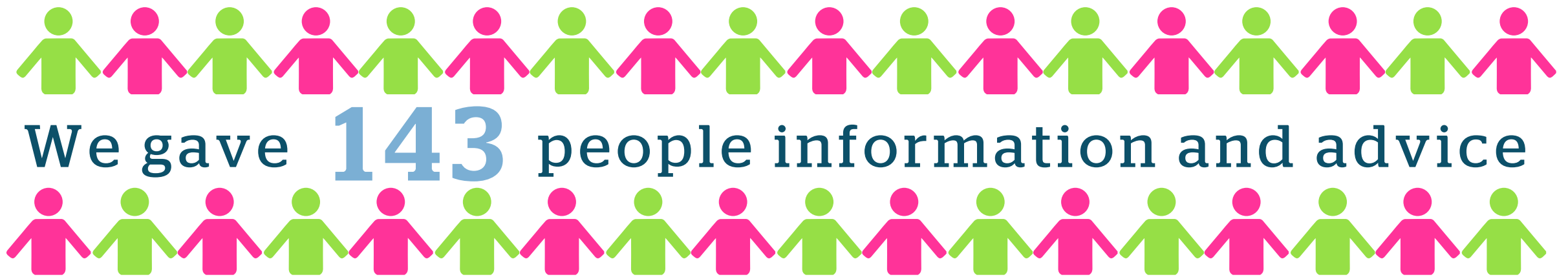
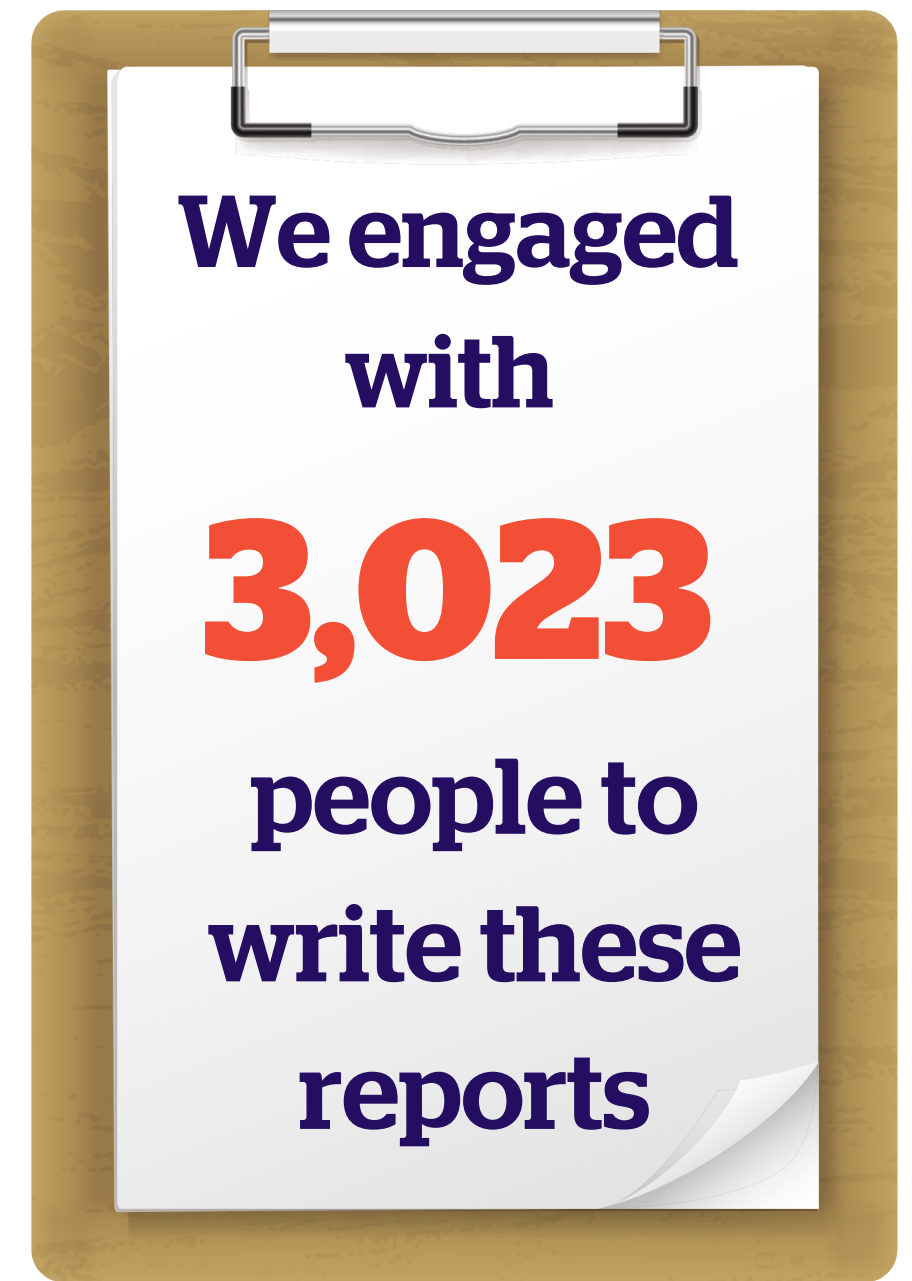


2018/2019



Number of reviews received on the Feedback Centre



have contributed over



Number of reports published based on your feedback of health and social care topics

8

- Living With and Beyond Cancer (x2)
- Dementia
- Complex & Multiple Conditions
- Public Health
- Children's Dental Health
- Crucial Crew (x2)

Topics we have also been working on:

NHS Long Term Plan



Home First and Hospital @ Home



Outpatient Clinics



Children & Young People's Mental Health



Highlights From Our Reports and Recommendations 2018-19



Living with Dementia

Throughout the year we have gathered experiences of living with and caring for dementia in Herefordshire from 152 people. Our work focused on;

- People's experience of dementia care from diagnosis to end of life.
- Raising awareness and reducing stigma.
- Dementia and learning disability.

People's general feedback about dementia services was good. Our recommendations;

- Importance of a single point of contact.
- Varied methods of providing trusted information for families and carers are needed.
- Campaign to highlight the benefits of an early diagnosis.
- Easy accessible information for advance care planning.
- Expand dementia friendly communities.
- More meeting centre provision in Hereford, Ledbury and Bromyard.
- Support for carers; education sessions and form filling.
- Alternative forms of respite.



Complex and Multiple Conditions

We sought views from 66 people on the following themes;

- Managing medication.
- Inter-agency coordination and communication.
- Managing your condition.
- Involvement of unpaid family carers
- General well-being.

We made 12 recommendations, some key themes are;

- Increase promotion of medicine reviews at pharmacies.
- Health professionals to provide patients with trusted websites to avoid inaccurate information.
- Departments and organisations to communicate more efficiently.
- Holistic mental and physical health care.
- Health and care passports.
- Consistent promotion of the rights of carers and the support they can receive.



Children's Dental Health

In 2018 we gathered views from 522 people about dental health. We attended children's groups, ran Facebook polls, talked to children's workers and parents.

We used the evidence to raise issues at a joint children's and adult's scrutiny spotlight review of children's dental health and also a regional review of community dental services by NHS England. We now await the results of an Oral Health Needs Assessment before further work can be undertaken.

These are some of the key themes;

- Increase NHS dental activity and dentists, particularly in market towns for adults so they can enlist with a regular dentist and take their children.
- Ensure dentists are offering fluoride varnish to children.
- Improve transport or access options for families in rural areas, e.g. a mobile bus.
- Offer training and education drop in sessions on how to brush teeth, how to eat well. Cooking and shopping lessons for families in need.
- Nursery and school brushing schemes.

Improving living with dementia in Herefordshire

The views and experiences we have gathered from the public about living with dementia have been included in the development of a Herefordshire and Worcestershire wide strategy.

Healthwatch are part of a dementia programme and partnership approach in the county and the recommendations in this report will be included in the implementation plan for improving diagnosis, care and living with dementia in Herefordshire over the next five years.

As part of our commitment to creating a greater dementia friendly community, all of our staff, directors and volunteers have become dementia friends.

Making Sure People Are Involved In Planning And Reviewing Services

Our chief officer, chair and directors attend strategic boards in the county and region to represent your views, share the findings and recommendations of our reports.

Our chair has a seat on the Herefordshire Health & Wellbeing board, who are the statutory committee that set priorities for our county and make decisions about health and care in Herefordshire.

He acts on behalf of patients and service users, using your feedback, our reports and recommendations. He ensures your views are taken into account when making decisions.



Enter and View

Enter and View is one of Healthwatch statutory powers. We visit health or social care services to speak with the patients or residents and their family and gather their views and experiences.

Our wonderful volunteers help us with this work we provide them with the training and support they need and their time helps us to make a difference to patients.

In March, our staff, directors and volunteers took part in eight different enter and view visits to the following hospital clinics; trauma, radiology and orthopedics, ear, nose and throat, and urology and rheumatology. We are collating the feedback from 165 patients.

165 patients surveyed in 8 visits to outpatient clinics March 2019



Mental Health Forum

In partnership with Local Mind, we facilitate a monthly forum for users of mental health services and their carers. The group provides peer support, feedback on services, guest speakers and a point of information and advice for members

When? First Tuesday every month 6:45-8:45 pm at Mind.



Care Quality Commission

The CQC are responsible for inspecting health and social care services. We meet with them regularly to share experiences of services, this informs their inspection programme, for them to improve quality and safety for patients.

Healthwatch - A National

Perspective

Healthwatch England is the national organisation that provides us with information, advice and guidance. The information you give us is used by Healthwatch England to highlight issues which affect the whole country. Healthwatch England lobby at national level for the public.

End of Life Care



Our work on end-of-life care in 2017-18 has continued to have an impact on how care is delivered in the county. A collective of health planners and providers have adopted our recommendations into their strategy and implementation plans to improve the patients' journey. We were awarded a highly commended certificate for this work by Healthwatch England at the Healthwatch National Conference in 2018.

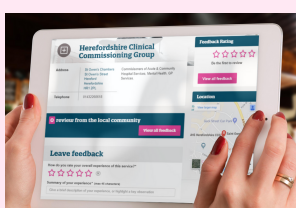
The Feedback Centre

In April 2018, we launched an online rate and review service called The Feedback Centre.

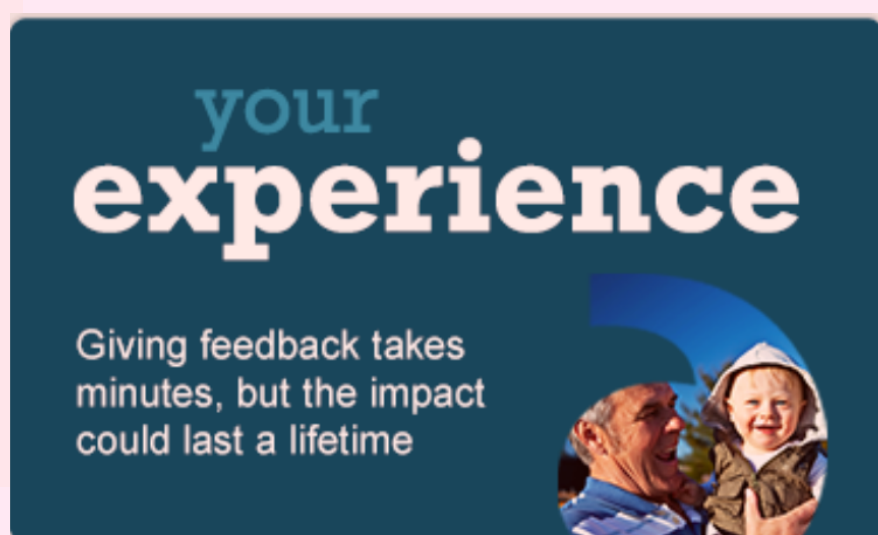
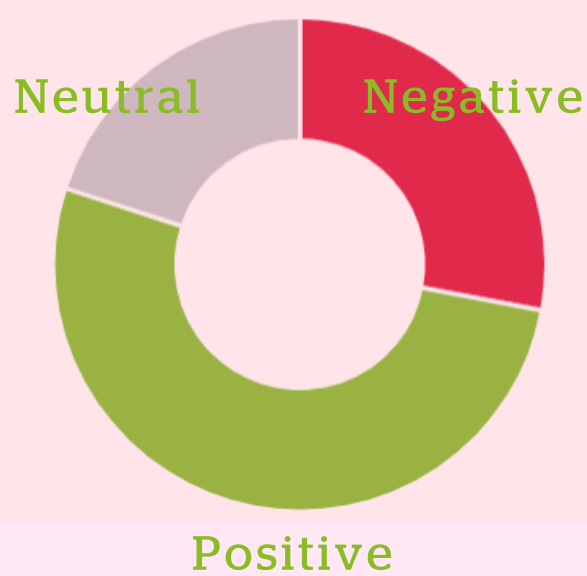
TOP CATEGORIES OF REVIEWS:

PRIMARY CARE	67
CARE AT HOME	59
HOSPITAL	21
PHARMACY	9
DENTAL CARE	7
RESIDENTIAL CARE	4

Leave feedback



We have received 184 reviews of health and social care services.



We use the themes and trends from reviews to inform services. Providers can respond directly to your reviews on the feedback centre.

The Future

Our Priorities for 2019-20 have been selected by over 600 members of the public who have voted between February and June 2019.

Prevention & Self-care

Mental Health

Reasonable Adjustments

Men's Health

Some of our other work will include developing our mental health schools forum for professionals and launching Youthwatch.

Health and care that works for you

We're here to help you. www.healthwatch.org.uk



Healthwatch Visits Westminster

In January 2019 Dr Sarah Wollaston MP and chair of the Health Select Committee, hosted a parliamentary reception for Local Healthwatch and MP's from across the country. We were able to raise the themes of your health & social care issues with Mr Bill Wiggin MP. (Pictured above).

Safe Voices

As well as being part of the Herefordshire Safeguarding Adults' Board, we chair the performance audit and quality of safeguarding in the county.

Healthwatch routinely gather feedback from people who have been the subject of a safeguarding enquiry. We want to ensure that people remain at the heart of the process.

Providing Information and Advice on Health and Care

in 2018-19 143 people contacted us for individual information and advice about their local health and social care services, for help in finding their way around often complicated systems, or to give us their views and experiences of services.

People can contact us by freepost, website, telephone, email and social media.

'Healthwatch helped me to understand my rights, raise concerns with a service, and navigate better care and support' Service User.

We have helped 143 people in 2018-2019

Our Finances 2018-19

Healthwatch are funded via the local authority, with money from central government, under a contract to deliver local Healthwatch services. This year our funding was £140,000.

These are our main areas of expenditure in 2018-19:

Staffing costs:	£ 105,820
Establishment costs:	£ 14,000
Engagement & Volunteering costs:	£ 11,660
Contingent liabilities	£6,500

A statement of accounts can be found on our website.

Get involved

How you can get involved in Healthwatch Herefordshire

VOLUNTEER

GET INVOLVED!

Help us to make decisions and make a difference;
Join our mailing list - find out what we are doing
and tell us what you think.

Become a Healthwatch Friend - help to spread the
word about Healthwatch, give your time to
improve health and social care services.

Become a volunteer - Get involved in the work
that we do at events, community groups, helping
with projects and visits to services.

Come along to
one of our public
board meetings

Details on
our website

healthwatch



**Talk
to us...**

**CAN I
HELP?**

**Talk to us - Your
Voice Matters!**



Leave a health and social care review
www.healthwatchherefordshire.co.uk

What services can I review?



Doctors



Pharmacies



Dentists



Residential
care



Hospitals



Community
services



Opticians




Emergency
care



Mental
health



Care at
home

 **01432 277044**

 **info@healthwatchherefordshire.co.uk**

   **@hwherefordshire**



Invite us to your community group

 Healthwatch Herefordshire
FREEPOST RTXT XKYR AESU

Elgar House, Holmer Road, Hereford, HR4 9SF.

