

Annual report 2019-20

Listening to Cornwall





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Message from our chair



Welcome to the Healthwatch Cornwall Annual Report.

This year hasn't ended as we expected but that doesn't overshadow what we have achieved by listening to the people of Cornwall and their experience of health and social care services.

The team worked hard to achieve the successful re-contracting of both our core contract with Cornwall Council - to deliver the Healthwatch Cornwall service, but also the Partnership Board contract - to support the partnership boards to be an effective strategic influencer.

Two significant pieces of development work have been the Cornwall and Isles of Scilly Safeguarding Adults Board safeguarding engagement project and us hosting the Maternity Voices Partnership, both detailed later in the report.



This year hasn't ended as we expected but that doesn't overshadow what we have achieved by listening to the people of Cornwall and their experience of health and social care services

The Board, supported by the team, have spent some time considering our governance and operational structures and although current circumstances have slowed that process down we will be picking the work up again soon. We intend to continue to make Healthwatch Cornwall responsive to the voice of people, strategically relevant, transparent in all we do and ready to adapt and take on new challenges

Healthwatch Cornwall has and always will listen to people to use their experiences to improve services but I suspect that the current crisis means we will be promoting learning, as well as listening, even more than ever. Having the courage to learn from things that haven't gone well and celebrating learning from positive things that have come about because of the crisis.

Jon McLeavy
Healthwatch Cornwall Chair

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level

Sir Robert Francis,
Healthwatch England Chair



Our priorities

Last year 1,211 people told us about the improvements they would like to see in their health and social care services in 2019-20. Our six priorities for the year ahead integrate this feedback alongside our core strategy.



Mental Health

Ongoing commitment to Mental Health with dedicated Annual Conference 2019



End of Life

Improving the experience of EOL care through collaboration and education



Public Engagement

Improving methods of communication with service users



Diversity

Improving access to services for diverse and marginalised groups



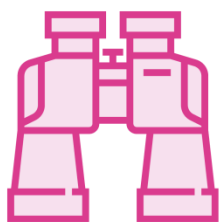
Partnership Boards

Improving communication and change across four partnership boards



Reporting

Taking views into the system to enact positive change



Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchcornwall.co.uk

Twitter: @HWCornwall

Facebook: @HWCornwall

Instagram: Healthwatch Cornwall

Highlights

Find out about how we have engaged and supported you across Cornwall in 2019-20



Health and care that works for you



17 volunteers

Helping to carry out our work

We employ

16 staff

3 of whom are full time, which is a 33% increase from the previous year

Outreach & Engagement



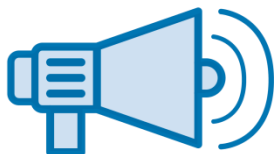
1,211 pieces of individual feedback

564 Have Your Says collected

931 pieces of specific feedback about providers and services

135 events attended by our team to engage with the public

Communication Channels



34,100 website page views accessing information online

5,103 social followers across Facebook, Twitter & Instagram

185 direct contacts seeking signposting and sharing experience

Making a difference to care



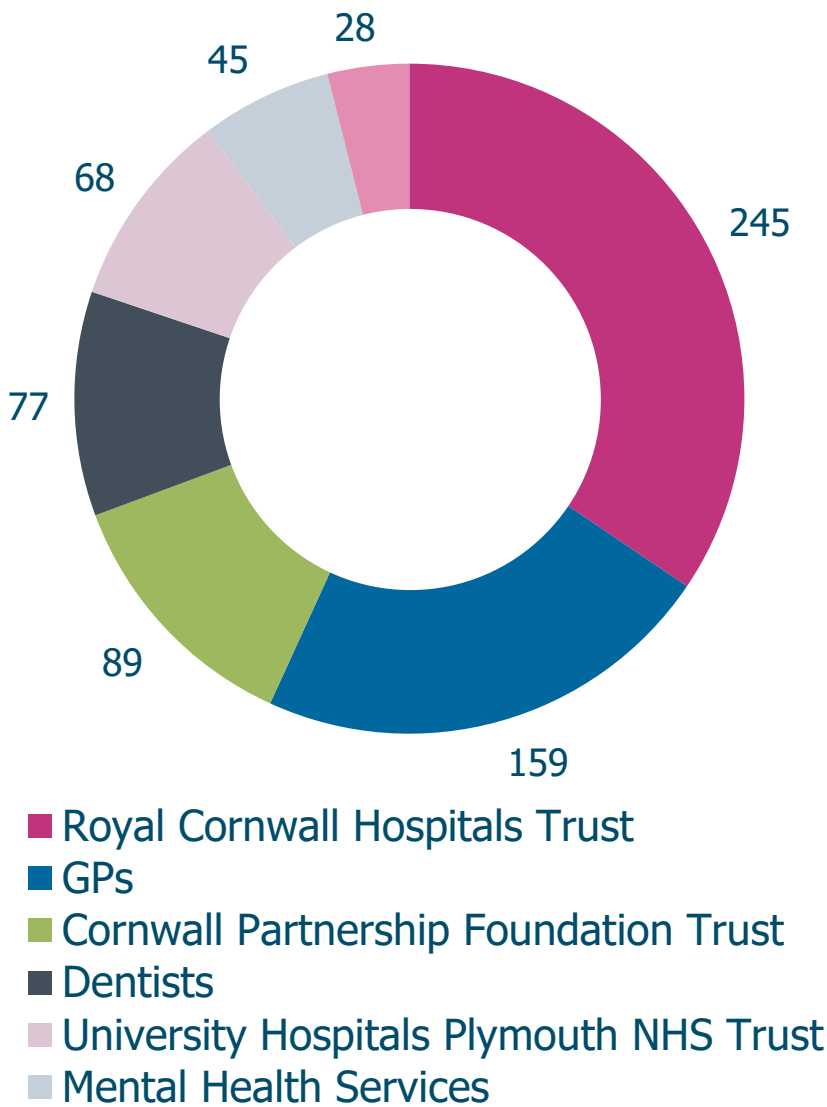
All this feedback from you has been reviewed and insights drawn out in

5 public reports and 13 reports in total

making recommendations about the improvements people would like to see in their health and social care services

Service Providers

Our research and engagement delivered feedback on the following service providers in Cornwall



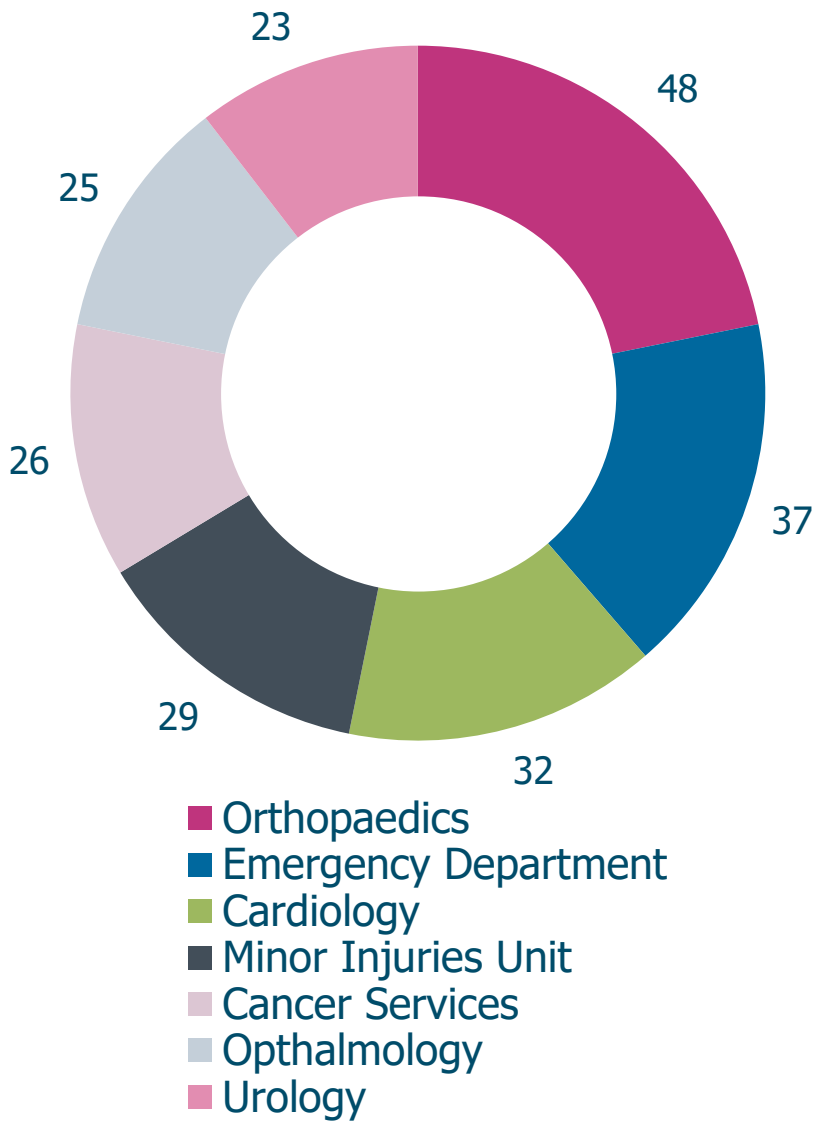
Share your views and feedback with us



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Telephone: 0800 0381 281
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Hospital Services

Within this, feedback related to the below main hospital services




Rheumatology views shared

We heard from Rheumatology patients that they were concerned about the move of outpatient services from Royal Cornwall Hospital to Truro. We carried out 16 interviews with service users, and spoke to staff, to find out more. We have raised these concerns back to the provider and they are taking action to address them, with a final update report currently awaiting.

How we've made a difference together





 We are the independent
champion for people who use
health and social care
services 

End of Life

An ongoing commitment with a focus on improving End of Life care, we have been able to influence this area to create positive results that have made a real difference to people and families at a very difficult time

Committed to improving the End of Life experience for people and their families

Our Research Manager Natalie Swann was invited to present our EOL research 'Improving End of Life Care Through Collaboration' to Healthwatch England in October 2019.

An integral area of our findings was that collaboration and working with partners was central to creating change in this area.

Onwards from this research, our close involvement with the End of Life Strategy Board throughout the year has seen recommendations and guidance integrated into a new End of Life Patient Charter.

This eight point charter has been created using patient feedback from our research as we continually strive to make a difference to the care and quality in this area. The Charter begins with the quote from our Chief Executive below.

"We would like everyone to receive high quality care, delivered compassionately and with dignity, by the right person, with the right skills at the right time. By doing so, we hope this will ensure people at the end of their lives and those close to them, will experience a calm, peaceful and dignified death where possible."

Amanda Stratford, CEO Healthwatch Cornwall



COVID has impacted on our ability to conduct research into the needs of bereaved carers however we have responded to the crisis in March by taking a leading role in End of Life planning and working in collaboration with Cornwall Bereavement Network.

This has seen the implementation of a new single phone line and website to co-ordinate bereavement support in the context of Coronavirus restrictions. We have also been actively signposting and communicating this resource to our audience across our digital channels.

Mental Health

This year we asked over 175 mental health professionals through an Appreciative Inquiry how they would improve services and focused our annual conference on mental health. At our Together in Mind conference, NHS Kernow launched their consultation on the draft five year Mental Health strategy for the county



Guest speaker Paul Farmer, CEO Mind

Making a difference to the Mental Health Strategy for adults in Cornwall

We engaged with a wide range of organisations from across the county as part of our Appreciative Inquiry into Mental Health services in Cornwall.

In total we spoke to and gathered the following data as part of this:

- 178 people spoken to
- 30 organisations engaged with
- 1,068 comments collected

Our analysis of this research led to our report and recommendations which informed the draft Mental Health Strategy

for Cornwall and the Isles of Scilly, the consultation on this was launched at our Annual Conference.

Together in Mind was a full day conference attended by 150 delegates from the health and social care sector across Cornwall & the Isles of Scilly, our CEO Amanda Stratford presented the results from our Appreciative Inquiry.

The day gave professionals working with people with mental health issues the chance to network with others from the public, private and third sector.

This collaborative approach allowed us to create a cross-functional environment and further input into the county's five year Mental Health Strategy – Futures in Mind.

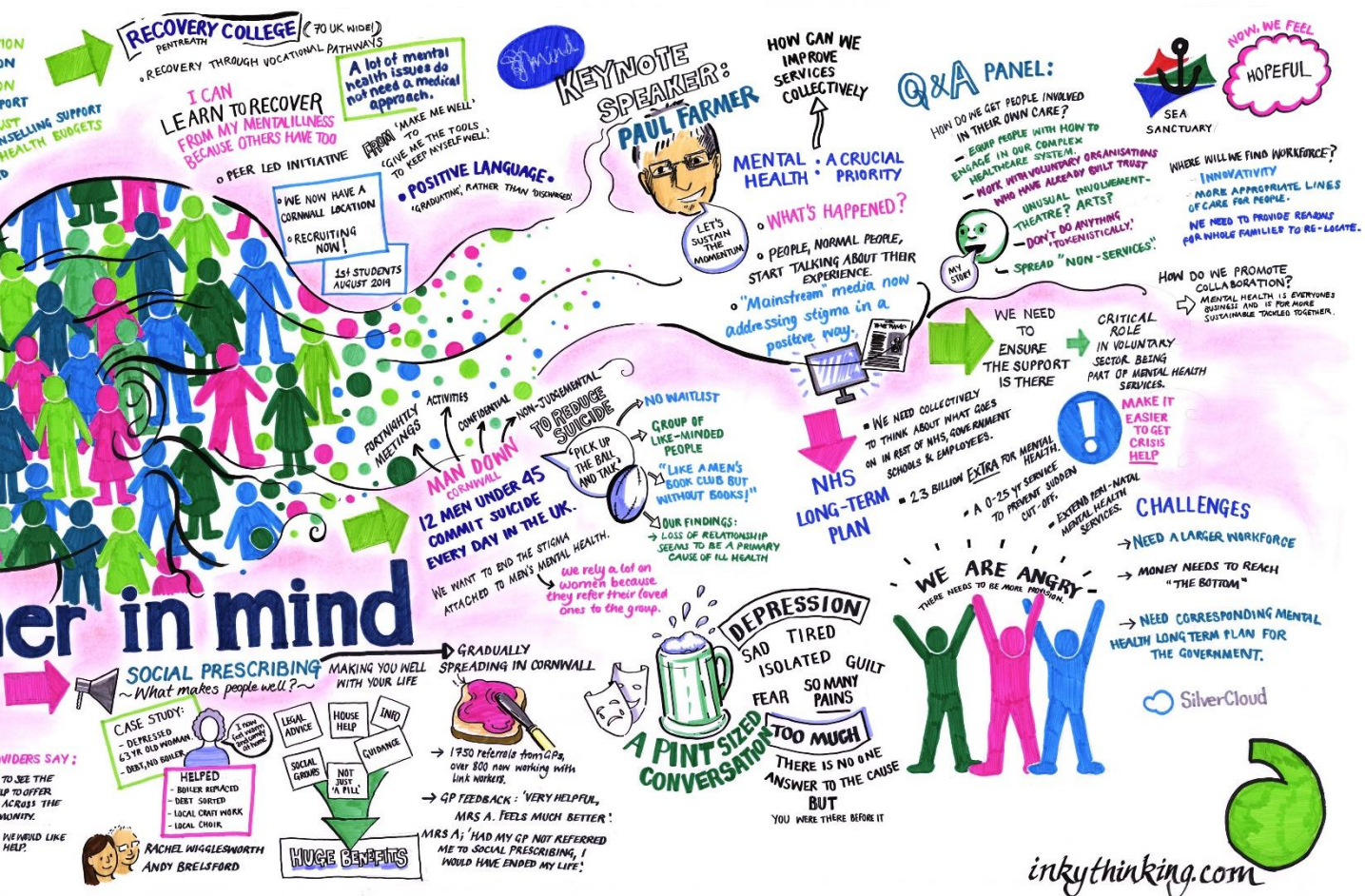
"Healthwatch Cornwall has been pivotal in enabling me to get a much better understanding of the needs of the population and people who live and work here, as well as the people delivering the services".

Tim Francis, Head of Mental Health & Learning Difficulties, NHS Kernow



"We are pleased that our findings have assisted in informing the county's mental health strategy and we look forward to supporting its development. We continue to work to improve mental health services in Cornwall as part of our core organisational contract".

Amanda Stratford, CEO Healthwatch Cornwall



Outpatient Care

Healthwatch Cornwall worked closely with patients and the team at the Royal Cornwall Hospitals Trust (RCHT) to make improvements to the Eye Unit

Making a difference and helping to improve facilities for patients at the Eye Unit

Taking views and opinions into the system from members of the public is at the heart of what we do so we were pleased to be able to work collaboratively with the Royal Cornwall Hospital Trust and conduct research with service users to make improvements at the Eye Unit.

Having been told that there were long waiting times for appointments, frequent cancellations, long waiting times to be seen in clinic and a crowded waiting area, we shared this with RCHT and a number of new procedures and ways of working have now been adopted at the unit.

Minor conditions are now treated at local opticians allowing 18 more patients a week to be seen which has also improved waiting times for follow up appointments.



The Unit also now has its own dedicated booking team making staff more knowledgeable, making it easier to fit in extra patients following cancellations and also improving communication between clinic and booking staff.

Overall we have received the following feedback that:

- Quality of care is good
- Information provision is good
- You don't have to wait too long for appointment in clinic
- Appointment and treatment waiting times are better.

“Healthwatch Cornwall have been brilliant partners, they have helped us listen to patients and to really understanding their needs. This was essential as we looked to make improvements at our Eye Unit. Healthwatch Cornwall were brilliant in allowing us to further understand the experience and needs of service users, this helped us to make the right changes that have made a real difference and improved the facility. Thank you Healthwatch Cornwall”.

Kate Shields, Chief Executive RCHT



Royal Cornwall Show

We met hundreds of visitors at the RCS and ran a snap poll asking people to “vote” on the condition they would like to see the NHS prioritise locally. Your priorities were Mental Health, Learning Disabilities, Cancer, Heart & Lung Disease and Dementia.

People also gave us some great feedback on what features they would like to see included in our new digital platform Ask Cornwall which we discuss later in the report.



Adult Safeguarding

Following a Peer Review, Healthwatch Cornwall have been appointed to lead on making improvements to the Safeguarding process. We are currently interviewing people that have experienced harm or abuse, listening to their experience to make improvements to safeguarding in the future, so far 15 people have been interviewed with much more planned to come.



Care Quality Commission (CQC) Report

End of life care and Maternity Services at Royal Cornwall Hospitals Trust both improved one rating to Good in the CQC’s 2020 report. These are two core areas that we have been closely involved in, listening to service users and working with the team to help implement changes. We are delighted to have been able to play a part in making an impact on these services and improving the experience for the people of Cornwall.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.

Website: www.healthwatchcornwall.co.uk

Telephone: 0800 0381 281

Email: enquiries@healthwatchcornwall.co.uk



Facilitating four Partnership Boards in Cornwall

Making a difference by managing and facilitating four Partnership Boards

We continue to facilitate the Cornwall Council Adult Partnership Boards - Learning Disability, Autism, Carers and Older Persons. The Boards meet quarterly and are attended by service users, self-advocates and carers who are 'experts by experience' and representatives of Cornwall Council, NHS Kernow, Royal Cornwall Hospital Trust, Cornwall Foundation Trust, as well as a large number of voluntary sector representatives.

Meetings are responsive to current issues and proactive in ensuring that the Boards are engaged in the development of strategies and commissioned plans for related health and social care.

In the past year alone we have:

- Appointed a second Partnership Boards Officer
- Proactively encouraged involvement by Cornwall Councillors
- Launched a Learning Disability user group - Yehes Bagas
- Facilitated a cross Partnership Board Welfare Benefits event with the DWP
- Initiated a new "Sharing good practice for Carers" group which has brought together staff from across three hospitals trusts
- Developed changes within Board structures and membership; an overarching Board and a strengthened Older Persons Board, will be launched following the Covid-19 restrictions.



Share your views with us

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Everything we do is
shaped by what
people tell us

Long Term Plan

#WhatWouldYouDo

Highlights



118 respondents to a general survey

Mainly adults over the age of 35, 58% of whom had a long term condition with a further 21% having more than one long term condition



63 respondents to a condition specific survey

These respondents were spread more widely in terms of age with 11% under the age of 35



Four Focus Groups

These covered the specific topics of NHS Long Term Plan in general with a focus on Perinatal mental health, Cancer services and Carers

#WhatWouldYouDo

As part of the national #whatwouldyoudo campaign we asked people across Cornwall what they felt health and social care priorities should be in our county.

Common themes across all feedback centred on delivering person-centred care that was respectful of people’s views, wishes and time. There was a call to improve information sharing between services and patients, and to support people in accessing services when and where they needed it, paying particular attention to challenges with travel.

We also worked with Kernow Maternity Voices Partnership to speak with women who recently accessed perinatal mental health support. We found examples of amazing care and support from midwives and perinatal mental health specialists, along with aspects of care that could be improved.

We have continued to reach out to people in different ways to understand their priorities for service improvement and have developed a new digital platform - Ask Cornwall - that will allow people to suggest ideas to improve health and social care services too, allowing service users to make connections with service professionals to collaborate on community ideas.

People felt strongly that they were prepared to give time and input when they can be confident their input will be respected, listened to and genuinely considered

Helping you find the answers



Maternity Voices Partnership

Improving maternity information and services for rural communities

Kernow Maternity Voices Partnership (MVP) have worked closely with hard to reach groups to improve engagement, representation and services to diverse groups in Cornwall, specifically rural farming and traveller communities.

The collaboration with Traveller Space enabled them to create a dedicated midwifery team for the local traveller community. This helped improve health outcomes and build relationships with women and their families through pregnancy, birth and the first few weeks after birth.

The Teyluva Midwives

This Teyluva Midwives initiative was commended as an 'outstanding practise' in the latest CQC Report, further demonstrating how these actions have really made a difference to these diverse groups.

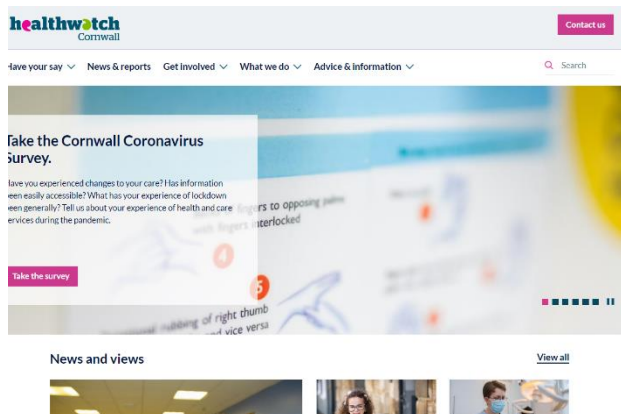
These new methods of communication have built trust and created a safe space for people to access resources with the potential to looking to expand into healthy lifestyle and dentistry as well as smoking cessation.

In response to COVID, MVP have also made use of live digital communication methods with a weekly Facebook Live to provide support during the crisis. The streams have received thousands of views each week and more than doubled the Facebook likes of MVP to 1,300 likes.



"Kernow MVP achieved national recognition as a trail blazer, leading by demonstration and showing how co-production adds real value when service users are included as an equal partners within the health and care system".

Jessica Slater, Programme Manager, CIOs Local Maternity System



Ask Cornwall Platform

Our new digital community platform Ask Cornwall was launched in March and already has 193 members with two projects up and running. The site looks to improve public engagement by creating a digital community for people to share their ideas on how to improve health and social care. PR and social media campaigns for this have also secured coverage on BBC Radio Cornwall, creating awareness and giving people an opportunity to make their voices heard.

Young People & EPIC

Engaging with young people and understanding their needs is really important to us, so with funding from eHealth Productivity and Innovation in Cornwall (EPIC) we set out to understand how young people want to access advice and information. We surveyed 260 young people and held 3 focus groups to gather more detail and published our findings in December 2019. We shared this report with the One Vision programme board for children and young people.

New Website

Our new website has improved functionality including better navigation and search, it is also much more visually appealing and it's really making a difference to how people access our information and resources. Since its launch in late 2019, we have had 8,330 people (total unique users) on the site viewing reports, information and content a total of 34,100 times (total page views).





Ask Cornwall

'Share ideas, make connections, join the conversation'

Healthwatch Cornwall have created Ask Cornwall as an online community platform to understand what Cornwall needs from their health, social care and wellbeing services.

www.askcornwall.co.uk



 We work to get services
right for the future 

Volunteers



At Healthwatch Cornwall we are supported by 17 volunteers, they help us find out what people think is working and what people would like to improve to services in their communities

This year our volunteers have:

- Won the South West Regional Champion for 'Volunteer of the Year' in the NHS Parliamentary Awards
- Helped out at our 135 events, supporting drop ins and outreach
- Worked on our stand at the Royal Cornwall Show attended by 110,000 people, helping to promote us, understand people's experiences and discuss our forthcoming initiatives
- Assisted with three focus groups and 260 online surveys for our EPIC Research

Our volunteer Maggie Vale wins Regional Champion at 2019 NHS Parliamentary Awards

Our volunteer Maggie Vale was awarded regional champion in the 2019 NHS Parliamentary Awards. She became a volunteer figurehead for Healthwatch Cornwall's End of Life research and recommendations following her husband John's experience in the months leading up to his death.

Maggie felt that his treatment had been unacceptable and felt there was much that could be done to improve the end of life support provided to patients, their family and carers.

Her experience was made into a short film which is now shared at patient forums as well as in Royal Cornwall Hospital's mandatory acute setting training providing valuable insight in to the importance of clinical empathy.



Maggie Vale

The film depicting Maggie's brave account of her husband's death has instilled the need for change in many presentations and board level discussions Healthwatch Cornwall have attended over the last year.

Very sadly Maggie herself became terminally ill during the year and at the time of going to print has recently lost her life to cancer. We remain immensely grateful to Maggie and her family for their generosity in sharing their experiences.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Cornwall.

Website: www.healthwatchcornwall.co.uk/volunteer

Telephone: 01872 273501

Email: Rhiannon.pring@healthwatchcornwall.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers - meet some of the team and hear what they get up to



Kathy, Liz & Patricia

Kathy, Liz and Patricia all provide invaluable support for us to engage and interact with our community and were involved in research for new initiatives and communicating our message at the Royal Cornwall Show. Patricia also attends inter-agency round-table meetings and feedback updates from a number of community organisations to provide us with updates and help with understanding community needs.



Jo & Sandy

As part of our research with EPIC for our eHealth report, Jo and Sandy engaged with young people and listened to them about their experiences and preferences for accessing health and social care information and support. They volunteered at a number of college fairs across Cornwall helping to survey 290 students.

Thanks Jo & Sandy.



Jenny

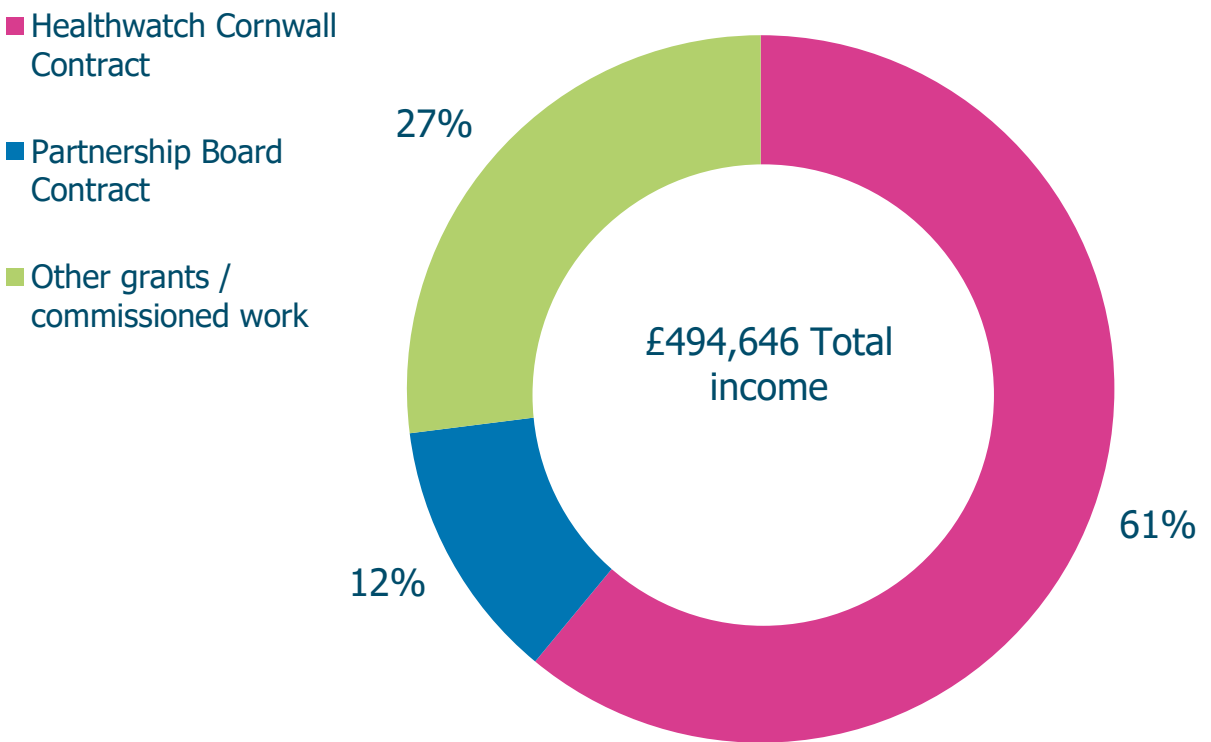
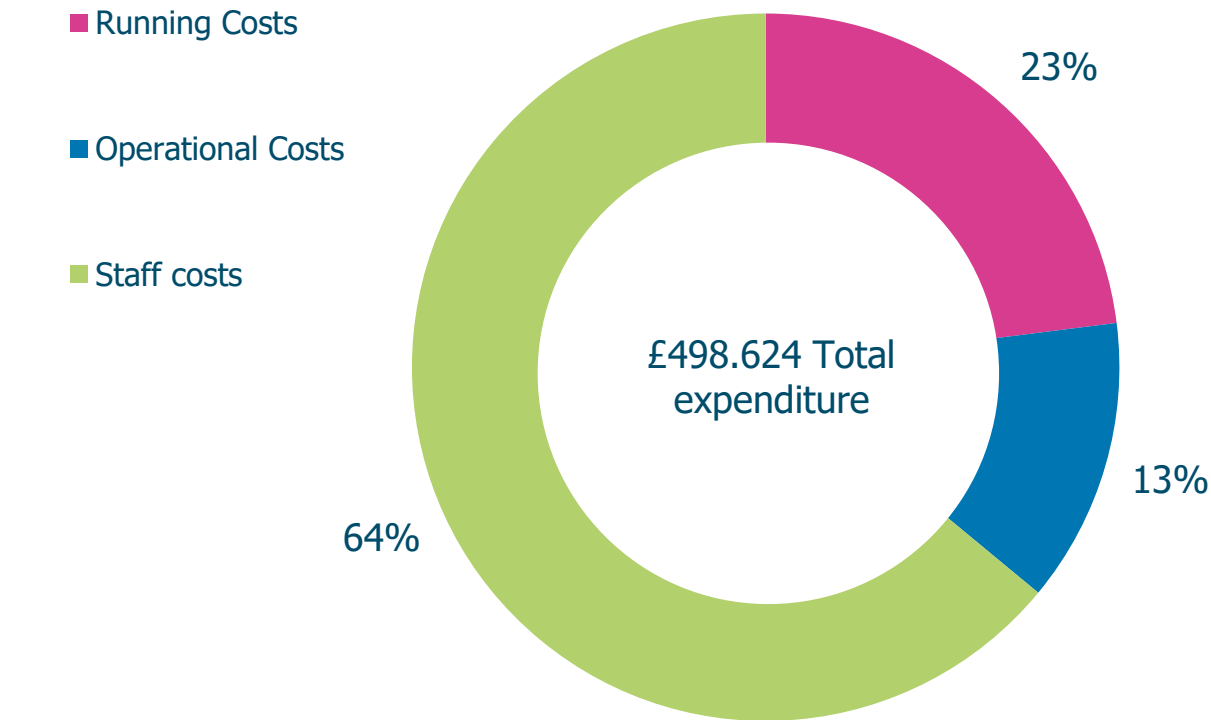
Understanding people's experience of health and social care service and feeding this back into the system is at the heart of what we do. As an Outreach Volunteer Jenny supports us with our drop ins to engage with the public to help collect this feedback. Jenny has also been supporting our safeguarding project which draws together an expert user group that represents the people who have been through the safeguarding process.

Finances



We are funded through our local authority under the Health and Social Care Act (2012), and by other agencies for some commissioned work

In 2019-20 we spent £498,624



Our plans for next year



We have had a really busy year both in our usual activity of gathering and representing people's views and experiences; and in our focus areas of End of Life care and Mental Health services

We have reached new groups of people through our work with the Maternity Voices Partnership and the Farming Health Hub. As the year drew to a close we reframed a lot of what we do to respond to the Covid-19 emergency collaborating immediately with the Voluntary Sector Forum in the setting up of the voluntary sector emergency response alliance : VERA.

The final months of the year saw a shift in how we work, with our team working from home, the cessation of our face to face drop ins and meetings taking place over Zoom and Microsoft Teams. As we look towards the next 12 months the Covid-19 pandemic continues. Organisations across the health and care system, charities and local community groups are beginning to consider how this last three months will affect the way they work. At Healthwatch Cornwall we must do the same. Rather than, as had previously been planned, take time to develop a new 3-5 year strategy we will spend the next 12 months taking time to understand the changes in the health and social care system.

There is no doubt that many new ways of delivering health and care via digital methods, closer to home and within local communities have been established in recent months - much more quickly than ever believed possible. Some of these changes will be for the better but what is vital is that, as we approach the time when decisions will be made whether to retain the changes or leave them behind, it is our role to champion the involvement of people using services in assessing the changes and where necessary designing new forms of delivery.

We know it is likely that as lockdown restrictions lift many new mental health needs may surface across the county and indeed



Amanda Stratford

there may be unintended health consequences of delaying planned care. It will be incumbent on us to work with commissioners and providers to understand what people need and in particular those who are seldom heard.

Amanda Stratford
Healthwatch Cornwall CEO



Thank you to everyone who has helped us achieve what has been accomplished this year and we look forward to working with you throughout 2020-2021



Thank you

Thank you to everyone that is helping us put people at the heart of social care

- Healthwatch England
- Cornwall Council
- Royal Cornwall Hospitals Trust
- Cornwall Foundation Trust
- Cornwall Voluntary Sector Forum
- Cornwall Hospice
- Kernow Clinical Commissioning Group
- Public Health
- Kernow CIC
- EPIC
- All our incredible volunteers
- We also record our thanks to Maggie Vale who sadly lost her life to cancer



"Maggie and John's story has made an inestimable contribution to facilitating a changing culture within the acute trust. It brings together so beautifully and succinctly the key messages we want to convey. Playing the film very often changes the mood within a room with messaging around recognising dying, good communication and shared decision making moving from abstract principles into tangible reality.

The response to the film is uniformly one of compassion, with participants on occasion moved to tears. Sometimes people feel angry, sometimes ashamed, but most often there is sadness, reflection, contemplation and admiration. I have had participants say that they have gone home and played the film to their families, I feel there can be no better commendation than this.

The film was incorporated into mandatory training last September (2018). In the months since it has been shown to literally hundreds of healthcare professionals, doctors, nurses, physio's etc. Maggie can be assured that we have the utmost commitment to doing justice to her experience".



Sue Adams - Lead practitioner specialist palliative & End of Life Care, RCHT


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