

Programme Manager report (paper 1)

Introduction

This report gives an overview of the work completed by the staff team. It covers the period November 2013 to January 2014. It also describes future plans.

Strategic work

The business plan 2013 - 2015 has been reviewed alongside comments from Board members. It is presented on the agenda of the 20 January Board meeting for final agreement and will then be subject to consultation with stakeholders. See separate report.

The HWN Vice Chair and Programme Manager have continued to work with Newcastle City Council's Health and Wellbeing Scrutiny Committee to develop protocols between the Health and Wellbeing Scrutiny Committee, the Wellbeing for Life Board and Healthwatch Newcastle. This work is still in progress and the exact details from this work will be reported to the Board at a future meeting. It is, however, important to state that this work will have implications for the work priorities of HWN as there may be work done jointly with the Health and Wellbeing Scrutiny Committee and/or activities to support their work.

It is envisaged that this protocol will be used as the basis of protocols with other key statutory sector organisations.

Engagement and involvement

Completed

Event/meeting	Reason	Activity
International day of disabled people event	HWN awareness raising	Stall - issue leaves, leaflets and mailing list sign up
MESMAC	Relationship building and information sharing	VCS meeting with Jill Remnant
Edward Lloyd Trust	Relationship building and information sharing	VCS meeting with Jill Remnant
Newcastle Carers Centre	Relationship building and information sharing	VCS meeting with Jill Remnant
Disability North	Relationship building and information sharing	VCS meeting with Jill Remnant
Tyneside MIND	Relationship building and information sharing	Meeting
NTWSUC Network	Relationship building and information sharing	Meeting
Dads Group	Work activity	Community priorities
Macular Degeneration Group	Work activity	Community priorities
Changemakers (young people)	Work activity	Community priorities
Elders Council	Work activity	Community priorities

Skills for People	Work activity	Community priorities
Brunswick Over 50s club	Work activity	Community priorities
Change UR Mind young people's mental health group	Work activity	Community priorities
Wor Hoose	Work activity	Community priorities

Planned

Event/meeting	Reason	Activity
Newcastle Hospitals Patient, Carer and Public Involvement Group	Relationship building and information sharing	Meeting
Roma Women's Group: Riverside Community Health Project	Work activity	Community priorities
Practice Manager meeting	Relationship building and information sharing	Meeting
East End Cultural Network	Relationship building and information sharing	Meeting

Current work priorities

- Community priorities involvement work
- VCS meetings with Jill Remnant
- Development of information sessions:
 - Using online health and social care information
 - Compliments, comments and complaints - feeding back to NHS services
- Nominate a star
- Pop up groups
 - Access to primary care
 - Young people

Future priorities

Information sessions on pharmacy services

Information and signposting

This service is now being undertaken by Healthwatch Newcastle (HWN) staff based at Newcastle CVS. Unfortunately there was a delay in transferring the Freephone number to Newcastle CVS due to the existing telephone provider providing incorrect information.

Investigation has been made into a web-based text service and it was found that only one could offer an inbound number for people to text. A second option was to buy a pay-as-you go SIM card and cheap phone. The second option has been chosen and this number will now be advertised in the revised publicity. The mobile phone was used over the Christmas holiday period when staff were not in the office, but an 'on-call' service was provided.

A new digital line was put into the Newcastle CVS switchboard for the landline element of the service on 27 November. An information database is being compiled by HWN staff and a monitoring form is being used. Training for HWN staff and to staff at NCVS is being considered.

Healthwatch Board meeting - 20/1/14

From 1 November 2013 to 19 December the team dealt with 12 clients. The types of issues dealt with are detailed in the table below, with data from the last report alongside it:

Issue type	1 Apr to 4 Sept	5 Sept to 31 Oct	1 Nov to 19 Dec
Health and social care	39%	39%	92%
Benefits	29%	23%	0%
Miscellaneous	9%	23%	1%
Employment	4%	6%	0%
Debt	11%	3%	0%
Relationships and family	2%	3%	0%
Immigration	1%	3%	0%

The details of the contacts are given below:

Date	Source	Topic	Description	Action
12/11/13	Telephone	Midwifery and paediatrics	Concern at midwives having to insure themselves and also heard that a child was refused a tracheotomy at RVI	Noted
13/11/13	Telephone	Food banks	Where and how to access food banks	Ring round to find nearest voucher issuer and eligibility criteria, telephone call to confirm food bank opening times, call to client to feedback information and describe directions
15/11/13	Telephone	Healthwatch	Information on Healthwatch and wanted to meet with Involvement Co-ordinator	Gave Julie Marshall contact details
15/11/13	Telephone	Complaints	Complex complaint about a number of organisations both health and social care	Signposted to PALS, ICA, Carers Centre and Newcastle City Council safeguarding team. Further research conducted and then signposting to mental health support groups. Person filled in ICA referral form.
22/11/13	Telephone	Quality of treatment	Bad treatment by nurse at GP surgery	Advised client of ICA and a charity Action against Medical accidents

Healthwatch Board meeting - 20/1/14

27/11/13	Telephone	Healthwatch	Macmillan Cancer Support making contact about its volunteers being involved in HWN	Meeting arranged
28/11/13	Telephone	Inspections	Person wanted to speak to organisation which carried out inspections	Signposted to CQC
29/11/13	Meeting	Health and social care	Difficulties arising from different organisations defining a need as "health" or "social care" and therefore who will provide services	Agreed to log and see if others have raised this
2/12/13	Email (internal)	GP surgery at sheltered accommodation block	Residents would like GP to do a surgery at their block as difficult to access surgery	Asked to keep us informed and offered to help set up outreach services. Offered to visit residents.
12/12/13	Telephone	Complaint about dentist	Unsatisfactory dealing with a complaint taken through the complaints process	Signposted to the General Dental Council to escalate the complaint beyond local procedure
18/12/13	Telephone	Geographic coverage	Query about geographical coverage of HWN and whether NHS Direct's building was in Newcastle as they need to consult with local Healthwatch when they close early next year	Office in North Tyneside so given details of Healthwatch North Tyneside
19/12/13	Telephone	Collecting medications	A potential scam service calling people with long term conditions offering to collect and deliver their medications	Logged and contacted Local Pharmacy Committee to see if they know about it

Healthwatch Champions

A recruitment campaign began on 22 November to recruit events and outreach Champions. These Champions will help run stalls at events and deliver focus groups and involvement activities. It was sent to everyone who had expressed an interest in volunteering for Healthwatch Newcastle (35 people).

Four people applied for the role and at the time of writing this report three applicants have been accepted.

Healthwatch Newcastle has five active volunteers in total. Four of these volunteers have been involved in the community priorities work and two have been involved in Healthwatch Newcastle's mystery shopping activity.

HWN mystery shopping

Two Champions have been delivering this project. They have been visiting GP practices to see what information they have about complaints, including the clarity and accessibility of information. The aim of the work is to:

- Find out if the complaints system is easy to use
- Work towards ensuring that every GP practice in Newcastle is displaying information about how to make compliments and complaints about their service

The findings will be used to inform Healthwatch Newcastle's future work on complaints. GP practices will also be contacted informally to give friendly and constructive feedback.

GP practices will not be named and shamed, but a case study will be written and published on our website and in our newsletter. We will also communicate it via Facebook and Twitter.

Future plans with Champions

Staff capacity has increased so the following will be taking place between January 2013 and March 2014:

- Coordination and delivery of the Healthwatch Champion training programme
- Development and delivery of a second Healthwatch Champion recruitment campaign
- Coordination of recruitment meetings with organisations that support people with learning disabilities, people from black and minority ethnic communities and young people
- Targeted recruitment within key networks and voluntary and community (VCS) organisations
- Organisation of the first Champions' network meeting to be held in April
- Production of an activity plan for Healthwatch Champions

Communications and information management

The staff team has continued to use the marketing and initial communication strategy and associated action plan to progress this area of work.

Development activity has taken place within this strand as follows:

Publicity materials and merchandise	New designs - awaiting new phone numbers for information and signposting line and will then be printed
Website development	<ul style="list-style-type: none"> Website 2.0 in a box is live; staff team learning how to use it Web stats from 13 Nov - 18 Dec: 247 new visitors 337 total visitors - repeat visitors 90 Average time spent 3 and a half minutes
Use of social media	<ul style="list-style-type: none"> HWN is making use of Twitter and Facebook The HWN Facebook page currently has 35 likes while HWN Twitter has 717 followers Regularly Tweeting news and re-tweeting You can find the social media profiles at: www.facebook.com/HWNNewcastle www.twitter.com/HWNNewcastle
Newsletters	<ul style="list-style-type: none"> Monthly newsletters coupled with newsflashes for timely information Subscription has risen from 759 to 952 We have an 'open' average of 24% which is higher than the industry average of 18%
Recording Board meetings	Next Board meeting will be recorded
Future mailings	On hold pending phone line transfer. The staff team has plans to follow up the first letter to all stakeholders with an update letter on HWN's development. This will include an advert for our website and the Facebook and Twitter pages; our flyers and pens will also be included in this letter

HWN sent out newsflashes to invite people to the next Board meeting and informed about the CQC dementia services inspection.

Policies and procedures

The HWN complaints procedure was considered by the governance subgroup, which suggested amendments. The procedure has been reviewed in light of these and re-sent to the subgroup. The decision-making procedure, and the Champions induction, training and supervision policy have also been completed and sent to the governance subgroup.

Meetings with key people from the statutory sector

The Programme Manager has arranged meetings with key senior managers from NHS Trusts, Clinical Commissioning Groups (CCGs) and the local authority to continue the dialogue started by the Chair at her meetings with Chief Executives. The meetings will ensure that these managers understand what HWN is and what it does, and begins the development of joint working protocols.

Meetings with key voluntary and community sector organisations

The staff team is supporting the HWN Vice Chair to meet with key voluntary and community sector organisations and these are progressing.

Other work

HWN has recently responded to a call from Healthwatch England to be involved in a project it is undertaking on complaints. This is at an initial stage and may result in work to support both Healthwatch England and HWN.

HWN is also developing information sessions for interested individuals and groups and these will run in the new year:

- How to make an NHS complaint
- How to use IT for health and social care services

Several young people's organisations have been approached to see if they can support HWN in developing the Young Persons' Shadow Healthwatch Board. A proposal will be produced in early January.

Another important proposal for HWN is how to engage the voluntary and community sector in Newcastle. The Vice Chair is undertaking exploratory meetings with key organisations and a formal mechanism is being considered. This mechanism will have to be effective and not duplicate existing networks. A formal proposal will be adopted in early 2014.

Healthwatch Newcastle is now beginning to analyse the data it is obtaining from different sources and services. In the near future trend analysis will be available for further analysis and potential action.

Recommendations

It is recommended that the Board notes the contents of this report.