

NHS Rotherham CCG & **healthwatch**
Working together for a Healthier Rotherham



Presentation to NHS Rotherham CCG Governing Body
1st June 2016

Background

- Local Healthwatch and Healthwatch England established by Health and Social Care Act 2012
- Local Healthwatch replaced Local Involvement Networks (LINKs)



Why local Healthwatch?

- To provide a public voice
- Health & Social Care Services need to deliver more for less
- Services need to be more effective & efficient to meet increasing demand
- Services are always improved when based on the needs and experiences of people who use them



Strengths of Healthwatch

- Public Engagement
- Open channel to influence decision makers
- Part of a national brand - Healthwatch England
- Full member of the: Health and Wellbeing Board
Adult Safeguarding Board
Children's Safeguarding Board
- Ability to remain independent



Our Roles

Influence

- To shape the planning and delivery of NHS, public health and adult and children's social care services
- Represent the voice of the public and patients, contributing to the work of the Health and Wellbeing Board
- Work in partnership with commissioners of NHS, public health and adult and children's social care services



Signpost

- To help people to make choices about their care by providing information about local services and supporting patients and the public to choose the most appropriate service

Advocacy

- To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services.
- Provide people with information about what to do when things go wrong; this includes signposting people to the relevant provider.
- Healthwatch Rotherham is one of only 10 Healthwatch nationally to provide the NHS Advocacy service.



Seek out patient feedback and collating this

- How we do this?

- We go out into communities talking and listening to people and we also have a High Street presence.
- We work with professionals to create better services by sharing people's experiences and views
- We have a Young Ambassador Scheme
- We base our work on evidence
- Through our CRM System



Positive changes so far...

A small selection

DEAF COMMUNITY

Healthwatch Rotherham facilitated a meeting between Deaf Futures and TRFT to address the concerns raised by Rotherham Deaf Futures and brought the two parties together with the aim of improving communication, especially around the need for interpreters. Deaf Futures performed a walk through of hospital services during Deaf Awareness week and also provided deaf awareness training to selected hospital staff.

LGBT

Raised the issue of prescribing of transgender medications.

Outcome: There is a consensus across all five CCGs in South Yorkshire and Bassetlaw to work with NHS England to resolve transgender medication issues, and improve the support in the community for transgender patients. We are confident that with an improved Shared Care Protocol and pathway agreed across all the SY&B CCGs, you will see an improvement in prescribing services for the transgender community.





Healthwatch Rotherham was part of the CQC best practice guide on joint working between the CQC and Healthwatch nationally.

“The local (Rotherham) Healthwatch shared a significant amount of good quality information about local people’s experience of using and accessing services at their local hospital. It included 77 pages of themed comments that were dated and related to specific services and wards - valuable and easy to use intelligence that we couldn’t have accessed any where else.”

http://www.cqc.org.uk/sites/default/files/20151009_LHW_hospital_case_study_briefing.pdf

Healthwatch Rotherham active contributors to TRFT’s CQC Action Plan.



ROTHERHAM CAMHS

Following many comments raised about the Rotherham CAMHS service and 2 reports by Healthwatch Rotherham, a contract performance notice was issued by the CCG to RDASH.

Healthwatch Rotherham actively contributed to remedial action plan and subsequent CAMHS Transformation Plan.



EMAIL FROM A PARENT

I've been meaning to message you for a while but wanted to wait a little until a day like today arrived. We met with the doctors today and we now have an official diagnosis of Autism Spectrum Disorder and severe anxiety for our son. It's bittersweet as no one wants their child to have a disability however it's what we as parents knew all along and knew we were right to fight for him. I cannot thank Healthwatch enough, I feel just a simple thankyou isn't worth the thumb I'm typing this with as you guys have maybe changed our lives forever. Everything we have been through to everything we have yet to achieve now all has a meaning, a point as to why we have been through what we've been through, if it hadn't been for Sharon, Anne and young Rebecca there is no way we would have got this outcome especially this quick. I cannot fault the care we have had at CAMHS over this last 8 weeks and how our faith in the system has slowly been restored, It's just such a shame it's taken all these years for someone to listen and I still feel very angry towards all those who let us down because this should have been sorted years ago. I just can't thank you enough honestly for fighting for my son and my family and your service has been outstanding. I wish there was something I could do to give you all something back in return We still have a long road ahead as we know it's not really going to make anything better or change anything regarding W but hopefully we will get some parental coping strategies and support to help our son and obviously his entire school days will now be adapted to help him throughout.



LEARNING DISABILITY

The IQ level for Rotherham residents to access Learning Disability Service is below 55, whilst the rest of Yorkshire threshold is IQ level less than 70.

This issue came to light following someone visiting the office for signposting help. As calls were made by the advocacy worker to various agencies it became clear that Rotherham had a threshold of 55. When comparing this against neighbouring local authorities their level was a lot higher.

Outcome:

- The threshold has changed to 70.
- Thanks to the joint commissioners CCG & RMBC agreeing to resolve the issue after representation from Healthwatch Rotherham CEO



Challenges

There are many current challenges that Healthwatch face in its mission to successfully engage the public, shape public services and influence its partners through transparent data and better insight.

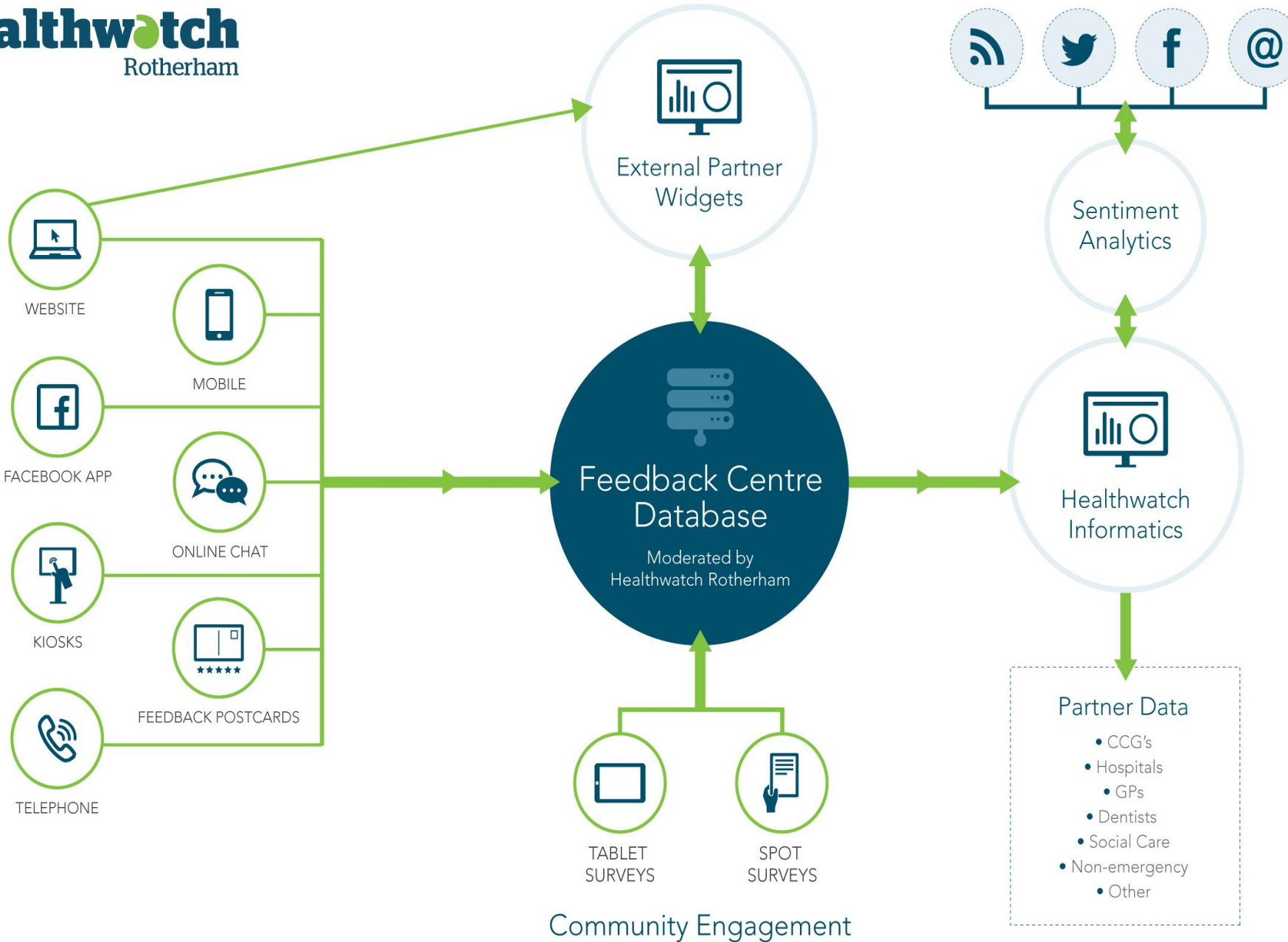
- **Transparent Public Feedback**

- The new website provides the opportunity for the public to rate and review services independently.

- **Integration With Partners**

- Opportunity to provide data to partners in order to improve service provision with real time data.





Infomatics

Healthcare organisations in the UK are challenged by pressures to reduce costs, improve coordination and outcomes, provide more with less and be more patient-centred.

The Infomatics intelligence tool provides Healthwatch with a credible way to manage its day-to-day activity and engage partners, by adding value to their services from crucial data gained from the public via the web, mobile, social tools and widgets. Featuring sentiment analysis, it also tracks your local discussions from the public, press and your partners about local services, which can all be benchmarked against your internal database too.



Sentiment Analysis

Rotherham Healthwatch have teamed up with They Say Analytics. We can now stay one step ahead of patterns and trends and can react swiftly. Using sentiment technology, the key drivers behind overall positive and negative sentiment for local health scenarios can be identified and quantified on a large scale.

Monitors specific keywords, services and locations from sources such as Twitter and RSS feeds.



Promotion


★★★★★
212 patients have left feedback

★★★★☆
Excellent doctors
"Very helpful, friendly doctors ..."

★★★★☆
Friendly staff
"Very polite, explained ..."

★★★★☆
Great service
"Very helpful, friendly doctors"

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Leave your feedback 

Leave your feedback 


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★★★★★
212 patients have left feedback

★★★★☆ **Excellent doctors**
Very helpful and friendly. [Read more](#)

★★★★☆ **Friendly staff**
Very polite, explained [Read more](#)

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Leave your feedback 

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your voice counts

We want to hear about the treatment and care you received here today.

Whether it's a positive experience or there's need for improvement, have your say on the Healthwatch website today. You can even leave feedback anonymously.



Leave feedback now:
www.healthwatchrotherham.org.uk

Telephone: 01709 717130 Email: info@healthwatchrotherham.org.uk
Healthwatch Rotherham, 33 High Street, Rotherham, S60 1AP



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Have your voice heard today

Use this postcard to leave feedback for your local health and social care service.

