



Number of reviews received on the Feedback Centre



Number of groups we visited across Herefordshire

We have recruited **27**

healthwatch Herefordshire
friends



have contributed over



We engaged with

3,799 people to write these reports

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

6

Children and Young People's Mental Health

Youthwatch

Outpatients

Crucial Crew

Home First and Hospital@home

NHS Long Term Plan

Topics we are still working on:

Reasonable Adjustments



Men's Health



Falls Prevention & Isolation



Adult Mental Health



358 People's views so far

We held **6** public events where **340** people attended

3 School Forums, a Voluntary Sector Conference, Annual Showcase, Cancer and End of Life Focus Groups

Highlights From Our Reports and Recommendations 2019-20



Youthwatch & School's Mental Health Forum

In 2019 Healthwatch launched Youthwatch with a group of 14 pupils from John Kyrle High School in Ross on Wye. We met with them at lunchtimes most weeks for a term. The Youthwatchers chose a topic to research and explore. With our guidance they designed, developed and undertook a survey on the transition to high school and mental health with their peers in year 7. The findings have led to improvements to their school handbook. Youthwatch also created 3 videos interviewing local GP Dr Simon Lenanne about medical topics, and a video all about the Youthwatch experience, which we will use to promote to other schools.



Children & Young People's Mental Health

We sought views from 417 young people in 2019 through a range of surveys, events, focus groups and allied work on the NHS Long Term Plan and Crucial Crew 2018 & 2019.

We made the following recommendations:

- Utilise more peer support models to help children and young people's mental health
- Better initiatives to address bullying
- Consider the physical environment support is delivered in
- Improve information and communication between agencies
- Consider effective whole school mental health models to develop consistent approaches



Children's Crucial Crew

In 2019 we gathered views from 1775 year 6 pupils age 11 across Herefordshire schools. We held a workshop as part of a multi-agency safety fortnight. We asked children to tell us about their views of transitioning up to high school, and what would help them to address any concerns they may have.

The top concerns were;

- Bullying
- Tests and exams
- Homework
- Older pupils
- Getting lost or being late
- Making new friends
- Pressure of work
- Tiredness



Schools Forum

Healthwatch hosted a termly forum for educational professionals supporting young people with their mental health and emotional wellbeing. the purpose of the forum is to increase our engagement with young people, increase the reach of Youthwatch, improve mental health support and build resilience in schools and colleges.

3 events, 202 attendees

3 reports and 4 video resources

Speakers: self harm, CAMHS, Community resilience and tier 2 mental health support in schools

Improving Living with Dementia in Herefordshire

The views and experiences gathered from the public about living with dementia published in April 2019 have been included in the development of a Herefordshire and Worcestershire wide strategy.

Over the last year we have been championing these recommendations at a county wide dementia partnership board, the dementia action alliance.

We will continue to support our statutory partners and the reconstituted Dementia Action Alliance to progress the recommendations in our report.



Making Sure People Are Involved In Planning and Reviewing the Development of Mental Health Services

Herefordshire and parts of Worcestershire have received extra funding to be a community mental health pilot site. Healthwatch have been involved in helping to involve the public voice in this work so far.

In 2019-20 Healthwatch have worked closely with mental health services as it changes provider to the Worcestershire Health and Care Trust. We want to ensure Herefordshire services are shaped by your views.

Healthwatch have taken part in feedback sessions in 2019-20 so the NHS can develop a new mental health strategy for Herefordshire and Worcestershire. We used your feedback to us from the NHS Long Term Plan engagement.



Holding to Account

Every year we formally respond to quality accounts from The Wye Valley NHS Trust, West Midlands Ambulance NHS Trust and the Local Mental Health Trust

Shaping Non Emergency Patient Transport

In 2019 Healthwatch took part in the panel for evaluating tendering for the new patient transport service across Herefordshire and Worcestershire.



We were able to ensure that listening to local patient feedback is an essential part of the service that is provided.

Enter and View

Enter and View is a Healthwatch statutory power. In March 2019 our staff and volunteers visited the following hospital clinics; trauma, radiology and orthopaedics, ear, nose and throat, and urology and rheumatology. We listened to the experiences of patients or residents and their family and collated our findings to make recommendations.

In May 2019 we published our report summarising the views of 165 patients. We shared our findings with the Wye Valley Trust and also at a Herefordshire and Worcestershire conference on outpatients redesign.



165 patients surveyed in 8 visits to outpatient clinics

Care Quality Commission

The CQC is 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.

End of Life Care - Continuing to have Impact

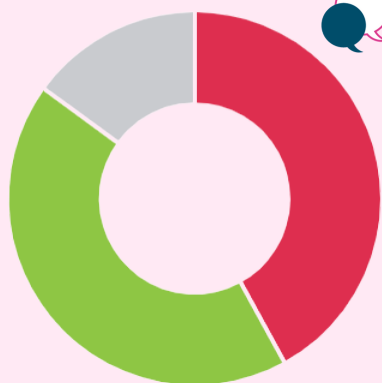
Our work on end-of-life care in 2017-18 has continued to have an impact on how care is delivered in the county. As well as being awarded a highly commended certificate for this work by Healthwatch England in 2018, in April 2020 a new pathway for end of life care in the county, with a 24/7 coordinated hub, has been launched. This was one of the key pieces of feedback received, recommended in our report. We held a focus group in 2019 to talk to the public about these new plans.

The Feedback Centre

In April 2018, we launched an online rate and review service called The Feedback Centre. We also have a kiosks which we move to different services.



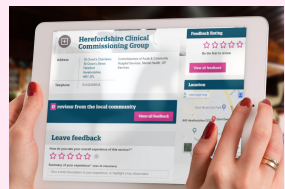
Positive Negative Neutral



We have received 60 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.

Leave feedback



The Future

Our priorities for 2020-21 have been selected by over xx members of the public who have voted between February and June 2020.

Hospital Discharge

Your Choices for your Care

Sexual Health

Minority Ethnic Groups

Some of our other work will include developing our work with the voluntary and community sector, talk community and Youthwatch.

NHS Long Term Plan Engagement



In 2019 Healthwatch Herefordshire led an engagement project across Herefordshire and Worcestershire in partnership with Healthwatch Worcestershire.

We asked the public for their views about planned initiatives concerning specific aspects of the NHS 10 year plan published in January 2019, across the following 8 topics:

- 1.Children and Young People's Mental Health
- 2.Adult Mental Health
- 3.Autism and Learning Disability Services
- 4.Local Out of Hospital Care
- 5.Emergency Same Day Care
- 6.Specialist Services
- 7.Health Inequalities
- 8.Prevention & Self-care

1,819 views

We published themes from our findings in June 2019. This feedback was used by the health system across Herefordshire and Worcestershire to develop local plans required by NHS England, describing how service initiatives can be developed locally.

Improving Cancer Services

Since December 2018, we have held 3 focus groups in partnership with the Living With and Beyond Cancer programme at the hospital. Feedback from patients and carers at these events, have shaped the addition of the following services for people living with and beyond cancer; An holistic needs assessment, treatment summaries, exercise referral scheme, Expert cancer patient's programme, specialised psychological support.

Providing Information and Advice on Health and Care

in 2019-20 89 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.



9,552 website visitors

23 Hereford Times articles

16 Newsletters

Our Finances 2019-20

Healthwatch is 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 2019-20:

Staffing costs:	£ 105,900
Establishment costs:	£ 12,580
Engagement & Volunteering costs:	£ 15,690

The Impact of our work through staff, board and volunteers has a social value in Herefordshire way beyond our contract.

Get involved

healthwatch
Herefordshire

How you can get involved in Healthwatch Herefordshire



- 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.



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

Talk to us - Your Voice Matters!



 **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.

What services can I review?

 Doctors	 Pharmacies
 Dentists	 Residential care
 Hospitals	 Community services
 Opticians	 Emergency care
 Mental health	 Care at home

