healthwatch

An Introduction to Healthwatch Sandwell, presented by Phil Griffin and Alexia Farmer

About Healthwatch

Healthwatch are the health and social care champion. We want to hear about local peoples experience of health and social care.

https://www.youtube.com/watch?v=VgjnfZFlfe0
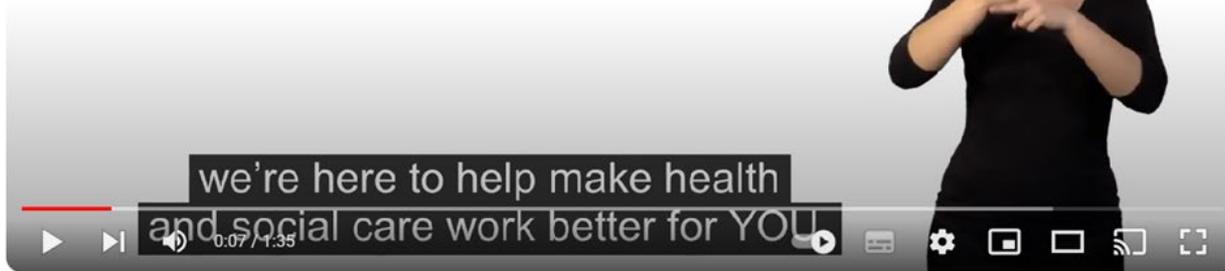
Healthwatch Sandwell

Advisory Board who oversees the work programme

Staff team

- Manager

- Projects and Partnership Lead

- Volunteer and Engagement Lead (in addition Leads on E&V Programme)

- Community Outreach Lead

- Information and Signposting Officer

- Projects Officer – Guided by You – Commissioned by the Health and Care Partnership

Work Programme 2023/24

Healthwatch has statutory functions, which require us to engage and involve local people in our work. Personal accounts inform our insight, which in turn helps in identifying themes and priority areas going forward.
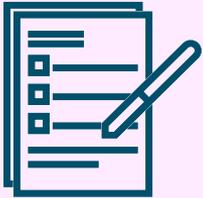
- Intelligence collected

- Public consultation

- Listening events

- Stakeholder feedback

The work programme aims to set out our current thinking:

- How we will work to achieve the anticipated outcomes

- How we evidence impact

- Have we made a difference

Priority Theme 2023/24

Diabetes – exploring Sandwell health, care and support services through patient experiences and voices.

- The impact of the delay/lack of health and social care services are having on citizens with this long-term condition

- Inequality - Accessible Information Standards and language and cultural barriers.

The aim

- To produce a number of short informative reports, providing insight using lived experiences.

- Ensure recommendations are realistic

- Raise the profile of the work of Healthwatch and be the go-to organisation to contribute towards change.

Priority Theme 2023/24

Community Engagement

We talk to local people of different ages and demographics, in different locations across our area, including outside of our normal office hours. We will proactively engage with, and respond to, the different populations that live in Sandwell to understand and help meet their health and social care needs.

- A programme of presentations

- Community Pop ups

- Explore the impact of language and cultural barriers - are people getting the support they need

Community Engagement

We work with organisations and groups to understand how communities are supporting local people to stay healthy, identifying the challenges and supporting people to get the best out of services

- Work in partnership with seldom heard from communities

- Collaborate with key community facility providers

- GP show case with the aim of capturing what surgeries are doing to improve the patient experience

- Use local community and voluntary contacts, newsletters, and other communications channels to raise awareness of Healthwatch information, advice and advocacy

- Attendance at PPG meetings PPG

Community Engagement

We evidence this through analysing our information

- Performance Reports

- Intelligence Reports

- Enter and View reports

We will confirm our outcomes by:
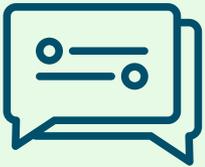
- Mapping our engagement with communities/groups

- Sharing reports in draft for comment, and further contribution

- Gain feedback from those who, buy and provide services

Enter and View

Healthwatch Sandwell have the power to visit health and social care services, where health and social care is publicly funded and delivered.

The purpose of an Enter and View visit is to observe services in action and to collect evidence of what works well. We will use this evidence to make recommendations and inform changes both for individual services as well as system wide and to improve people's experiences.

The rationale for a visit will always be evidence-based by using:

- Feedback and experience from members of the public and community
- Regulators feedback or reports
- Information from commissioners, providers and/or regulators
- Follow up points raised during a prior CQC inspection to establish whether planned corrective actions are being taken

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- Information from commissioners, providers and/or regulators

- Follow up points raised during a prior CQC inspection to establish whether planned corrective actions are being taken

- Assessment of the impact of change

- Sharing of "best practice" in a specific area and providing support

Enter and View 2023/24

Taking into consideration the rationale and criteria for visits the Enter and View programme for 2023/24 will support the theme of the priority project

Diabetes – exploring Sandwell health, care and support services through patient experiences and voices.

The Enter and View programme will include visiting specific places of support that are associated with diabetes:

- Diabetes clinics

- Phlebotomy/retinal screening services (at hospital eye clinics and opticians)

- Foot clinics and urology

Enter and View Programme 2023/24

Other venues to be visited

Harvest View, Harvest Road, Rowley Regis with the aim of finding out what the experience of the patients/service users.

Enter and View reports

All Enter and View reports will be shared with:

- providers
- regulators,
- local authority
- NHS commissioners and quality assurers
- the public,
- Healthwatch England
- other relevant partners

Reports will be published on all our social media platforms.

Guided by You Programme

Healthwatch Sandwell were commissioned by Sandwell Health and Care Partnership to undertake citizen and public engagement through a series of public workshops across the 6 towns of Sandwell.

The attendance at each event has been between 40 and 60 people and we have engaged with over 300 people capturing an array of valuable insight on ideas for change, issues and priorities for the health and wellbeing of local people.

Around 60% of the intelligence that we have received has been none clinical and around the wider determinants of health.

The full report will be available soon.

Strategic Influencing

We will bring about long-term differences to the health and care system in Sandwell by being a strategic influencer and co-collaborator.

We will Provide Authorised Representation at agreed meetings, which we will regularly review, along with how we best use the resources available to us

- Comment on Strategies
- Share good practice and feedback the insight we gather in meaningful ways.
- Challenge appropriately and constructively and seeking opportunities for exploring what could be done differently
- Contribute and feed intelligence into local strategic priorities, areas of focus or service transformation

Collaboration

We recognise that we will benefit people by working collaboratively and in partnership with others. We aim, to do this by:

- Having an active role in the Healthwatch network, learning from and sharing good practice and impact with partners

- Working with other local Healthwatch to manage our collective resources to engage effectively with wider partnerships

- Commissioned work as appropriate
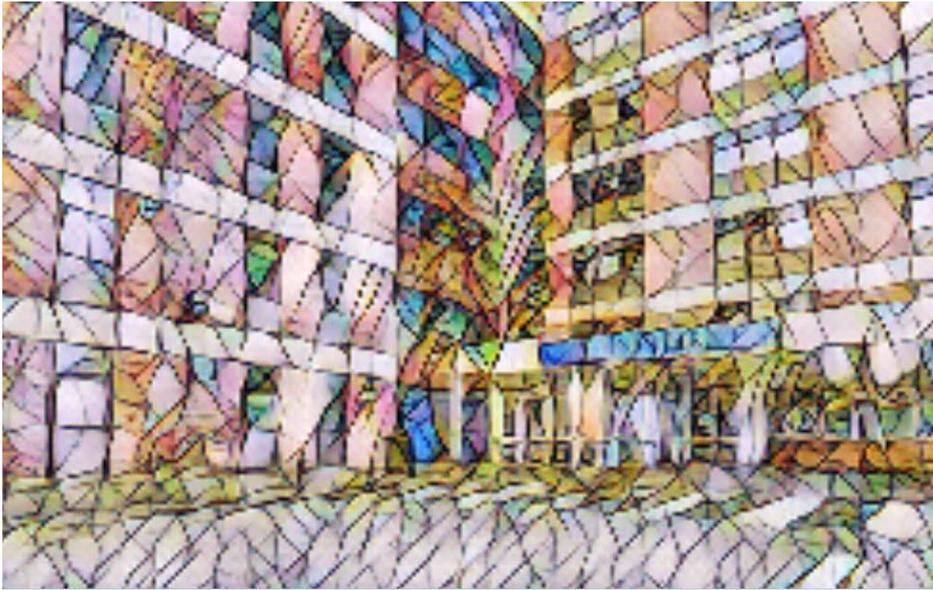
Healthwatch are your independent organisation who champion the views of patients and social care users in Sandwell. Tell us your views, needs and experiences to help Sandwell get the best possible Health and Care.

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Sandwell

Contact us on 0121 569 7211 or info@healthwatchsandwell.co.uk

Have you accessed any Health and/or Social Care services and want to share your experience?