

The logo for Healthwatch Bristol, featuring a stylized white 'H' shape composed of two curved segments on a dark blue background.

**Healthwatch
Bristol**

Annual Report 2015/16

A small version of the Healthwatch logo, featuring a stylized white 'H' shape on a dark blue background.

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Message from our Manager



Pat Foster, Healthwatch Bristol Manager

2015/16 has been a really good year for Healthwatch Bristol and a fantastic amount has been achieved by the staff team and the wonderful volunteers who support the work of Healthwatch.

Communication ensuring information is shared in the public domain has been achieved through regular e-bulletins and the website. The website has been changed to give the public the opportunity to directly share their views online. Healthwatch continues to engage with seldom heard communities and has received feedback from communities across Bristol on a wide range of health and social care services. A new format quarterly report 'Feedback Feed Forward' has shared the public view with service providers and commissioners.

Priorities for engagement in each quarter for Healthwatch Bristol as we move into 2016/17 include:

Gender and health

Culture and health

Age and health

Society and health

Within these engagement priorities Healthwatch Bristol will focus on issues including cancer, mental health and self care and prevention.

None of this would be possible without the involvement of the people of Bristol; giving valuable feedback on their own terms and in their own words to Healthwatch.

Thanks go to everyone for their valuable input into Healthwatch and especially to the active volunteers who ensure that along with staff team Healthwatch has made a big impact.



Message from our Chief Executive



Morgan Daly, Interim CEO, The Care Forum

We know that health and social care is changing. People want more integrated services, which are tailored to evolving health and wellbeing needs, and which put the patient, their carer and their family firmly in control. We also know that the current political climate mandates efficiencies and innovation around better partnership working and integration of care. Much of these developments are to be welcomed, but it is also clear that Healthwatch must continue to speak up for those who are not consulted, or who feel overlooked or ignored. During times of change, it is imperative that no one is left behind. Problems that affect us all must be solved together – and that is why the role of Healthwatch remains so vital today.

Bristol is a vibrant and diverse city, full of exciting ideas and with an unusually young population. But we also know that beneath the surface of Bristol, there exist significant health and wellbeing inequalities. Healthwatch in Bristol works to empower people from marginalised and seldom-heard communities, in order to work towards a future which is more equal. An example of this is the way in which Young Healthwatch has been instrumental in empowering young people to create the pathway for the recommissioning of children's community health services. It is a great model which turns the inventiveness, energy and lived experience of our younger residents into positive change for the future. Examples such as this not only inform our understanding of how future services should work, but also reaffirm that commissioning processes are stronger and more effective when they start with the voices of those who best understand what a good service looks and feels like.

Thank you to our Young Healthwatch volunteers for your excellent work this year!



The year at a glance

This year we now have over 2,000 people who follow us on Twitter.



Healthwatch selected mental health as a topic and spoke to adults, children and young people about their experiences.



Our volunteers help us with everything from designing consultation websites to representing Healthwatch at strategic meetings.



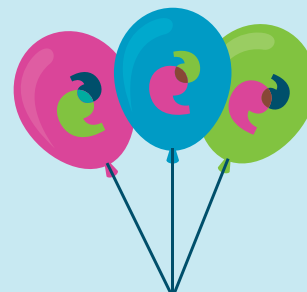
Healthwatch Bristol has visited six mental health wards, three care homes and one hospital.



Our reports have tackled issues ranging from access to services for people experiencing homelessness, to children and families' experiences of oral health care.



Healthwatch Bristol has met hundreds of local people at community events across the city.



Who we are

Healthwatch Bristol is a strong voice for children, young people and adults in health and social care.

Anyone can speak to Healthwatch about their experiences of health or social care services (including GPs, hospitals, mental health services, social care teams) and feedback what was good and what was not.

Healthwatch ensures that service providers and commissioners hear this feedback and make changes to their services. When someone gets in touch, Healthwatch will:

- signpost them to other helpful services
- help them to access advocacy support
- record their feedback and ensure that service users have their voice heard in decisions about the running of health and social care services

Healthwatch also invites members of the public to volunteer, helping to ensure that everyone has their voice heard in the development of health and social care services.

Everything Healthwatch says and does is informed by its connections to local people. The sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

Healthwatch believes that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Communities and people in all their diversity in Bristol can maintain their health and wellbeing, and care for themselves and each other.

Healthwatch Bristol Mission

Healthwatch Bristol involves local people to help improve health and wellbeing services.

Our priorities

Healthwatch Bristol focuses its work by targeting seldom heard communities who would not normally have the opportunity to voice their issues and experiences. Healthwatch works with this range of communities through the use of Healthwatch volunteers, engagement activities and attending events and meetings.



Based on the work of Healthwatch Bristol from previous years, the public feedback received, local strategy and policy, and its partnerships with the Health and Wellbeing Board, Joint Strategic Needs Assessment, local NHS trusts, Clinical Commissioning Group and other service providers, the Healthwatch Bristol Advisory group developed the priorities for 2015/16 as:

- cancer
- mental health
- older people and dementia
- long term conditions
- recommissioning of children's community health services
- transition to adult services
- enter and view programme into care homes

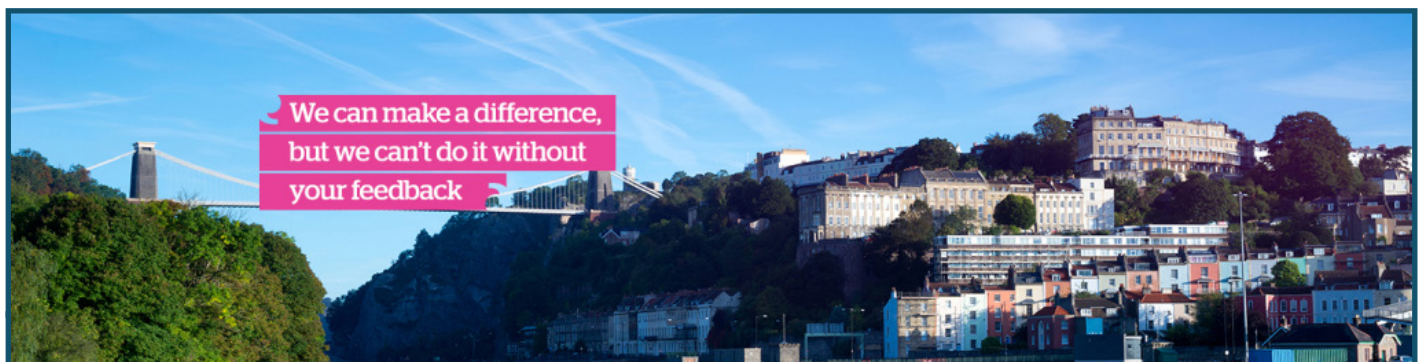
These priorities were then formulated into quarterly topics for Healthwatch Bristol to focus on:

Quarter one (April to June): mental health and wellbeing

Quarter two (July to September): services in the community

Quarter three (October to December): carers, the Care Act and the Children and Families Act

Quarter four (January to March): access and equalities



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Bristol uses a variety of methods to hear the views and experiences of Bristol's communities. Local people's experiences of health and care services have been collected and their needs identified through topic work around a chosen theme each quarter, engagement work at local events and groups, community pot funding to other organisations and work with our partners.

Healthwatch Bristol focuses engagement work on those people who are most vulnerable and often seldom heard.

The voice of older people in Bristol

Through Healthwatch community pot funding, which enables local groups and organisations to ensure their voice is heard, Healthwatch has worked with LinkAge, a local voluntary sector organisation, to reach out to older people (classed as 55 years and over) across Bristol to gain feedback on key issues that were important to them when it came to their health and wellbeing.



Healthwatch Bristol and LinkAge Wellbeing Day

LinkAge used a range of interactive activities to engage with 425 older people at 10 'wellbeing days' and via four consultations.

Of the people who attended the 'wellbeing days', 70% said that they could easily access the support that they needed when they needed it. In contrast only 20% of the people in the Black and Minority Ethnic (BME) Elders consortium who took part in a similar consultation felt that they and their community could access the help and support that they needed when they needed it. Both groups were unsure where they could get information about staying healthy other than from their GP and there were requests for greater access to information and support outside of GP surgeries, for example in community venues or libraries. The engagement activities identified that there was a disparity in the availability of community activities in different parts of Bristol, with some people living in areas with fewer activities. Transport was also identified as an issue with people finding it difficult to access activity sessions and groups in other parts of the city due to problems with bus services and finances.

Findings from the project have been shared with Healthwatch Bristol partners and Healthwatch is working with LinkAge to identify how the feedback can be used in projects being developed across Bristol to support older people.

The voice of people with learning disabilities in Bristol

Healthwatch Bristol worked with The Hive, a local organisation working with people with learning disabilities throughout 2015/16 to gather the views and experiences of people with learning disabilities. The Hive recruited and trained several of their members to be Healthwatch champion volunteers, who went on to develop an Easy Read questionnaire which was used to gather feedback from people with learning disabilities across Bristol and South Gloucestershire.

Healthwatch champion and The Hive member, Luke, said:

“I like being a Healthwatch champion at The Hive. I enjoy helping ask people questions about their health. I have done this at The Hive and at Ashley Down College. I enjoy doing this work I have learnt lots of new things like what questions to ask and I like helping people to make their doctors and hospitals be better places”.

Thanks to the work carried out by Healthwatch and The Hive champions, Healthwatch Bristol learned that people with learning disabilities sometimes find it hard to access GP services and/or rely on a family member or carer to support them. Also during 2015 a Bristol GP practice, Birchwood Medical Practice, had responded to feedback in a Healthwatch Bristol quarterly report and were open to working with other organisations to improve the experiences of people with learning disabilities who use their services.

Healthwatch Bristol brought The Hive and Birchwood Medical Practice together to work with practice staff and help them to make their services even more accessible to people with learning disabilities. Lots of examples of things health services can do to help people with learning disabilities were identified and support documents were developed, including an Easy Read patient registration form and appointment slip. Healthwatch shared this project as an example of good practice with service providers and commissioners across Bristol and with NHS England. This has generated interest in local services working together to improve their services for people with learning disabilities in line with the NHS England Accessible Information Standard.

The visit is an example of what can be achieved when members of the public, voluntary and community sector organisations, statutory services and Healthwatch work together to improve service accessibility and quality based on the feedback of the people using those services.

The voice of people from Lesbian, Gay, Bisexual and Transgender (LGBT+) communities across Bristol, South Gloucestershire, Bath and North East Somerset (B&NES) and Somerset.

Healthwatch Bristol worked with The Diversity Trust and local Healthwatch projects in South Gloucestershire, Bath and North East Somerset and Somerset to hear from over 1,200 people from the LGBT+ community, including the completion of health needs assessments for each area. From this work, a gap in knowledge and awareness among health professionals of transgender issues was evidenced. In response to this observation, The Diversity Trust delivered LGBT+ and Transgender awareness training sessions across Bath and North East Somerset, Bristol, South Gloucestershire and Somerset. The sessions were promoted by Healthwatch to local service providers with a focus on front line staff. The relationships that Healthwatch Bristol has developed with local service providers and commissioners ensured that the promotion of the training reached services across the south west.



What we've learnt from visiting services

Under the Healthwatch regulations, local Healthwatch organisations have the power to 'enter and view' providers so that authorised Healthwatch representatives can observe matters relating to health and social care services. The purpose of enter and view visits is to identify good practice that can be celebrated and shared with other providers, and to identify any issues about which service users feel concerned. Decisions to enter and view are based on public feedback, Healthwatch Bristol priorities and quarterly topic themes. In 2015/16 the focus for enter and view visits was a programme of care homes and visits to mental health wards.

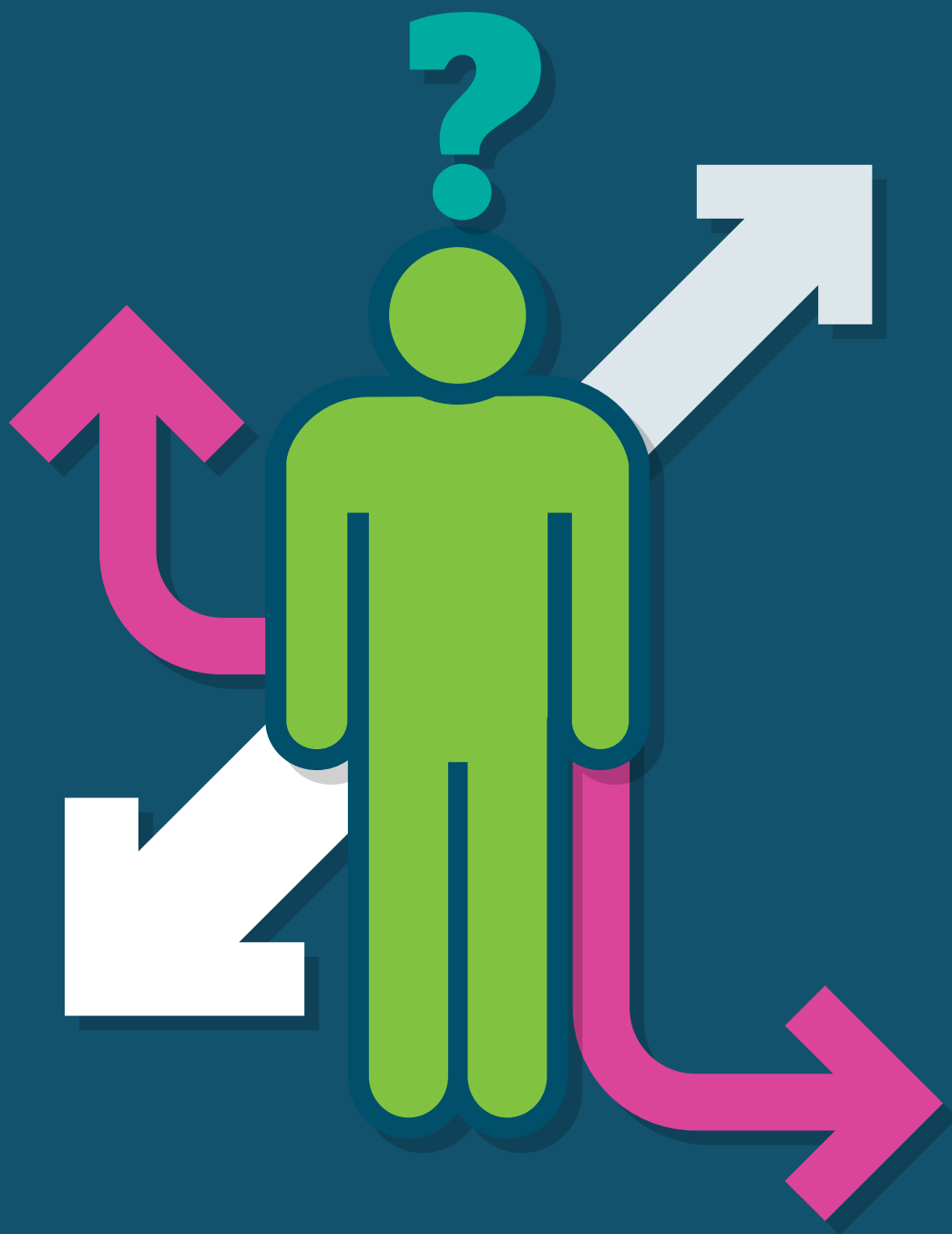
Enter and view volunteers receive five hours of training specific to the skills they require to plan, carry out and follow up an enter and view visit. They also receive safeguarding and equalities training before they go on an enter and view visit. New volunteers are paired with experienced volunteers in order to develop their skills. Healthwatch Bristol has 22 authorised enter and view volunteers who visit health and social care services to identify best practice and any issues which concern service users, their relatives, staff or the Healthwatch enter and view volunteers.



Since spring 2015, authorised enter and view volunteers have conducted enter and view visits to three care homes, Kingsmead Care Home, Osborne Court Care Home and Riversway Nursing Home, to capture older people's opinions of the care they receive. Healthwatch Bristol enter and view volunteers have also taken part in joint enter and view visits with Healthwatch South Gloucestershire to six mental health wards run by Avon and Wiltshire Mental Health Partnership NHS Trust (AWP). Reports of the enter and view visits have been published, detailing the views of residents, relatives and members of staff and proposing recommendations on how care, quality and user satisfaction can be improved. Each report is shared with the service provider and they are asked to respond to the recommendations made and implement changes based on those recommendations.



Giving people advice and information



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

Healthwatch Bristol provides advice and information to local people in several ways including the Well Aware health and wellbeing database and freephone telephone line.

Over 2015/16 the directory had 332,256 page views searched by 112,934 local people. Well Aware received 2,550 telephone calls over this period and answered 533 email enquiries for signposting information.

Categories of information include:

- support around the home
- home maintenance adaptations and housing
- getting around
- personal health services
- socialising/ out and about
- emotional support
- living, learning, working.

In addition there are specialist areas on dementia, learning difficulties and mental health with local support, information and resources.

The freephone telephone line offers people in the area the option to phone for assistance in finding health and wellbeing support and activities in the area to include people without internet access.

Some example calls:

Well Aware received a call from Jill in Bristol who was seeking information about personal alarms. Well Aware gave Jill phone numbers for several local telecare providers.

Well Aware received a call from Edward, a housebound disabled Bristol man. He was looking for information about mobile hairdressers. Edward was sent a list of providers in the Bristol area.

The Browse Aloud feature on Well Aware and the Healthwatch Bristol websites enables users to listen to content and Google translate means that information can be shown in a variety of different languages to assist people whose first language is not English.

There is also a health resources in other languages section on our Healthwatch Bristol website.



Well Aware at The Hive

Over the past year 14,330 people have used the Healthwatch Bristol website, an increase of 129%.

17,643 web sessions

36, 915 page views

The Healthwatch Bristol website hosts reports on the project work completed throughout the year. Our quarterly feedback reports display feedback from service users and a variety of health and social care information in a number of formats.

In addition the website also has the following:

- Young Healthwatch area with information, videos and news that specifically relate to children and young people's health
- A blog page including content written by Healthwatch volunteers and champions
- Current consultations
- News and events
- Feedback centre
- Advocacy for NHS Complaints.

Our e-bulletins give an update of the work that Healthwatch Bristol is doing and highlight health and social care themes coming through to Healthwatch. The e-bulletins also pick out key health and social care events and information and training happening in the area.

The Healthwatch Bristol e-bulletin reaches well over 2,000 people each month by email and social media.



Social media

Healthwatch Bristol grew its following to 1,994 Twitter followers and it is a platform that draws lots of engagement across the area. The Healthwatch Bristol Facebook pages have 870 and 127 likes. Healthwatch Bristol also uses a closed Facebook group to communicate with Young Healthwatch volunteers.

The feedback centre

The feedback centre on our website and Facebook enables the public to provide information about all health and social care organisations in Bristol. This helps us to generate data that we can understand, benchmark and act on.

The public can find any local organisation simply by searching its name, location or postcode. This can be done through a variety of devices including mobile phone whilst on the move.

When providing feedback through the feedback centre, users are prompted to review and rate services by answering a list of questions that help them to provide the right level of detail, in the shortest amount of time. All feedback is moderated before being published.

We capture the following data:

- An overall rating of the service provider
- A summary of experiences which we divide into themes and subthemes
- Family and Friends Test questions.

36 reviews were left on the website between April 2015 and March 2016.

The wellbeing show on BCfm:

Healthwatch Bristol hosts a monthly wellbeing show on BCfm radio, a local community radio show. The wellbeing show allows Healthwatch to engage with communities that may not respond to written information and may not attend open meetings. The show meets Healthwatch aims to engage with the public, both by reaching a local audience and also inviting members of the public to be guests on the show. Healthwatch works with partner organisations and shares information about services available in Bristol. Topics covered on the monthly shows have included: men's health and wellbeing, domestic violence, young people's mental wellbeing, the benefits of volunteering, healthy living pharmacies, obesity and care in the home. Local people and Healthwatch volunteers, as well as people working in health and social care services, help to plan the shows and feature as guests.

Your feedback

healthwatch

With your help we're
changing local care
for the better

Find your local health and social care services to leave feedback...

Search by name or location...

Can't find your service? If it's not listed, you can [add your service](#) here.

Reviews

36

reviews this period

Total reviews

63

(Since January 2015)

Services reviewed

20

services reviewed this period

Total Services reviewed

37

(Since January 2015)

Sentiment



Sentiment by this time period

February 2016



January 2016



December 2015



November 2015



Average Healthwatch rating



Average rating for April 2015-March 2016 (2.7778)



Overall average (2.3333)

Average individual Healthwatch ratings

Cleanliness ★★★★★

Staff Attitude ★★★★★

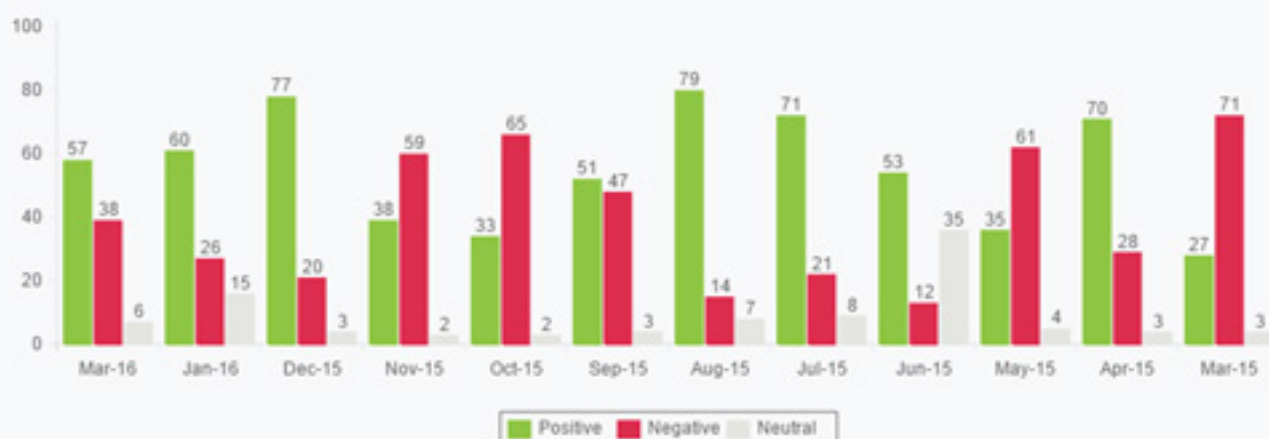
Waiting Time ★★★★★

Treatment explanation ★★★★★

Quality of care ★★★★★

Quality of food ★★★★★

Sentiment Tracker ?



How we have made a difference



Our reports and recommendations

In addition to the Healthwatch Bristol quarterly theme work, Healthwatch also continues to complete targeted project work. Examples of this include:

Healthwatch Bristol's homelessness report

Homelessness is a major issue in the United Kingdom and remains one of the most complex social issues to find a solution for. Healthwatch Bristol collaborated with five homelessness support services, during the autumn, to hear the views, concerns and experiences of people who were currently or had been homeless in Bristol and surrounding areas of accessing and using health and social care services.

In total 126 comments were collected from the engagement sessions. The main themes in the feedback gathered were:

- **access to information:** difficulties accessing services and information about treatment
- **diagnosis or screening:** difficulties in getting a diagnosis or poor follow ups from initial consultations with GP
- **language and communication needs:** limited access to translation services by individuals whose first language is not English
- **support:** mixed experiences of getting referrals to other services when individuals are identified as having complex needs, for example, dual diagnosis, mental health issues with associated substance misuse or drug addiction problems
- **mobility:** individuals with mobility issues find it difficult to access homeless services which are not centrally located and have to travel or walk long distances to access homeless services.

- **GP registration:** the issue of not having a fixed abode has created various barriers for individuals that are deemed homeless, as they are not able to register at their local GP practices.

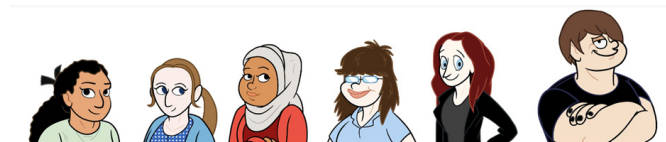
The full report is available and was published in conjunction with homelessness awareness week. As a result of the report Healthwatch Bristol now sits on the Preventing Homelessness Board health sub-group. Feedback received by Healthwatch Bristol supports the development of a homeless discharge project, and through the work of the sub-group, a number of the recommendations in the Healthwatch report are being progressed.

The sub-group is also pleased to now have Healthwatch as a member who can represent the importance of engagement with people who are homeless.

Young people shaping children's community health services

Healthwatch Bristol has worked with NHS Bristol Clinical Commissioning Group (BCCG) to set up a young people's reference group (YPRG) and involve children and young people in all stages of the re-commissioning of children's community health services. The YPRG contributed to the initial stages of the re-commissioning process by designing a service pathway. The pathway outlined how a child or young person should be supported throughout their time as a service user of any of the children's community health services. The service pathway included the idea of a 'road map' which would be given to each service user at the beginning of their journey through the service and would give them information on what to expect.

YPRG animated characters



The YPRG also emphasised the importance of service users having support between appointments and after they are discharged. The road map and support outside of appointments has been included in the service specifications for the tenders.

During the consultation stage, YPRG members helped create a consultation website (www.yourhealthyfuture.org) animation and postcards and used these resources to deliver assemblies in their schools and encourage other children and young people to give their feedback. The story for the animation was developed by the YPRG and included animated characters and the voices of its members. After the end of the consultation period, the YPRG contributed to the writing of the report and they are now involved in the evaluation of potential service providers. The YPRG has also met with a range of staff working within the Clinical Commissioning Group to find out about careers in commissioning.

Oral health and children and families

Healthwatch Bristol recognises that many people with children do not attend their dentist as often as they should, and that there has been a high increase of children having teeth removed because of poor oral health. Between November 2015 and February 2016 Healthwatch Bristol visited a variety of family groups to gather feedback from children and their families about their dental health services.

Colouring materials and artwork were provided to young children as an engagement method to help them feel more at ease to discuss their experiences of attending their dentist. Families were generally happy with their dental services and understood the importance of attending for their own and their children's dental hygiene, but also said that they struggle to get their young children to brush their teeth. Some people,

however, were not registered or did not attend the dentist. Some parents said that after moving house, they had registered their family with a GP, but not with a dentist. Parents were also unsure at what age they should start taking their children to the dentist.



IMAGE: child colouring with Healthwatch during an engagement session about dentistry services

As well as sharing the information with partners and commissioners, Healthwatch Bristol has also shared the findings with the Bristol network for early years equality (BoNEE) health integration team. The team is working to tackle the health inequalities which have had an impact on children's health, including oral health.

Working with other organisations

Healthwatch Bristol works closely with partner statutory and voluntary organisations to ensure feedback is shared and working is joined up.

Working with the Care Quality Commission

Healthwatch Bristol staff and volunteers have regular meetings with the Care Quality Commission (CQC) to share feedback on services and details (where appropriate) of inspections and enter and view visits planned. Healthwatch volunteers involved in enter and view are able, through these meetings, to speak directly to CQC

staff about past and planned enter and view visits and discuss how Healthwatch and CQC visits can complement each other. Healthwatch has responded to CQC requests for feedback on Southmead Hospital, the Brain Injury Rehabilitation Unit and The Priory. Through Healthwatch Bristol's involvement with the Health and Wellbeing Board, Healthwatch was involved in the CQC thematic review of the care of older people for which Bristol was one of the areas visited.

Working with Healthwatch England

Healthwatch has contributed to Healthwatch England's work on children and young people's emotional health and wellbeing transformation plans. Healthwatch supported with the production of a briefing sheet on sustainability and transformation plans.

Healthwatch Bristol visits Southmead Hospital

As a follow up to the Healthwatch visit in August 2014, Healthwatch Bristol and Healthwatch South Gloucestershire hosted a stand in the atrium of the Brunel Building at Southmead Hospital and visited four wards in November 2015 to speak to patients, visitors and staff about their experiences of the hospital. The purpose of the visit was to monitor the progress North Bristol NHS Trust has made in moving towards the recommendations made in the previous Healthwatch extended consultation report in August 2014. Overall 548 comments were received from this engagement, which highlighted excellent staff attitudes and care, but also emphasised the need for staff to clearly explain treatment to patients. Healthwatch Bristol observed an improvement in feedback about food provided at the hospital in comparison to feedback gathered in 2014. North Bristol NHS Trust has implemented a buggy, driven by volunteers to move people around the hospital, which was well received by the patients and visitors who Healthwatch spoke to. Healthwatch Bristol and Healthwatch South

Gloucestershire have published a report of all the feedback gathered and are continuing to work with North Bristol NHS Trust to address the findings. The feedback gathered by Healthwatch Bristol was also shared with the Care Quality Commission (CQC) which carried out an inspection of Southmead Hospital in the months following Healthwatch Bristol and Healthwatch South Gloucestershire's visit.

North Bristol NHS Trust invited Healthwatch Bristol to present the report findings at their patient experience group and to work with them on future projects, including gathering Family and Friends Test data via text or voice messages, and working with mothers with learning disabilities.

Bristol Joint Strategic Needs Assessment

Healthwatch Bristol contributed to the 2015 Joint Strategic Needs Assessment (JSNA). The JSNA is a data profile that provides a broad overview of the changing health and wellbeing needs in Bristol. It highlights the current challenges for Bristol and will inform the refresh of the Joint Health and Wellbeing Strategy. Healthwatch Bristol used the feedback gathered over the past year to form section 11 of the report: 'Public Feedback'. The JSNA also references key concerns that service users have told Healthwatch about including waiting times, accessing appointments and information about services. The JSNA also reported findings from the Lesbian, Gay, Bisexual and Transgender (LGBT+) health needs assessment commissioned by Healthwatch Bristol and carried out by Diversity Trust.

Commissioners and service providers have replied to Healthwatch requests for responses to feedback and this year there has not been a need to escalate any issues to the Bristol People Scrutiny Committee.

Involving local people in our work

Volunteers: champions and representative roles on commissioning panels

As well as engagement work with local people across Bristol, Healthwatch Bristol works closely with its network of volunteers to involve local people in the commissioning, provision and management of local health and care services.

Healthwatch volunteers contribute in a variety of ways to consultation work with service providers, commissioners and regulators, thus ensuring that the patient voice is included in service development and delivery. Healthwatch Bristol provides all volunteers with the opportunity to take part in equalities training, following which the volunteers review Equality Delivery Systems as requested by organisations including Bristol Community Health.

Healthwatch Bristol volunteers have also commented on six organisations' Quality Accounts including those of Avon and Wiltshire Mental Health Partnership NHS Trust, Bristol Community Health, South Western Ambulance Service NHS Foundation Trust, University Hospitals Bristol NHS Trust, North Bristol NHS Trust and Brook. Healthwatch Bristol volunteers meet with a representative from the organisation, rate the Quality Account and discuss the priorities that the organisation has set for themselves.

Healthwatch Bristol representative volunteers attend meetings with local service providers and commissioners. One Healthwatch volunteer has offered ongoing support to the NHS re-procurement of the alternative medical service contract, whilst another Healthwatch volunteer has been a valued member of the programme board for the re-commissioning of children's community health services.

Healthwatch volunteers are also contacted to respond to one-off consultations. Six Healthwatch volunteers responded to the changes to NHS Bristol CCG's constitution.

As well as working with service providers and commissioners, Healthwatch champion volunteers ensure that the voices of local people across Bristol are included in quarterly Healthwatch Feedback Feed Forward reports.

In 2015, Healthwatch Bristol and Healthwatch South Gloucestershire developed a new volunteering role to engage with people from the University of the West of England and Bristol University. The role, called the Healthwatch mini-project volunteers role, asked students to commit to 30 hours of volunteering with Healthwatch, which also formed part of their university course. By making the role fit with the needs of local students, Healthwatch Bristol and Healthwatch South Gloucestershire were able to diversify the volunteer cohort by recruiting volunteers under 30 years of age, and several volunteers from different cultures and ethnic backgrounds. The mini-project volunteers were given training covering an introduction to Healthwatch, tips and techniques to gather feedback, confidentiality, communication skills, objectivity, ethics and report writing.



Students received additional ongoing training about collating findings, identifying themes in feedback and presenting findings on the radio via group support to enable them to successfully:

- gather feedback for Healthwatch Bristol and Healthwatch South Gloucestershire by talking with other students and finding out their opinions and experiences of using local health and social care services
- write a report, detailing who they spoke with and what they found out
- present their findings on the monthly Healthwatch BCFM radio show to develop their skills and experiences further as well as promote their work to listeners across Bristol.

The students' projects included:

- asking 60 other students about accessing mental health services – what has their experience been? Would they know where to go if they needed support?
- asking 60 other students about their experiences at their GP surgery or dentist e.g. access, waiting times, choice of treatment, signposting to further support, staff attitudes, public transport, where are you registered and what do you do if you leave Bristol over the holidays?
- asking 60 other students about access to sexual health services e.g. What works well? What could be improved?

The project has been hugely successful in terms of understanding what the student community wants and needs from local health care services. The finalised reports will be shared with the relevant service providers, commissioners and regulators.

Being a Healthwatch volunteer

"I stopped the work I had been involved in for nearly forty years as a therapist, supervisor and trainer last July 2015 but I felt I could still make some sort of contribution. So with a continuing interest in mental health and horror at the growing lack of general of provision, I trained with Healthwatch as an enter & view volunteer.

This is both stimulating and thought provoking as I hoped. Talking with other volunteers is also of interest and can be humbling as well. I would like to think that whatever role I am involved in contributes to demonstrate that users of the NHS do not simply accept the services offered but can offer constructive suggestions for improvement as well. I feel passionately about having a welfare state which effectively spans much of my lifetime. As it feels as if it is slowly becoming dismantled around us, demonstrating that we are not passive recipients feels all the more important.

So this year from January to March I have been involved in the following:

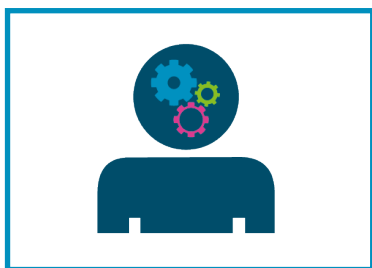
- Healthwatch representative at a meeting on Improving Access to Psychological Therapies (IAPT) re-provision
- lay member for the alternative provider medical services re-procurement, which involved training in use of the evaluation system online, then evaluating and scoring tenders that took some part of each day over three weeks. This was followed by two days of meetings to monitor and clarify the results of the evaluations;
- enter & view of a care home in Bristol over one afternoon and one morning
- next week I am going as a representative to a core meeting of the Bristol suicide prevention and audit group.

So all this is as varied and interesting as I could wish." Caro Bailey, 8 April 2016

Our work in focus



Our work in focus: Quarterly topics



Healthwatch Bristol selects a topic each quarter to theme the work around alongside all other streams of work and issues and concerns Healthwatch receives.

Wellbeing and mental health

As a result of the feedback received by Healthwatch Bristol and the recommissioning of mental health services, the quarter one topic from April to June 2015 was mental health.

The key trends Healthwatch heard about mental health services were:

- gaps between primary and secondary care services
- bed spaces and discharge
- early intervention and praise for social prescribing models
- confusion about the services in Bristol.

Mental health

Healthwatch Bristol worked in partnership with a local group called WellBeans to collect views and experiences around the topic of male suicide. Healthwatch Bristol also hosted a creativi-tea workshop with self-injury support, which used art activities to create a safe space in which participants could talk about their own mental health and experiences of mental health services, GP services and Accident and Emergency departments.

“GPs are scared to talk about mental health”
Feedback shared with Healthwatch Bristol at the creativi-tea workshop.

Healthwatch Bristol also worked with children and young people to hear their feedback on children and adolescent mental health services. Healthwatch submitted this evidence to the Youth Select Committee and to Healthwatch England.

Services in the community

The majority of the feedback received by Healthwatch Bristol concerns primary care and community services. In response to this feedback, Healthwatch Bristol focused on services in the community as its quarterly topic from July to September 2015. The key themes in the feedback gathered from members of the public were:

- people wanted services to communicate more with each other, for example, people were frustrated if their GP was not able to access information about their hospital appointments
- people wanted health and social care staff to signpost them to other services, groups or organisations that could offer them support, for example, a GP could signpost someone to a local support group for people with mental health issues
- people praised voluntary and community sector organisations and groups for the support they give people with their general wellbeing.



Healthwatch Bristol has since worked with NHS Bristol CCG on the development of a 'community resource lead' at GP practices across Bristol and the signposting function of Healthwatch Bristol, Well Aware, provided training for GP community resource leads on supporting patients to find services to support them in their local area.

Healthwatch Bristol and carers

Healthwatch Bristol's quarter three work focused on carers, the Care Act and the Children and Families Act. A Healthwatch Bristol open meeting in December 2015 provided the opportunity for a question and answer session with Bristol City Council staff leading on the local authority's work with carers, the notes of which have been published on the Healthwatch Bristol website. The key issues highlighted during the quarter were:

- the delay in getting a carer's assessment
- difficulties accessing information regarding sitting and respite services
- finding qualified people for personal assistant roles
- a lack of awareness and inaccurate perception of carers' particular needs from professionals including GPs (feedback shows that some GPs are better than others).

Questions asked by carers and professionals attending the event were shared with local services and considered in the ongoing development of services in Bristol.



Access and equality

Difficulties in accessing services and information about health and wellbeing is a common theme in the feedback received by Healthwatch Bristol. The intelligence gathered showed that people with physical or sensory impairments found it even harder to access the support and information they needed. Healthwatch Bristol recognises that 'access' to services covers a range of different types of service and situations. In light of this, work was broken down into three key areas: access to information about your health; access to health and social care services and access to your future. Engagement sessions during the quarter involved gathering the views from people with dual sensory impairments, the results of which are being shared with partners to inform their commissioning decisions. Healthwatch Bristol also heard from local mental health groups that the termination of a bus route to an inpatient mental health hospital in Bristol was preventing service users' families, carers and support networks from visiting them and thus having a detrimental effect on the service user's recovery. Healthwatch Bristol took this issue to the Bristol Health and Wellbeing Board who are still addressing it.

Healthwatch Bristol's open meeting provided attendees, including members of the public, staff and volunteers from voluntary and community sector organisations and statutory services, with information about the Accessible Information Standard. Attendees then took part in two facilitated discussions about the implementation of the Accessible Information Standard and their comments were shared with the NHS England team responsible for overseeing the Standard's development.



Advocacy: NHS and social care complaints

Independent Health Complaints Advocacy (IHCAS) and Healthwatch

The Care Forum is enjoying working in partnership with Support, Empower, Advocate, Promote (seAP) to provide the Bristol NHS Complaints Advocacy service.

A member of the seAp team always attends the Healthwatch Bristol Advisory Group. This is really beneficial as it increases the advocacy services sensitivity to issues being encountered by Healthwatch Bristol increasing the likelihood of these issue areas being picked up and fed into Healthwatch Bristol. It also give seAp the opportunity to share trends in issues that our clients are experiencing. Where Healthwatch Bristol are seeing a trend in NHS issues, seAp will always look to provide a case study illustrating the impact that the issue can have on patients and/or their families.

The joint work between Healthwatch Bristol and seAp's Bristol IHCAS service has fostered an excellent relationship between the two services allowing for transparent and open communication and sharing of information, which enhances the level of intelligence with regard to NHS services in Bristol for the benefit of patients and their families.

Themes from NHS complaints

The main themes of complaint over the past year are:

- Attitude of staff, quality of treatment and patient pathway issues including –
 - Waiting times
 - Diagnosis
 - Access to services
 - Discharge
- We continue to support clients with diagnosed mental health issues who struggle to access services
- We have seen a increase in the number of complaints with regard to safeguarding issues within NHS settings. It seems that this is more to do with an increase in public awareness of safeguarding issues as opposed to an increase in the safeguarding issues themselves.



Social care complaints

Healthwatch Bristol and the advocacy service both work under the umbrella of The Care Forum in close proximity. This promotes a close working relationship between the two organisations.

When someone contacts Bristol Healthwatch to report a concern they have about NHS or social care services they often don't know where else to turn, the Healthwatch team can then direct them to the advocacy service. Also, when the advocacy team detect themes in poor practice or complaint issue they report them to Healthwatch who will then report back to commissioners

The type of outcomes advocates have aided service users in achieving are:

- Receiving an apology and acknowledgement of the complaint issue
- An explanation
- Changes in the service provided.

Themes, issues and outcomes

Common complaint themes within Bristol Social Services and care providers have been:

- Unsatisfactory service
- Unsatisfactory procedure
- Staff behaviour
- Poor communication



Our plans for next year



Work Plan priorities 2016/2017



April-June: gender and health
July-September: culture and health
October-December: age and health
January-March: society and health

South

Filwood, Whitchurch Park, Hartcliffe

The Inner City

Lawrence Hill, Easton,
Ashley, Cabot

North

Henbury, Kingsweston,
Lockleaze, Southmead

- Recommissioning children's community health services
- Recommissioning adults' community health services
- Enter and view to health and social care settings
- Discharge from hospital
- Social care



Working with communities that are seldom heard

Monthly e-bulletins
Information sheets bi monthly
Leaflets
Interactive website
Social media
Radio show



Our people



Decision making

Healthwatch Bristol's advisory group is made up of volunteers and representation from The Care Forum for both Healthwatch and Advocacy services, the Bristol Carers Support Centre and a NHS Bristol CCG lay representative. The volunteers attending the advisory group take lead responsibilities for areas of work including:

- children and young people
- quality
- equality
- enter and view.

In response to requests from organisations to join the Bristol Health and Wellbeing Board and to widen the participation in Healthwatch, local organisations and forums have been invited to join Healthwatch Bristol's advisory group as co-opted members. Their role is to be 'experts by experience', sharing their knowledge and influencing the work of Healthwatch Bristol. It also ensures that Healthwatch Bristol can fully represent the views of communities at the Health and Wellbeing Board.

The Healthwatch Bristol advisory group meets monthly and receives the quarterly 'Feedback Feed Forward' report of responses heard from children, young people and adults on their health and social care services. The advisory group uses this evidence to identify themes that may be added to the work plan priorities for the year. Further evidence from the local authority, Public Health, Joint Strategic Needs Assessment (JSNA), NHS Clinical Commissioning Group and NHS England priorities has also been used to align Healthwatch priorities.

The work plan is regularly monitored at advisory group meetings and staff report on progress. The advisory group hear from volunteers who are actively engaged in the development of commissioning plans and the design of services and these plans show the influence of Healthwatch input.

Quarterly reviews with the Healthwatch Bristol commissioner help to monitor outcomes of the work Healthwatch is undertaking and identifies whether anything could have been done differently or can be improved in the future.



Photo: Healthwatch Bristol advisory group

How we involve the public and volunteers

Feedback Feed Forward report

Feedback received by Healthwatch Bristol through activities, the online review centre, or completion of 'tell us your story' leaflets is entered into the Feedback Feed Forward database. This data is then analysed quarterly to identify themes and shared with Healthwatch partners including NHS Bristol Clinical Commissioning Group (CCG), Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The report is also to be presented to the Healthwatch Bristol advisory group to propose further uptake of the issues identified in the report. The reports are available on the Healthwatch Bristol website www.healthwatchbristol.co.uk and circulated to mailing lists via the monthly e-bulletin.

Open advisory group meeting and advisory group meetings

Alongside the regular advisory group meetings, Healthwatch Bristol holds quarterly open meetings which are promoted widely to the public. These meetings provide an opportunity to consult with the public and Healthwatch stakeholders, and to share feedback on the work of Healthwatch and the outcomes of the quarterly theme. Times, days and venues for the meeting are rotated to ensure any barriers to access are minimised and the content of the meetings is made accessible to members of the public. Commissioners and heads of service are often invited to the meeting to hear the views of the public and stakeholders. Service providers are given the opportunity to answer questions and feedback their responses on how services will change to reflect the experiences of service users.

Healthwatch volunteers

Healthwatch Bristol would like to thank all of the Healthwatch volunteers for their time and commitment in helping Healthwatch to engage with local communities to find out their opinions and experiences of using local health care services. Throughout this report the valuable work of Healthwatch Bristol champions, representatives and enter and view volunteers is evident.



A carer's story

In 2014 a carer was made aware of Healthwatch Bristol and a conversation began. They spent a long time telling Healthwatch about their experience of caring for their mother and the care she had received from several home care agencies. There were many negative incidents reported, including injuries being sustained due to the care being received and the way that she was held and moved, and incidents of incorrect information being entered onto care sheets. Healthwatch signposted the carer to advocacy for support and spoke about their and their mother's experiences at several strategic meetings.

In 2015 the carer crossed paths with Healthwatch Bristol again and gave an update on their experience. They thanked Healthwatch for all the support they had been given and strongly felt that if it had not been for the support they had been given by Healthwatch and advocacy services, they would not be in the situation they are now. One of the care providers that the carer had given feedback on has since been struck off the CHC list and their mother is receiving much better care.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		400,000
Additional income		0
Total income		400,000
EXPENDITURE		
Operational costs		132,500
Staffing costs		253,808
Office costs		11,568
Total expenditure		397,876
Balance brought forward		2124

Contact us



Get in touch

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Email: info@healthwatchbristol.co.uk

Website: www.healthwatchbristol.co.uk

Address of contractors: SEAP Advocacy Bristol, SEAP Hastings, Upper Ground Floor , Aquila House, Breeds Place, Hastings, East Sussex TN34 3UY

We will be making this annual report publicly available by 30th June 2016 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.

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

