Independent local champion for people who use health and care services

Your NHS, your views, your chance to make a difference

With your help we’re changing local care for the better

We can make a difference but we can’t do it without your feedback
“Healthwatch have been a critical partner in supporting Wakefield to evaluate our new models of care. They have delivered robust evaluation to inform new services that have been developed within the District and they have supported us with significant evaluation of our care home vanguard, Connecting Care Hubs and MCP primary care schemes developed through the vanguard.

Wakefield CCG value having Healthwatch expertise at all of our local Health and Social Care partnership meetings and their commitment to this agenda is evidenced through their willingness to test new engagement approaches and recently leading on some focus groups on our new model of care which was an interesting process and created some invaluable patient feedback to Wakefield CCG.”

Melanie Brown, NHS Wakefield Clinical Commissioning Group Commissioner for Integrated Health and Social Care
Meeting local people

We do everything we can to make sure we meet local people and find out what they think about health and care services in the District. We don’t expect people to come to us; we will go out to them. We make a special effort to find people and groups who have a harder time getting their voice heard.

<table>
<thead>
<tr>
<th>Regular engagement</th>
<th>Community events</th>
<th>Information talks</th>
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<tr>
<td>Alzheimer’s Society Forget Me Not Cafes</td>
<td>Airedale Neighbourhood Management Group</td>
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<tr>
<td>Havercroft and Ryhill Community Learning Centre</td>
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<td>All Saints Community Centre</td>
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<td>Hensworth Community Centre</td>
<td>CCG Care Home Event after visiting 12 local care homes</td>
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<td>Kinley and Fitzwilliam Learning and Community Centre</td>
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<td>Kinsley and Fitzwilliam Pharmacy User Group</td>
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<td>Coffee &amp; Chat at Normanton, Kirkthorpe, Featherstone and Castleford</td>
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<td>Meet ‘n’ Eat Diner</td>
<td>CCG Public Event on Healthcare and Planning</td>
<td>Expert Patients Event</td>
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<td>The Well Food Bank</td>
<td>City of Sanctuary Coffee &amp; Cakes Event</td>
<td>Expert Patients Winter Wellbeing events at Pontefract, Wakefield, Castleford, and South Kirkby</td>
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<tr>
<td>One Stop Shop at Hensworth Library</td>
<td>Crofton Family Fun Day</td>
<td>Forget Me Not Cafe at Ossett</td>
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<td>One Stop Shop at Pontefract Library</td>
<td>GP Networking Event</td>
<td>Forget Me Not Cafe at Pontefract</td>
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<td>One Stop Shop at South Elmsall Library</td>
<td>Lightwaves Event</td>
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<td>Pinderfields Hospital</td>
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<td>Saint Catherine’s Centre</td>
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<td>Spectrum’s Wednesday Cafe for Vulnerable Adults</td>
<td>Queens Park Play Day</td>
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<td>Voiceability Lift Up Friends Self Advocacy Group</td>
<td>Saint George’s AGM</td>
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<td>Wakefield City of Sanctuary Drop-in for refugee and asylum seekers at the Quaker Meeting House</td>
<td>Saint George’s Summer Event</td>
<td>Simply Leisure Group at St Swithun’s Community Centre</td>
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<tr>
<td>Wakefield City of Sanctuary Welcome Cafe for refugee and asylum seekers at St Michael’s</td>
<td>SEND Festival</td>
<td>Westfield Centre</td>
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<tr>
<td>Wakefield District Learning Disability &amp; Autism Partnership Board</td>
<td>Shape Your Life Groups</td>
<td>WOFAG - Wakefield Over Fifties Action Group</td>
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<tr>
<td>Wakefield District Sight Aid</td>
<td>Sloppy Slippers Events at Altofts</td>
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<tr>
<td>Well Women’s Centre</td>
<td>Normanton, Standbridge Lane Community Centre and West Wakefield</td>
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<tr>
<td>Yorkshire Coalmining Resource Centre at Thorneycroft</td>
<td>South Kirkby Party in the Park</td>
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<td>Yorkshire MESMAC</td>
<td>Wakefield and District Housing Event</td>
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<td>Wakefield District Sight Aid AGM</td>
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<td>World AIDS Day Event</td>
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<td>World Health Day Event Pontefract Library</td>
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</tbody>
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Visiting health and care services

We visit services to talk to patients and residents, their family, carers and friends and staff. Our experienced team are highly skilled and trained in how to engage with people in a range of health, care and community settings. Our staff and volunteers are checked through the Disclosure and Barring Service.

- **Child and Adolescent Mental Health Service (CAMHS)** To find out about the quality of provision of mental health support for young people, the criteria for getting the service, appointment availability and waiting times, quality of information around planning treatment, information and signposting provided on discharge or during transition, waiting room facilities and access.

- **Pinderfields Emergency Department** To talk to people about the reasons they’ve attended A&E and to find out whether they have tried to get help elsewhere first.

- **Wensleydale Unit BUPA Residential Care** To talk to residents, observe the quality of care, dignity of patients, and staffing levels.

- **General Practices** To evaluate Vanguard primary care interventions, including care navigation (the practice of reception or administrative staff offering patients an appointment with an appropriate health professional other than a GP, based on an assessment of their presenting issue), Physio First and Pharmacists in General Practice, (appointments offered in practices as an alternative to a GP), Extended Operating Hours (shared provision of after-hours appointments for patients) and HealthPod (pop-up primary care ‘pod’ to help access people who wouldn’t usually go to their GP).

- **Intermediate Care; and the Midwife Led Unit.**

- **Care Homes** To provide a valid and reliable means by which to engage residents in the Care Homes Vanguard evaluation, to provide the process in a way that overcomes barriers of literacy, language and access, to add value to the Wakefield programme by working in alignment with both the proposed national Vanguard evaluation and the other five Care Home Vanguards.

- **Wakefield Intermediate Care Unit (WICU)** A visit programme to Wakefield Intermediate Care Unit, also known as Queen Elizabeth House, to talk to patients and visitors to find out what they thought of the services they receive there.
Making a difference together

We take people’s views and experiences and present them to the people who plan, buy and run our local health and care services. We have excellent connections with local communities, groups and individuals. All our work is open and transparent; we make public our findings, reports and recommendations on our website.

How local experiences make change

- **Emergency Departments in Wakefield District**
  We visited our emergency departments and talked to over 200 people. 42% said they were attending for a medical emergency, 20% to get tests and 10% because they couldn’t get a GP appointment. Over a third said they had been told to attend the Emergency Department by a health professional. This information was used by West Yorkshire and Harrogate STP to help shape their understanding of emergency care. We have since done more work on local urgent and emergency care speaking to over 2000 people about services at Pontefract.

- **Public Voice**
  We produce an annual report for the Health and Wellbeing Board that brings together information from major providers and commissioners in the district. We ask them to tell us what people are saying is good, not so good and what they think could be improved about the way that we support their health and wellbeing. This report is used to support decisions about the Health and Wellbeing Board priorities.

- **The Care Act**
  We wanted to understand what impact the changes of the 2014 Care Act would have on people trying to access support with their social care needs. We wanted to talk to people whose needs weren’t high enough to trigger statutory support but who still had substantial need. We found that although people had tried to follow up the advice provided by Social Care Direct, half were unsure if this was what they needed and many felt they were in a worse situation than when they originally asked for help.

- **Children and Young People’s Mental Wellbeing**
  We worked with voluntary sector partners to make sure the voice of children and young people was heard in the Future in Mind programme. This has led to a far better understanding of the barriers to engagement faced by many, and has led to the funding of a network of community based workers to make it easier to access support.

- **Connecting Care**
  We spoke to 680 people in their own homes over the course of two years. We showed that most people valued integrated care provision - or joined up care - and felt that it had met their needs and had positive outcomes for their health and their ability to cope at home. Although the data did not show this resulted in fewer admissions to hospital and a shorter length of stay, it did show that both patients/servicer users and staff like working in a joined up way.

- **Wakefield Carers Experiences of Connecting Care**
  We did in depth interviews with carers who were supporting people getting Connecting Care services. We heard of some fantastic well integrated services, some very poor experiences, and some mixed. This report describes the physical and mental impact experienced by people in a caring role and the absolute necessity of supporting them.

Asking you through surveys

We do surveys with people as a way of recording what people think and use this as evidence to make recommendations for change. We do this through our website and social media but also go out into our local communities and to health and care services and groups, especially for people who find it harder to have their say.

<table>
<thead>
<tr>
<th>Survey</th>
<th>Responses</th>
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<tr>
<td>Residential Care Survey</td>
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<tr>
<td>General Practitioners</td>
<td>24</td>
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<tr>
<td>General Practice Managers</td>
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<td>Healthpod</td>
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<td>Extended Hours Clinic</td>
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<td>Care Navigation</td>
<td>71</td>
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<tr>
<td>‘Hear, See, Treat’ Urgent Care Survey</td>
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<tr>
<td>Care Act Assessment and Support</td>
<td>63</td>
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<tr>
<td>Integrated Care</td>
<td>1,100</td>
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<tr>
<td>Children’s Oral Health Insight</td>
<td>29</td>
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3,813 Survey responses in the year 2016-17

Giving information, advice, support

We know that sometimes it can be really difficult to get information or help. We have an advice line for the public and a drop in service at Citizens Advice. Our Healthwatch Adviser is also based there and helps people who go to them with a range of health and care issues.

People are given support with complaints, signposted to services, and advised on options available to them. Last year 84% of people who completed a customer satisfaction survey said they would recommend it to others and 89% felt the adviser had understood them and their problem and the advice received was easy to understand.

We also provide people with advice and information through our communication channels, such as our website, social media and our quarterly newsletter.

Our engagement officer makes sure we go out to communities across Wakefield District, which covers 338.6km², and talked to nearly 1,000 people last year. Our community researchers work with services such as GPs and care homes so that Healthwatch can talk to people and help them where they receive services or in their home.

“I am very pleased your service is here to help the public and thank you.”
How we work with our community

We promote and support the involvement of local people in the planning and running of local health and care services through:

- Engagement with communities of both geography and interest
- Survey work with local people
- Interviews with people in their homes or over the telephone, especially if they find it hard to leave the house
- Consultations on proposals to change services with local focus groups
- Evaluation of services with people who use the services
- Partnerships with local community groups

Working with others

We use a collaborative approach with service providers, commissioners, regulators and other local system partners to bring about change.

We work with the Care Quality Commission (CQC) and share information and evidence with them which informs their work when monitoring and inspecting local services.

We also have a seat on the:

- Health and Wellbeing Board
- Wakefield Safeguarding Adults Board
- New Models of Care Board
- Connecting Care Executive Board
- Connecting Care Health and Social Care Partnership Board
- NHS Wakefield Clinical Commissioning Group Probity Committee for primary care commissioning
- Wakefield District Safeguarding Quality Intelligence Group
- NHS Wakefield Clinical Commissioning Group Quality Intelligence Group
- West Yorkshire Healthwatch Forum
- Community Engagement Partnership
- Learning Disability Partnership Board
- Dementia Action Alliance
- Dementia Strategy Board

360° Quality Statements Review

In 2016, Healthwatch Wakefield reviewed the quality of our services against the Local Healthwatch Quality Statements produced by Healthwatch England in partnership with Leeds Beckett University. The Quality Statements are designed to help build an understanding of the work and develop consistency across the Healthwatch network. We chose to undertake a 360 degree review, asking key partners and stakeholders, both external and internal, to respond to the Quality Statements survey. We were delighted that partners from almost all relevant health and care sectors were willing to contribute their thoughts.

100% strongly agree or agree that Healthwatch Wakefield brings added value to their work due to its unique perspective, and has collaborative relationships with key decision makers within their organisation.

100% strongly agree or agree that Healthwatch Wakefield bases its insight on the experiences of local people and demonstrates added value through its work engaging local people, paying particular attention to seldom heard groups.

Opportunities

Some of the things our volunteers took part in last year.

- Visits and inspections
  PLACE (Patient Led Assessment of the Care Environment) inspections at Pinderfields, Pontefract, and Dewsbury Hospitals
  • Queen Elizabeth House
  • Methley Park
  • Wakefield Hospice
  • Patient Safety Walkabouts at Pinderfields at A&E
  • Gate A2 Stroke & Neurology
  • Gate 18 Maternity
  • Gate 31a Cardiology
  • Gate 32 Surgical Assessment Unit
  • Gate 33 General Surgery
  • Gate 41 and 43 Elderly
  • Gate 45 Respiratory
  • Gate 46 Children’s
  • Patient Safety Walkabouts at Pontefract at Elective Orthopaedic
  • Intermediate Care
  • A&E; Enter and View visits to CAMHS (Child and Adolescent Mental Health Service) and West Ridings Care Home

- Training and Events
  Dementia Awareness
  • Wellbeing
  • Stroke Services
  • Emergency and Urgent Care Services
  • Children’s Oral Health
  • Young People’s Mental Health
  • British Red Cross event on Volunteering
  • Future in Mind events
  • Stroke Services event

- Service improvement
  Quality Accounts for Mid Yorkshire Hospitals NHS Trust, Yorkshire Ambulance NHS Trust and South West Yorkshire Partnership NHS Foundation Trust
  • Work with Methley Park Hospital regarding the new building extension
  • The Mid Yorkshire Hospitals NHS Trust Access Meetings, and Travel and Transport Meetings with work being done on Patient Transport and the Blue Badge Survey Report, and Hospital Car Parking
  • CAMHS meeting with Director Carol Harris took place to discuss recommendations in the report
  • The Dementia Strategy Board
  • The Wakefield Adult Safeguarding Board Strategic Plan 2017-2018
  • Work on Mid Yorkshire Hospitals NHS Trust Quality Account with the Overview and Scrutiny Committee

- Engagement and Surveys
  Future in Mind and Young People’s Mental Health
  • Hear See and Treat
  • Emergency Department
  • Children’s Oral Health with Public Health
  • Wakefield College Engagement Sessions with students on level 1, 2 & 3 Health and Social Care courses

Feedback

Why not rate a service you’ve received?

You can rate your health and care services online at our feedback centre at www.healthwatchwakefield.co.uk

You can also find services that are available locally and what others might be saying about them.

Would you recommend the services you receive?

Let others know.

You can also feedback to us through Facebook and Twitter.

If you would like to volunteer with us please get in touch on 01924 787379
Our plans this year

Our work plan is flexible and we add new projects throughout the year in response to local people’s issues. If there are plans for new services, or changes to existing ones, we will make sure that local people have a say. We are experienced in evaluating service change and development using local people’s experiences and views.

- **Care Homes:** Listening to residents and their friends and family at care homes in our District through a series of visits including conversations and observations, sharing our findings with staff.

- **Autism Services for Children and Young People:** Following up on ongoing concerns from patients and families on the autism assessment and pathways, especially the transition from children to adult services.

- **Health inequalities:** Extending and developing our work with BME communities, seldom heard groups, and those who are underrepresented across our District.

- **Social care:** Developing our work on social care complaints and systems and look at what support and advocacy is available for local people.

- **Quality accounts:** Continuing task group work on quality accounts for Mid Yorkshire Hospitals NHS Trust, South West Yorkshire Partnership NHS Foundation Trust, and Yorkshire Ambulance Service NHS Trust.

- **Urgent care:** Talking to people and conducting a survey about urgent and emergency care services at Pontefract Hospital in relation to its contract review.

- **Child and Adolescent Mental Health Services:** Continuing to work with children and young people to find out about their experiences of local mental health services and how they can be improved.

- **Dentistry:** Supporting work around children’s oral health in partnership with Public Health, and addressing issues of access to NHS dentistry across West Yorkshire in partnership with other Healthwatch organisations.

- **Multi-speciality Community Provider:** Continuing our evaluation work for our local Multi-speciality Community Provider Vanguard, as it works towards becoming an ‘Accountable Care System’.

- **Primary care:** Completing our Vanguard work to evaluate patient experiences of physio first, pharmacy first, care navigation, the Healthpod, extended hours, and ‘hub’ patient and carer experience.

- **Cancer patients:** Finding out about the experiences of cancer patients and their relatives and carers and work in partnership with the Yorkshire Cancer Patient Forum, Macmillan and Yorkshire Cancer Alliances.

- **Neurology:** Working with the Multiple Sclerosis Society, talking to people and getting their feedback about what they’d like to see from local neurology services and what is most important to them.

- **Compassion in care:** Bringing people together who use and manage services to put compassion and dignity at the top of everybody’s agenda so that people’s wishes are respected and they are treated with kindness.

Contact us

We want hear from you if you are a patient or resident, if you are a carer or family member or friend. We want to hear from you if you run a service or work in one, or if you plan or commission them.

We want to hear the good and the bad, and we will work with others to make local services the best they can be.

- **Registered Office:**
  11-13 Upper York Street
  Wakefield WF1 3LQ

- **For staff and volunteers**
  01924 787379

- **For advice, information and signposting**
  01924 234007

- **enquiries@healthwatchwakefield.co.uk**

- **www.healthwatchwakefield.co.uk**

- **@healthywakey**

- **/Healthwatch Wakefield**

360° Quality Statements Review

“Our Healthwatch Wakefield insight reports are unbiased and give praise and raise concern in equal measure where possible.”

“They represent the public views in a way that the commissioners never heard before.”

“I think Healthwatch works hard to coordinate work which complements rather than duplicates that done in other settings.”

“Healthwatch work in a constructive manner which makes them a positive partner.”

“Healthwatch is a very valuable organisation for the local people of Wakefield but equally, has a vital role in the Trust (Mid Yorkshire Hospitals NHS Trust) developing better quality services. The Trust should try and include Healthwatch more in its normal business.”

“The quality of the work and the products delivered by Healthwatch Wakefield is excellent. The staff team work well together and with partners, always happy to offer help and advice when necessary.”