

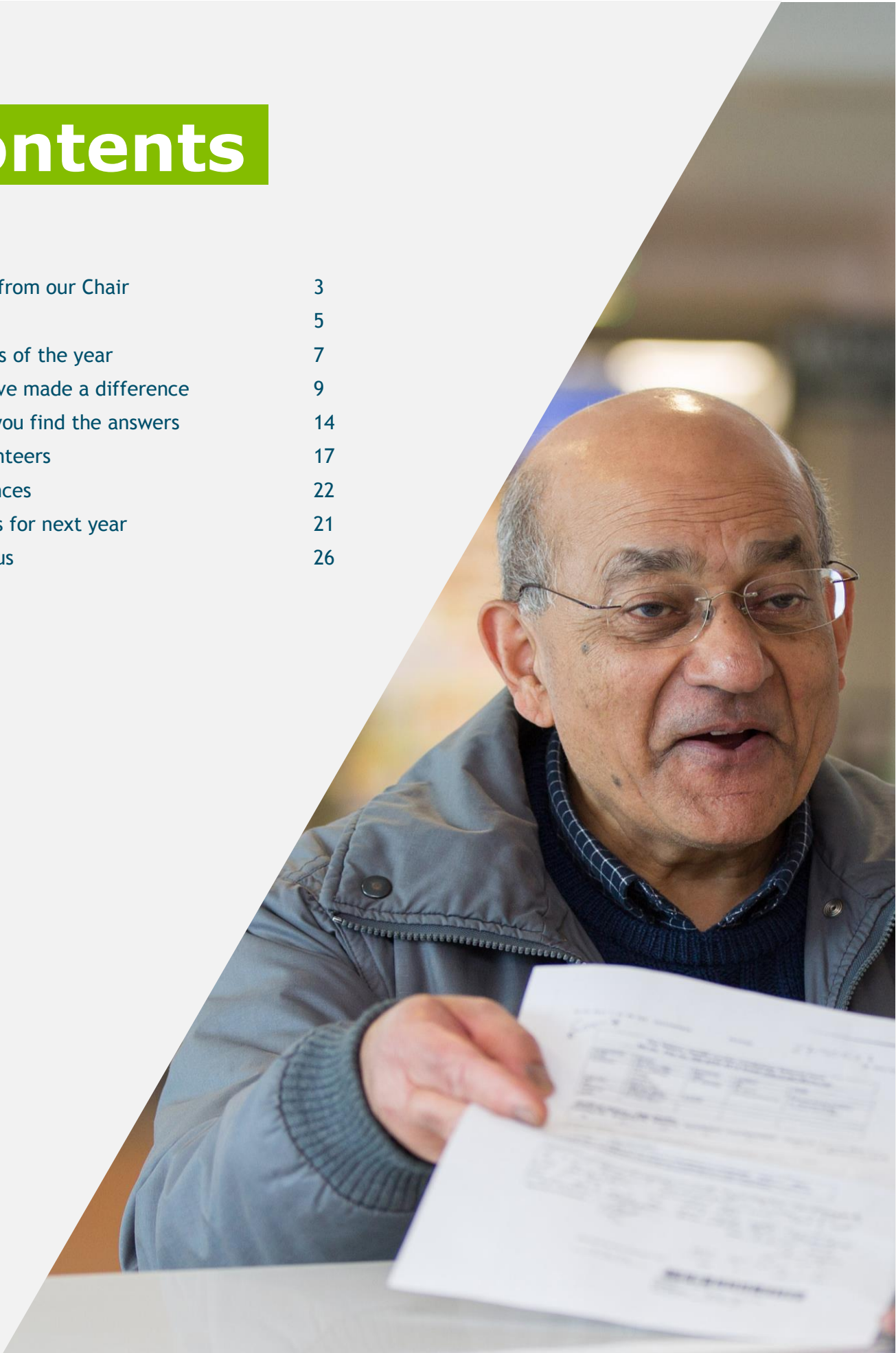


# Healthwatch Bristol

Annual Report 2018-19

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# Message from our Chair

**2018-19 was a year of consolidation for Healthwatch Bristol. We increased our feedback in numbers and we continued to build on our relationships with local stakeholders.**

- + We worked with over 50 local organisations, stakeholders, voluntary sector and statutory organisations.
- + We completed a year long study of emotional health and wellbeing in the city of Bristol.
- + We worked with over 300 medical students at the University of Bristol on studies looking at the 3Ds (disability, disadvantage and discrimination), whilst introducing the Healthwatch concept to the doctors of the future.
- + With the changes to primary care and the introduction of the NHS Long Term Plan, the Advisory Group worked on a GP Survey, asking the public what they thought of the upcoming changes, both digital and around primary care networks.
- + A reduction in funding from 2017/18 proved to be challenging, but we adapted our approach, using more online communications and our social media presence to promote our surveys, including Facebook advertising and Twitter promotions.
- + Errol Campbell from the Friends of Caswell Thompson, and Healthwatch volunteer, was awarded 'Runner Up' in the Healthwatch England national awards on the category #itstartswithyou

as he tirelessly campaigns for better outcomes for Black, Asian and Minority Ethnic men around Prostate Cancer prevention and awareness.

- + I am immensely proud of the hard work that the staff team and volunteers has put in during 2018/19. Their commitment, despite and increasing demand on our service, has continued to produce high quality results and outcomes for local people!

*Sarah Ambe*

**Sarah Ambe**

Healthwatch Bristol Team Manager (Chair of Advisory Group)



*Sarah Ambe at the Healthwatch Network Awards, receiving an award on behalf of Errol Campbell. Pictured with Lee Adams, Healthwatch England Committee*



## Changes you want to see

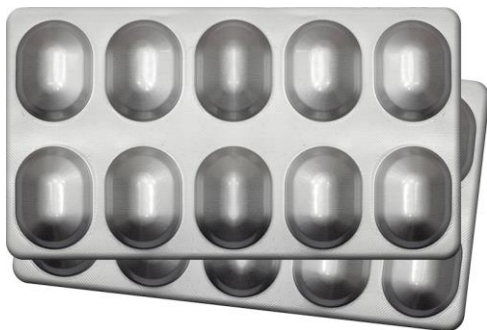
Last year we heard from 1,641 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Patients complaining of loneliness and isolation or non medical issues were able to start accessing social prescribing and this is something that patients agreed should continue to be available.



- + We raised concerns about a lack of gluten free prescriptions for coeliacs with the Clinical Commissioning Group.



- + People with mobility issues were asking for help with prescription delivery and being refused access until Healthwatch intervened. Patients have asked for continued access to prescription delivery for disabled people and those with mobility issues.



- + We learned that BAME women in Bristol are not attending their mammograms and breast screening as often as their Caucasian sisters and hosted an event to find out why.

# About us

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



**The staff team 2018-19 (L-R):**  
Dan Hull - Volunteer Support Officer  
Roopindera Kaur - Development Officer  
Olivia Plenty - Administration and Systems Assistant  
Sarah Ambe - Team Manager  
Vanessa Scott - Marketing & Communications Administrator

## Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



## Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

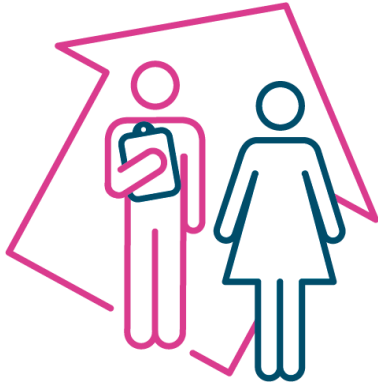
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



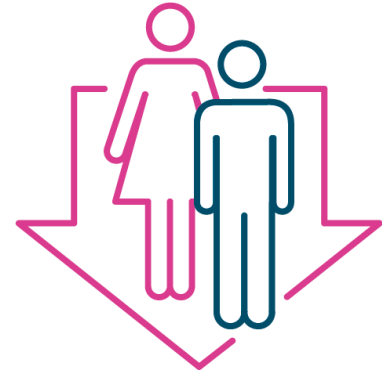




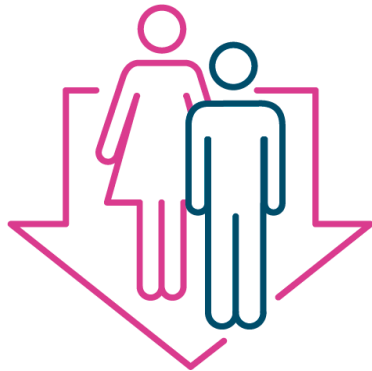
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



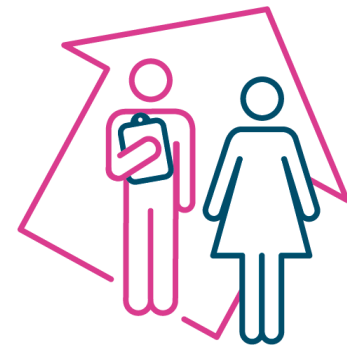
1,641 people engaged with us on their health and social care story, **128%** more than last year.



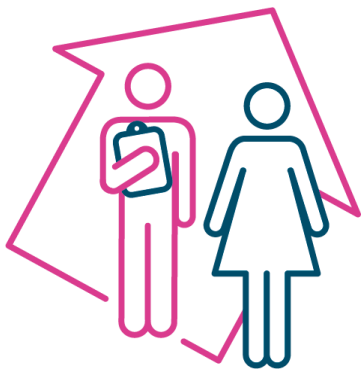
We have **26** volunteers helping to carry out our work. In total they gave up **446** hours.



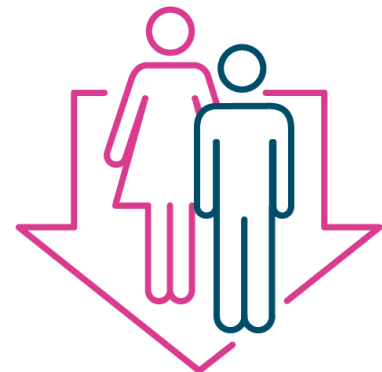
640 people accessed Healthwatch advice and information online or contacted us with questions about local support, **37%** more than last year.



We visited **198** community events to understand people's experience of care. From these visits, we made **27** recommendations for improvement.



**2** major improvements we suggested were adopted by services to make health and care better in our community.



**47%** more people engaged with us through our website and social media.





**How we've made  
a difference**

## Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Bristol. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of a local Healthwatch demonstrating how they have made a difference in their community.

### Trans Health Training to be rolled out at a Bristol Hospital

In 2018 we worked with local Healthwatch across the south west and the Diversity Trust to publish a joint report exploring the experiences of trans and non-binary people when accessing health and social care services. Working in partnership with the Diversity Trust, we also delivered a workshop on Trans Health at the Healthwatch England conference in 2018.

As a result of this work, Healthwatch Bristol were able to approach two local acute NHS Trusts (University Hospitals Bristol NHS Foundation Trust and North Bristol NHS Trust) to ask them what they were doing to ensure Equality and Diversity practice was as effective as it could be.

As a result, Healthwatch Bristol were able to work with University Hospitals Bristol NHS Foundation Trust and produced a joint press release that the Trust would be rolling out Trans Awareness training to all of its staff. The press release can be seen here: <https://bit.ly/2XhTOcy>

The main Trust responses to the Healthwatch work were:

- + Trans awareness training should become part of all health, care and wellbeing professionals Continuing Professional Development (CPD)
- + Development of specialist trans support organisations, including drug and alcohol services and mental health services

- + Training around respect of people's pronouns and use of the correct pronouns

At the Healthwatch Bristol conference in March 2019, a workshop was held with Healthwatch, The Diversity Trust and the Patient Experience Lead at UHBT who progressed the work with the actions now live with training being rolled out.



*Cheryl Morgan and Berkeley Wilde, our Partners at the Diversity Trust, pictured here at a BCFM Radio Show in November 2018 talking about Trans Health with the Healthwatch Team*





### 3D: Disability, Disadvantage, Discrimination

#### Healthwatch from the beginning...

We were approached by Dr. Joseph Hartland from the University of Bristol Medical School, about the work they were doing and how we could work closely with first year medical students. In addition to the main focus of the events, these sessions aimed to introduce the concept of Healthwatch to early medical professionals at the start of their career.

Events were planned on the topics of Diversity, Discrimination and Disadvantage (known as the 3Ds at the medical school). The University is keen to work with the public and voluntary sector so that our future doctors do not have pre-conceptions or unconscious bias around people from equalities/seldom heard backgrounds, such as BAME, LGBTQ+ and Disabled people or groups of the population.

Healthwatch Bristol worked with parent carers and colleagues at the Carers' Support Centre to engage with a broad cross section of carers. For the BAME day, we consulted with existing BAME volunteers and contacts and worked with the community to get a diverse population to attend.

#### Outcomes of working with our academic institutions:

- Over three days 200 students were introduced to Healthwatch
- Another local Healthwatch in London has approached their own local medical school to work with them.
- We were approached by Bristol Dental School to appraise their curriculum and highlight Healthwatch as a place for dentists to refer patients for feedback
- Healthwatch Champion Errol Campbell was invited to address third year medical students.

Full details of the report can be read here **W:**

<https://bit.ly/2RkGJIT>



*Errol Campbell, Healthwatch Volunteer, addressing third year medical students at the University of Bristol.*

*'As a BAME patient I had difficulty to explain my condition to my GPs because of the language barriers. I was able to use my personal experience to inform the medical students, who will meet patients like me, who will have difficulty explaining because of language but also because of different genetic conditions which affect people from different races'*



#### Get In Touch

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

t: 0117 269 0400

e: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)



## Working in partnership to help the public understand Primary Care transformation

In November 2018 we launched our Primary Care Survey to the people of Bristol. This survey was written by the Advisory Group and developed in partnership with the local Clinical Commissioning Group. This survey was not a quality check but more of a way to understand what the public thought of the upcoming changes to primary care and what they would like to see. This also helped engagement activities with local GP surgeries. 353 people completed the survey, both face to face and digitally.

Primary Care Networks (PCNs) as a concept was introduced via the questions. 78% of respondents

said that they would be prepared to attend a specialist community setting such as podiatry, physiotherapy or similar services.

The use of digital was largely welcomed but with caution for some people who do not have access to smart phones and the internet.

Some highlights from the findings:

- + The public really want to be able to make appointments easily
- + 67% of respondents want to see mental health support services within their primary/ community health settings
- + 66% said that transport issues were barriers to them attending their primary care settings.

The full report can be found on our website W:

<https://bit.ly/2LsTy1d>

“A great service from Bristol Community Health, they provide a Somali Translator two days a week in my GP surgery ”

*Bristol survey response*

An event sponsored by Healthwatch Bristol «Sammy's Pop Up » doing Health checks in a community space





*Our Partners at Bristol Active Life Project, UWE and Bristol City Community Trust*



*Second Step, Avon and Wiltshire Mental Health Partnership NHS Trust, Bristol Active Life Project and presentation to NHS England South West*

## “Kickin2Shape Walking Football”

Healthwatch Bristol received an application from Second Step and Bristol Active Life Project (BALP) to examine the burden of health costs to the NHS on people with Severe and Enduring Complex Mental Health Conditions (CMHCs). People with CMHCs tend to be less active and have increased health risks compared to the general population, with higher levels of premature mortality and morbidity. In Bristol, this group has, on average a reduced life expectancy of 20 years - a significant health inequality (Vancampfort et al. 2012).

The work we have done collaboratively with Second Step, University of West of England, Bristol City Community Trust, Bristol Active Life Project and Avon and Wiltshire Mental Health Partnership NHS Trust. The pilot project was funded by the Healthwatch Bristol Community Pot grant.

A new walking football and nutrition programme was developed called Kickin2Shape and has been included in the existing Bristol Active Life Project. What was different is that the cohort of participants were currently not accessing any physical exercise but were receiving secondary mental health care due to their mental health conditions. The full report can be found here [W: https://bit.ly/2XWgvQs](https://bit.ly/2XWgvQs)

It was important with such a new project to identify the key enablers and barriers experienced by service users in attempting to attend the football sessions. Participants also highlighted the role of staff members in carrying out the sessions.

*“I really like the staff because they are very professional and not patronising or aloof and friendly, and I feel I connect with them.”*

It is important to note that the experts by experience have all indicated having enthusiastic support workers to enable them to enrol and attend has been a key enabler. Having that trust and support has been key, rather than expecting individuals to attend from their own “self-start.”

Overall our findings reports positive outcomes from the walking football, enabling service users to gain:

- A sense of social inclusion
- Stepping stone into getting fit/learning new skills
- Sense of safety
- Motivation booster to doing other things? Improved mood
- Increased self-esteem, sense of achievement
- A sense of normality

*“Since the publication of this report, we are delighted to learn that one participant has made a full recovery from their psychosis and has started attending university. They are still participating in football”*

The walking football pilot continues to run and has been further funded by the local NHS Mental Health Partnership.





# Helping you find the answers

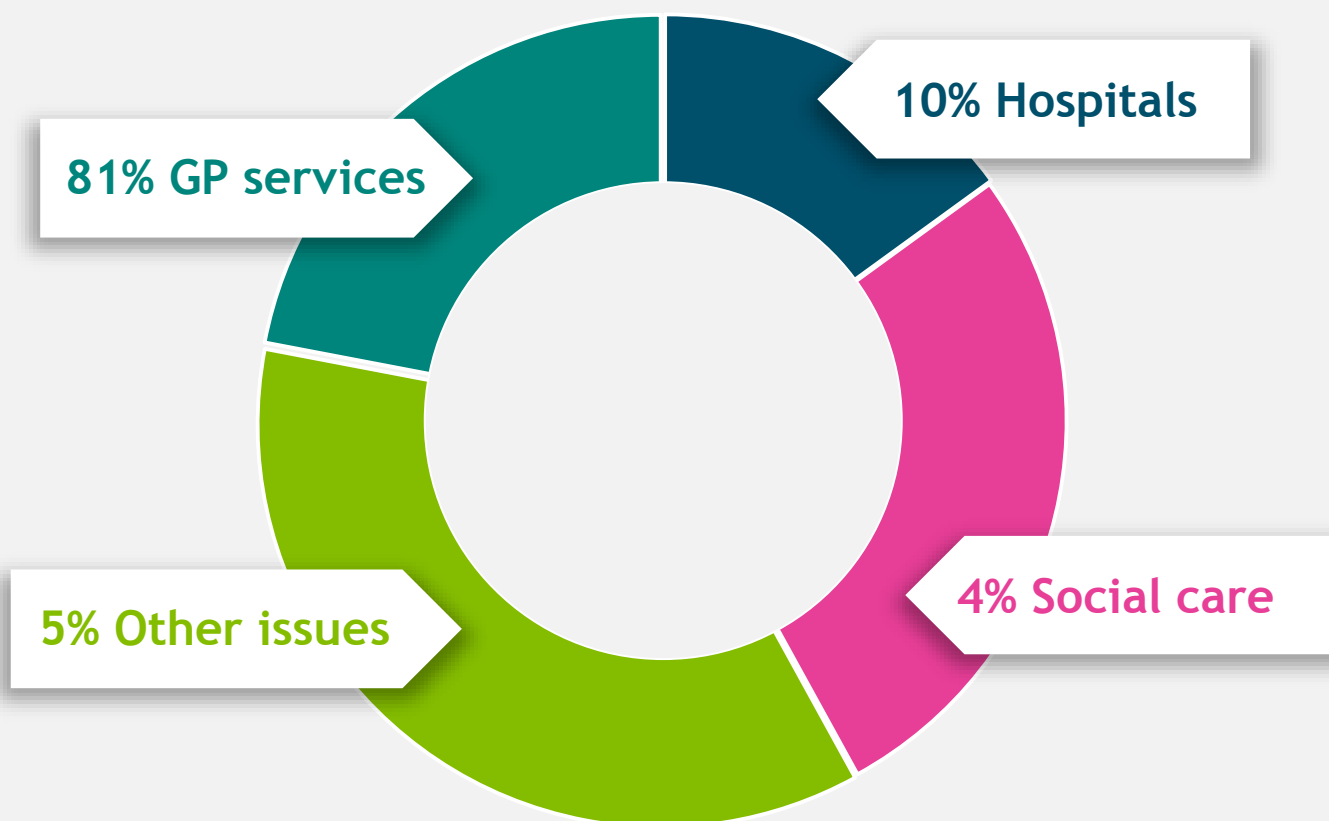




## What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us - as we have focused on GP Services this year, our Primary Care number is higher.



## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped over 600 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information
- + We can help elevate your enquiry to a complaint
- + Our contact us form / email [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone 0117 269 0400



## Signposting: Parent Carer

Healthwatch Bristol attended Bristol Parent Carers AGM and Conference in June and listened to a parent who told us, “once I discovered Bristol Parent Carers through Healthwatch signposting, I have been attending local support groups. The GP was not aware of this and meeting with my peers has helped me to understand my son’s autism diagnosis better.”

## Support to Make A Complaint

Client contacted advocacy services through Healthwatch. The client has health problems, physical communication difficulties, English as a second language, and prefers to speak in person. The client was distressed and upset and felt unable to make a complaint without support.

The advocate provided empathy and emotional support and supported the client by allowing them to tell their story and then used the notes taken to help them to compile a complaint letter.

The client had been a carer for their adult daughter who is now in the care of social services, and the complaint related to the circumstances around how this came about.





## Our volunteers





## How do our volunteers help us?

At Healthwatch Bristol we couldn't make all of these improvements without the support of our 26 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



*We couldn't do our work without our wonderful volunteers*

## Driving up Standards in an Eating Disorders Unit

Thanks to the feedback from a group of volunteers, services have made changes so people with mental health conditions and eating disorders have a better experience.

The Riverside Adolescent Unit is a dedicated service for young people between the ages of 13 and 18 who need intensive help with a range of severe mental health problems.

In partnership with representatives from Bristol Independent Mental Health (BIMHN), we coordinated an Enter and View visit in July 2018.

We were keen to use young people as representatives and to make the patients feel comfortable.

The full report and some of the findings around the building works were immediately reported to CQC who were doing a full CAMHS inspection of Bristol at the time. This work was able to inform their more in-depth inspection.

The full findings of the report can be read here **W:** <https://bit.ly/2CoDADA>

*'Volunteering has helped my own mental health recovery by putting something back into the community » Bristol Volunteer*

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



### Errol Campbell

*“Healthwatch has helped my work with BAME Prostate Cancer prevention and awareness, and I have in turn volunteered to be the Equality and Diversity representative on the Bristol Advisory Group.”*

*As a member of the BAME community, it is important that more BAME community members step up and put themselves forward to highlight inequalities in their care. If they do not, how can we expect our voice to be heard?”*

### Dr Knut Schroeder

*“I became involved with Healthwatch Bristol as a GP who specialises in Mental Health and Self Care. The Team invited me onto their Advisory Group in 2018 as a medical advisor, and it has been my pleasure to attend events and support the vital work that the team does.”*

*Healthwatch Bristol nominated me for an award in 2018 as the #NHSat70 award around services to health. I am delighted to be part of the team and consulted when asked for professional advice, as well as help be videographer at events!”*



## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at Healthwatch Bristol

[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

t: 0117 269 0400

e: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)





*‘thank you HWBristol..  
every member of the  
community deserves to be  
able to have faith in their  
health and social care to  
give them fair and unbiased  
care’*

Advisory Group Member - Bristol Healthwatch





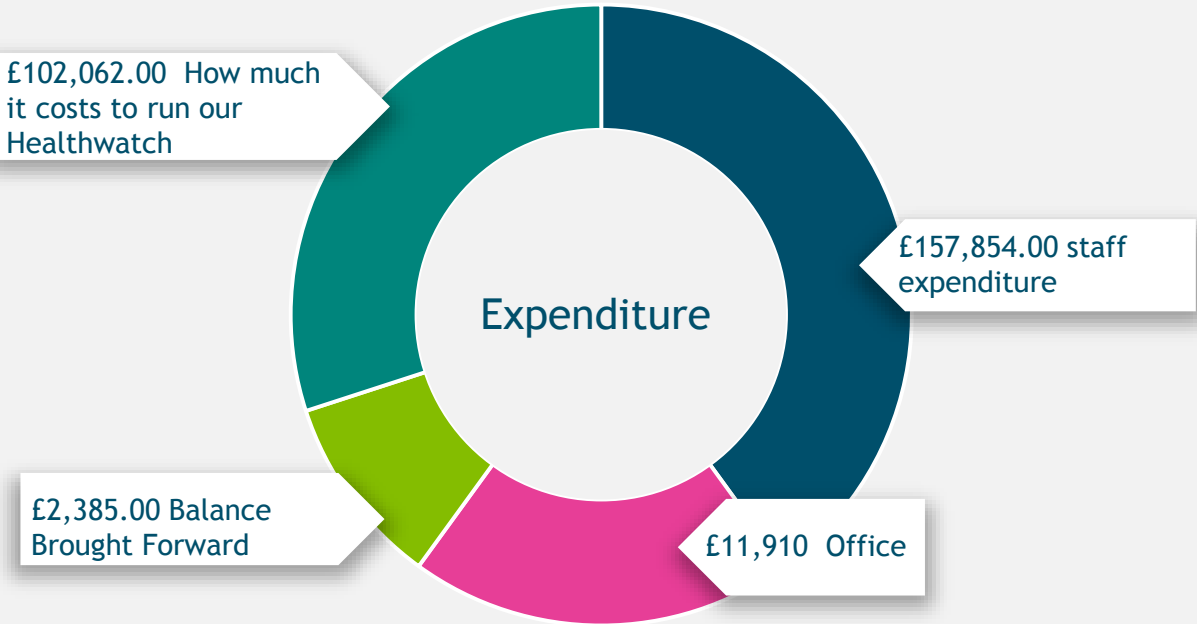
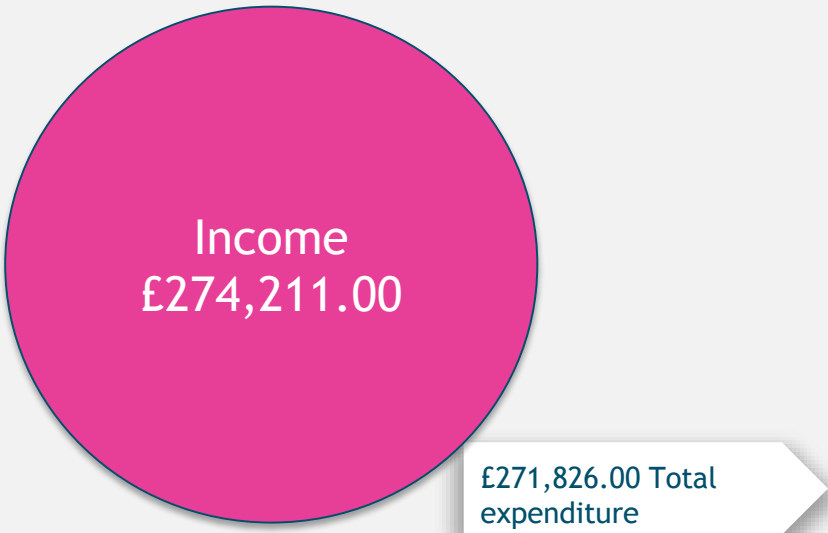
## Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £271,826.00 .

- Income:
- + Funding received from local authority
  - + Total income

- Expenditure
- + How much it costs to run Healthwatch
  - + How much we pay our staff
  - + Our operational costs
  - + Total expenditure



UNTEER OF THE YEAR

brunelcare

Our plans for  
next year



# Message from our CEO

I feel privileged to have been involved in Local Healthwatch from very early on, having started out as a project coordinator for Healthwatch at The Care Forum back in 2013. It's amazing to look back and see how Healthwatch has gone from strength to strength during this time. We've learned some vital lessons along the way, often simply by listening to our volunteers who keep us grounded in the regions we serve.

This year I've been impressed by the leadership shown by our staff and volunteer Board.

**Over the Past Year:** We've worked with The Friends of Caswell Thompson, and helped black men to break down the stigma around prostate cancer and get tested. We know from feedback that several men were diagnosed with symptoms this year who otherwise would not have known about the disease.

We also moved the Trans Health work forwards with commitment from University Hospitals Bristol NHS Foundation Trust to roll out training to staff on Trans awareness.

## Looking ahead

As a result of our work, we have seen some significant changes to commissioning, for example discussions are taking place about introducing community-based clinics for prostate cancer testing as a result of our work with BAME men.

## Barriers and opportunities

Funding continues to be a challenge for our service and many others, however the increase in feedback and the value of Healthwatch is continuing to grow resulting in more awareness across both the general public and healthcare professionals.

With the national NHS Long Term Plan, Healthwatch has been at the forefront of engagement with the

general public on #whatmatterstoyou and we look forward to sharing these results during the next financial year.



**Morgan Daly**  
Interim CEO The Care Forum

*'This year I've been impressed by the leadership shown by our staff and volunteer board'*

# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work

*'Thanks for coming, it was fun to share my health stories with you, I will go out and tell my friends at school about what you do, it's not just adults who want to share their experiences at the doctors or hospital'.*

*Bristol Youth Council - April 2018*



# Contact us

Healthwatch Bristol  
The Care Forum  
The Vassall Centre  
Gill Avenue, Fishponds  
Bristol BS16 2QQ

- + 0117 269 0400
- + [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)
- + @hwbristol
- + [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

The Care Forum  
The Vassall Centre  
Gill Avenue, Fishponds  
Bristol BS16 2QQ

- + 0117 965 4444
- + [admin@thecareforum.org.uk](mailto:admin@thecareforum.org.uk)

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If you need this in an alternative format please contact us.

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**healthwatch**  
Bristol

Healthwatch Bristol  
The Care Forum  
Gill Avenue  
Bristol  
BS16 2QQ

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e: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)

tw: @HWBristol

fb: <https://www.facebook.com/bristolhealthwatch/>