

Healthwatch Committee meeting
 13 March 2018
 Project updates - paper 1
 Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 1, 6, 7, 12, 13, 14, 15, 22

Project highlight report

Project board: Healthwatch Newcastle

Project name	Screening and vaccinations	Reporting period	Feb 2018
Project sponsor		Project Manager	Rachel Wilkins
Author	Rachel Wilkins	Date report approved	
Project overview	<p>Public Health shared information with Newcastle Health Scrutiny about the variability, and in some cases very low uptake, of cancer screening (breast, cervical and bowel). Discussions with the CCG and others following this showed that it was of concern across Newcastle and Gateshead. Research in this area is needed to find out why people in low uptake areas think uptake is low, what they think the barriers are to attending and how these barriers could be overcome.</p> <p>We plan to engage with those communities in Newcastle where uptake of screening is low. Through engagement, we aim to identify what the barriers are to attending appointments and ways to overcome them.</p> <p>This research will take place in Newcastle first and then possibly be repeated in Gateshead.</p>		

RAG ratings

	Project actions on track
	Project actions slippage - monitor situation
	Project actions slippage - action required
	Project actions complete

1. Progress against key project milestones

Milestone	Planned completion date	Progress or slippage	Variance	Explanation
Project plan approved	Jun 2017	Completed		Current position: Done
Partnerships made with selected GP practices	June 2017	Completed		Current position: Done
Focus groups designed	July 2017	Completed		Current position: Done
Funding sought for running one to one interviews with non - attenders	July 2017	Completed		Current position: Done
One to one invite letter shared with GP practices involved in the work	July 2017	Completed		Current position: Done
Focus groups and one to one interviews held	August to October 2017	Completed		Current position: 12 focus groups and 12 one to one interviews
Data analysis	November 2017 to January 2018	Completed		Current position: Done
Report writing	January 2018 to February 2018	In progress		Current position: Results section completed.
Report written for comment by stakeholders	7 March 2018			
Report published	31 March 2018			

2. Key expectations in next reporting period

Report written and published

3. Risk report

Risk rating

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**4. Changes in reporting period
(A change request pro-forma should be attached as an appendix for all changes)**

Project highlight report

Project Board: Healthwatch

Project Name:	NHS continuing healthcare	Reporting Period:	March 2018
Project Sponsor:		Project Manager	Kim Newton
Author:	Kim Newton	Date Report Approved:	

Project Overview	<p>Healthwatch Gateshead chose NHS continuing healthcare (CHC) across Newcastle and Gateshead as one of our priority areas for 2017–18 as we are aware there are issues across both areas around:</p> <ul style="list-style-type: none"> • Delays in funding • Decisions not to fund care • Delays to hospital discharge due to the decision-making process • Relatives feeling excluded for the process <p>Project objectives To identify service user, relative and carer experiences of the local CHC assessment and decision process</p> <p>‘One collective voice’ event This gave more depth to the initial issues and it was agreed to focus on three areas of work:</p> <ul style="list-style-type: none"> • Information • National Audit Office report recommendations • Patient experience - process <p>To influence Newcastle Gateshead CCG around best practice in communication and information on CHC Enabled City CHC video published on the CCG website, with a link to NHS choices with further information on CHC. Initially this work started through the CCG engagement lead and was being incorporated into the CHC Strategy Group.</p> <p>We held a CHC information session with HW Champions on 09/11/17 on the value of the information and this will be shared with NGCCG Communications lead.</p> <p>National Audit Office report We are aware of the recent ‘Investigation into NHS CHC funding’ (July 17) by</p>
Action	

	<p>the National Audit Office (NAO) which makes recommendations for improvement. To influence the local implementation of the recommendations from the NAO report. This will be addressed in the CHC Strategy Group.</p> <p>Patient experience To determine if the national NHS Decision Support Toolkit is applied consistently and to make recommendations where required. Ongoing: we need to know if nursing assessors are compliant with the 'Coughlan case'. Already highlighted - continuity of nursing assessors and quality of information.</p>
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RAG Ratings	
	Project actions on track
	Project actions slippage - monitor situation
	Project actions slippage - action required
	Project actions complete

4. Progress against key project milestones				
Milestone	Planned Completion Date	Progress or Slippage	Variance	Explanation
Stakeholder engagement	End August	Ongoing dialogue		Made significant progress with Local Authority leads in both Gateshead and Newcastle
CCG engagement		Started November 2017		<p>Task group involvement around comms for CHC. Await info from Alison Thompson</p> <p>The first meeting with NGCCG Patient Experience lead on the 14 November 2017, where we will develop an action plan to discuss the all areas of work and how HWG can add evidence to patient experience. This was in the form of an engagement brief.</p> <p>The engagement brief was developed jointly with HWG project Manager and CCG</p>

				<p>Engagement Lead in December 2017.</p> <p>One of the actions was to embed the film onto the CCG website and to localise the film. This has happened in part. The film is now on the website but has not been localised.</p>
One collective voice event	August 17	Achieved		Good response rate
Design surveys	August/September	Achieved		<p>A survey has been produced, with both Newcastle Gateshead CCG and local authorities and given opportunities to input. We received comments from Gateshead LA and CCG which were included in the survey. This went live in October this was circulated to all our contacts and promoted via HWG website, newsletters and social media. As of 09/11/17 we have received 28 responses.</p> <p>We were heavily reliant on adult social care in Newcastle and Gateshead, as well as the CCG, to help us reach patients and their carers. The CCG have said they do not have the resources to make this happen, and also cited data protection issues.</p>
Source participants		Achieved		Observe family through CHC decision-making process.
CHC Strategy Group	November 17	On target		<p>HWG is part of the CHC Strategy Group attended by partners from the CCG, NUTH, NHS, Newcastle and Gateshead LA leads. We will be looking at an action plan to address CHC across the board.</p> <p>The engagement lead from the CCG has now left. We had a final meeting in January 2018 where I</p>

			<p>was advised that the CHC report and any actions would be addressed in the CHC Strategy Group. The CHC Strategy Group met initially, but three subsequent meetings were stood down.</p> <p>I have since received notification that this group has been stood down permanently and CHC would be absorbed into other CCG strategy meetings.</p>
Report writing		Report in draft form	Draft report to be circulated for comments by stakeholders' week beginning 5 March 2018.

5. Key expectations in next reporting period

Response from stakeholders
 Final report
 Presenting the report to stakeholders

6. Risk Report

Risk Rating

Survey numbers low

Red

Time to engage across both areas

Amber

4. Changes in reporting period

(A change request pro-forma should be attached as an appendix for all changes)