



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Herefordshire

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Message from our Chair

This is my first year as Healthwatch Herefordshire Chair. I have long admired the role that Healthwatch performs within the health and care system, ensuring that the voice of local citizens, is heard by the people who make decisions about how services are organised. It is a great privilege to take up this role and hopefully contribute to this team's continued success.



Not a day goes by without the national media commenting on the challenges facing the NHS and Social Care system, especially after the fallout from Covid 19. Healthwatch Herefordshire is well placed to represent the concerns and aspirations of local people as services try to meet these challenges. Our approach is to regularly adapt our means of engagement so that we can reach into the heart of our community and gather the views and experiences that allow us to speak up for local people.

This year has seen further changes to the governance and structure of the NHS across Herefordshire and Worcestershire. However, the role of Healthwatch Herefordshire remains the same and thanks to the many contributors providing feedback about health and Care services to us, we are a valued and respected organisation. We retain a strong presence in the new structure and we continue to provide informed and constructive feedback to systems leaders. We are particularly pleased with the strong relations we have developed with voluntary sector organisations through the Community Partnership Meetings. Through these events our ability to collate local information is much greater, and it also means that this important group of community based organisations are better able to contribute to local solutions.

In my new role, listening to the Healthwatch team members and the organisations that link with us, it is clear that it has been another busy year for the small but dedicated team. I hope this report effectively summarises the breadth and value of what has been accomplished. I wish to fervently thank the team of permanent staff, volunteers and directors, as well as the many people who gave up their time, offer feedback and contributions about health and wellbeing services in the County.

I also wanted to take this opportunity to thank our recent chair, Conor Price for his considerable guidance and support during his tenure and our non- executive director Jane Ellis who is retiring after 6 years of unwavering commitment. Finally, I'd also like to thank our CEO Christine Price for her astute leadership and tireless commitment to the role.

Andy Watts

About us

Healthwatch Herefordshire is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need in the way that we need it.



Our mission

To:

- Help make people's experiences of health and care better.
- Listen to the people who live and work in Herefordshire.
- Work in partnership to build a strong community voice.
- Champion the involvement of the public in shaping health and care services.
- Contribute to the development of an Integrated Care System.
- Support Healthwatch England to shape national policy.



Our values are:

- **Independent** – working on behalf of all consumers to challenge those in power to design and deliver better health and social care services
- **Inclusive** – working for everyone, not just those who shout the loudest
- **Influential** – working with other local Healthwatch and Healthwatch England to make an impact locally and nationally
- **Credible** – holding ourselves to the highest standards and gathering authentic experiences
- **Transparent** – reporting our findings and the difference we have made back to the public
- **Collaborative** – working with the public, health, social care and the voluntary and community sector

Our Year in Review

Reaching out



63 people used our Feedback Centre

to share their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

99 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published

We engaged with 1,532 people to produce 9 reports

about the improvements people would like to see to health and social care services.



Our most popular report was

Herefordshire General Practice Enhanced Access

which highlighted the challenge people face getting appointments.

Health and care that works for you



We're lucky to have

12 volunteers

Who help make care better for our community.

We're funded by our local authority. In 2022-23 we received

£140,000

which is the same as the previous year.

We currently employ

5 staff

who help us carry out our work.

We have increased our social media following by **266** in the last year to **4,730**.

We published **24** eBulletins.

We have **714** eBulletin subscribers.

Total social media reach: **184,847**.

We received **16,779** hits to our website.

Videos

We have produced 18 videos that have been shared on social media and at events.

Recovery Street Film Festival

To help break the stigma of addiction, we produced 3 films with Turning Point detailing the journey of service users. All 3 films were shortlisted at the National Street Recovery Film Festival and shown throughout the country with a celebration event taking place in London.

[Video Link](#)

Dementia

Ross Meeting Centre

We encouraged more people with dementia to attend Ross Meeting Centre by producing a video describing the service featuring volunteers, people with dementia and carers.

[Video Link](#)

Dr Simon Lennane

To increase awareness of dementia and encourage people to see their GP for memory problems, we produced 5 short videos with Dr Lennane. Each video focussed on a different dementia topic.

[Video Link](#)

Celebration Event

We promoted the services on offer to those with dementia by producing a highlights video of a showcase and celebration event.

[Video Link](#)

Learning Disabilities

Our News Our Views

We highlighted the opportunities available to those with a learning disability by producing 6 short videos with members of the community and local organisations.

[Video Link](#)

ECHO

To promote awareness of ECHO, we produced 2 videos outlining ECHO services.

[Video Link](#)

Community Partnership

Workstreams

To promote the concept of organisations attending outreach events to help with cost of living, we produced a video of The Big Eat.

[Video Link](#)

Awareness Campaigns

We supported a variety of national awareness campaigns including Mental Health Awareness Week, Refugee Awareness Week, Cancer Awareness Week, Dementia Action Week and Learning Disabilities Week through our social media channels and eBulletins.

Local Online Sharing

We increased the online reach of engagement opportunities in the county by sharing news, initiatives, and events for a range of local organisations. We've also encouraged wider community involvement by promoting surveys to help the development of Herefordshire's Health and Wellbeing Strategy and the State of the Sector Report.



Advice and information

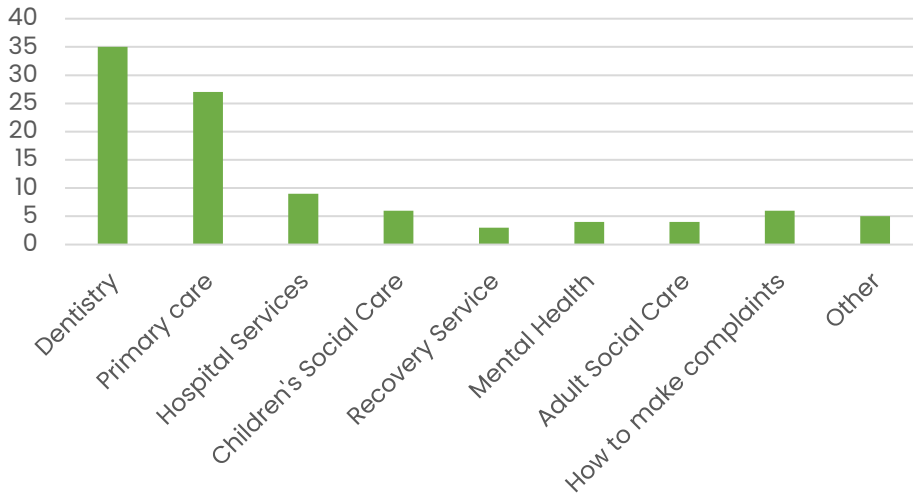
If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us. This year we've helped people by:

- Providing up to date information people can trust.
- Helping people access the services they need.
- Helping people access NHS dentistry.
- Supporting people to look after their health during the cost-of-living crisis.

Information & Advice

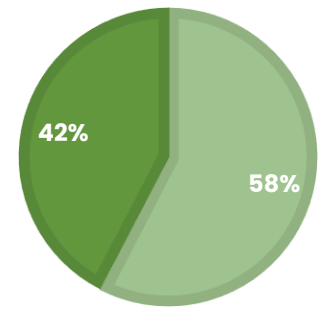
We received 99 enquiries in 2022-23

Number of Information & Advice Enquiries



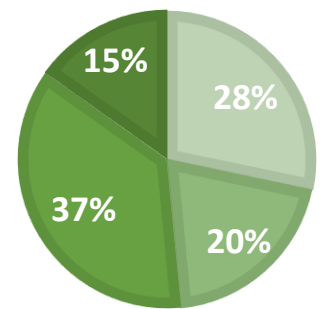
Gender

Female Male



Age

25-49 50-64 65-79 80+



The following is a list of the services we have signposted people to: NHSE Complaints, PALS Team Wye Valley trust & Health & Care Trust, Onside Advocacy, Herefordshire Council, Dental Access Centres, Carers Links Herefordshire, GP surgery website pages, Ombudsman, Information Commissioner, Talk Community Directory, Community Transport, The Cart Shed, CLD Trust, Complex Discharge Team at Wye Valley Trust, Taurus Healthcare, Turning Point, Age UK H&W, Herefordshire Mind. Adult Social Care.

Feedback Centre Reviews

We received 63 reviews about 28 services

Name	Total Feedback	Positive	Negative	Neutral	Rating
Commissioners	1	0%	100.0%	0%	★ ★ ☆ ☆ ☆
Community Services	12	25.0%	75.0%	0%	★ ★ ☆ ☆ ☆
Dentists	10	20.0%	50.0%	0%	★ ★ ☆ ☆ ☆
Doctors	21	28.6%	52.4%	4.8%	★ ★ ☆ ☆ ☆
Hospitals	11	63.6%	27.3%	9.1%	★ ★ ★ ☆ ☆
Mental Health	2	50.0%	50.0%	0%	★ ★ ★ ☆ ☆
Pharmacy	5	40.0%	60.0%	0%	★ ★ ☆ ☆ ☆
Residential Care	1	0%	100.0%	0%	★ ☆ ☆ ☆ ☆



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Diabetes

75 Participants

We identified what effective self-management of Type 2 Diabetes looks like, why some people can keep control of it and why others have been less successful.

Working alongside our Primary Care Networks, we increased the patient voice so that it can be used in the planning and delivery of diabetic services in Herefordshire.



The option of having awareness sessions and peer support groups in local communities to help share and create recipes that are suitable for this condition and to talk about self-management ideas would be hugely beneficial. If delivered in community venues (they) could be easily accessible.

Project participant

[Read the full report](#)

Ageing Well- Frailty

52 Participants

We identified what supportive and preventative services the ageing population were aware of and the key topics they wanted more information about to remain as fit, well and independent as possible. We carried out this work in partnership with the East Primary Care Network (PCN) and GP's. Our recommendations have led to positive action. [Read the full report](#)

Community Pharmacist Consultation Service

We encouraged GP practices and pharmacies to adopt the Community Pharmacist Consultation Service by producing a system facing report for GPs, primary Care networks and ICSs to evaluate the service. The CPCS aims to improve access for patients with minor illnesses and for those with higher acuity illnesses or more complex health needs. We conducted semi-structured interviews with GPs and GP practice staff from Hereford Medical Group and local community pharmacy teams who currently use the service. We also interviewed patients to listen to their experiences. We produced the written report and video for NHS England and NHS Improvement. [Read the full report](#)

Turning Point

As part of our ongoing work with Turning Point Recovery Service, we produced 5 recommendations based on comments from service users and stakeholders. Turning Point has used the report recommendations to make improvements.

[Read the full report](#)

Ageing Well – Heart Failure Rehabilitation Services

We identified what works well and what can be improved for those who have experienced Heart Failure Rehabilitation in Herefordshire. In partnership with Wye Valley Trust, we gathered experiences and ideas from those that have experienced Heart Failure and produced seven recommendations.



“We have considered the recommendations outlined and are pleased to report that some are already being actioned. Those that are not will help shape future development work’.

Wye Valley Trust”

[Read the Full Report](#)

Digital Inclusion

18 Participants

We identified people who were digitally excluded and supported them to manage their health and wellbeing online. In partnership with Community First, Amica24 and Fastershire, project participants were recommended for the project by a wide range of local organisations. They were provided with a free device, connection and support for a 12-month period.

The barriers to digital inclusion participants had previously faced were affordability and accessibility, lack of skills and education, rurality restrictions and confidence.

Outpatient Services

121 Responses

We listened to patients who had used Wye Valley Trust’s outpatient services within the last 6 months and made 9 recommendations which contributed to the Trust’s general review.



I know you book in at main reception but (when) it comes to a waiting room some of them have no presence to tell that you have arrived, and you worry whether you’re actually booked in as you sit waiting to be seen.

[Read the full report](#)



If it wasn’t for Healthwatch giving me the tablet, I wouldn’t have been able to complete my therapy to overcome my anxieties and having a regular friendly face to support me has boosted my confidence and self-esteem allowing me to start getting out and about.

[Read the full report](#)

[Watch the videos](#)

General Practice Enhanced Access

For many patients, finding the time to see a GP for routine matters can be a challenge. At its worst, this could have a significant impact on people who may be tempted to ignore a health issue.

Taurus Healthcare wanted to understand how enhanced access to general practice could offer more flexibility and availability of appointments to patients across Herefordshire both in and out of GP surgery hours.

To understand what patients required, we undertook a three-week engagement project, gathering information through a survey designed in conjunction with Taurus Healthcare. The survey was available online and in hard copy form. We also undertook face to face engagement allowing us to engage with patients living in areas of deprivation. People were asked to provide their postcode so that we could identify the varying needs in each primary care network.

We received 565 responses

What difference has this made?

1. The enhanced access service specification was developed based on this patient feedback.
2. A PCN based offer was implemented across the county from October 2022.
3. Patients can now use the enhanced access service which will improve health outcomes across the county.



The engagement work Healthwatch did for enhanced access was key to informing how this service was shaped. It clearly demonstrated patient views, and provided the information in a way which evidenced what was needed in each network. It reflected the differences in need in differing geographical areas from patient feedback, which is now reflected in delivery at head hub, including where those hubs are based.

Head of PCN Development and Partnerships

[Read the full report](#)

Dentistry

We received 675 responses

Access to NHS dental services in Herefordshire has been poor for some time. NHS England and NHS Improvement cited that recruitment of a dental workforce to Herefordshire has proven difficult, mainly due to the rurality and viability of a business in smaller communities. Therefore, they are looking at an alternative approach of commissioning a larger, more central practice that would be more attractive for a new provider. To involve patients and carers of patients in shaping this future service, NHS England and NHS Improvement asked Healthwatch to carry out a Dental Access Engagement project. The aim of the project was to identify what is most important to Herefordshire residents with regards to accessing dental care and their opinions on the new approach proposed by NHS commissioners. This feedback has shaped the specification of the new service, with provision now being sought at two sites north and south of the city rather than one central location.

Full report [here](#) Video [here](#)



Increasing Diversity

Healthwatch Herefordshire's Diversity and Inclusion policy aspires to meet and exceed the requirements of the Equalities Act 2010. We recognise that we need to increase the diversity of people that share their experiences of health and social care with us and that are involved in our work.

The main and key recommendations that have come from this project are that we will commit to improving our practice in equality, diversity, and inclusion by taking the actions listed in the report.

Full report [here](#)

Herefordshire Community Partnership

HEREFORDSHIRE COMMUNITY PARTNERSHIP

healthwatch
Herefordshire

hvoSS

TALK COMMUNITY



Healthwatch launched the Herefordshire Community Partnership in September 2021. The forum meets bimonthly, bringing together over 80 representatives across the voluntary, community, social enterprise (VCSE) and statutory sectors to collaborate and facilitate partnership working.



The leadership and coordination we provide to this initiative enables us to increase our reach and understanding of what matters to Herefordshire communities. We also lead on co-ordinating this work with Worcestershire colleagues to embed the work of communities and the voluntary sector within the Integrated Care System as it develops.

In January 2023 we launched a stand-alone website for the [Herefordshire Community Partnership](#).



Attending the events has helped me to develop links with other services across Herefordshire and share our service. I have met some fantastic people and learnt about some services I didn't know about. I like that events are interactive, there is an opportunity to ask questions and the workshops are great for finding out about other people's thoughts and ideas.

Zoe Backhouse, Autism West Midlands

Herefordshire Community Partnership

Highlights 2022 – 2023

Roles for VCSE Representation

Working with hvoss, we have supported VCSE Representatives to be appointed places on the various Herefordshire and ICS boards to represent Herefordshire Community Partnership voluntary sector views.

Cross Sectors Summit

The summit brought the VCSE and statutory services together to:

- understand what they offer.
- identify problems.
- explore opportunities to solve problems together across sectors.

Community Paradigm

Healthwatch Herefordshire reviewed the learning from the cross-sector's summit and workstreams with leaders and is actively developing a new approach of working in partnership with its communities, building on the strong ethos of community that exists in the county. It is doing this because public sector services alone will never be able to create a state system big enough to address demand now, or in the future. The aim of the work is to reduce demand, intervene sooner with community led solutions, and invest in prevention for better wellbeing outcomes.

Taking the work of New Local, Community Paradigm, Herefordshire is making a fundamental change away from doing *TO* people, to building a relationship *WITH* people, to develop community solutions. Clearly, this isn't a quick fix; this is a long-term way of working and the approach is probably best known through The Wigan Deal which made savings and invested £15m over five years. This funded over 500 projects in communities, coproduced by communities, increased healthy life expectancy by 7 years and is continuing today. Whereas the Wigan Deal was started within the council and then extended to other public sector bodies, Herefordshire is pioneering this work through a cross sector approach.

Workstreams

The Healthwatch Herefordshire team led on creating and supporting 4 workstreams that the Community Partnership felt were vital in supporting our communities. The work streams focussed on

- Cost of Living.
- Health and Prevention.
- Mental Health, Isolation & Loneliness.
- Rurality, Transport and Access.

These workstreams have been exploring how community groups can collectively support our communities. Roadshow events around the county, particularly in areas of deprivation have developed as a result.

Healthwatch Herefordshire have been involved in the public engagement in evaluating the events and looking at the impact this has had on community resilience and reducing health inequalities.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs. This year we have reached different communities by:

- Meeting and attending support groups for the LGBTQ+ community and Ukrainian refugees.
- Working with local partners through our digital inclusion project to identify digitally deprived, seldom heard individuals.
- Continuing to develop the Community Partnership and listening to the voice of communities.
- Working with Turning Point, Herefordshire's Recovery Service to listen to those people with experience of addiction.
- Collaborating on Project Brave to reach those with experiences of homelessness.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving. This year our volunteers:

- Carried out a Patient Led Assessment of the Care Environment (PLACE) to appraise the non-clinical aspect of St Michael's Hospice.
- Reviewed documents for the NHS and other local organisations.
- Took photos and video to promote the Community Partnership events.
- Welcomed and checked in attendees for the Community Partnership events.

Rizqa el Fouz

I volunteer for Healthwatch because I feel that me and Healthwatch have the same vision and mission. I care about the health and care system in Herefordshire, and I've heard many stories, complaints and comments and I also have my own experiences. I help volunteer at events such as the Herefordshire Community Partnership which is a brilliant event. I've learnt a lot and I've met a lot of people who really care about communities.



In the future, I hope to give more ideas to Healthwatch and work together to help improve the health and care system in Herefordshire.

Kevin Woodhouse

I joined as a volunteer on Healthwatch's Reading Panel because it gives me the opportunity to use my skills to help both the NHS and the community in a small way. It's good to feel that my contribution may help to promote the health and wellbeing of local residents, particularly by providing comments on draft publications from the point of view of the lay person.



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchherefordshire.co.uk



01432 277044



info@healthwatchherefordshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£140,000	Expenditure on pay	£155,618.55
Additional income	£60,610.32	Non-pay expenditure	£40,873.49
Total income	£200,110.32	Total expenditure	£196,492.04

Additional income is broken down by:

- **£1250 funding** received from Healthwatch England for work on a project.
- **£5000 Recurrent funding** from Turning Point for project services.
- **£54,360.32 Non recurrent funding** received for specific projects from: ICB, CCG, Fastershire, NHS England.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system to understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work on tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Tackling Health inequalities through the community paradigm
2. The best start in life.
3. Good mental wellbeing for everyone.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 8 members who work on a voluntary basis to provide direction, oversight, and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 4 times and made decisions on matters such as Increase in staffing and future project resourcing.

We ensure wider public involvement in deciding our work priorities as an organisation, utilising all our feedback from residents of Herefordshire.



Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media. We've also attended forum, events and meetings of community groups where we have undertaken 1:1 interviews to collect detailed stories of experiences.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

Influencing strategy and planning in health and care

Healthwatch Herefordshire play a partnership role in a varied range of boards, working groups and forums in Herefordshire and across our wider integrated care system footprint, where we:

- Hold commissioners and providers of health and care services to account.
- Advocate for the involvement and co-production of service design and delivery with communities.
- Feed in the views that we have heard from residents directly, or from other voluntary and community sector organisations.

The following are some of the strategies and plans we have helped to shape based on views from the public:

- Herefordshire Joint Health and Wellbeing Strategy.
- Integrated Care Strategy
- Special Educational Needs & Disabilities (SEND) Strategy
- Herefordshire Inequalities Strategy
- State of the Sector research
- Heart Failure at home
- Primary Care Network Leadership
- Community Action Networks
- Project BRAVE & Making Every Adult Matter
- Children's Partnership Summits
- Children and families early help and prevention
- Advancing Mental Health Equality: Agriculture, Transgender, Children and Young People
- Cost of Living Commission
- Safeguarding Adults Board Development Session 3-year strategy
- SEND Summit
- Hosted a schools SEND forum in Autumn
- 0-19 Nursing service commissioning workshop
- Sexual Health commissioning workshop

Committees, boards, and forums that Healthwatch Herefordshire attend

Herefordshire & Worcestershire Integrated

- Mental Health Collaborative
- ICS Partnership Assembly
- Elective Care board
- Children's Programme board
- Urgent and emergency care board
- Health inequalities prevention and personalisation collaborative
- End of life network
- Digital inclusion advisory board
- Quality forum
- Quality, resources, and delivery committee
- Stroke programme board
- Shared care record programme board
- Dementia Programme board
- Strategic Commissioning Committee
- Advancing Mental Health Equality and 3 sub-groups
- Embedding the VCSE in the ICS
- Carers Reference Group
- Local Dental Network
- Stroke panel for NHSE senate

Regional Forums

- West Midlands ICS Commissioning Board
- Healthwatch EDI Network
- Healthwatch West Midlands

Locality based forums

- PCN boards x4
- Community Action Networks
- Carers and parent groups
- Community Coffee mornings & groups
- Dementia Meeting Centres.

Herefordshire Forums

- Health & Wellbeing Board
- One Herefordshire Partnership
- Inequalities Group
- Herefordshire Engagement Network
- Children's and Adults Scrutiny Committees
- Sexual Health Partnership
- Learning Disability Partnership Board
- Autism Partnership Board
- Adult Mental health partnership
- Children and young people emotional health and wellbeing group
- Dementia Partnership
- Dementia Action Alliance
- Children & Young People's Partnership
- Transformation Tuesday
- Early Help & Prevention
- Transformation group (system improvement)
- Adult Safeguarding Board
- Children's safeguarding board, executive and self-neglect subgroup
- Safeguarding Engagement Group
- Health and Wellbeing Strategy Task and Finish Group
- Wye Valley Patient Experience Group
- Mental health advisory group
- Primary Care Network Leadership group
- SEND strategy group.
- Making Every Adult Matter
- Youth engagement forum
- Community Partnership
- Oral health improvement board
- CYP Early Help & prevention delivery group
- 0-5 years strategy group
- Making Every Adult Matter & BRAVE groups.
- Homelessness Forum

Healthwatch Herefordshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement with Healthwatch England.

Company Number 10731637



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