



healthwatch
Bracknell Forest

Annual report
2017/18

Message from our Project Lead Mark Sanders

There have been challenges during the year. Despite a cut in funding of almost 40% we have needed to represent the public during the local changes to the health and social care landscape. The three East Berkshire Clinical Commissioning Groups decided to become one, the accountable care system became the integrated care system and local Healthwatch now has to work within wider parameters to ensure local peoples' voices are heard. Bracknell Forest was also one of the first local authorities to undergo a Local Area Review and, as well as providing our feedback to the Care Quality Commission, we arranged focus groups so patients and carers could share their stories directly.

But there has also been a great deal of work done resulting in positive changes for the local community. We are particularly proud of being instrumental in increasing access to primary care for the homeless and rough sleepers during the winter months, the launch of our Information Bus and our collaborative work with other local Healthwatch concerning hospital discharge and the Enter and View report on Prospect Park Hospital.



It is important that local people have a voice in the changing landscape of health and social care

Highlights from our year



We have reached **89,549** people on social media *



Represented the patient and public voice at **135** meetings



We gather views from the whole community and have focused on engaging with those that are seldom heard



We have collected **939** pieces of feedback and views on local services



We've visited **34** community groups and events to meet local people

We've given **1725** people information and advice



* This does not include those reached through re-tweets and re-posting by others

Who we are



Healthwatch Bracknell Forest is the local independent champion for people who use health and social care services.



We give people information, advice and support about local health and social care services.

Our purpose



We find out what people like about services and what they think could be improved.



People's views come first - especially those who find it hardest to be heard.



We use this information to encourage those who run and make decisions about services to act on what matters to you.



We also share information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission (CQC).

Your views on health and care

Listening to people's views

- + Visited community groups and events



- + Outreach in the community with the 'Information Bus'



- + Social Media. As well as our own posts we engage in conversations about health and social care on online community forums and groups who have also helped us to promote public meetings and surveys
- + Website
- + Online surveys (available in other accessible formats if required)

Championing the seldom heard

We are committed to hearing the experiences and views of all members of the community. Some people's voices may be seldom heard because:

- + They have limited contact with services, or
- + They have a disability or long-term condition, or
- + English is not their first language
(*This list is not exhaustive*)

Case study

We were contacted by a young man with autism who was researching the support available he could purchase with his social care direct payments. He had found a company providing support locally but he was unhappy with how they described autism on their website. The descriptions were very clinical and used words such as 'retarded language development' and focused on perceived deficits of people with autism and did not acknowledge differentiation between individuals with the same condition. He found this very upsetting.

We contacted the care company with his concerns and, within a week, they had updated their website to take account of the gentleman's comments.

Patients who cross borders



Berkshire is a county with 6 local authorities so therefore has 6 local Healthwatch. Patients travel between authorities to access services. As part of the local Healthwatch network we all collect and share relevant information but we also meet with our county colleagues regularly.

Making sure services work for you

With the other Berkshire Healthwatch we carried out 11 Enter & View visits at Prospect Park Hospital in Reading over a week long period. The hospital provides services for people with mental health conditions and is run by Berkshire Healthcare NHS Foundation Trust.

A number of recommendations * were made to the Trust and, as a member of the Trust's patient experience group, we will be able to monitor if these have been acted upon.

Enter & View representatives have also assisted in Patient Led Assessments of the Care Environment (PLACE) at St Mark's Hospital and Prospect Park Hospital.

* To read the full report please visit our website

Helping you find the answers

We help the community to access the information they need to make decisions about their wellbeing, care and find the support they need by:

- + Providing information and advice to individuals. This can be at drop-in sessions or events, enquiries received by letter, telephone, email or online and, if needed, home visits
- + Developing a community map resource which details the support available from the community and voluntary sector
- + Referring people to services and groups, including advocacy services
- + Providing bulletins of important health and social care information - drawn from local and national sources

- + Hosting 4 public information and awareness events about the introduction of the Integrated Care System.



These events also gave the public the opportunity to ask questions of the senior members and decision makers of East Berkshire Clinical Commissioning Group and Frimley Health NHS Foundation Trust

- + Taking part in media interviews around current health and social care topics



Making a difference together

The health and social care sector is vast, inter-linked and ever-changing. Healthwatch Bracknell Forest's approach to representation of the patient and public voice is to have a member of staff who attends the Health & Wellbeing Board and other strategic boards and committees. They then have a complete overview of services; how they are linked and the impact decisions in one area have in another.

This approach ensures the patient and public voice is heard at all levels and stages of the decision process to commission and evaluate services. It allows us to champion for patient and public representation by our volunteers, or others, on tendering panels, forums and partnership boards.

We record the feedback and experiences of the public and have developed a knowledge database. Members of staff draw on this when attending meetings therefore it is **essential** we continue to focus on collecting the stories of people who use services.

Here are a few examples of our work with others:

Joint Adult Safeguarding Board (Bracknell Forest and Windsor & Maidenhead)

As a member of the board we have been particularly involved in the workstreams to increase public involvement in the board's work and activities. This will continue next year when the board will also expand to include children's safeguarding.

East Berkshire CCG

In April 2017 the 3 separate CCG groups located in East Berkshire merged to form one clinical commissioning group. They are responsible for the commissioning of the majority of health services.

The East Berkshire CCG values the positive relationship with Healthwatch. In particular the CCG want to highlight a few of the key areas of work that Healthwatch undertakes:

- + Working with the CCG and Patient Reference Groups (PRGs), especially where there have been contentious issues
- + Willingness to support CCG GP Member meetings and providing updates to Members
- + Crystallisation and organisation of public to explore the Integrated Care System (ICS) and emerging thoughts about care outside hospital
- + Appropriately challenges unreasonable patient issues and concerns
- + Provides the CCG with a useful triangulating link with Health and Wellbeing Boards
- + Constructive challenge on the CCG engagement agenda
- + Willingness to take part in different group work
- + Knowledge of the area and issues facing local people
- + Membership at CCG and ICS key meetings such as quality committee, primary care quality, equality and diversity and the mortality review group - providing both support and critical challenge
- + Sharing intelligence to help us sensitively challenge and support improvement in providers especially primary care
- + Sharing skills (such as supporting the CCG to produce documents in 'Easy Read' format)
- + Providing access to panel of experts by experience in disability

Sarah Bellars, Director of Nursing & Quality - East Berkshire CCG

Healthwatch England

One of the ways we have worked with Healthwatch England this year (in addition to sharing information) is by regularly inputting and contributing to the design of a new website being created by Healthwatch England for use across the whole local Healthwatch network.

Care Quality Commission

We have regular conference calls with the Inspectors that lead on the work in our area. This allows them to discuss the inspection schedule and collect any local evidence and feedback we have and also allows us to raise any concerns about services the public have alerted us to. We also played a proactive role in the Local Area Review.

I think it is very useful to have the HW opinion of how a service is performing and for voicing the patient view. As our decisions to inspect become more risk based, the relationship we have is even more important in advising on these decisions and for highlighting other risks or concerns we would not always be privy to.

Ali Robson, Inspector (Thames Valley Team) - Care Quality Commission

Berkshire Healthcare NHS Foundation Trust

The Experts by Experience (EBE²) group, part of Healthwatch Bracknell Forest, are involved with the communication work stream around people with learning disabilities with Berkshire Healthcare Foundation

Trust (BHFT) following their CQC inspection. It was agreed that materials and a video would be co-produced to demonstrate to professionals the good and the bad way to communicate with people with learning disabilities.

EBE² have discussed and shared with a team from BHFT the issues they had encountered with health and social care professionals and these were used to produce ideas for a short film which they also agreed to be in.

I could see how strong the feelings were and how indifferently they have been treated. I really hope we can use this film to help people behave differently.

Dr Catherine Evers, Consultant Clinical Psychologist Lead (East) - BHFT

Mental Health Forum

With funding from the Community Mental Health Team we are now running the independent Mental Health Forum for the area. As well as collecting people's stories, professionals are invited to give presentations on topics chosen by the forum members.

People

We want everyone to feel able to take an active role in their health and wellbeing. As well as volunteering for Healthwatch Bracknell Forest we promote other opportunities where people can get involved - from membership of GP surgery Patient Reference Groups to Healthmakers (a local peer support project for people with long-term health conditions). We promote consultations and opportunities for 'experts by experience' patients.

Volunteers are essential to the delivery of Healthwatch Bracknell Forest. All of our volunteers receive, as a minimum, training in Safeguarding, Data Protection, Confidentiality and the Mental Capacity Act. Volunteers who have been involved since the early days of local Healthwatch are currently undergoing refresher training programmes. We have different roles including Project Support Board member, Enter & View Representative, Community Champion and administrative roles. We also have representatives from other community and voluntary sector groups working with us.



Chris Taylor (HWBF staff member) with volunteers Nigel and Muriel

We continue to support the placement of a student from Bracknell and Wokingham college. The students that attend are from the Health and Social Care course and they report that they find it useful to carry out placements which show them a wide variety and exposure to more of health and social care than their usual care home placements.

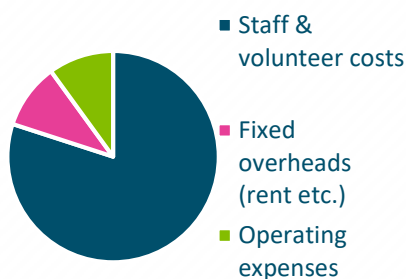


Going forward....

Finances and funding

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	65,000
Additional income	720
Total income	65,720

Expenditure



Funding from the local authority will remain at the same level (65k) for 2018/19

Our top priorities for next year

1. Mental Health Services
2. Issues with access to primary care for marginalised groups
3. Social care
4. Services working together particularly around hospital discharge



Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, East Berkshire Clinical Commissioning Group, BF Overview and Scrutiny Committee and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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