

Healthwatch Independent Strategic Advisory Board

Thursday 12 September 2024

Public Board Meeting Agenda

HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the end of the meeting.

		Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
2.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>			
		Close private session and open Public ISAB Meeting			
2.30pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
2.35pm	3	Minutes and Action log from April Meeting	V&P		Chair
2.40pm	4	Work Programme and Project Updates <i>To update the Board and Public on the work undertaken to deliver the Work Programme including the Enter and View Programme</i>	V	N	Staff Team
3.00pm	5	Stakeholder & other meeting feedback reports <i>Feedback from meetings with stakeholders/partners and/or any operational meetings attended by the Healthwatch Halton team or Healthwatch representatives</i>	V&P	N	LHC
3.15pm	6	Intelligence/Feedback update <ul style="list-style-type: none"> Public feedback themes and trends 	V&P	N	LHC
3.45pm	7	Any other business	V		Chair
3.55pm	9	Date and Time of Next Meeting 21 November 2024			

Chair – Healthwatch ISAB Chair

LHC – Local Healthwatch Chief Officer

Agenda Item 3

Healthwatch Halton Advisory Board

Public Board Meeting Minutes

Thursday 1pm, 18th April 2024

In Attendance: Lydia Hughes, Chair (LH)
 Maureen Isherwood (MI),
 Dave Wilson, Chief Officer, Healthwatch Halton (DW)
 Michelle Downes (MD)
 Lorna Plumpton (LP)
 Kathy McMullin, Community Outreach Lead ,Healthwatch Halton (KMM)
 Clare Screeton (Minute Clerk)

Apologies: Smita Patil (SP), Elizabeth Learoyd - (ECS Director), Jude Burrows (Engagement and Information Lead,Healthwatch Halton) (JB)

		Item
1.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>
		Public HAB Meeting
1.30pm	1	The Chair welcomed the Board
	2	Declaration of Interests No declarations were raised.
1.35pm	3	Minutes and Action log from Public Board Meeting update Recorded as a true reflection and agreed by the Board. The team had an action to have a student placement from Ashley school. Aiden joined the team and was a great success, he looked at the GP survey and the recommendations. Both the school and his family were really grateful for the opportunity. HW Halton have also said that they would be happy for him to volunteer in the future. MD said as the parent of autistic children this is a great initiative as it can be very difficult to get placements for young people. Postal delays- DW have contacted the Trust and will be following up on this and if there is any feedback this will be forwarded. 360 from ECS has been forwarded to 25 partners and the responses so far have been positive. The action to invite Richard Yelder (accountant from ECS) has been completed and he will attend a future meeting. Recruitment for a Community Outreach Lead is ongoing and DW will keep the HAB updated on the progress. The enter and view reports have been completed and DW has shared the providers for a response.
1.40pm	4	Work Programme Project Updates DW update the HAB on the workplan. MD shared the results from the SEND project. One of the results noted was a gap with the 14 plus annual health check, this has been previously raised by the HW Halton HAB. There was a lot of outreach work done with parents, carers and patient voice and should be included in the report to ensure that all voices were captured. In the focus group MD was impressed by the young people’s parents that are advocating for their children with SEND. In contrast there were also people within the service that said the results were positive. There is a shortage of LD nurses which

		Item
		<p>has also placed a strain on the already stretched service. The report will be shared with the commissioners and chief officers.</p> <p>LP asked if all the GP services could have additional training to upskill them on the SEND awareness. All agreed that this would be a positive outcome from the report to make improvements. The HAB has approved the report.</p> <p>DW said that the engagement during outreach has increased, and they are working to record this better. There was a series of visits at the UTS which produced a good response, and this has been shared with WHFTT. HW Halton have now had a response to the suggestions, including keeping patients informed on waiting times.</p> <p>The team will be conducting more listening events in Whiston and Bridgewater, this will be carried out in partnership with other HW and if this is a success, they hope to expand to HW Warrington. Website feedback has also increased and has been recorded on IMP. Signposting and complaints continue to rise, DW said that we need to ensure that the feedback is collected correctly so that the feedback themes and trends can be produced.</p> <p>The viewing of the news pages and social media articles are rising. The stats are low on Instagram but increasing on Facebook and Twitter. The Chair praised the team on their work with this and additional feedback.</p> <p>The priorities survey was sent out to partners and had over forty responses. KMM also held a focus group with AGE UK which produced a further 21 responses.</p> <p>DW raised a question with MerseyCare regarding the crisis line. It is not accessible, so if a person is deaf, they will be unable to access it. They agreed that this was a gap but that they would be making some changes on this. The Board all agreed that this needed to be followed up at a later date to ensure this has been actioned.</p> <p>The team are also going to be looking at CAMBs as there has been a lot of feedback regarding the service. DW said that we need a focused piece of work that could have a positive outcome. The Chair said that a piece of work was funded in Warrington for children and young people's mental health. This was widely shared with GPs, teachers, parents and children. Some of the recommendations that came out of this have already been completed. She has offered to share this with the Board. Halton has just been awarded extra funding for more mental health link workers in school. MD said that this is simply not enough, the right level of support is not being provided as teachers are not trained to deal with mental health at this level, the Chair agreed.</p> <p>DW wants to use the intelligence from ICAS to inform the E&V visits.</p>
1.55pm	5	<p>Meeting feedback reports by HAB members</p> <p>Quarterly meeting for HW England - DW has received an update on the CQC local contacts and the dentistry plan for improvement on services. Access to NHS dentistry continues to remain a national issue.</p> <p>Women's Health is being looked at by HW England and HW Halton will be feeding into this. Hospital discharge and access has also been raised. There will be campaigns that we can access on this and better care.</p> <p>Gill from ICAS will be asked to attend future Board meetings to update on advocacy.</p>
2.10pm	6	<p>Intelligence/Feedback update – public issues</p> <p>DW is planning on providing an infographic for the 14 plus report.</p> <p>The hospital discharge report is in the draft stages and will be shared at the next HAB. There are a number of issues that have been raised within the report. It will then be shared with the commissioners.</p> <p>The report from the listening events that had been held by both HW Halton and HW Warrington have been sent to the WHFTT and the response has been received. The feedback for Bridgewater will be sent directly to them.</p>

		Item
		<p>The new official strategic advisory framework for the HAB has been sent out from ECS to all HW. DW updated the Board on the changes. ECS are also keen to recruit more people that are representing different areas/organisations in the community that are aware of what is happening locally.</p> <p>The 360 stakeholder feedback survey was sent out to partners and 3rd sector representatives. This was sent by Deb Faulks at ECS and the responses were very positive.</p>
2.35pm	7	
	7a	Publish a report/ agree a recommendation made in a report as above
	7b	Which premises to Enter and View and when 2 completed – January 2024
2.45pm	8	Health and Social Care Issues from the public Dentistry
2.50pm	9	<p>Any other business</p> <p>Data bank - this is a scheme funded by a charity to partner with other organisations to provide SIMS for the people in digital need. These are for low-income groups and there are 40 a month available. This is a great initiative and KMM will be assigning them to hard-to-reach groups and people in need. The Chair asked if they could have an away day after the Board meeting on the 20th June. The HAB agreed that the team may have a lot on in June as they are doing the annual report. DW suggested this at a later date and that the Board could invite a speaker from the NHS to speak about what they do in their role/department.</p> <p>The Chair would like to have 1-1's with all Board members to hear what they would like to see raised at the Board and what they would like to see moving forward. It was also suggested that unless there was a private matter that needed to be discussed it could be held as a public meeting. MI attended the bereavement meeting and Matt Roberts did a talk. The issue was raised about the palliative DNR notice and that they are encouraging people to pin the DNR to the fridge for ambulance staff.</p> <p>She also raised a concern about staff not checking on patients that are on the corridors in the hospital about dignity and care. JB has raised this already as Whiston, DW will be contacting the Trust regarding this.</p>
3.00pm	10	Date and Time of Next Meeting 20th June 2024

Healthwatch Halton Work Programme 2024/2025

April 2024 – March 2025

Healthwatch Halton will champion the interests of people who use health and social care services and ensure that they have an opportunity to speak out about their concerns and health and social care priorities.

We will ensure that the views of the public and people are considered by those who commission and provide services.

Priority Issues up to March 2025:

- **Primary Care review**
- **Follow up work on previous projects (initially Maternity)**

Community Engagement

In addition to public outreach sessions, our staff and volunteers will visit a range of community groups and events to seek patient and public opinions and views. We will ensure our visits reach across all Halton's communities and look to gain the confidences of specific groups that we know are out there and difficult to engage with. We will also seek out the experiences and views of people who in the past have been in the minority in intelligence gathering, for example people with learning disabilities and or autism, people who have mental health, people who are blind, people who are deaf etc.

Target: Face to Face – Undertake 150+ outreach activities from April 2024 to March 2025.

Public Feedback

We will continue to encourage the public to feedback their experiences of using local health and social care services. This feedback will form part of our regular reports to the Healthwatch Advisory Board and be used to identify any themes and trends in local services.

This feedback will also form part of reports provided to stakeholders and commissioners.

Aim: To collect the experiences of 1200 people between April 2024 and March 2025.

Reporting

Healthwatch Halton will continue to carry out independent reviews on the provision of various health and social care services.

We will look at how we can best keep the public informed of changes brought about due to our work and the feedback.

Reports will be published based on the feedback we receive from the public. These will be sent to the relevant Boards, Commissioners and Monitoring Officers.

Aim: To publish intelligence/insight reports on a quarterly basis.

Enter and View programme

The programme has been and will be determined by intelligence received and follow up actions from previous Enter and View visits.

The focus on the Enter and View Programme for 2024 will be to look at the quality of the services from a resident and family (care homes) or patient/service user (other health & care services) point of view.

Aim: Carry out at least six Enter and View visits by March 2025.

Promotion

We will ensure our services are widely available and promoted in a range of formats. Our website and social media accounts will provide updates on engagement topics and enable networking with other organisations.

Aim: To see an increase in engagement numbers through social media. Ensure that the website is updated regularly with relevant topics and issues.

Strategic Influencing

Healthwatch Halton is represented on a wide range of strategic Boards that oversee health and social care including Halton Health and Wellbeing Board and the Health Policy Performance Board. Our remit is to work with these partnerships to ensure the voice of the public and patients are heard, and to provide advice, guidance and assurance on how to achieve this.

Aim: Healthwatch will be a strong public voice in strategic decision making.

Healthwatch Independent Strategic Advisory Board (HISAB)

Develop a well-balanced HISAB with a complimentary skill set and culture that allows collaborative working to make effective decisions and agree which decisions are implemented.

Aim: To grow the number of board members by three and ensure the HISAB receives any necessary training and support to fulfil its role during the year.

Volunteers

Volunteers play an essential role in the delivery of Healthwatch Halton. They add value and support us to achieve our mission and strategic objectives. By having an effective volunteer programme Healthwatch Halton can provide opportunities for social inclusion, skills and confidence development and possible routes into employment.

Aim: We are keen to make best use of our volunteer base this year and will look to review the effectiveness of the current volunteer programme.

Additional funded projects

Healthwatch Halton will continue to look at opportunities to take on additional funded project or pieces of work that are aligned with our mission.

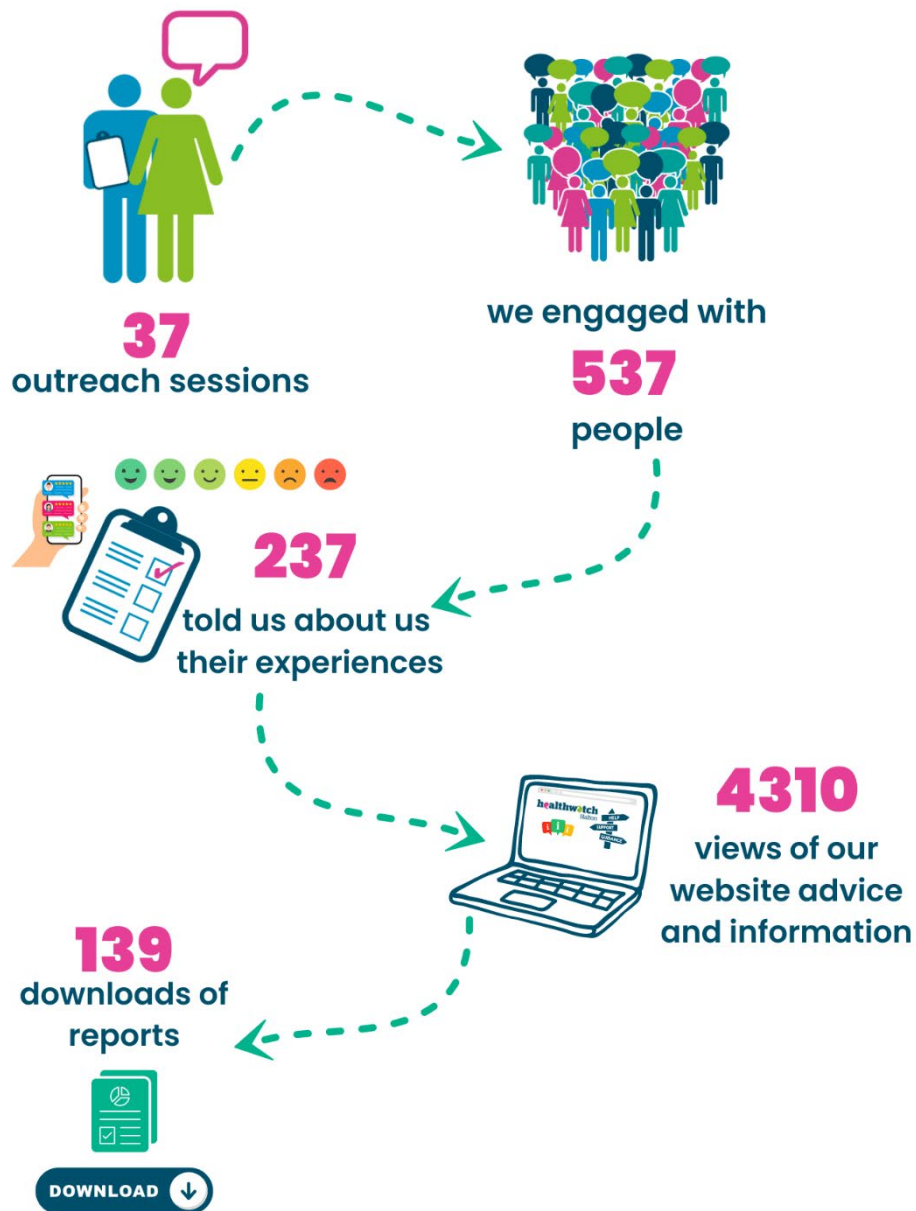
Aim: To generate additional income to help sustain the current contract delivery and enhance the delivery offer.

DRAFT

Agenda Item 4 – Work programme and project updates /overview

This paper covers April to June 2024

Q1 Outreach and communication overview



Out and about

We've taken part in **37 outreach and engagement sessions** across Halton during Q1, **engaging with 537 people**. This quarter's sessions include:

- Widnes Library
- Living Well Service
- Halton Health Hub
- Whiston Hospital
- Halton Hospital
- Whiston Hospital
- Halton GP Practices
- Youthwatch
- Widnes Market
- Halton Veterans
- Age UK
- Mental Health Hub

Hearing from the public

237 people have given their experiences of local health and care services during this quarter in a range of different ways, including via:

- Outreach sessions / Listening Events
- Email / Phone
- Online surveys
- Website feedback



Including **182 people** who rated their experience of local hospital care. The average rating this quarter was 3.9 out of 5.

Note: There was a variance in rating for particular services, with GP practices receiving the lowest average service rating of 2.63.

We'll look to add to the breakdown of ratings over coming reports as we standardize our feedback and insight reports. Feedback collected at public outreach sessions is generally more positive than that received via feedback forms and our website.

We've responded to **64 public enquiries** this quarter, face to face, by phone, email or via social media. Themes have included:

Access to services

- Accessing NHS Dental Care
- GP appointments

Pharmacies / Medication

- Medication shortages
- Repeat prescriptions

Others

- Requests for contact details for the Community Diagnostic Centre
- Social care support
- Patient transport concerns (NWS)

Website signposting, advice and information

There were **8459 visitors** to our site during the quarter, viewing **16,253 website pages**.

This includes **4310** views of the advice and information articles on the website. During Q1 we added four new advice and information articles.

We've added or updated **53 news, advice & information articles** on the website this quarter.

Information:

- [Spring 2024 Covid booster](#)
- [How can your pharmacy help you?](#)
- [Think you need to go to A&E? Learn how NHS 111 can help you](#)

Public Engagement:

- [Share your experiences of Pharmacy First](#)
- [Take part in Halton SEND services survey](#)

During Q1 we've continued to work on adding to and updating the A-Z directory of local, regional and national support services on our site.

Communications

3-bulletins were sent to subscribers during Q1. At the end of Q1 we had **550** subscribers, an increase of 11 on the start of Q1. (We cleaned out the list of subscribers who've not opened a bulletin in the previous 12 months)

The e-bulletin is also sent across the voluntary sector network and to local media contacts and MPs.

April included the Share for Better Care campaign by HWE and the CQC

May included Share for Better Care campaign and our report on Whiston A&E

June included details of our Volunteer Week activity and sharing the NHS constitution survey

All bulletins include details of where we'll be doing outreach sessions during the following month.

Stakeholder meetings – overview

We took part in 23 main stakeholder meetings in Q1.

The local elections taking place in May and the general election taking place in July meant that some statutory meetings we normally attend were postponed due to the Pre-election Periods. Meetings attended included:

Warrington & Halton Hospitals Patient Experience Council

In April we asked for information on the new Armed Forces Advocate
We raised concerns over waiting list times. There needed to be transparency for patients so they can get on with their lives. This has been actioned on by the Trust.
Pre-op information. They have agreed to produce a leaflet for patients explaining these and to contact people on waiting lists maybe every 3 months.
We will be carrying out regular monthly 'Listening Event' sessions at Halton and Warrington Hospitals and will feedback on the public's experience through reports to the Trust.

Whiston Hospital – April 2024 Quarterly Healthwatch meeting

We raised an issue over the maternity web pages still not being updated to show the correct referral process. (This has since been updated).
Following feedback from patients regarding a lack of wheelchairs within the hospital, we raised this with the Trust. They followed up on this and found they were down in numbers by over 100 due to loss and damage. More will be now ordered.

Cheshire & Merseyside Healthwatch Network June meeting

We met with C&M ICB Primary Care Complaints Lead to discuss how we are assured that the ICB are handling complaints.

Children & Young People's Emotional Health and Wellbeing meeting

Following publication of the 14+ LD Health check report we were invited to give a presentation at this meeting. The actions on the recommendations will be followed up at future meetings.

Healthwatch Halton Impacts and outcomes

We've published several reports this quarter which include recommendations and suggestions for improving services. We'll be monitoring the progress on these over the coming months. The Hospital Discharge report, jointly produced with Healthwatch Warrington, has been well received by commissioners and service provider, highlighting the need for more involvement for patients and family members / carers in the discharge process.

While our reports and project work will highlight any need for service improvements, we also look to have a positive impact for the public in our day-to-day work. I've highlighted a couple of issues below that hopefully give a flavour of the different ways we try to make a difference.

Improving information for Maternity services

We raised an issue at the Whiston Hospital Patient Experience Committee around confusing information on maternity referrals for Whiston Hospital. We followed this up each month asking for updates. The maternity team at Whiston Hospital have now worked through an action plan of improvements which has led to this issue being sorted.

As a follow on from this issue, we updated our website maternity information page, *'I'm pregnant what happens next'*, with local hospital trust information. Since updating the information in May, nine people have accessed this page. This update will also help with any maternity signposting we do as it allows us to give clear contact details and links to information that is not always easy to find elsewhere.

Signposting service – Access to services and support

We were contacted by Paul* who had been put in touch with us by Halton YMCA. Paul had recently been released from prison and was staying at the YMCA. Paul said he was unsure how to register with a GP and how to access NHS dental treatment. He was also struggling to access mental health support. Paul only had access to limited Wi-Fi while at the YMCA and couldn't afford to top up the data on his phone.

We were able to give him clear information on how to register with a GP and information on local dentists. We provided him with details of the Mental Health Assessment and Crisis Teams and the 'Calm your Mind' service. We have also been able to arrange for Paul to receive a free mobile phone sim as part of the [National Databank](#)¹ scheme which Healthwatch Halton is a member.

*(Name changed)

¹ The National Databank is like a food bank but for mobile data. Network members can access free mobile SIM cards to give to people who can't afford internet connectivity.

Reports published during Q1

Due to the local and general elections publication of some reports had been delayed from Q4 of 2023 – 2024.

Annual Report 2023-2024

<https://www.healthwatchhalton.co.uk/report/2024-07-03/healthwatch-halton-annual-report-2023-2024>

Hospital Discharge report

<https://www.healthwatchhalton.co.uk/report/2024-07-09/healthwatch-report-calls-improvements-hospital-discharge>

Whiston Hospital Listening Event report – February 2024

<https://www.healthwatchhalton.co.uk/report/2024-04-03/whiston-hospital-listening-event-report-february-2024>

Millbrow Care Home

<https://www.healthwatchhalton.co.uk/report/2024-04-30/millbrow-care-home-january-2024>

Widnes UTC Feedback report – March 2024

<https://www.healthwatchhalton.co.uk/report/2024-05-24/widnes-utc-feedback-report-march-2024>

Halton Family Hubs

<https://www.healthwatchhalton.co.uk/report/2024-05-24/halton-family-hubs>

14+ LD Health Check Review report

<https://www.healthwatchhalton.co.uk/report/2024-05-24/14-ld-health-check-review-report>

Whiston Hospital Children's A&E department Listening Event – 29 April 2024

<https://www.healthwatchhalton.co.uk/report/2024-07-08/whiston-hospital-childrens-ae-department-listening-event-29-april-2024>

Whiston Hospital Listening Event report – May 2024

<https://www.healthwatchhalton.co.uk/report/2024-06-11/whiston-hospital-listening-event-report-may-2024>