

# Healthwatch Bristol

Annual Report 2017/18





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# Message from our Chief Executive

## Vicki Morris, Chief Executive of the Care Forum

Healthwatch remains a key aspect of gathering local views on the health and social care services provided to local people. As an independent user champion, Healthwatch members and volunteers decide which issues are priorities and then sets out to gather feedback that can either embed and develop good practice or influence change where improvement is required. Healthwatch is very much about local people and we are dedicated to reflecting ideas, concerns and comments. This is ever more important at a time when local authorities are reviewing resources for social care and health services are stretched to the limit of their resources. We value and respect the views of all participants and thank them for working with us to make the user voice real, relevant and heard.



« Let's work with communities, and make them central to our partnerships. »

Vicki Morris - June 2018

# Message from our Chair



## Sarah Ambe, Team Manager for Healthwatch Bristol joined the team in August 2017.

It has been an exciting and busy time working with the Healthwatch Bristol team since I joined last year. We took on a new project, focusing on mental health. This meant working closely with Bristol City Council on their Thrive programme and with all team members now trained in Mental Health First Aid, to support engagement with the public.

It has been a period of change; change in how we report, condensing our reports into more punchy and engaging content, as well as increasing our digital media presence.

We are very proud of working with the **University of Bristol** on *Reasonable Adjustments in Healthcare*, presenting at their conference, and we continue to work with them, as well as hospital trusts, on this.

We are also proud of the work we have done with The Friends of Caswell Thompson, a local Bristol

group founded to raise awareness of prostate cancer in the BAME community. The Prostate Cancer Awareness Day they organised and which took place in May this year, resulted in significant media interest. The event was timely following on from national media coverage in March which reported that 1 in 4 black men are at risk of getting the disease.

2018/19 is promising to be a year of continued work across mental health, but also on health prevention, working even more closely with our stakeholders, providers and patients as we encourage more of our local community to become active participants within their own Healthcare journey.

“As well as digital strengthening, in Bristol with a diverse population it is important that we maintain our work with communities to hear their voices face-to-face” Sarah Ambe

# Highlights from our year



## Digital

This year we've reached over 3500 people on Twitter and Facebook



Our **35** volunteers help us with everything from Enter & View to Champion roles



We've visited **178** local services



Our reports have tackled issues ranging from **cancer** to **mental health**



We've heard from **718** people on our feedback

We've given **over 900** people information and advice



# Who we are



## Healthwatch in Action

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

### 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.

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

Our work is bringing the seldom heard stories to local and national provider attention. From small acorns, we often see something really important develop, attracting real change at health and social care level. The aim of our prostate cancer report was to let providers know the increased risk for Black men. We were also able to get a local community group to meet with Public Health, and lower the advisory age of screening/testing.

# Meet the team



**Sarah Ambe**  
Team Manager - Bristol



**Roopindera Kaur**  
Bristol Engagement & Development Officer



**Vanessa Scott**  
Communication and Marketing Administrator



**Dan Hull**  
Volunteer Support Officer

# Your views on health and care







In February 2018, we held an Emotional Wellbeing Day for Avon and Bristol Chinese Group

### Listening to people's views

- + We have received our feedback in a multitude of ways, including online surveys and via our “Tell Us Your Story” leaflets.
- + We are working with over 30 different Black and Minority Ethnic communities across Bristol, regularly attending community events and engagements to hear their views.
- + We have worked with children's centres, Bristol Parent Carer Forum, Off The Record and CAMHS to get more views of children and young people.
- + We chair the Children's and Young People's Strategic network and are able to contribute to this across Bristol.
- + We attended events celebrating disability and were able to adapt our feedback according to Accessible Information Standards.
- + We worked with the University of Bristol on working with Reasonable Adjustments in Healthcare.
- + Our team all attended Mental Health First Aid Training in order to engage with vulnerable people who may be in crisis.
- + We have worked with the Trans community and receive Trans Awareness training and supported Trans people in getting better health care

- + During 2017/18 we heard that priorities for Bristol and nationally would be mental health. We therefore visited two mental health secure wards at Southmead Hospital, under the jurisdiction of Avon and Wiltshire Mental Health Partnership Trust (AWPMHT).
- + Our full report on this can be found here: <https://bit.ly/2EKu1wo>

We have started to work with:

- + Trained Enter and View representatives from our volunteer cohort.
- + Bristol Independent Mental Health Network to do Enter and View visits with people who have lived experience of a mental health condition.
- + Bristol Carer's Centre - to also ascertain the views of carers during an Enter and View from a Carer's Perspective.



« What is evident is the respect and trust you have across the Bristol community. » *Patient Experience Lead at University of Bristol NHS Foundation Trust*

## 16-25 Independent People

16 to 25 Independent People charity provides support to young people between the ages of 16 to 25 years of age who are homeless, are at risk of homelessness or care leavers. One of their projects is the service user forum. The forum enables the young people in attendance to voice their views on the services they access at the project or any personal issues that are affecting them. The Project invited Healthwatch Bristol to speak at their service user's forum and to conduct a workshop with the young people to highlight some of the issues they are faced with when accessing health and social care services. Our full report is here: <https://bit.ly/2vAQUku>

“I have received help from Advocacy they are very good, and they are still helping me. They give me clear information which helps me understand.” (The Care Forum).

## Autism In The Somali Community

Autism Independence and Healthwatch Bristol engaged with Somali families affected by autism to find out their experiences of using health services and their understanding of the condition. Engagement built on research carried out by Bristol University, NIHR CLAHRC West and Autism Independence in 2015-2016

(<https://clahrcwest.nihr.ac.uk/research/projects/working-with-the-bristol-somali-community-to-improve-outcomes-for-children-with-autism/> )

This work aimed to find out whether Somali families access adequate support from mainstream health and social care services and whether they face particular barriers in accessing care in Bristol. Since publishing the report, the regional Quality Surveillance Group (QSG) has discussed the findings and will be talking to local providers about providing better reasonable adjustments for both people with Autism, but also with Somali as their first language. The fascinating full report can be found here: <https://bit.ly/2vAZtvD>

## University of the West of England Sexual Health Report:

Healthwatch engaged with students studying at the University of the West of England to find out their experiences and thoughts on access to contraceptive services, and researched what method they have in place in order to ensure they have adequate contraception whilst studying at university. The questionnaire aimed to find out which university or health services students had used for support, what was good about their experiences and what students think could be improved. Our full report can be found here: <https://bit.ly/2HRWUKb>



Roopindera working with a volunteer on emotional wellbeing within the student communities of Bristol.

# Helping you find the answers



## How we have helped the community get the information they need

Well Aware is the health and wellbeing information and signposting service for the areas of Bristol and South Gloucestershire.

The Well Aware website covers services, groups, events and activities running in these two areas and also a free phone line open during office hours to signpost people who do not have access to the internet. The service works closely with community groups and statutory services to guide the content, language and accessibility of the information.

Our most popular searches are for:

- Find activities
- I am looking for support
- Home and living
- Mental health
- I am looking for advice
- UH Bristol NHS FT Shuttle bus service
- Learning Disabilities
- Health check
- Dementia

Well Aware signposts to a number of different services, whether it is helping people to find activities to reduce isolation or reconnect with

hobbies and sports they enjoy, signposting to advocacy services, providing information on care at home services, support for specific health conditions or local nature and wellbeing activities that can benefit mental and physical health that are taking place in Bristol.

This year Well Aware collaborated with Active Ageing Bristol and LinkAge to produce What's on Guides for over 55s covering North Bristol, Central and East and South Bristol using the information on the Well Aware website.



To get in touch with Well Aware, please contact:  
[www.wellaware.org.uk](http://www.wellaware.org.uk) or call  
 (freephone) 0808 808 5252



Well Aware is a partnership organisation that we refer patients to for information.

# Making a difference together



## How your experiences are helping to influence change

We increased our relationship building with both the statutory stakeholders and voluntary sector organisations. In the picture below we have provided a snapshot of our stakeholders, partners and statutory organisations who we have worked with over the last year.

- + We have met six monthly with the Care Quality Commission to discuss areas of concern, work they are carrying out in the locality, and how we can work together on Enter and View visits. This has included providing them with intelligence on facilities we have chosen to visit, sometimes with their input and advice on where to visit, due to performance of the local facility.
- + Our quarterly reports and impact reports have been revamped to be shorter, more impactful and more readable for the public. We have gathered case studies and these are all sent to Healthwatch England regularly for providing evidence on a national landscape. We nominated two local projects that Healthwatch Bristol has been involved in for the Healthwatch England Awards.

## How we've worked with our community

- + A large focus of our work during 2017/18 has been increasing awareness in the BAME population of prostate cancer - 1 in 4 black men will get the disease.
- + A local man, Errol Campbell started a local group with friends and family, as they had started to notice too many of their loved ones were getting prostate cancer, and to quote Errol, "we were attending too many funerals."
- + Errol's mission was to get earlier screening and speak to Public Health Bristol about this work, the evidence base and working with the University of Bristol on latest research. Errol held an in event in May 2017, spoke at a Cancer Day for the public in September 2017 and also came and spoke at the Healthwatch Bristol conference in March 2018. Future events are planned later in the year to raise awareness, including talks from NHS consultants and support from Prostate Cancer UK.



it starts with  
**YOU**



“We could not have done this without the help and support of Healthwatch Bristol. They have been an absolute tower of strength, they have helped us with contacting the right people for us to meet with, in terms of getting things changed.”

### #ItStartsWithYou

#### Anonymous Service User

“I want you to know, I am profoundly grateful for the time that you have worked with me, in more ways than I know how to verbalise. The things that stand out the most to me are the way you stopped me going into a meltdown the time I first met you (i didn't know before that that it was even possible for someone who doesn't know me to do that); and you writing to me, that's when I feel listened to, my communication becomes much clearer (which I already knew, but had never been acknowledged by anyone before, so it touched me very deeply that you did acknowledge it). There is so much more that you have given me, and I don't know words for those things. I wish that I did, because to me it's important to give clear feedback to people who have helped me - but I rarely know the words to do so in any way that is meaningful to them (or even me at times), and I am not going to beat myself up over that. I want you to know that despite the many challenges, it has been a pleasure working with you, and that hasn't happened for me with a lot of people.”

#### Bristol Black Carers Referral

A case of a Somali family struggling to access social care services and had serious concerns about the quality of social support being received was escalated to us via Bristol Black Carers. We were able to inform the CPA advocacy team who picked up the case. This has resulted in letters being written, and the family now reporting being well supported in their social care experiences.

Thank you Healthwatch Bristol for giving me a safe space in which to speak about our mental health concerns, for who to speak to and putting us in touch with the right support network.



# Our plans for next year



## What next?

As Healthwatch England and locally Bristol City Council have mental health as a priority topic, we are continuing to roll out our Emotional Wellbeing Survey for the remainder of 2018.

Looking ahead to 2018/19 and engagement with Healthier Together, our Bristol, North Somerset and South Gloucestershire Sustainable Transformation Partnership, we are looking at working together on the priority of prevention.

Participation and co-production with people with lived experience is a cost effective way of creating the right services for real people.”

As the NHS turns 70 in 2018, we are keen to work with our local providers in supporting public consultation, public engagement, especially in our seldom heard communities, with Bristol being such a diverse city of over 450,000 people.



Working with our local NHS Trusts on Prevention

## Our top priorities for next year

1. Participation in Health & Social Care
2. Prevention
3. Mental Health (ongoing)
4. Cancer Awareness
5. Children and Young People Mental Health Strategy

# Our people



## How we involve the public and volunteers

- + Healthwatch Bristol is part of The Care Forum, which has its own board of trustees and business support staff for the day-to-day governance of the organisation.
- + Healthwatch Bristol, however, meets bi-monthly with our Advisory Group, made of up volunteers, representatives from various community groups, as well as interested health and social care professionals.
- + We have a core group of roles including Equalities Lead, Quality, Young People, Older People, Innovation, Mental Health and Enter and View. The core group are able to vote on how we decide the direction of the work and offer advice and support over how this should be done

### Community Pot Funding:

During 2017/18 we were able to fund some projects across the city as part of our Community Pot funding. These were applied for during Q3, voted on during Q4 and as a result we have been able to work with:

- + Off The Record - a teenage mental health charity looking at nature walks and seasonal impact on mental wellbeing.
- + The Harbour - investigating why equalities groups are not receiving service and how to work across other communities.
- + Bristol Active Life Project - helping those with severe and mental illness to keep physically healthy and weight management (pictured below at our annual conference explaining the project).
- + Sammy's Pop Up - a collaboration with community groups in St Paul's Bristol with over 55s, predominantly in the BAME community, helping with isolation and loneliness and emotional wellbeing and health screening.
- + Brunel Neurological Alliance - supporting a professionals study day on the impact of having a neurological condition and mental health.

Reports of these will be produced over 2018.



# Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£320,000.00
Additional income	£0.00
<b>Total income</b>	<b>£320,000.00</b>
Expenditure	£
Operational costs	£128,795.00
Staffing costs	£177,473.00
Office costs	£12,644.00
<b>Total expenditure</b>	<b>£318,912.00</b>
Balance brought forward	£1,088.00



**The views and stories you share with us are helping to make care better for our local community**



# Contact us

- + Healthwatch Bristol is hosted by The Care Forum, The Vassal Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ
- + Registered Office: The Care Forum, The Vassal Centre, Gill Avenue, Bristol BS16 2QQ

## Get in touch

Address: Healthwatch Bristol, The Vassal Centre, Gill Avenue, Bristol BS16 2QQ

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

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

Twitter: @hwbristol

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## Duty of our Annual Report

Please note the deadline for publication and sharing of local Healthwatch annual reports each year is set out in legislation and therefore a statutory requirement of local Healthwatch organisations. Our annual report is published annually by 30 June.

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with 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.

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