

Wiltshire Council

Health and Wellbeing Board

21 March 2019

Subject: Healthwatch Wiltshire Priorities 2019/20

Executive Summary

- I. Healthwatch Wiltshire works to get the best out of local health and social care services by ensuring the people who use health and care services can influence the way they are delivered. From improving services today to helping shape better ones for tomorrow, we listen to local people's views and experiences and then influence decision-making.
- II. Each year, we set our priorities based on what we hear from local people.
- III. Our Local leadership Board uses a prioritisation tool to assist with this process which identifies the issues raised, amount of evidence available and our ability to make an impact.
The priorities identified for 2019/20 are:
 - Mental Health
 - Primary Care
 - Social care
- IIII. We will now develop a workplan based on these areas following conversations with commissioners and providers about where we can add value.

Proposal(s)

It is recommended that the Board:

- i) Notes our priority areas for the forthcoming year.
- ii) Work closely with Healthwatch Wiltshire to ensure our contribution to health and care services in Wiltshire delivers a positive impact for local people.

Reason for Proposal

Healthwatch Wiltshire has a statutory duty to listen to the voice of local people with regard to health and social care services and then feed this back to commissioners and providers to influence change. This paper sets our priority areas for 2019/20 and the process followed to identify these.

Presenter name: Stacey Plumb
Title: Manager
Organisation: Healthwatch Wiltshire

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Purpose of Report

1. The purpose of this report is to update the Health and Wellbeing board on Healthwatch Wiltshire's priorities for the year ahead and the process used to identify these.

Background

2. Healthwatch Wiltshire is the local champion for health and social care. We listen to the views and experiences of local people with regard to health and social care and feed these back to providers and commissioners to influence change to services.
3. Our local priorities are set each year by our Local Leadership Board and are based on what we hear from local people. A prioritisation matrix is used to determine which are the issues we should take forward as our priorities.

Main Considerations

4. Over the past year we have been out and about across Wiltshire listening to people's experiences of health and care services. We have carried out targeted engagement, for example to gather views on mental health services; and more general engagement, for example at community days and events; to enable us to hear a broad range of experiences. In the autumn, we asked local people what areas they thought should be our priorities for the forthcoming year. We have also received feedback on health and care services by telephone and emails through our information and signposting service.
5. In total, we have listened to feedback about health and care services from over 850 people. We received feedback about a range of services including hospitals, mental health services, primary care, services for children and young people, social care and community services. The top three areas that we received the most comments about were mental health services for adults and children, GP services and social care.
6. Nationally, there have been issues reported in these 3 areas. Results of a recent national survey published by CQC have indicated that people's experiences of mental health care have deteriorated in recent times. This report highlighted that access to care was a concern, and a quarter of their respondents reported they had not seen mental health workers enough to

meet their needs over the past year¹. Through the GP patient survey, more people are reporting increasing difficulty in accessing appointments with a decline in overall experience of making an appointment at their GP surgery². Social care is in a fragile state, with staff shortages impacting continuity and quality of the care being provided³.

7. The local feedback that we receive plus the national context is considered when setting our priorities. A prioritisation matrix is used as a tool to assist in the decision making process. Members of the Healthwatch Wiltshire Local Leadership Board completed a scoring activity in their March meeting to identify which of the issues raised will be our priorities. The areas issues are scored against include:
 - the level and range of evidence available.
 - ability to make an impact.
 - if the issue already being looked at elsewhere.
 - can we add value.
 - relation to the JSNA and Joint Health and Wellbeing Strategy
 - extent it will affect the community
 - equalities impact assessment
8. A general discussion also took place in conjunction with the matrix allowing further discussion on the issues identified. The prioritisation matrix and scoring used is available in Appendix 1.
9. The priority areas chosen were:
 - Mental Health (including issues of access and quality for children and adults)
 - Primary Care (particularly access issues)
 - Social care (particularly information and signposting)

Next Steps

7. Healthwatch Wiltshire priorities for 2019/20 have been set and a more detailed workplan will be now be developed under these priority headings. This will be presented to our Local Leadership Board at their next meeting.
8. Some early conversations have taken place with commissioners and providers within these areas to identify where we can add value and make an impact.
9. We look forward to continuing to work closely with system leaders to ensure our contribution to health and care services in Wiltshire delivers a positive impact for local people.

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References:

1. <https://www.cqc.org.uk/news/releases/national-survey-highlights-decline-peoples-experiences-community-mental-health>
2. <https://www.england.nhs.uk/gp/gp/v/redesign/improving-access/>
3. <https://www.kingsfund.org.uk/press/press-releases/relentless-staff-shortage-leaves-home-care-sector-struggling>

Appendix 1: Prioritisation Matrix

Issue	1 Evidence available	2 Ability to impact within timescales	3 Issue being dealt with by someone else	4 Likely impact on community	5 Healthwatch can make a difference	6 Related to priorities of Joint Health and Wellbeing Strategy	7 Equalities Impact Assessment	Total Score
<p>Mental health</p> <p>Difficulty accessing services for adults and CYP</p> <p>Quality of treatment for adults and CYP</p> <p>Difficulty accessing advocacy services</p>	<ul style="list-style-type: none"> Mental health report Young Listener reports Local people survey Ongoing general feedback 	Yes	<p>Mental Health workstream taking place this year within STP area</p> <p>CAMHS one year review and young person counselling service due to be recommissioned next year</p> <p>Piece of work carried out by Health Select task force</p>	Patients/ Service users will be consulted during the transformation and recommissioning process	<p>Met with CAMHS commissioner to discuss how we can support this work.</p> <p>Part of the STP Mental health workstream comms and engagement sub group</p>	Yes – mental health is one of the JSNA priorities.	Protected characteristic Inc age, disability, gender, maternity	
Scoring	3	3	2	2	3	3	3	19
<p>Primary care-</p> <p>GP appointment waiting times</p> <p>Booking GP appointments</p>	<ul style="list-style-type: none"> Campervan report Ongoing general feedback 	Maybe although national issue	<p>Primary care networks in development</p> <p>Potential for significant structural change and</p>	Increased understanding of changes to GP surgeries and appointment slots.	Early discussions with the GP alliance to gather initial feedback about Improved access.	Links to NHS long term plan	All groups	

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	<ul style="list-style-type: none"> Local people survey 		opportunity to involve people early		Healthwatch undertaking some work around Primary care networks as part of the long term plan engagement.			
Scoring	3	2	2	3	2	2	3	17
Social care Poor experience of advice and contact for self-funders Quality of services	<ul style="list-style-type: none"> Campervan report Local people survey Ongoing feedback 	Potentially	Potential link established. May not be a priority for the council	Improved first point of contact which could mean that issues/ questions raised are dealt with at this point. Small numbers relatively in receipt if service.	We have linked with the advice and contact team re evaluating the first year of their new service and gathering feedback and this could help shape further improvements.	Yes	Age, gender, disability	
Scoring	2	2	3	2	3	2	3	17

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Non-emergency patient transport	<ul style="list-style-type: none"> Ongoing feedback although his seems to have decreased recently 	Less likely	New NEPTs provider appointed as of April PTAC now assess eligibility for service before it's passed on to provider.	High impact for relatively few people, but a longstanding and significant local issue	Need to wait and see impact of new provider. Focus may be on encouraging more feedback this year	Transport is an issue for those living in rural areas	Age, disability	
Scoring	2	1	2	2	1	2	3	13 – Not a main priority but an area to monitor

Scoring Criteria

1. What level of evidence is available to validate the issue? (1 being limited evidence from limited sources, 3 being well researched with a range of evidence from a range of structured sources)
2. Can we make an impact in the time available? (1 being no not likely to, 3 being yes most likely to)
3. Is the issue being dealt with by someone else already? (1 being dealt with satisfactorily by someone else, 3 not being dealt with elsewhere at all)
4. What extent will the community be affected by the issue? (1 being relatively little, 3 being community-wide likely to affect large numbers)

5. Can we add value to the current situation? (1 being unlikely to, 3 being highly likely to)

6. Is it related to the priorities set by the Joint Health and Wellbeing Strategy? (1 being indirectly related, 3 being directly related)

7. What is the equalities impact assessment? (1 being little impact on equalities priority area and 3 being significant impact on equalities priority area)