset is part of the local community and an intrinsic part of the wider health and social care system and we do not work in isolation.

In order for the effective use of local people's feedback to be integrated into the health and social care system we ensure that the public view is represented as widely as possible.

We believe that the most constructive way to influence change and to maximise our impact is through working collaboratively with commissioners and providers across health and social care.

An understanding of the wider landscape in which we work supports us to focus our resources in areas where we can have impact and allows us to have honest, open conversations about which patient identified issues the system already knows about, which services they are working on improving and what services they are looking to change in the future.

We have developed strong relationships with our key stakeholders and are invited to sit on Boards and at meetings.

Healthwatch North Somerset has a seat on the Health and Wellbeing Board (People and Communities Board) ensuring we are centrally placed to influence the strategic direction of health and social care in North Somerset.

We have provided details of some of our interactions with each key organisation in 2016-2017.

CQC

Healthwatch North Somerset has developed strong links with the Care Quality Commission inspectors with regular update meetings and the sharing of information and evidence. We attend and participate South West CQC events and meetings.

We provide monthly Intelligence Reports and all of our Service Review and Enter and View Reports are forwarded.

We pass relevant concerns to the CQC which aids their visits to care providers and we provide specific intelligence prior to advised CQC visits.

These combine to ensure our work complements and supports local CQC monitoring, inspection and regulatory activity.

North Somerset Council

Healthwatch North Somerset has a good relationship with our commissioner, meeting on a regular basis to discuss our work.

Healthwatch North Somerset staff, directors and volunteers participated in and attended a wide range of North Somerset Council meetings and activities including:

Adult Services and Housing Policy Scrutiny Panel

Future in Mind Strategy Group

People and Communities Board

Health Overview and Scrutiny Panel

Dementia Strategy Group

Adult Care Services

Equality Impact Assessments
 HOSP North Somerset Sustainability Engagement
 Carers Partnership Group
 Early Years Strategy Group
 Older Peoples Transformation Group
 Adult based day care services tender evaluations
 Make Every Contact Count
 We provide North Somerset Council with our monthly Intelligence Reports, Enter and View Reports and Service Review Reports

North Somerset Clinical Commissioning Group (CCG)

We have developed a strong relationship with North Somerset CCG and meet regularly to stay informed about each other's ongoing activities.

Healthwatch North Somerset staff, directors and volunteers participated in and attended a wide range of North Somerset CCG meetings and activities including:

CCLG

Patient Transport Procurement Board

Joint Commissioning Committee

North Somerset Urgent Care Group

Primary Care Working Group

Equality and Diversity Group

North Somerset Sustainability Engagement

Medicines Waste Group

Mental Health Transformation Group

Stakeholder Event

We provide North Somerset CCG with our monthly Intelligence Reports, Enter and View Reports and Service Review Reports

North Somerset Community Partnership (NSCP)

We have developed a strong relationship with NSCP and seek to stay informed about each other's ongoing activities.

Quality Accounts

Chief Executive Interview Panel

HWE representation at staff awareness meeting

We provide NSCP with our monthly Intelligence Reports, service reports and other relevant information.

Weston Area Health Trust (WAHT)

We have developed a strong relationship with Weston Area Health Trust.

Healthwatch North Somerset staff, directors and volunteers participate in and attend all relevant meetings including:

Sustainability Board

Quality Accounts

We provide WAHT with our monthly Intelligence Reports and other relevant information.

University Hospitals Bristol

Patient Experience Group

We forward monthly Intelligence returns and receive a monthly response from the Trust

Quality Accounts

NHS England

We provide NHS England with our monthly Intelligence Reports, Enter and View Reports and Service Review Reports

South West Clinical Senate

Quality Surveillance Group

Mental Health Transformation Group

North Bristol Trust

We forward monthly Intelligence returns

Patient Experience Group

Quality Accounts

Avon and Wiltshire Partnership (AWP)

We have developed a strong relationship with local AWP staff and engage with them in local events.

Quality Accounts

PLACE assessments

SW events and meetings

Healthwatch Stakeholders Group

Futures in Mind

Time to Talk national event

South West Ambulance service

Quality accounts

Healthwatch

Healthwatch England provides support to the network of local Healthwatch.

Healthwatch South West Network

Healthwatch England Conference

Intelligence collected from database to inform the national picture

We provide NHS England with our monthly Intelligence Reports, Enter and View Reports and Service Review Reports to Healthwatch England to inform their national priorities

North Somerset PPG Chairs

Healthwatch North Somerset supports and Chairs the bi monthly PPG Chair meetings. These meetings are attended by the majority of PPG Chairs in North Somerset.

We supported a PPG Event to raise awareness of PPG activities and invited a variety of speakers to the event. Most GP Practices were represented at the Event.

Other

North Somerset Adult Safeguarding Board

Avon Local Pharmacy Committee

NICE regional stakeholders meeting

Diamond Cluster

One Care

Diversity Trust

Our plans for next year

What next?

We look forward to continuing to build upon our achievements of 2016-2017. Our plans for 2017-2018 will largely be determined by the comments we receive from the public and the key issues pertinent to the local area.

We will continue to be flexible and adaptable to meet any challenges working in partnership with other agencies as appropriate.

We will continue and develop our involvement in the wider Bristol, North Somerset and South Gloucestershire Sustainability Plans (BNNSG STP) alongside our colleagues in neighbouring Healthwatch.

We will continue our involvement in the North Somerset Sustainability which seeks to ensure the future sustainability of Weston General Hospital.



Engagement with local people is at the heart of our work and we will seek to broaden and deepen our engagement to effectively reach all areas of North Somerset.

To enable this we will seek to recruit additional volunteers to increase our capacity and provide a stronger 'on the ground' presence.

We will continue to think creatively, developing new ways to promote what we do and raise awareness. Understanding of our work and public confidence in our organisation is vital to our success.

The more we hear from individuals, the richer the picture we have of health and social care in North Somerset.



The year ahead will be focused on improving the quality of the patient experience and feedback which we receive.

Our success is measured by the changes made to health and social care services as a result of our work. To enable this we will continue to produce high quality evidence-based reports leading to commissioning and service improvements throughout health and social care.

Using our unique position we will connect the public with opportunities to be involved in health and social care and share information useful to them.

Clearly communicating what we do with patients' stories will lead to more experiences being shared and will strengthen our ability to influence service design.



Our people

Decision making





How we involve the public and volunteers

Our Board of Directors

Our Board is comprised of up to 12 volunteer Directors. It is our governing body, and oversees our strategic, financial and operational activities. Three Board meetings each year are held in public. Minutes and agendas for these meetings are posted to our website and we seek to have speakers at the meetings to provide the public with an opportunity to hear more about local service provision and the opportunity to ask questions.

Prioritisation Panel

Our Prioritisation Panel meets quarterly (in public) to consider the feedback received from the public and makes recommendations based on this to the Chief Officer for future activity, Enter and View visits and projects. The panel is comprised of 4 members of the public (HWNS members), 2 Directors and 2 members of staff.

-  Lance Allen (Director)
-  Nick Green (volunteer)
-  Eileen Jacques (staff)
-  Mike Lyall (volunteer)
-  Karen MacVean (staff)
-  Sue Stone (volunteer)
-  Jane Towler (volunteer)
-  Dick Whittington (Director)

Members and contacts

We have two levels of membership (members and contacts). Members have the right to vote at our AGM and special meetings and elect the Board of Directors; they can also apply to join the Prioritisation Panel. Contacts receive updates from us.



How we involve the public

Healthwatch North Somerset is committed to open accountable decision making processes. We hold three public Board meetings each year and all our key strategic decisions are made in public. Our Prioritisation Panel meets in public and all its recommendation decisions are made in public.





Our finances

Healthwatch North Somerset 2016 /2017

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	139,300
Additional income	2308
Total income	141,608
Expenditure	
Operational costs	20,350
Staffing costs	96,590
Office costs	11,127
Accommodation	12,179
Total expenditure	140,246
Balance brought forward	60,766



Contact us

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We make this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, North Somerset Clinical Commissioning Group, 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.

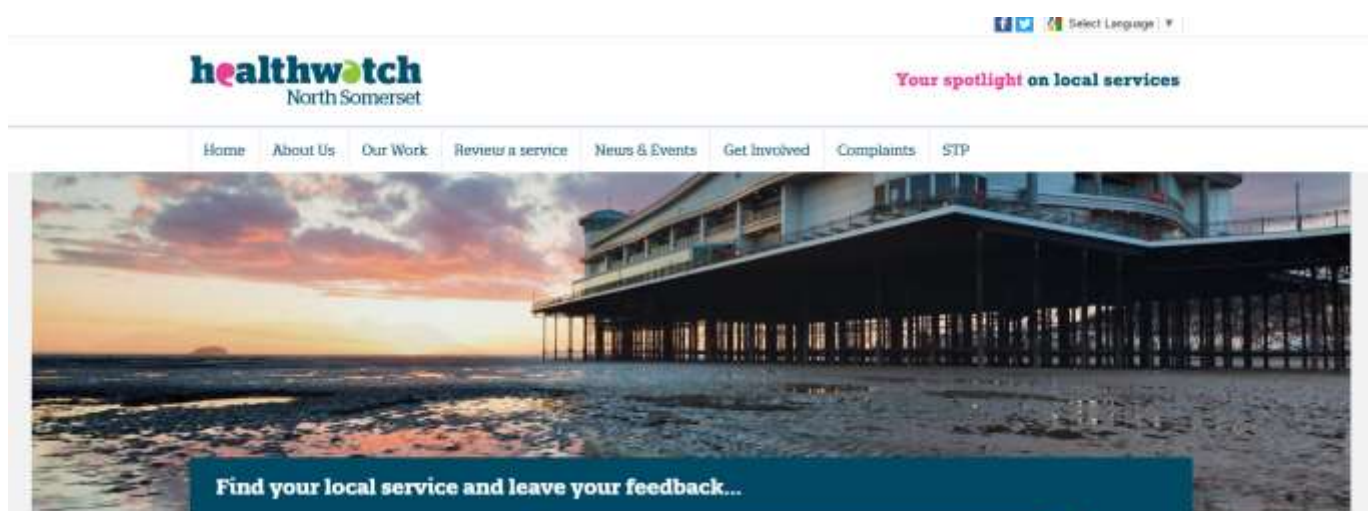
If you require this report in an alternative format please contact us at the address above.

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Feeding back is easy

Visit our website to rate and review your health and social care experiences.

www.healthwatchnorthsomeset.co.uk



You can also call us on 01275 851400

or

send us an email to contact@healthwatchnorthsomeset.co.uk





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Healthwatch North Somerset

Get in touch

Need help, advice or information about health or social care services?

Want to share your views or experiences?

Need to make a complaint about the NHS?

Interested in being a volunteer?