

Healthwatch Liverpool

Annual
Report

2014/2015



'Finger on the pulse' event June 2014



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Note from the joint Chief Officers

This report sets out the achievements of Healthwatch Liverpool in 2014-15.

Looking back over the year, it is clear that there has been a lot of positive work, but also some significant changes initiated which will take effect in the year to come. These changes are designed to make the work of Healthwatch more visible; to enable us to better hear the views of local people on health and care services; and most importantly to influence and improve the way services are commissioned and delivered.

The report is therefore taking stock of the past year, but also written with an eye to the future; celebrating our achievements yet noting the areas where we have learnt and have plans to work differently in the future.

We wish to thank Edwin Morgan, the outgoing Chairperson of Healthwatch Liverpool whose tenure covered most of the 2014-5 period, and Kathy Hull who managed the Scrutiny Team throughout this year. They both made valuable contributions to the work of Healthwatch Liverpool.

Healthwatch Liverpool will shortly be announcing our new chair, and we hope that in the year ahead you will find us a trusted source of information and a valuable partner.

Sarah Thwaites Tony Okotie



About Healthwatch

We are here to make health and social care better for people in Liverpool. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people, and our expertise is grounded in their experience. We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services and local decision makers put the experiences of people at the heart of their care and the planning of local health and care services.

We also have a key role in helping people to find and access services, and to know their options when services don't deliver.

Healthwatch Consumer Principles

Our work is guided by your right to:

1. Essential Services
"I want the right to a set of essential prevention, treatment and care services, provided to a high standard which prevent me from being in crisis and lead to improvements in my health and care."

2. Access
"I want the right to access services on an equal basis with others, without fear of prejudice or discrimination, when I need them and in a way that works for me and my family."

3. Safe, Dignified and High Quality Service
"I want the right to high quality, safe, confidential services that treat me with dignity, compassion and respect."

4. Information and Education
"I want the right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system."

5. Choose
"I want the right to choose from a range of high quality services, products and providers within health and social care."

6. Be Listened to
"I want the right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received."

7. Be Involved
"I want to be an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community."

8. Live in a Healthy Environment
"I want the right to live in an environment that promotes positive health and wellbeing."



Engaging with people who use health and social care services to influence decision makers with their evidence

Understanding people's experiences

An understanding of people's experiences of health and care services underpins all our work - it provides the evidence and credibility for us to speak up and influence decision makers on behalf of the public.

In 2014-15 Healthwatch Liverpool began to use and promote Patient Opinion and Care Opinion, an online web tool as one of the ways we gather patients' and carers' experiences of services. On these sites the public can leave feedback anonymously but still receive responses from service providers. In our first 9 months using the sites (July 2014 - March 2015) we recorded 370 Liverpool patient stories on the site. These stories were shared with commissioners and also helped inform our choice of work priorities.

To provide other ways of hearing the public's experiences we ran stalls at 84 public health and community events and arranged 12 monthly drop in sessions in community venues including coffee mornings, afternoon teas, an evening and a weekend session. During these monthly sessions we received public feedback about topics that Healthwatch was working on, and any other health or social care issues. At these meetings people were also asked

what topics they thought Healthwatch should focus on in future.

Healthwatch Liverpool visited a wide range of community groups, including luncheon clubs for elderly residents, and spoke with service users from a variety of organisations, including people with a learning disability, people with mental health issues, and people who don't use English as a first language. Healthwatch Liverpool also spoke with people living outside of Liverpool, for example patients from the Isle of Man using Liverpool services.

Healthwatch Liverpool received extra funding from North West Coastal Academic Health Science Network this year to help develop a model of engagement to encourage people to look after their own health. More than 200 people attended three 'Finger on the Pulse' events that focused on atrial fibrillation, a condition that can lead to strokes if undiagnosed. The events were organised in collaboration with the Stroke Association, the North West Academic Health Science Network, and nurses from the Liverpool Heart and Chest Hospital and Royal Liverpool hospitals.

We delivered 16 talks to a wide range of community groups including those



for older people, disabled people, people with mental health issues and young people. We used these talks to raise awareness about Healthwatch and to encourage people to speak up when they have something to say about the services that they receive.

Feedback and enquiries from the public highlighted where services were working well, but also showed where improvements could be made. Since many enquiries we received were about access to dental services (944 in this year), we decided to investigate further. Patient feedback was gathered through questionnaires and specific focus groups to try and find out if there were gaps, and if so, how to improve services.

Additionally, in reaction to feedback received, Healthwatch projects looked at Transition (the move from children's to adult services) for young people with complex needs, and at personalisation and direct payments. The Task and Finish and project work culminated in several reports that are available on the Healthwatch website.

Enter & View

As part of our work Healthwatch Liverpool visits local health services for adults and children, and local social care services for adults. Enter and View visits are made to find out more about a service, or to follow up on feedback received from the public. After the visits a report with informed recommendations is sent to the provider, as well as other relevant organisations like the Care Quality Commission. From April 2014 to April 2015 we visited the following services:

Care Homes

- Castle Grange Care Home

- Christopher Grange Care Home
- Moss View Care Home
- 11 Tavy Road Care Home

Hospital Trusts

- Liverpool Women's Hospital
- Alder Hey Hospital
- Liverpool Heart and Chest
- The Walton Centre
- Mersey Care Broadoak Unit
- Liverpool Dental Hospital
- Aintree Hospital
- Royal Liverpool Hospital
- Liverpool Community Health NHS Trust

Primary Care services

- Mersey View GP led walk in centre
- Princes Park Health Centre

Service providers made improvements as a result of Enter and View visits. For example Mersey Care said they would introduce ward menus at Broadoak unit after service users mentioned the lack of information about available food during a Healthwatch visit. Enter and View visits also highlighted good practice, for example the palliative care suite at the Women's Hospital was very well thought out to provide maximum privacy and dignity at a difficult time for families.

Full reports and providers' responses can be found on the Healthwatch Liverpool website.

Producing reports and recommendations to effect change

As mentioned above, Healthwatch Liverpool produced several reports with recommendations, suggestions and ways of improvement from Enter and View visits and Task and Finish work in the past year. In response, services made some changes, for example local GP practices should now



advertise at the reception desk that a private area is available on request.

Putting local people at the heart of improving services

Volunteers are invaluable to Healthwatch - without them we couldn't do the work that we do. This year volunteers were involved in all Enter and View visits, and Task and Finish work.

During this period, Healthwatch Liverpool was represented on the Health and Wellbeing Board by Edwin Morgan, the Chair.

Working with others to improve local services

After receiving public feedback Healthwatch Liverpool made GP Access a focus during 2013-14, beginning a piece of collaborative research involving service providers, commissioners, volunteers and the public. This research continued into the start of 2014-15. The GP Access report was sent to the Clinical Commissioning Group, NHS England and the CQC, and was presented to the Primary Care Committee and the Health and Wellbeing Board this year (see case study on page 10).

Although Enter and View reports were sent to stakeholders including the Care Quality Commission (CQC) for information, Healthwatch Liverpool did not recommend any particular areas of work to the CQC, and the CQC did not undertake any special reviews or investigations following Healthwatch Liverpool recommendations. Healthwatch did cooperate with the CQC when the CQC carried out the new style inspections

at Liverpool health trusts by providing patient feedback received about the relevant services.

Healthwatch Liverpool sent a copy of its Dental Access report to NHS England but to date has not yet received a response to the recommendations in the Dental Access report.

We did not escalate any issues to Healthwatch England during the year, but Healthwatch England used work produced by Healthwatch Liverpool about access to GP as well as dental services to help compile a national report about primary care services. We also contributed evidence to Healthwatch England work on the Gender Reassignment services which had been escalated to them by another local Healthwatch.



Healthwatch manager Sarah Thwaites with Shadow Minister for Public Health Luciana Berger MP at the launch of Healthwatch England's 'Suffering in Silence' report



Providing information and signposting for people who use health and social care services

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

During 2014-15 we dealt with **3036** information enquiries, signposting and referring people to **8051** services and activities, and guiding them through the health and social care system.

Including:
944 dental enquiries
401 GP enquiries
326 about health improvement/activities
237 enquiries about mental health services
193 enquiries about Patient Transport

With our help people can access services they need.

“Wow, you made that well easy, I thought this was going to be a nightmare”

- Person looking for information about emergency dental treatment.

Our information enables people to take more control of their own health.

“I have found out that I have another serious health condition. You were able to give me extra information that I did not know about. You listen and understand,

give me information as well as options”

- Person with multiple health problems.

We pride ourselves on providing a personalised service to meet individual needs.

“I thought that I would just be given a leaflet and sent away, as this is usually what happens when I ask for help from services, but I was listened to today. Thanks so very much for your help. Healthwatch has been a lifeline to me, you have done so much for me.”

- Person with multiple health problems.

We also work with professionals to get information where it is needed.

77.7% of enquiries were from the public
22.3% from professionals

“The staff here are raving about the great Healthwatch Information service. You have been so kind and super-fast in replying to me with loads of valuable information.”

- Professional.



Impact Stories

Case Study One: Information: LiveWell Liverpool

"I want the right to clear and accurate information that I can use to make decisions" (Healthwatch Consumer Principle)



As well as providing an information service, Healthwatch Liverpool helps people to access information online. We collect and maintain data for three linked online directories:

- LiveWell Liverpool provides the public with information on health and wellbeing related services and activities
- Wellbeing Liverpool is a key part of the city's approach to mental health promotion and prevention
- The Ralfy directory helps GPs to speedily access information to support their patients.

1781 directory entries including GPs, dentists, pharmacies, specialist health services, care services, lunch clubs, community activities and self-help groups.

This year we recruited the help of PR students from Edge Hill University to promote LiveWell Liverpool. They held community focus groups and taster days.

Together with PSS, volunteers and students from 3 local universities we held a Twitter Chase day to visit services in 4 local neighbourhoods to raise awareness about some of the wide range of health-promoting services on the directories.

4 teams, 3 hours, 22 people, 51640 steps walked, over 100 services visited.

"Working with the Healthwatch team has been great. The team has been very proactive in the development and promotion of the Livewell Liverpool website, working closely with colleagues across all sectors to improve both the quality and quantity of the entries on the directory.

They have actively sought out organisations and groups and encouraged the use of the directory, and provide an excellent information and advice service to the people in the city."

- Marie Jones, Liverpool City Council



Case Study Two: The Right to Access: GP Services

Access to GP services is a major concern for local people. Healthwatch Liverpool's public survey highlighted the scale of the problem and huge variations between practices.

32% of more than 700 patients responding to a Healthwatch survey said that it was not easy to get through to their GP practice by telephone.

33% of patients responding to this survey had used another service because they couldn't get an appointment with their GP.

Our investigation into this subject was presented to the Health and Wellbeing Board, the Clinical Commissioning Group Governing Body and neighbourhood meetings. It influenced improvements including the additional appointment capacity added to help address winter pressures, clarity on availability of confidential discussion space in practice receptions and that triage decisions can only be made by medical and not administrative staff.

"I would like to thank Liverpool Healthwatch for the report as it provides commissioners with valuable intelligence from the perspective of the patient. We are committed to reducing variation across practices, something that we do recognise exists and this report will be an extremely useful tool in driving this improvement agenda forward" - NHS England

We have continued to collect patient comments and to liaise with practices, commissioners and regulators to ensure that patients get the quality of access they need.

"It is a nightmare getting an appointment".

"You have to continuously ring and hang up, ring and hang up until you get through"

- Patients at two local practices

Another issue raised has been concern that some practices rely too heavily on locum doctors.

"Doctors frequently change at the centre so I no longer have a regular doctor. I see whoever is on duty, but would prefer a regular doctor"

"The GP does not accommodate anything or want to assist me because they are all locums"

Continuity and quality of GP services is a focus for our work in 2015-16 and we will be surveying the public to find out how well practices meet their expectations on these.



Our findings were included in the Healthwatch England review of Primary Care





Our plans for 2015/16

A new Healthwatch contract began on 1 April 2015 to be delivered by a partnership between Laridae and Liverpool Charity and Voluntary Services (LCVS), the providers of the Healthwatch Information and Scrutiny functions from 2013-15. The new service will be provided by one single, multi-skilled team to better meet the needs of the public.

Key activities will continue - maintaining directories, providing information and signposting, liaising with NHS trusts on their work, Quality Accounts and Equality Delivery Systems, policy and research, Enter and View visits.

However, the extent of health needs in Liverpool demand a different approach and we have therefore planned to:

- Increase the volume of public experiences that we hear and collect. This will give us a larger and deeper range of evidence on which to base our work.
- Engage with people where they are, rather than expecting people to come to us, making it easier for people to share their experiences with us.
- Ensure that there are clear routes for the public feedback we gather to influence decision makers.
- Work closer with a range of grassroots organisations who can help us by being our 'eyes and ears' on the ground, and whose members we can help with their own health and care issues through information and signposting.

- Develop constructive links with front line services to help us reach the most vulnerable people in the city, and to enable them to better help their patients and service users.

Information Service

The introduction of the Care Act places additional requirements on our information service and also on the public directories. It is more important than ever that the public can access accurate information to help them make informed decisions for themselves and their families.

To meet these needs we:

- Have extended our opening hours to make the service more accessible, particularly to working carers.
- Have prioritised additional training on the Care Act.
- Are promoting awareness of the directories and the options that they contain to the public and front line staff who can guide and inform their service users.



Healthwatch placement student Sana at the Senior Citizens Forum AGM





Policy and project work

Each year we highlight particular work priorities, guided by the issues that the public have raised with us.

Our work priorities for 2015-16 include:

Hospital discharge

Quality and continuity of care in GP service

Physical health care for people with mental health needs

Access to health services for students, including to mental health care.

For each of these we will be gathering public experiences and meeting with professionals to see what works well, what doesn't and how the public experience of these can be improved.

Enter and View visits

Care homes - we are drawing on a wide range of information including experiences that we hear directly from the public and information received by other stakeholders such as the local authority and the CQC. This will help ensure that we target our visits to care homes as effectively as possible and complement rather than duplicate the efforts of these other stakeholders.

Hospital Trusts -We will be conducting Enter and View visits as part of research into our key policy areas for the year- particularly on hospital discharge.

Responsive Enter and View visits

We will also respond flexibly to information received during the year which highlights a need to understand more about how a particular service is operating, and to check how well it meets the public's needs and aspirations.

We welcome your help

A summary of our work plan for 2015-6 can be found on our website. If you have an idea for us to work with you please get in touch.



(L): Staff member Lynne with volunteer Sanaie at Goodison Park for a health awareness event; (R): Taking pulses at our stroke awareness event



Our governance and decision-making

How we involve lay people and volunteers

During 2014-15 Healthwatch Liverpool was provided by two separate organisations (Laridae CIC and LCVS) under separate contracts. A joint Reference Group provided oversight, support and guidance.

Throughout 2014-15 volunteers made a crucial contribution to the work of both the Scrutiny and Information teams of Healthwatch Liverpool. Regular volunteer meetings ensured that volunteers were aware of the overall picture of Healthwatch activity, could see the importance of their contribution and where their responsibilities and accountability lay.

Over the year a total of 39 volunteers were involved in a wide range of our activities. We thank them for their significant contribution:

- Regular scrutiny volunteers include 8 Health and Social Care Ambassadors active within the Trusts and a pool of 12 volunteers for enter and view visits.
- The remaining scrutiny volunteers focused on gathering patient experience to input into Patient and Care Opinion.
- Information volunteers helped with directory work, research and events.

Volunteer recruitment days were held in September and January which resulted in the recruitment of 8 new volunteers. These volunteers have received induction training to enable them to make an effective contribution.

Further training has been provided to volunteers in specific Healthwatch roles, Equality and Diversity, the Equality Delivery System 2 (EDS2), and Enter and View Training.

We began a project with Broughton Hall High School, to improve the engagement and involvement of young people in health and social care services. A mixture of Health and Social Care, Politics, Media and IT students have been included so far, developing ideas and leading on turning them into a reality.

We also provided placement and project opportunities to students from John Moores University, Edge Hill University and the Princes Trust.

In 2015/16 the two teams of volunteers are merging into a single team with revised and more varied tasks. We are recruiting more volunteers, and there are many other ways that people can get involved in, and influence, our work.



Thank you to our Volunteers

Healthwatch Liverpool would like to thank everyone who has given up their time to volunteer with us in 2014/15

Sian Williams
Grace Johane James Munro
Sanaie Ghaznawi Samuel Kamara
Emilia Chiento Mavis Morgan Eric Toke
Kasia Janinga Dorcas Akeju OBE
Maira McLoughlin Sana Afzal Matthew Bruce
Raul Dorado Joanne Morgan Jonathan Brown
Emma Heckle Amanda Brown Stanley Mayne
John Roberts Anne Gorton Luqman Momoh
Lesley Davies David Noon Michael Lott
Lucas McDavid Marie Wheldon
Luisa Tolu Terry Siner
David Lloyd Kani Aljaf
Betty Williams
Cathy Knowles Kaori Ito
Tim Oshinaike John Bruce
Edwin Morgan Chris Gatenby
Muntas Mohammed



Financial information

INCOME	Scrutiny	Information
Funding received from local authority to deliver local Healthwatch statutory activities	167,885	247,403
Additional income	10,450	0
Total income	178,335	247,403

EXPENDITURE	Scrutiny	Information
Office costs	67,149	26,604
Staffing costs	102,707	164,702
Direct delivery costs	8,479	9,265
Total expenditure	178,335	200,571
Balance brought forward	0	46,832



Contact us

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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One of three Finger on the Pulse events held in June 2015