



Annual Report

2018-19

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Message from our Chair

Throughout 2018/19 we have been increasing our strengths as an organisation. Healthwatch Cornwall's primary role is to ensure the public and patient voice is heard in the development and delivery of quality health and social care services. Naturally, reaching out to as wide an audience as possible and encouraging people to come forward with their views is a key part of our daily operations.

To achieve this, we have raised our profile significantly this year extending our reach to younger age groups and to those who may not typically share their views and experiences. We are continuing our support of Cornwall Council's Adult: Learning Disability; Autism; Older Persons; and Carers (since 1 April 2018) Partnership Boards. Having carried out a major review of how impactful the Partnership Boards have been, we look forward to continuing developments this year.

We have also focussed on extending our influence with stakeholders across the health and social care system and have grown our reputation for our pragmatic and professional approach, robust research and strength in championing public voice. This helps us to take your views to the heart of decision makers and providers to ensure services can be shaped based on your feedback.

I would like to say thank you, it goes without saying that we couldn't provide the voice of the people without the time you have taken to tell

your stories and share experiences about health and social care services with us. If you have an experience you would like to share, please do get in touch.



Jon McLeavy
Healthwatch Cornwall Chair



*'We are a diverse team of people with
complementing backgrounds.'*

Changes you want to see

Last year we had 4,752 interactions with people who told us about their experience of a number of different areas of health and social care. Here are some of the changes that you wanted to see.



- + We need consistency in availability of GP appointments across Cornwall.



- + A call for shorter waiting lists for NHS dentist treatment: 58% of respondents to our poll had been waiting up to 2 years to be registered with an NHS dentist.



- + Better planning for end-of-life care, co-ordination of services and more support for the bereaved and for carers.



- + Communication on policy change from Cornwall Council to Adult Social Care service users is not clear and does not give people time to respond with their views.



- + People want quicker access to mental health services, with appropriate and responsive support available at all times, and to feel that their mental and physical needs are considered equally.



- + A consistent attendance by social workers at Continuing Healthcare assessment meetings. Support for carers who are going through the process with their families and friends.

About us

Healthwatch Cornwall is here to make care better

We are the independent champion for people using local health and social care services in Cornwall. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen.

As an organisation we undertake a wide variety of work including engagement with the public, gathering and analysing feedback, conducting surveys on specific issues, developing evidence-based reports, creating awareness-raising films and contributing to strategic boards and decision making.

Healthwatch Cornwall's reach extends from local residents and strategic decision makers to government. The reports we produce are shared with Healthwatch England meaning the views and experiences of Cornish people influence policy at a national level.

"As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England."

"I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in Cornwall and at a national level."



Sir Robert Francis QC
Healthwatch England Chair



Our vision is simple

To inspire positive change in Cornwall's health and social care through effective public engagement.



Our purpose

To make sure people's views and experiences influence decision making at the heart of Cornwall's health and social care.



Our approach

People's views come first – especially for those that 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 your health and social care services in Cornwall.



Everything we do is shaped by what people tell us

Our staff and volunteers identify what matters most to people by going out into the community and visiting services to get public feedback on their experiences. We then work collaboratively with our health and care partners to ensure their services are the best they can be.

We play an important role in bringing together those who commission services, those who deliver services and the people who use services.

Our work makes a difference, in shaping health and social care across Cornwall and nationally, influencing policy at the highest levels.





Highlights from our year



Find out about our resources and the way we have engaged and supported more people in 2018-19.



We interacted with 25% more people than last year, gathering public feedback to present to health and social care service commissioners.



We have 19 dedicated volunteers running drop-ins, gathering your stories and helping us to prioritise our areas of focus as an organisation.



More people are contacting us with questions about local support: numbers have risen 42% since last year.



We attended on average three outreach events each week including hospital drop-ins and community events like Blue Light Day and Freshers Fairs.



We regularly provided feedback to commissioners concerning high priority issues in the county, to help make positive change.



3,352 people now follow us on social media and nearly 500 are on our email database.



How we make a difference

IMPACT

We continue to engage with young people through Freshers Fairs and young person surgery drop-ins to find out what services are most used by young people and provide information to those who are stuck for advice.

Changes we have shaped together

Find out how sharing your views with Healthwatch Cornwall has led to positive change. When people 'Have their say' and speak up about what's important to them, we can make sure the right services listen and care can be improved for all.

IMPACT

Our end-of-life patient and family experience film 'Maggie and John's Story' is now used in mandatory training sessions for staff of all grades at Royal Cornwall Hospital.

IN FOCUS: We remain committed to our focus on end-of-life care

In 2018, following public feedback about poor experiences of end-of-life care in Cornwall, our focus on end-of-life care began with research into people's experience and what matters to them. We are grateful to everyone who shared their personal stories and experiences. These have informed our recommendations and will continue to shape our work in the future. We found:

- + People need to talk more about death and dying, we must encourage people to plan and share what matters to them.

- + People want to be communicated with in a way they understand and be supported to make well-informed decisions about care and treatment.
- + We need to improve the experiences of the dying and those close to them, and to improve support for the bereaved and for carers.
- + There is a need for better training for all aspects of communication of care. Our film, 'Maggie and John's story' is being used to great effect here.

All our recommendations have been accepted by the Cornwall & Isles of Scilly End of Life Strategy Board who have committed to delivering against them. They will now underpin planning of future services.

The My Life My Death conference featured our film of Maggie Vale telling us about her and her husband John's experiences of health and social care services in the months leading up to his death.

She told us she found his care was "unacceptable" and was keen to work with Healthwatch Cornwall to improve care for others.

We have shared the film with Royal Cornwall Hospitals Trust's Board, they are now using it for routine end-of-life training. We want to help ensure families and patients are given clearer explanations. The film encourages staff to check people's understanding of what has been discussed, so people can make more informed choices about end-of-life care.

Our Research Manager Natalie Swann was chosen as one of seven professionals from health and care organisations across the county to provide

expertise in patient experience to improve end-of-life care locally. This project (The Sweeney Programme) uses tried, tested and effective tools enabling staff to step into patients' shoes and see care through their eyes.

In 2019, by invitation of NHS England we will help establish their new South West End of Life Regional Collaboration Board. This will ensure patient experience is represented at the heart of strategy development as well as local planning. We will also conduct research into the needs of bereaved carers to provide local evidence for service development. Healthwatch Cornwall will continue to make end-of-life care a priority throughout 2019-2021.

The findings of our research formed the key focus of the Healthwatch Cornwall 2018 conference My Life My Death, bringing professionals together to support interagency working and to nurture professional relationships, raising our profile among health and social care professionals.



#LittleLifeConversations was featured on BBC South West, it encouraged our community to talk about death with their loved ones.





IN FOCUS: Cornwall Council asked us to conduct an independent assessment of how the Adult Social Care directorate consults on policies.

Earlier in the year Cornwall Council proposed changes to its Adult Social Care charging policy, which was met with strong criticism from service users who felt they had not been given enough time to respond, nor the appropriate means to do so.

Cornwall Council asked Healthwatch Cornwall to conduct an independent assessment of how the Adult Social Care directorate conducts its public engagement and consultation so that it could learn lessons and improve in the future.

Our report “No changes about me without me” was based on views of the public, stakeholders and staff from across Cornwall Council. We gathered these views via surveys and over 50 face to face meetings.

The report observed that many people were unaware of consultations or, in some cases, heard too late to respond. Methods currently used to communicate with the public and service users about policy change meant that information was

not always reaching the right people at the right time.

Cornwall Council accepted all the reports recommendations to involve the public more when changing policies (known as co-production) and developed an action plan which included:

- + Creating a new toolkit which outlines the principles and procedures for public engagement
- + Refreshing staff on customer service commitments
- + Producing easy read materials to better engage with service users
- + Training staff in public engagement and co-production

We will be reviewing progress against this action plan in the Autumn of 2019 at the request of the Council’s Adult Health & Social Care Overview and Scrutiny Committee.

‘Healthwatch Cornwall’s review has highlighted that while we are doing some consultations well, we are not consistently getting it right – and when we get it wrong this leaves people feeling frustrated and not heard’

Helen Charlesworth-May, Director of Adult Social Care at Cornwall Council

IN FOCUS: We made recommendations to NHS Kernow based on 2,100 responses to our GP Access in Cornwall survey “What’s your experience?”

Following on from our research last year, Healthwatch Cornwall worked with NHS Kernow to discover how easy or difficult people found booking a routine doctor’s appointment.

The most striking element from feedback was how varied access can be across Cornwall.

Our recommendations to NHS Kernow included addressing the variation in wait times to see a doctor across the county; offering advance booking for routine appointments; enhancing a person’s ability to see the same doctor; a review of telephone triage to note patient availability in accepting call backs and patient preferences for sharing information with non-medical staff; and further public education to inform people about the range of healthcare professionals who could manage their care where appropriate, as an alternative to a GP appointment.

Following our recommendations, NHS Kernow have committed to improving their services with focus in various areas including:

- + Encouraging practices to review their demand and capacity with a view to making more appointments available
- + Healthwatch Cornwall to work closely with the new Quality Lead appointed for primary care, who will review public concerns we raise, including waiting times
- + Ensuring continuity of care and longer appointment times for patients with complex needs
- + Used our report to inform work to extend GP access during evenings and weekends
- + Online GP access being trialled across the county
- + Receptionists receiving extra training in signposting patients to appropriate care

“Healthwatch Cornwall’s survey findings will support the work we are doing to understand patient access. It will help develop what services are needed where, and reduce the variation in experience outlined in the report.”

Andrew Abbot, Director of Primary Care
NHS Kernow

IMPACT

Our report has been used to inform plans for extending GP access during evenings and weekends as well as plans for extra training for GP receptionists.



IN FOCUS: Partnership Boards

The new Partnership Board structure integrating current forums, committees and Boards

Healthwatch Cornwall now facilitates four partnership boards with Cornwall Council's Carers Board having been added to the three existing boards: Learning Disability, Autism and Older Persons. The partnership boards are quarterly meetings attended by service users and unpaid carers who are 'experts by experience' in these areas.

Representatives from Cornwall Council, NHS Kernow, Royal Cornwall Hospitals NHS Trust, Cornwall Partnership NHS Foundation Trust and voluntary sector staff with direct experience relevant to each board are also members. Meetings are responsive to current issues and aim to co-produce strategies and develop commissioning plans for related health and social care services.

In June 2018 Healthwatch Cornwall was commissioned by Cornwall Council to carry out a comprehensive review of the partnership boards. The review told us that the boards were not working as well as they could. The lack of a defined governance structure and a lay membership lacking diversity was highlighted. We are working to get "the right people in the right place" to maximise the board's ability to comment, question and co-design effectively. Nuala Kiely, Partnership Boards Officer is championing these changes. We are currently recruiting new lay members to all of the boards and identifying professionals from across health and social care who share our commitment to partnership working.

In 2019 we will add resource to our support of the Partnership Boards with the addition of a second Partnership Board Officer.

"Partnership board meetings are a place to ask questions to those who make decisions"

"I care for my son with Autism, the partnership board has helped me to tell professionals about my experience of health services"

"We held 16 Partnership Board meetings in the last year"



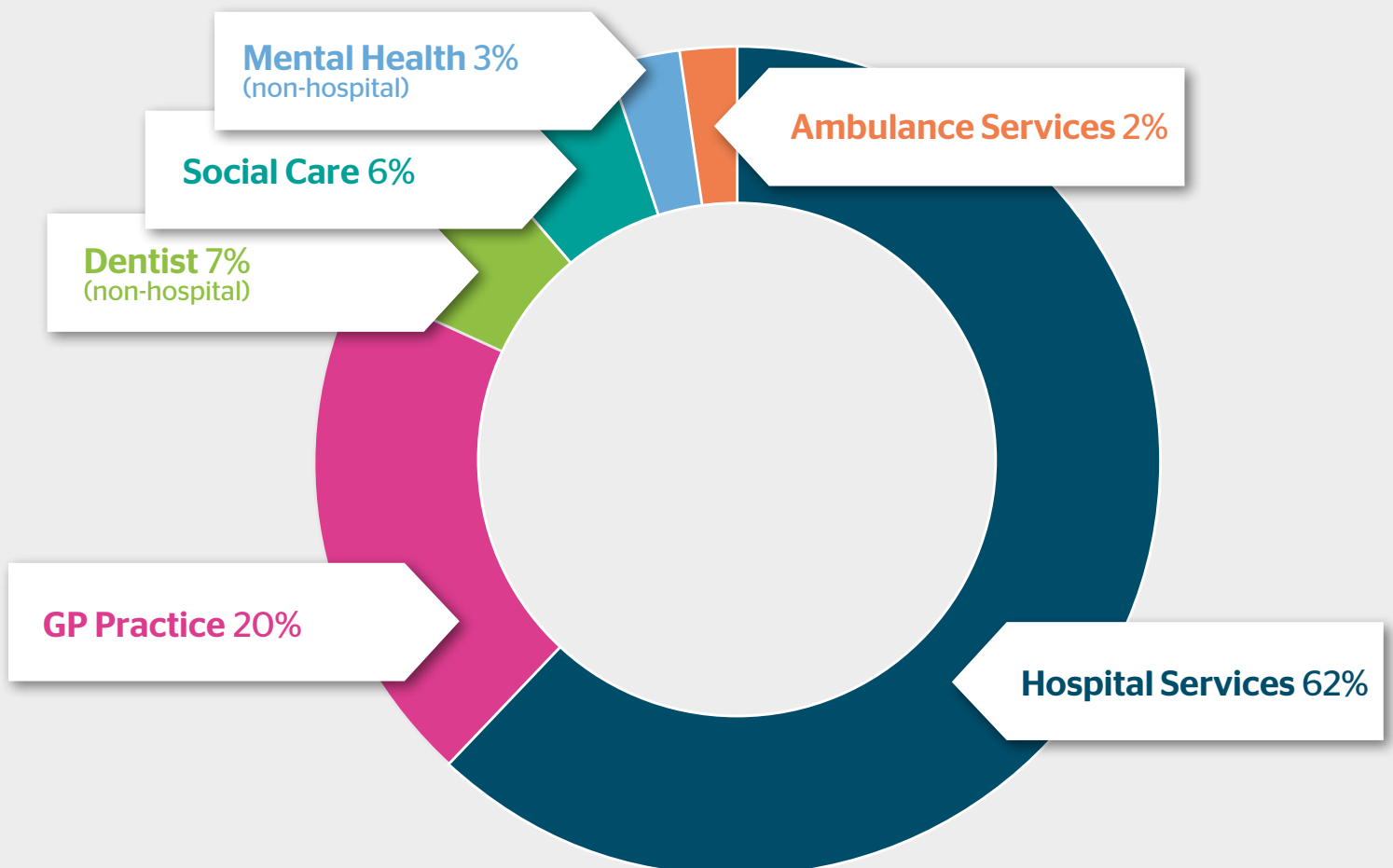
Helping you find the answers



What services do people tell us about?

People fed back to us about all areas of health and social care services. Healthwatch Cornwall plays an important role in getting people's experiences fed back to the right departments to help influence change.

Here is what you have talked to us about this year:





Our volunteers

How do our volunteers help us?

At Healthwatch Cornwall, we couldn't make all of these improvements without the support of our 19 volunteers, who work with us to help make care better for their communities.

Our volunteers:

- + Raise awareness across Cornwall of the work we do

- + Our volunteers on our Advisory Board act as a sounding board testing our priorities and advising on current hot topics
- + Collect people's views and experiences which we use in our reports
- + Visit services to make sure they are meeting people's needs
- + Support our day to day running e.g. governance

IN FOCUS: Working collaboratively with hospitals in our area to improve patient experience

This year we have developed much closer working relationships with the patient experience teams at Cornwall Partnership Foundation Trust, Royal

Cornwall Hospitals NHS Trust and University Hospitals Plymouth Trust (known locally as Derriford).

We reported regularly to RCHT and Derriford with your feedback receiving updates on changes and improvements based on your comments. We also played a valuable role in Patient Experience Group meetings. Plans are being developed for us to work in the same way with the Patient Reference Group for Cornwall Partnership Foundation Trust.



IMPACT

Royal Cornwall Hospital implemented a new sign in/sign out process to improve the safety of new mums travelling between the postnatal and neonatal wards.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Tamsin Jarvis

As part of our focus on young people, we have been actively seeking student volunteers to join our outreach team. This year we have welcomed Tamsin who is studying for a diploma in Health and Social Care. Tamsin is keen to develop her outreach knowledge with us and is preparing for university later in the year.

Sandy Spence

Sandy joined our volunteer team last year keen to assist Healthwatch Cornwall in enhancing patient experiences in the healthcare system. Sandy trained as a cardiac nurse practising for 16 years. She was initially an Acute Care Nurse at Royal Cornwall Hospital before moving to the cardiac rehabilitation team at Camborne and Redruth Community Hospital.

Specialising in wellbeing, Sandy helped patients get fit again physically and mentally after acute cardiac episodes.



Our Directors

While we were sorry to say goodbye to Gareth Dix and Jayne Howard as board members, we thank them very much for their commitment and expertise and are delighted both are still able to support our work. We now have three new directors who joined the board this year, enhancing and broadening our skill base.

Babs Rounsevell is founder of The Chaos Group, a CIC working with vulnerable and disadvantaged people and she brings a wealth of experience in community engagement. Deborah Came has worked as a commissioner with Cornwall Council's housing department and is now a full time carer, so brings a welcome carer's perspective to our planning. Finally, Christine Hunter is a recently retired GP with extensive experience in volunteering.

Our board represents a diverse team of people with complementing backgrounds, able to support the Healthwatch Cornwall team by refining strategies, reviewing operational plans and ensuring financial stability.



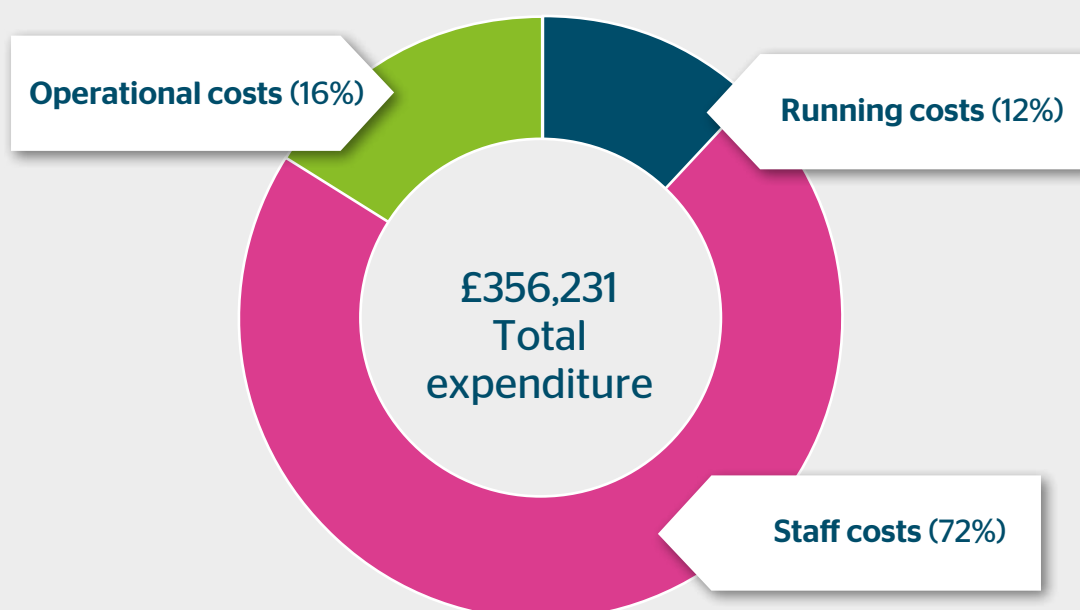
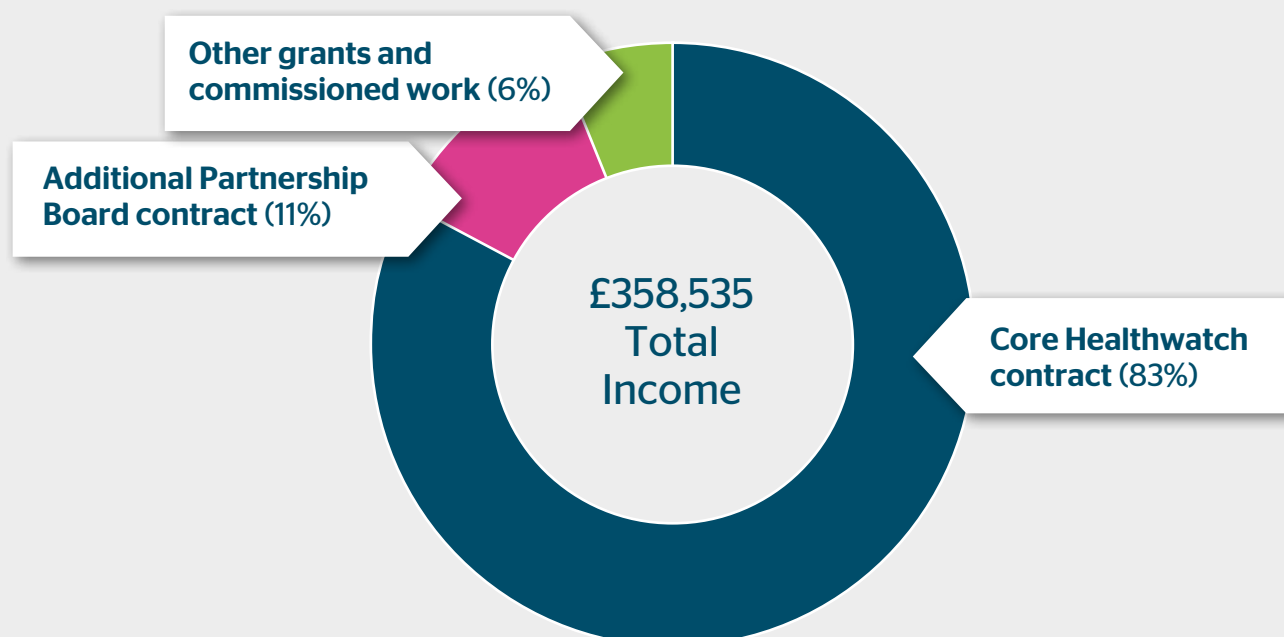
Our finances

How we use our money

Our work is funded primarily by a core grant from the Department of Health through Cornwall Council. We then receive additional income for our contract to facilitate the

partnership boards and a small proportion is derived from commissioned work.

In 2018-19 we spent £356,231.





Our plans for next year

Message from our CEO

At the end of last year we introduced a more focussed three year strategy which outlined our commitment to listening to local people and acting on their concerns and our key priorities of end-of-life care and mental health. I hope you have heard about our activity and impact in this report.

We continue to engage with more people, to understand their experiences and use them to influence and improve the quality of services.

I believe we have achieved a great deal this year and that hinges on two things; keeping people at the centre of all we do and ensuring what we spend time doing can either drive or contribute to improvement.

We have completed year one of our new strategy. I think our focus on end-of-life care in Cornwall this year has clearly proven that when you listen and learn from people's experiences, great and positive changes occur.

I am immensely proud that we have found a role in delivering an annual cross sector conference for professionals, as we are uniquely positioned to reach out across the public, private and voluntary sector, and encourage collaboration for the benefit of individuals' care.

I am delighted that, in a particularly uncertain financial climate, we have secured our core contract funding for a further 5 years. This will enable us to keep effective public engagement, at the top of the system's agenda, by championing its value across the health and social care system and working with leaders to develop ways of reaching those who are not often able to share their views.

We look forward to working with our volunteers in 2019/20, increasing our work in the areas of mental health, maternity services and safeguarding, and in May hosting another conference on Adult Mental Health Services in Cornwall.



'Maggie Vale has through the first step of sharing her experience, worked with us to influence significant changes in end-of-life care across Cornwall. She is working alongside professionals in contributing to the Sweeney quality improvement project across the county and volunteering for Healthwatch Cornwall.'

A handwritten signature in black ink, which appears to read 'A Stratford'.

Amanda Stratford
CEO Healthwatch Cornwall

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + The partners with whom we work across the health and social care system in hospitals, communities and the voluntary sector

OUR TEAM



Debra Cooney
Outreach and
Engagement Officer



Alison Eliot
Marketing and
Administration Officer



Michelle Hooker
Outreach and
Engagement Officer



Nuala Kiely
Partnership Boards Officer



Lesley Pearson
Outreach and
Engagement Officer



Jo Smith
Outreach and
Engagement Officer



Sophie Smith
Data Officer



Natalie Swann
Research and
Evidence Manager



Georgie Watson
Maternity Voices
Partnership Manager



Jody Wilson
Engagement and
Volunteering Manager



Spencer Woods
Business Support Manager

Contact Us



Are you looking for help?

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

Healthwatch Cornwall
w: www.healthwatchcornwall.co.uk
t: 0800 0381 281
e: enquiries@healthwatchcornwall.co.uk

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchcornwall.co.uk
t: 0800 0381 281
e: enquiries@healthwatchcornwall.co.uk



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