

Update on work activities (paper 5)

Introduction

This paper details the headline activities of the staff team with regards to our four strands of work: involvement; Healthwatch Newcastle Champions; information and signposting; marketing and communications.

Involvement

Comments, compliments and complaints information session

On hold as we're currently investigating potential collaboration with Patient Advice and Liaison Service (PALS) and Independent Complaints Advocacy service (ICA).

Health and social care information you can trust information session

Meeting held with Carole Williamson from the 'Go Digital' team at Newcastle City Library. Carole has a full programme of sessions lined up in the community and has agreed we can join her and deliver one part of the session about finding and using trusted health and social care information via the internet.

Young people's rights pop up group

The first meeting date clashed with another young people's meeting so did not take place. We have now identified that this should be a priority of the proposed work around children and young people.

Access to primary care pop up group

There was a call out for people to express an interest in this work. There was little or no interest so the work has been put on hold for now.

Community priorities

This is designed to start a conversation with community groups; it is ongoing and will be used to target social care groups. As part of this work an issue was raised around the provision of large print information in a pharmacy and a home care service:

Pharmacies

The Local Pharmaceutical Committee (LPC) was contacted to find out what contractual obligations pharmacies have to provide accessible information for their customers. The LPC confirmed that pharmacies must pay due regard to the Equality Act and make any reasonable changes to the way medication is supplied to help patients use their medication effectively. It offered to contact the pharmacy in question but we did not have the information in this instance.

RNIB has recently published two documents about provision of information for people with visual impairment. Healthwatch Newcastle is liaising with RNIB to distribute this information to a variety of health care providers including pharmacies.

Home care

The commissioning team at Newcastle City Council was contacted to find out what contractual obligations home care providers have to provide accessible information for their service users. It confirmed that all providers of home care services are contractually obliged to adhere to the Service Quality Framework Core Service Objectives detailing the

minimum standards for all services. The commissioning team contacted the care provider in question to investigate the issue. The care provider confirmed that the issue would be addressed through its IT department.

Nominate a star

The criteria and terms and conditions have been written. A nomination form and certificate have also been developed. Nominate a star will have a soft launch at an International Women's Day event (see below).

Ambulance response times

There were a few concerns raised at the February Health Scrutiny Committee meeting about ambulance response times in our area. We have spoken to a staff member at North East Ambulance Service NHS Foundation Trust (NEAS) about this. NEAS is currently meeting all its targets for ambulance response times. We have been provided with data and reports to look at. We will digest this information and act as appropriate and in partnership with NEAS.

Care.data information sessions

Care.data is a new NHS initiative. The NHS is planning to share patient information in a different way. The NHS has been communicating this change and has told people how they can opt out if they want to.

The new initiative was meant to start on 1 April but it has now been delayed until September 2014 so people have more time to understand it and opt out if they want to. People will still be able to opt out after September 2014.

Care.data is not quickly and easily understandable. Skills for People requested Healthwatch Newcastle to visit some of its groups to explain it. We chose to do this as one of our strategic objectives is to empower people to make informed choices.

We delivered a session to two groups at Skills for People and we could potentially offer this to other community groups or organisations. One Champion is helping with this.

Healthwatch Newcastle Champions

Healthwatch Champion recruitment campaign

We started a recruitment campaign on 3 February, aiming to have 15 champions by the end of March.

Since the campaign commenced we have received 27 expressions of interest. Six of these people applied and all applicants have been accepted. We now have ten Champions on our records and it is possible that this will increase to 15 by the end of March.

Six Champions are waiting for induction training which will happen in late March or April depending on their availability. Recruitment will remain open until we have 30 Champions and we will then open a waiting list.

Mystery shopping update

Four of our Champions have been busy trying to get around the 45 GP practices in Newcastle to look at the information they have on display about complaints. All of the practices should have been visited by 7 March.

Once all of the findings have been received from the Champions the results will be typed up and analysed. GP surgeries will be contacted directly and informally to give friendly and constructive feedback.

A case study will be written and communicated to our stakeholders. This work should be completed by mid-April.

Champion activity plan

As part of their training, Champions will now be going to events and focus groups with staff to raise the profile of Healthwatch Newcastle and help us to gather people's views.

At the moment the following is in the Champion's activity diary.

Date	Event	Activity
18 March	Drop in for asylum seekers	Informal one to one chats with asylum seekers
18 March	Geordie Voices meeting	Care.data education session
20 March	International Women's Day, Inspiring Change: a Conversation between Women	Information stall
1 May	Health, fitness and wellbeing event	Information stall

We are regularly refreshing and adding to the activity diary.

Champion network meeting

The first Champion network meeting has been organised for the evening of 29 April. The purpose of this meeting will be to develop our Champions further. They will have the opportunity to network and learn from each other. We hope to have speakers from NHS Choices, Care Connect and Information Now. Patient Opinion and Care Opinion are not able to attend but have supplied information for the meeting.

Information and signposting

From 1 January 2014 to 28 February the team dealt with 27 clients. The types of issues dealt with are detailed in the table below, with data previous data alongside it:

Issue type	1 Apr to 30 June	1 July to 30 Sept	1 Oct to 31 Dec	1 Jan to present
Total contacts	59	50	27	26
Health and social care	25%	41%	37%	85%
Benefits	39%	24%	15%	0%
Miscellaneous	12%	18%	25%	15%
Employment	5%	4%	4%	0%
Debt	10%	12%	4%	0%
Relationships and family	3%	0%	4%	0%
Immigration	3%	0%	4%	0%
Food banks	3%	1%	7%	0%

The more specific topics of the contacts were:

- Patient pathway x 4
- Staff attitudes x 3
- Access to a service x 2
- GP services x 2
- Service monitoring
- Complaints management
- Domestic violence
- How will being awarded Continuing Health Care affect my father's pension and other benefits?
- Mental health
- Waiting times
- Autism
- Continuing Health Care
- Carers
- Pharmacies and the Equality Act
- How does HWN gather information?
- Patient choice - choice of provider
- Coordination of services
- Cleanliness and infection control
- Cleanliness of environment
- Think pharmacy first
- Is HWN visiting a care home in Durham?
- What are the childhood obesity interventions in Newcastle?
- Sheltered accommodation
- How will taking out my pension effect my entitlement to other benefits now I am out of work?
- Benwell Health Centre plans

Marketing and communications

Inspiring Change: A Conversation between Women

This is an International Women's Day event that we are sponsoring. The event on 20 March and will be supported by staff and Champions. There will be a soft launch for nominate a star at this event.

Bus promotional campaign

HWN is soon to be promoted on the backs of buses. The advert will be on 18 buses for about 10 weeks (potentially more).