

Welcome

Greg Mitten, West Lancs CVS

Health Network Event

Improving Health Across Our Community

Improving Health across our Communities

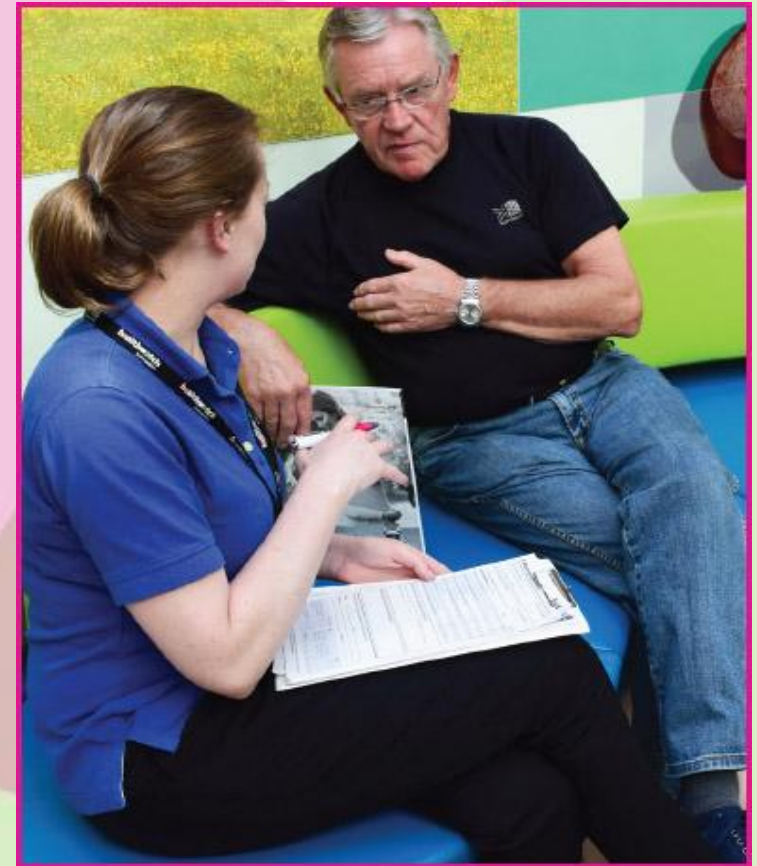
Mike Wedgeworth
Chair, Healthwatch Lancashire
September 2015



Healthwatch Lancashire

Who are we?

- Not for Profit Organisation
- Company established by LCC
- Network of over 150 independent Healthwatch organisations in England
- Commenced in April 2013



What do we do?

- Consumer Champion for Health and Social Care
- Ensure the views and experiences of the people of Lancashire are heard by those who commission, provide and regulate services
- Enable the people of Lancashire to influence, change and improve the quality of local health and social care services



Our Responsibilities

In respect of health and social care services - to enable the people of Lancashire to:

- Share views and comments - and use those views to help those who plan, run and regulate to be informed where services work well and also where improvements are required;
- Access information and be directed to services which can help when things go wrong.

In addition, Healthwatch Lancashire's responsibilities include:

- Alert CQC or Healthwatch England regarding concerns;
- Provide providers / commissioners / regulators with evidence based feedback;
- Provide Health and Wellbeing Board with evidence and information from the people of Lancashire.

National & Local Environment

Significant challenge:

eg University Hospitals Morecambe Bay, Calderstones Partnership NHS FT, East Lancashire Hospitals Trust, Lancashire Teaching Hospitals, Southport & Ormskirk NHS Trust, Lancashire Care NHS FT, NWS

NHS is fragmented, undergoing immense change

Social Care provision - drastic funding reductions

....Opportunity for Healthwatch Lancashire

- Francis Report
- Clwyd Report
- Keogh Report
- NHS 5 Year Forward Plan

Acknowledgement that the scale of change facing health and social care - **can only be delivered with public consent**

ie PEOPLES VIEWS ARE IMPORTANT



Healthwatch Lancashire

Change and Collaboration

Change by Collaboration

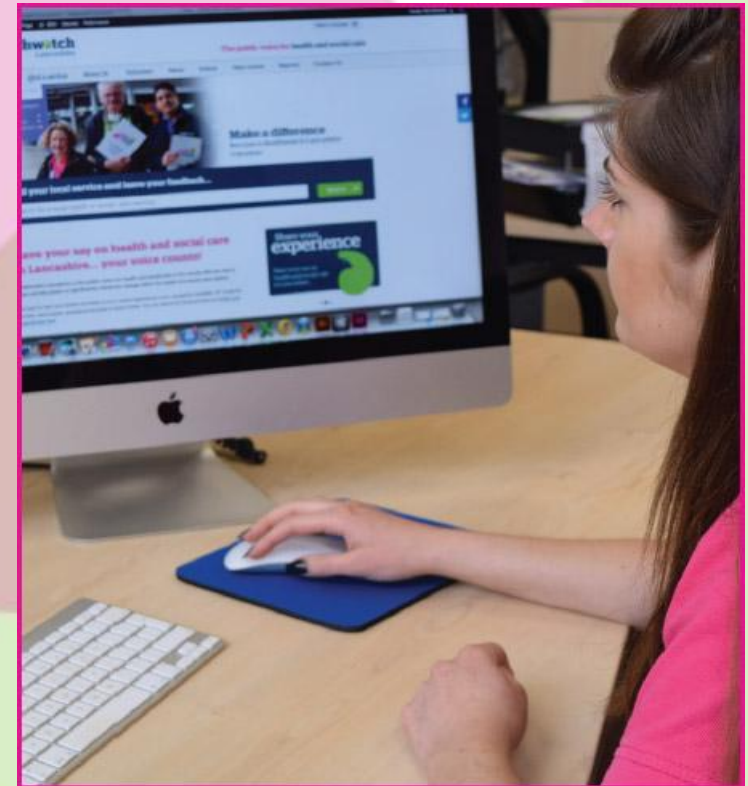
My experience: Hearings

Third Sector is ‘proxy’ and ‘multiplier’ for the general public

2015

Strategy: 4 Clear Objectives

1. Engage
2. Signpost
3. Gather, Analyse and Communicate Information
4. Collaborate...and challenge where necessary



New Strategy - New Plan for 2015/16

5 Key Deliverable Projects:

1. Community and on-line activity
2. Develop an Engagement Database
3. Roadshows
4. Recruit and train a cohort of volunteers
5. Scrutiny of Residential Care

On-line Activity

Much Improved website - Interactive - comments, feedback, survey

Increased use of social media - Twitter, Facebook

Interaction with local media - press, radio.

Increased awareness of Healthwatch Lancashire 'brand'

Also events - local, regional and national

Campaigns



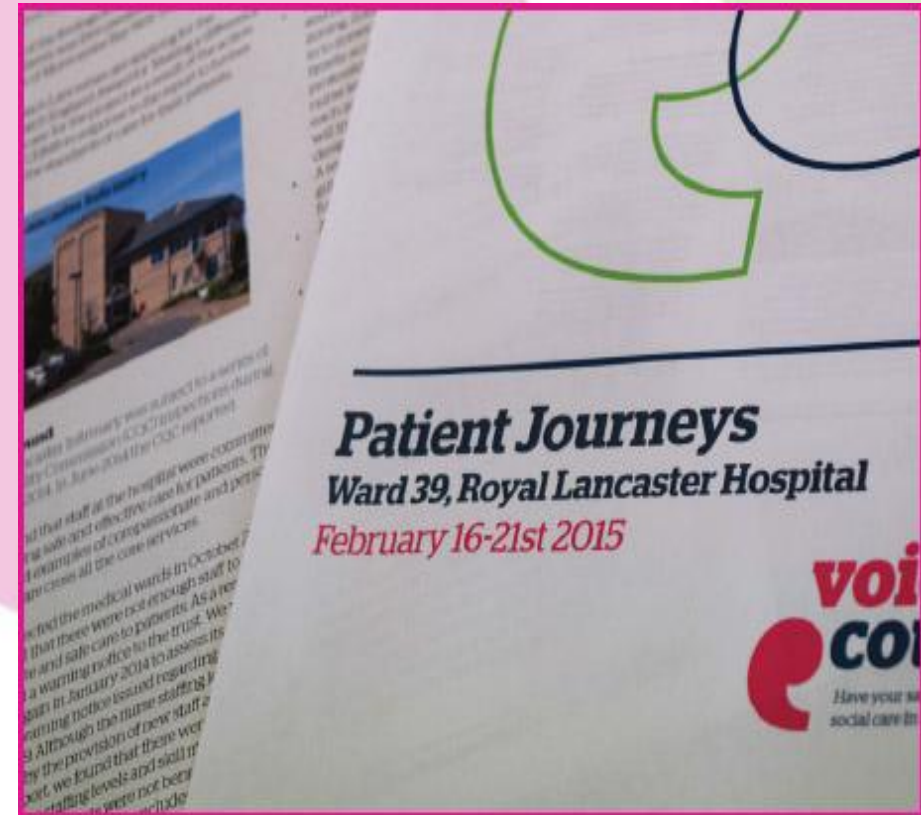
Community Activities

Patient Journeys - Morecambe Bay NHS Trust

Spent 1 week on ward 39 (Medical ward) talking to patients about their experiences of care

A suite of additional improvements:

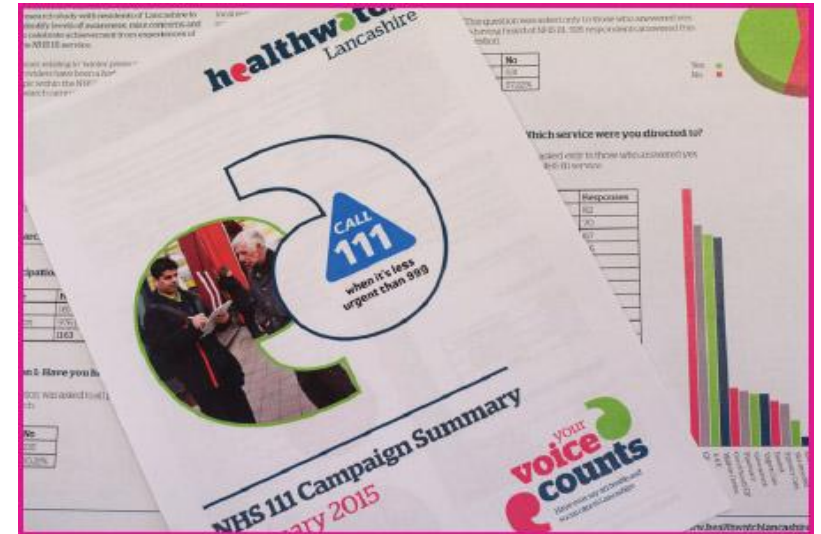
- Above bed information boards £20k
- Complaints posters
- 'Sleep Well' initiative
- Further work with health professionals regarding communication with patients



Engagement Database

Database of 5000 people

- Conduct surveys
- Invite to events to gain views / experiences
- Provide feedback about services
- Receive e-news, bimonthly newsletter



Scrutiny of Residential Care

- Team of 4 Project Officers recruited - fixed term contracts 'till March 2016
- Project has commenced this month
- 'Mums' test
- Using NWS data
- A number of residential homes

Other projects / work

- Lancaster University Health Hub
- Clinical Commissioning Group Governing Body meetings
- Healthier Lancashire Programme
- Morecambe Bay NHS Trust / CCG's and Cumbria on implementations of the Kirkup Report
- NHS England's Quality Improvement Board for Calderstone's Partnership NHS FT (Post CQC assessment)
- NHS CQC stakeholder events
- AHSN / LCC Raising Quality Standards in Residential Care
- Safeguarding Boards
- Healthwatch Lancashire's PULSE - Young People's Health & Wellbeing Group
- Surveys: LGBT, NHS 111, Deaf Rights Group - other hard to reach groups
- Mystery Shopping
- More engagement work in East Lancashire

Other projects / work

- Lancashire Age UK - 4 Day Care Centres - users, carers and mini PLACE assessment (Patient Led Assessment of the Care Environment)
- Housing Association - assisted living and health / social care provision project
- Lancashire Care NHS Trust - Care Hotel and the Harbour
- Lancashire Teaching Hospital - patient experience
- University Hospital Morecambe Bay Hospital - Mock CQC assessments - approx 50 wards /services assessed by Healthwatch Lancashire. Also Equality and Diversity project
- NHS England - Provision of Dental Services in Morecambe
- Awards - Cardiac Smart, Healthwatch England - 'Making a Difference to Healthcare'
- Campaigns - 111, Love to Give Blood, Dentistry, Your Care and Getting There

Planned Programmes of Work

- Mystery Shopping of Health and Adult Social Care services
- Listening event to gather feedback - 12 month review of Lancashire Care Foundation Trust's sites at The Harbour and the Beechwood Care Hotel
- Lancashire Care Foundation Trust - information gathering of patient and family views of their experience of inpatient services at The Junction, The Platform, Pendleview and of child and adolescent mental health services
- Macmillan and Healthwatch on Tour - Pan Lancashire Healthwatches and Macmillan run a series of drama events aimed at specific target audiences to gather feedback on cancer services and inform how these services should be offered in the future



Annual General Meeting

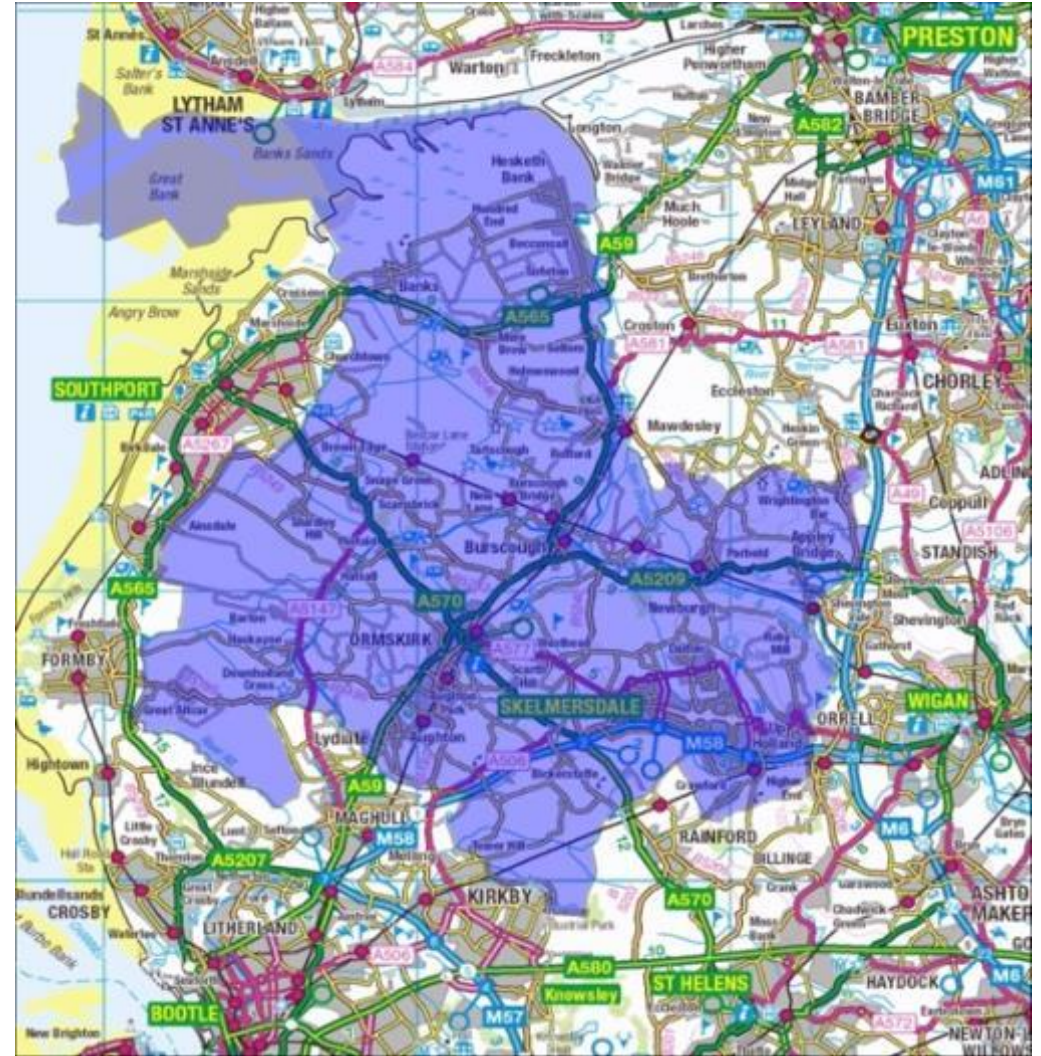
22 September 2015



What is the “CCG”?

Clinical Commissioning Group
Locally in West Lancashire
Membership of GP practices

- ✓ Hospital services (planned care)
- ✓ Urgent and emergency care
- ✓ Mental health services
- ✓ Community health services
- ✓ Learning disability services



GP executive leads



Lay and professional members



GP executive leads



**Dr Bapi
Biswas**



**Dr Peter
Gregory**



**Dr Jack
Kinsey**



**Dr Simon
Frampton**



**Dr Ros
Bonsor**

Lay and professional members



Greg Mitten
Lay member



Claire Heneghan
Chief nurse



Doug Soper
Lay member



Adam Robinson
Secondary care
consultant

Priorities

Right care, right time, safely delivered

Preventing people from dying prematurely

Integrated working for better patient experience, safety and quality of life, and reduced inequalities

Improvement interventions

Cardiovascular disease

Cancer

Respiratory

Mental health and
dementia

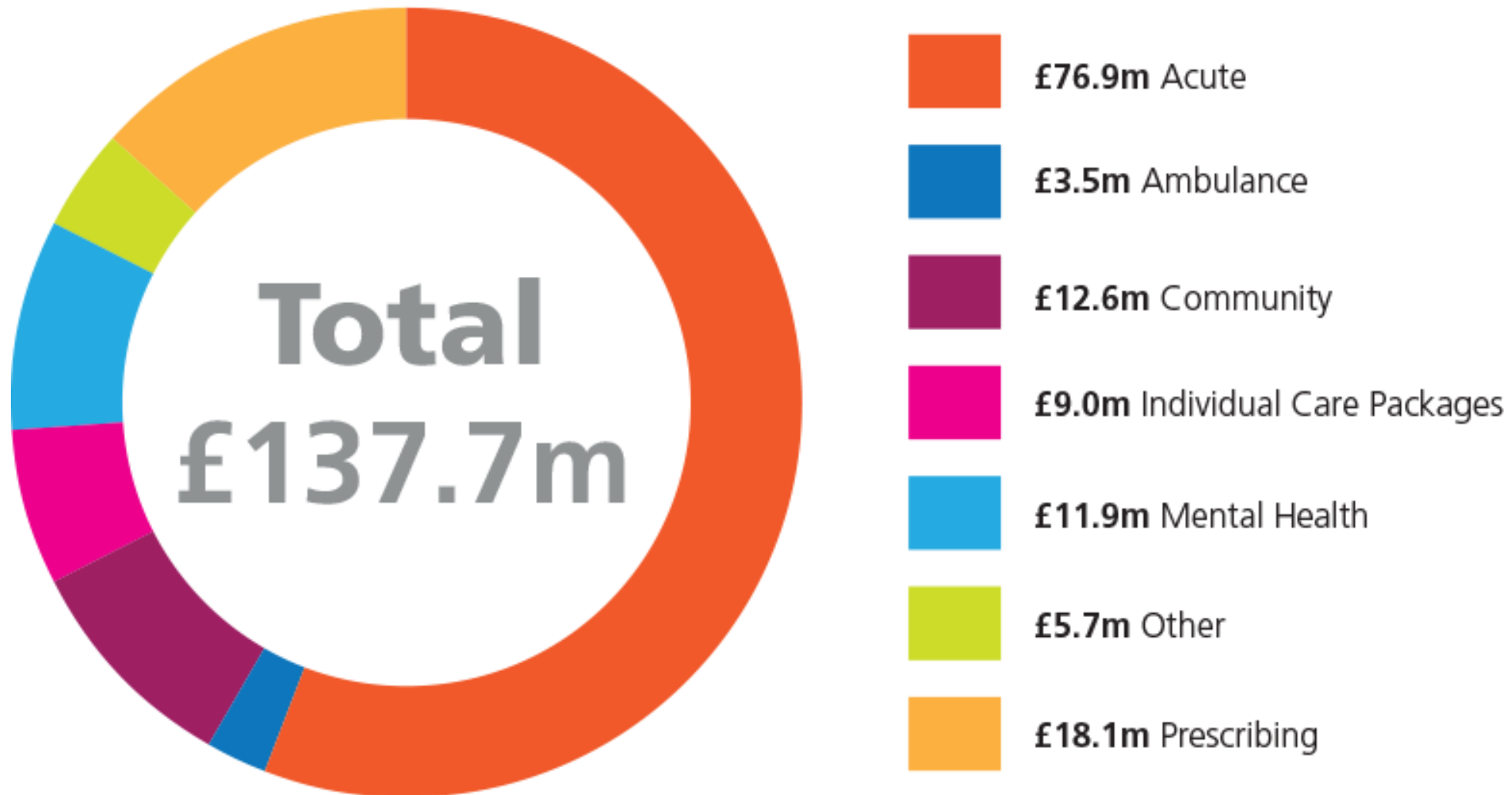
Other programmes of work

Children and young
people's health and
wellbeing

End of life care

Primary prevention

14/15 commissioning budget





A few highlights...



Macmillan funding

- Successful bid for funding from Macmillan
 - Supporting those living with and beyond cancer
 - And their families and carers
-
- ✓ Physical activity
 - ✓ Raising awareness of signs and symptoms
 - ✓ Educating our GPs and practice staff
 - ✓ Holistic needs assessments
 - ✓ Information centre and pop up stalls



Cardiology

- Launched new heart failure service in the community
 - AND
 - Created a new service for cardiology patients
 - Beginning in October 2015
-
- ✓ Clinics closer to your homes
 - ✓ Reduce visits to hospital
 - ✓ Shorter waiting times
 - ✓ Better patient experience



Direct access to diagnostics

- Two new 12 month pilots
- Provide GPs with direct access MRI scanning
- Provide echocardiography (ECGs) monitoring etc

- ✓ Improve waiting times
- ✓ Easier access to treatment for patients
- ✓ Less unnecessary referrals into hospital



Choose and Book

- ✓ Electronic referrals
- ✓ Increased security
- ✓ Patients offered more choice of times for their appointments
- ✓ Reduce number of appointments patients do not attend
- ✓ Avoid delays in waiting for appointments



Community paramedic

- Working with walk-in centres and out of hours services
 - ✓ Aiming to improve urgent care
 - ✓ Minor injury pilot may be starting
 - ✓ Educating care homes so they understand which services to access for the needs of their residents

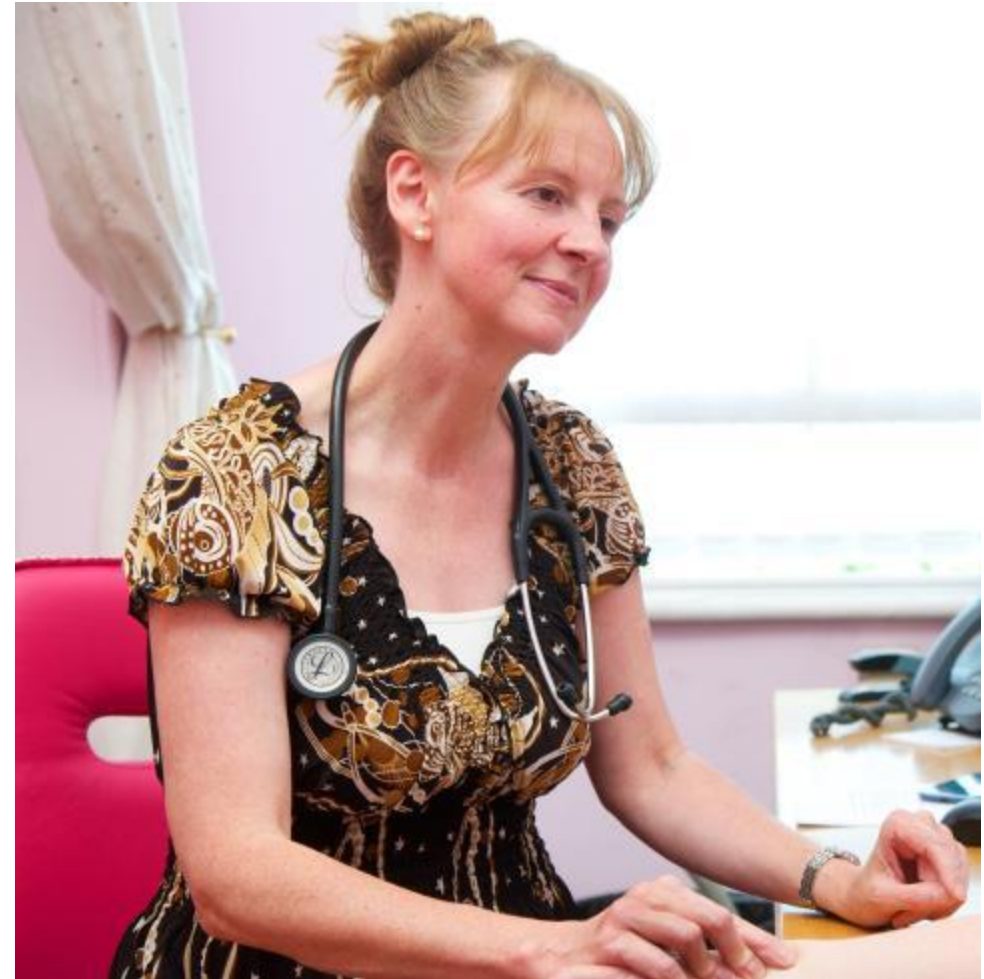


Other urgent care updates

- Acute Visiting Service pilot continues
(GPs helping ambulances and GP practices support patients who need urgent support)
- North West Ambulance Service (NWAS) is running fire responder pilot across Lancashire
(Ormskirk Fire Station involved)

Workforce

- Shortage of GPs/practice staff across the UK
- Large percentage of workforce is aged 55 and over
- More work needs to be done on recruitment/retention of staff
- Developing local solutions and frameworks to suit West Lancs
- Working with Health Education North West.



Health inequalities



- Report: *The Seven Wards: a focus on Skelmersdale*
- Positive step forward
- Working with communities to make changes locally
- Police, councils, local voluntary groups etc involved
- Identifying community assets



Joined up care – the next steps on our journey

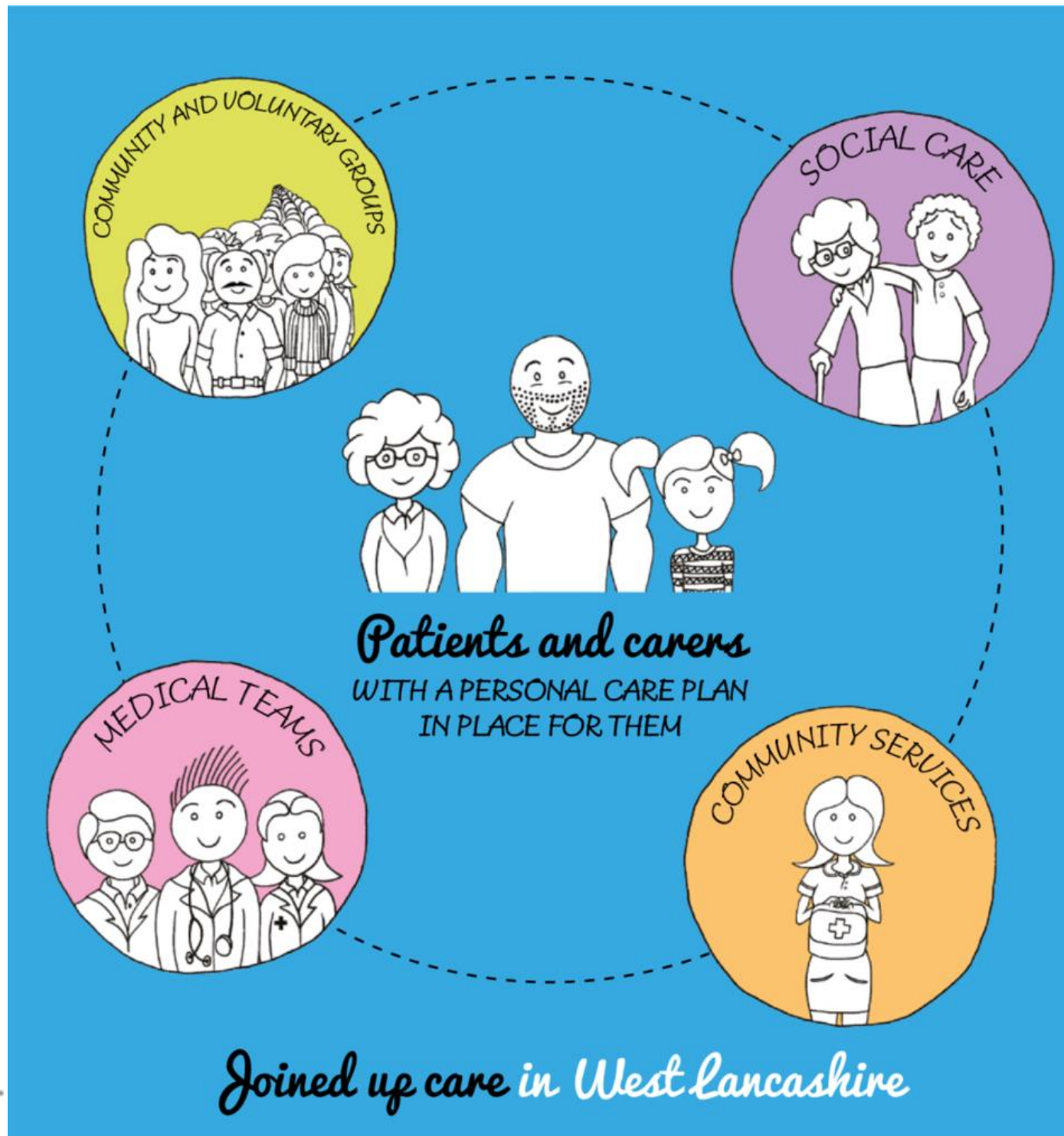


Achieving joined up care

- West Lancs CCG – 5 year strategy outlines the direction of travel to achieving joined up care for the people of West Lancashire
- Better Care Fund – a national scheme to assist with this. Aim: co-ordinated care where all services are wrapped around the patient and truly joined up. No duplication and aiming for seamless services which means a better experience for patients.
- Contract with Southport & Ormskirk Hospital – was a 3 year contract. This has been extended for a further 2 years
- Legal advice & technical guidance - what we were advised

Opportunities

- Improve quality
- Greater collective working – pulling the different services together to wrap around the patient. Not just health and social care, but wider e.g. Lancashire Constabulary Early Action work
- Patient/carer/public voice – incorporating feedback, views and thoughts into the shape of new service
- Working with us to develop new outcomes – what would we all expect a new service to deliver for ourselves, our relatives and those we know? What are the givens and what can we strive for going forward?



Thank you

Our panel will be ready to take your questions after lunch.

Please write your question on a post-it note and put them onto the flip chart paper

Alternatively, please ask our panel a question in person after we convene after lunch.

Get in touch:

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