

Management Report

November 2023

Healthwatch Cornwall core contract work

Engagement

The team, including volunteers, have attended 40 engagement events including Stithians Show, Transparent Wellbeing event, Job Centre Health and Wellbeing days, Smile Together Fishing community quayside events, Ocean Housing Community Day, Inspiring Women Conference, ICB AGM, CFT Community Hospitals and 8 Freshers Fayres. The team have also given talks and attended 2 x engagement sessions in the Emergency Department – one daytime and one Saturday evening.

The team estimated to have engaged with a total number of more than 1000 people during this quarter.

- Engagement events – 40 engagement events.
- Telephone calls (have your say) received - 17
- Emails with feedback received – 8
- Website feedback 'have your say' – 50 through our website and 44 through HWE website
- Queries substantively responded to – 115 (total figure was 159 less 44 HW England pieces of feedback that we can't respond to)
- Complaints about services received – 158 (+ 31 compliments received)

Research, Evidence and Projects

HC Work Plan aligned priorities:

Ensuring Equality



The Research Officer carried out a review of feedback Healthwatch Cornwall has received over the last 12 months focusing on who we have heard from and what people are telling us about. We've identified several gaps, such as people under 25 years, men and pockets in North & East Cornwall. We've also identified sources where we can improve collection of demographic and inequalities information, such as via our phonenumber. The review will be shared at our next team meeting and will inform research and engagement planning for Q3 and Q4.

Emergency Department

Our Engagement Officer and our Research & Engagement Officer carried out a scoping survey in early July informed by previous and other local Healthwatch work and produced an interim report which informed the main survey on 28th September. 20 people were interviewed in the scoping survey and, although there were no clear themes, the experience informed the methodology for the main survey. On 28th September, staff and volunteers attended the ED from 8am – 6pm, interviewing people in the waiting area and the treatment bays, as well as assessing environmental factors and the number of ambulances waiting outside every hour. The team did a follow up session during the evening of 7 October. Reporting on this will be in late November and will take into account the review of our feedback relating to 'system flow'.

System flow

Alongside the work in ED, our Research Officer carried out an internal review of feedback Healthwatch Cornwall has received about flow through health and care services, focusing on urgent and emergency care, as well as access to advice and care from GPs and pharmacies and experience of 'flow' from patient and carer perspectives. This is being used to inform current and future projects.

Palliative and End of Life Care

We continue to support the development of the Cornwall and Isles of Scilly Palliative and End of Life Alliance (previously was the 'Strategy Board'). Our Research & Evidence Manager – as reported by the ICS End of Life Lead, outlined below, has been instrumental in the work to review the governance



of this Board helping to ensure new structures and constitution feed directly into the ICB, including the strategy delivery plan, multiple stakeholder workshops to make decisions about service development and improvement for EOL care. This has also involved reviewing the Alliance's Terms of Reference, and ensuring public voice is at the core of the new draft strategy. All of this is built on our previous My Life My Death research (and conferences and reports prior to this), the Sweeney Project report and a recent report to review all end of life feedback we have gathered, presented at the September meeting. We have designed a model for creating a baseline for a systemwide understanding of what the current situation is with regard to EOL care. Our 'My Life, My Death' work, our recent review of EOL care, and the model formed a significant basis for a workshop for senior stakeholders on Oct 18, alongside Deloitte, that will plan for the implementation of a winter action plan for EOL care mapped against public experience. As the new Alliance moves forward post re-launch, the request is for HC to present patient experience in every meeting and to further critique the impact at the end of every meeting (10 meetings per year).

General Practice

Feedback related to general practice is a prominent theme, particularly around access to appointments and booking appointments – see quarterly report. We will review further engagement activity and potential future work in Q3 with internal and external stakeholders.

Dementia and Memory Loss

We continue to work with key stakeholders aligned to the Dementia Programme Board and Dementia Partnership Board to maximise the impact of this work and the report's 40 recommendations which were adopted. This report, along with other research we have undertaken around hospital discharge and carer experience of hospital discharge puts us in a strong position as key contributor to dementia services improvement. The report has been seen as critical, in the absence of the national biennial



carers survey which has been paused since 2020. Healthwatch is contributing to the development of the new dementia strategy and a system-wide policy, with Hear our Voice report being at the core of this and delivery plan. Working with partners on this project has informed commissioning including the expansion of Primary Care Dementia Support Workers, voluntary sector support and funding, education programme roll-out, and funding to support memory cafes and admiral nurse service. Key is to ensure care is delivered at home where possible, with adequate support and respite to ensure carers do not hit crisis point. Further work may be linked to the care home sector.

Cost of Living Survey

We are carrying out a survey of the population of Cornwall to find out what impact the Cost of Living increases are having on people's access to health and care services. This is via semi-quantitative survey accessed online, on paper and Easy-Read or by phone with the option for in-person interviews – prearranged and/or at public events. The initial survey closed on 23 October to allow us to review responses and we are already drawing out key themes that indicate the results so far are really concerning, and seem worse than national figures for similar questions. People are avoiding accessing health care, not buying medication or equipment, and indicating that travel costs are a factor in not attending medical appointments. A report will be ready for early December.

Peninsula Acute Services Engagement

In collaboration with our colleagues in Healthwatch Devon, Torbay and Plymouth, we have hosted a local patient focus group as part of a project being run by NHS England to better understand people's experiences of accessing urgent and emergency hospital care. The results from across the peninsula will form a wider report that also includes staff feedback – a briefing session for the report is being held on 19 October with ICB comms colleagues and Chief Executives from the Trusts.



Commissioned Projects:

Ageing Well

Ageing Well report published September 2023 – The aim of this study was to determine how the Urgent Community Response was working for service users and staff, and whether the recommendations from the previous report in 2021 had been implemented and, if so, had an impact.

Healthwatch England Pharmacy project Sept – Oct 2023

We have taken part in a small funded national project that is focusing on interviews with pharmacy users and pharmacists. In Cornwall we have been asked to focus on those who are facing geographical barriers to accessing a pharmacy – two patient interviews and a pharmacist interview. The national report will inform the NHS Primary Care Recovery Plan 2023 with regards to increasing capacity of the sector and building resilience by implementing Pharmacy First – enabling pharmacies to treat and prescribe for minor ailments. We are interested to be involved in this as part of our broader work in reviewing access to primary care services across the county, it being one of our number one commented upon topics and are looking at how we can best use wider information gathered through stakeholder interactions.

Partnership Boards

Development of Partnership Boards (PBs):

- Restarting of Older Persons PB on 10 October, key primary focus will be development of membership to ensure a broad range of representation, including people with lived experience.
- Existing boards each have strong membership and effective Chairs in role, and fulfil their Terms of Reference. Key agenda items discussed for this quarter include: Young Persons Autism Strategy; Cornwall Supported



and Specialist Housing Strategy; Police Interactions with Neurodivergent People; Informal Carers Support Service; Personalisation and Direct Payments Engagement and co-production; Review of Home Care Provision; Making Good Change Happen; Experiences of parents with learning disabilities.

- The new role of Lived Experience Partnership Boards Officer is working well to develop the support for involvement of people with lived experience, and in developing networking opportunities and relationships with voluntary sector and provider organisations who work with the relevant cohorts.

Challenges:

- Capacity to facilitate the boards effectively given all of the work that needs to be done in between meetings in terms of development, networking, administration and following up actions. Also, to participate in wider strategic meetings to gain understanding of potential relevance for PBs. The Learning Disability review, in particular, has caused an unpredicted amount of extra work.
- Restructure in Council and NHS as it takes time to build relationships and gain understanding of scope of work.
- Recruitment for some dedicated administrative support to ensure better focus by the officers has not proven successful so we will need to reconsider options.
- Delay in Learning Disability and Autism strategy development.

Maternity Projects

Senior Lead, Nicki Burnett, will be presenting at the meeting and will give an update during the presentation which will be shared with Directors after the meeting.



Updates on other issues and projects

Integrated Care System (ICS)

We continue to attend Integrated Care Board (ICB) meetings and have started to attend Integrated Care Partnership (ICP) meetings. We also attend the Citizen Engagement & Equality committee meetings.

Discussions are ongoing with the Director of Engagement and Communications for a Memorandum of Understanding with the ICB.

Marketing and Communications

The comms agency SBPR Ltd is continuing work on our 10th anniversary retrospective with a draft available for review.

Website traffic stats show 8,600 unique users from July to October, this is an overall increase of 40.1% from the same period last year. The top 3 pages are:

- Finding an NHS Dentist
- Why being by the sea is good for your mind
- Home page

There have been 48 published posts on Facebook and Instagram during the reporting period. There is a small decrease in engagement on Facebook and a larger decrease on Instagram, most likely because of the reduced posts due to the loss of the Admin Apprentice. The most interacted post was our attendance at Newquay Pride which reached 749 people.

Priorities October to December 2023

- Re-contracting discussions with ICB from KMVP/KPJ
- Contract and Re-Contracting discussions with Cornwall Council for the Core Contract and Partnership Boards
- Analysis of Cost of Living Survey
- Continuation of ED work



- Pharmacy project with Healthwatch England
- Healthwatch England – ICS and Healthwatch Partnerships Support Programme – jointly with the Director of Engagement and Communications for the ICB
- Healthwatch Cornwall’s 10 Year Retrospective
- Recruitment for admin vacancies
- Support with induction of new Directors

JODY WILSON, NATALIE SWANN, ANNE OLIVER, NICKI BURNETT

HEALTHWATCH CORNWALL

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