

Healthwatch Redbridge: Celebration Event

Welcome, please help yourself to refreshments

Take a moment to visit our market place

21 March 2017



Welcome & Introduction

Vanda Thomas
Chair Healthwatch Redbridge



Agenda

- | | |
|---------|---|
| 10.30am | Welcome and Introduction
Vanda Thomas, Chair Healthwatch Redbridge |
| 10:40am | Review of the Healthwatch year
Cathy Turland, CEO |
| 11:10am | Introducing the result of our priorities survey
Imelda Redmond, National Director
Healthwatch England |
| 11:25am | Table Discussions |
| 11:55am | Feedback from table discussions |
| 12:10pm | What happens next |
| 12:20pm | Questions/Final remarks/AOB |



Last year's work plan

1. Ensuring people are discharged appropriately from hospital to recover well
2. Ensuring the Accessible Information Standard is adopted appropriately
3. Health and social care services working better together
4. More information and availability of Mental Health services for children, young people and adults
5. Better access and availability of GP services including out of hours services, as well as shorter waiting times in A&E.



HWR 2016-17: in numbers

- 30,545 people reached on social media
- 50 regular volunteers (1,012 hours)
- 6,022 people attended our events
- 2,500 individual comments
 - ✓ 173 Responses to our Mental Health survey
 - ✓ 365 Postcard responses
- 8 Enter & View visits
- 100 requests for information and signposting support



Some of our highlights

- Enter & View
- Volunteering
- Reviewing Intermediate Care services in Redbridge
- Accessible Information Standards
- Mental Health Surveys



Enter and View



Enter & View:

Complete 8 Visits this year:

- Accessible Information Standards to 6 Care Homes
- Wanstead Phlebotomy Services
- Loxford Practice



Volunteering





Training:

- *Adult Safeguarding;*
- *Dementia Awareness;*
- *Equality and Diversity;*
- *E&V;*
- *Deaf Awareness;*
- *Introduction to BSL*



Intermediate Care



Making
care better
in Barking and

healthwatch

healthwatch
Redbridge

healthwatch
Redbridge



Intermediate Care in Redbridge:

The second review of patient experience of home and hospital care for people needing short term rehabilitation support

March 2017

Intermediate
A review of patient
care for people needing
support

November 2016

Introduction

- Involved since the consultation by Redbridge CCG in 2014
- Continued to review, provide evidence and raise patient concerns publically to HSC and IRP
- Carried out independent Enter & View visits in 2015
- Continued to listen to patient feedback of the services in 2016
- Continuing to independently review the service through a survey of the home treatment teams and visits to in-patient rehab services at KGH



Methodology: similar to previous report



Two surveys (CTT & IRS) were created with the support of NELFT and posted to individuals in Redbridge

- Trained Volunteers & Staff from HWR conducted two visits on 17 January & 14 February
- We spoke with **23** patients, **6** relatives and **6** staff during visits to Foxglove and Japonica
(Previous visit **28** patients, **7** relatives, **7** staff) **43%**
- Additional questionnaires used with staff to identify any training or support needs
- Visits reviewed 4 areas:
 - rehabilitation and enablement;
 - the ward environment;
 - external hospital facilities; and
 - staff involvement and interaction



'The team of community nurses and O.T. have supported us and been excellent in all areas'

'Worked so hard with me.'

'got me walking and independent again'

Responses: Surveys

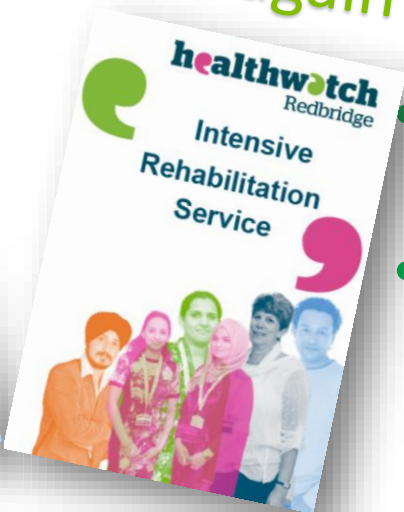
- **29%** response rate

CTT

- **84%** felt service kept them out of hospital
- No negative feedback:
 - **65%** rated the service excellent;
 - **31%** - Very Good
 - **4%** - Good

IRS

- **97%** felt the treatment had improved their condition.
- **84%** used service after in-patient care in the rehab wards at KGH



Responses: Ward Visits

Rehabilitation and Enablement:

- Almost three quarters **70%** had been involved in their care plan **(51%)**
- **46%** told us they knew their discharge date **(32%)**
- **82%** received physiotherapy on the wards; however, from speaking to patients and relatives, the physiotherapy ranged from regular daily activities to intermittent sessions. **(71%)**
- Only one person **2% (2%)** had used the rehabilitation kitchen. Staff said they rarely used the kitchen. Another said it was used by 5-6 patients for a breakfast club. **None of the patients we spoke to mentioned this.**
- Less patients **48%** were in day clothes
 - Patient choice? **(75%)**



Breaking News!



Accessible Information Standards



Accessible Information Standard

- Standard created by NHS England last year (from 1 August 2016)
- Ensures local Health & Social Care services provide communication support for disabled people and their carers (patients, service users, carers and parents)
- Impairment must relate to a disability, impairment or sensory loss



Need for Standards

- 1 million missed appointments last year through patients experiencing communication barriers
 - Not hearing their name when called
 - Not being able to access or understand written or electronic appointment information
- Failure of providers to meet a patient's communication needs
- The final report of the inquiry into premature deaths of people with learning disabilities in March 2013 found that:

“The lack of reasonable adjustments to support people with learning disabilities contributed to a number of deaths”



Accessible Information

- Enter and Views to Care Homes
- Supported the development of a national toolkit for Local Healthwatch
- Developed a workshop for GP Practices & Care Homes
- Currently reviewing the Standard with BHRUT, NELFT, Barts Health and LBR
- Created video stories
- Working with other Healthwatch to ensure people receive appropriate support



Mental Health Survey



Mental Health Survey



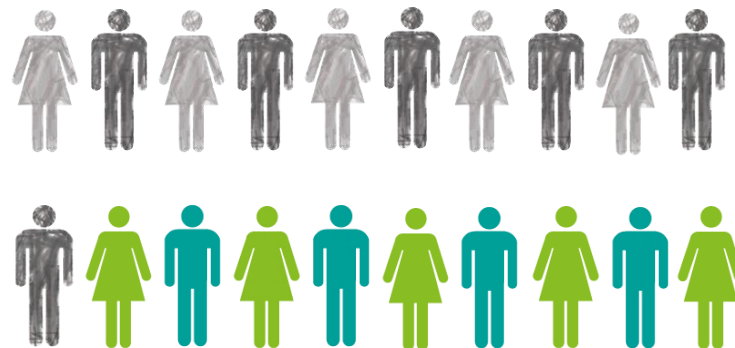
- National focus on mental health issues
- We created a short survey asking people for their views of MH services in Redbridge
- Results focussed on finding information, accessing appropriate services and the stigma of using mental health services

173 responses

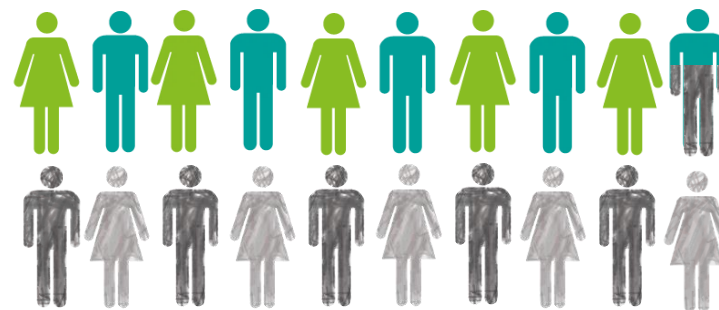


Survey Results

55% of respondents told us they did not know where to go if they, a friend or family member needed support with a mental health issues.

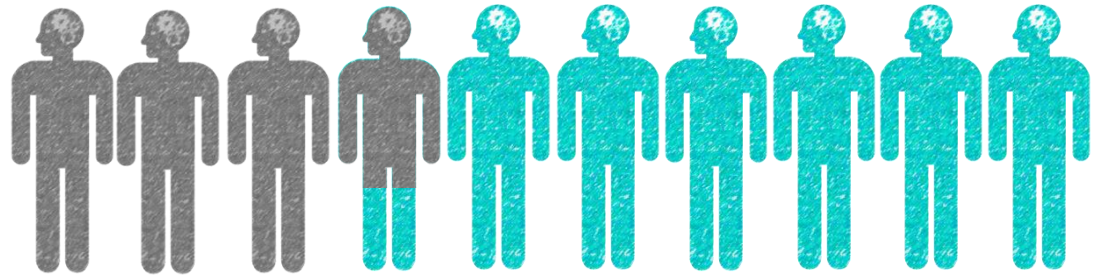


47% of people said they would feel comfortable talking about mental health issues with other people

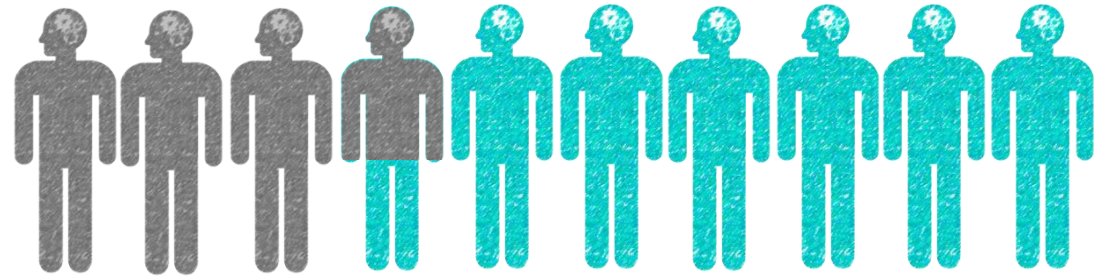


Survey Results

37% felt the stigma of admitting you have a mental health issue is still a problem



36% still felt there were problems accessing services



Imelda Redmond

Healthwatch England
National Director



Healthwatch Redbridge Priorities

Priorities on the postcards were decided by:-

- Local and National health & social care issues
 - (signposting, comments, concerns, outreach etc)
- Local Health and Wellbeing strategy

healthwatch
Redbridge

Help us identify and improve local health and care services

We want to hear what local people think so that we can shape our new work programme for this year.

Tick the three issues you feel are the most important or tell us if there is something else we should be looking at.

- | | |
|--|--|
| <input type="radio"/> Accessing appropriate local mental health services | <input type="radio"/> Diabetes prevention and health management |
| <input type="radio"/> Supporting people using health and social care services to have a voice | <input type="radio"/> Increase awareness of cancer symptoms and support for patients |
| <input type="radio"/> Ensuring people have access to the right health and care services they need to stay well | <input type="radio"/> Helping children & young people to have a voice in designing local health and wellbeing services |

Do have another local priority that you think HWR should address?

.....
.....



Priority Results

365 Responses (1,076 comments)

1. Ensuring people have access to the right health and care services they need to stay well
2. Supporting people using health and social care services to have a voice
3. Accessing appropriate local mental health services



Table Discussions

For each priority; discuss the following:

- What type of activities/work should we do?
- What organisations should we work with?
- What is the best way to engage with people?
- What might the challenges be and how might we overcome them?



Remember: Engagement in Redbridge

- be creative!
- be flexible!
- appreciate diversity
- make it accessible!
- make it easy!



Feedback



What happens next?

- We'll use your feedback from today to help create our work plan
- Work plan will be published by the end April 2017
- Annual Report to follow in May/June



