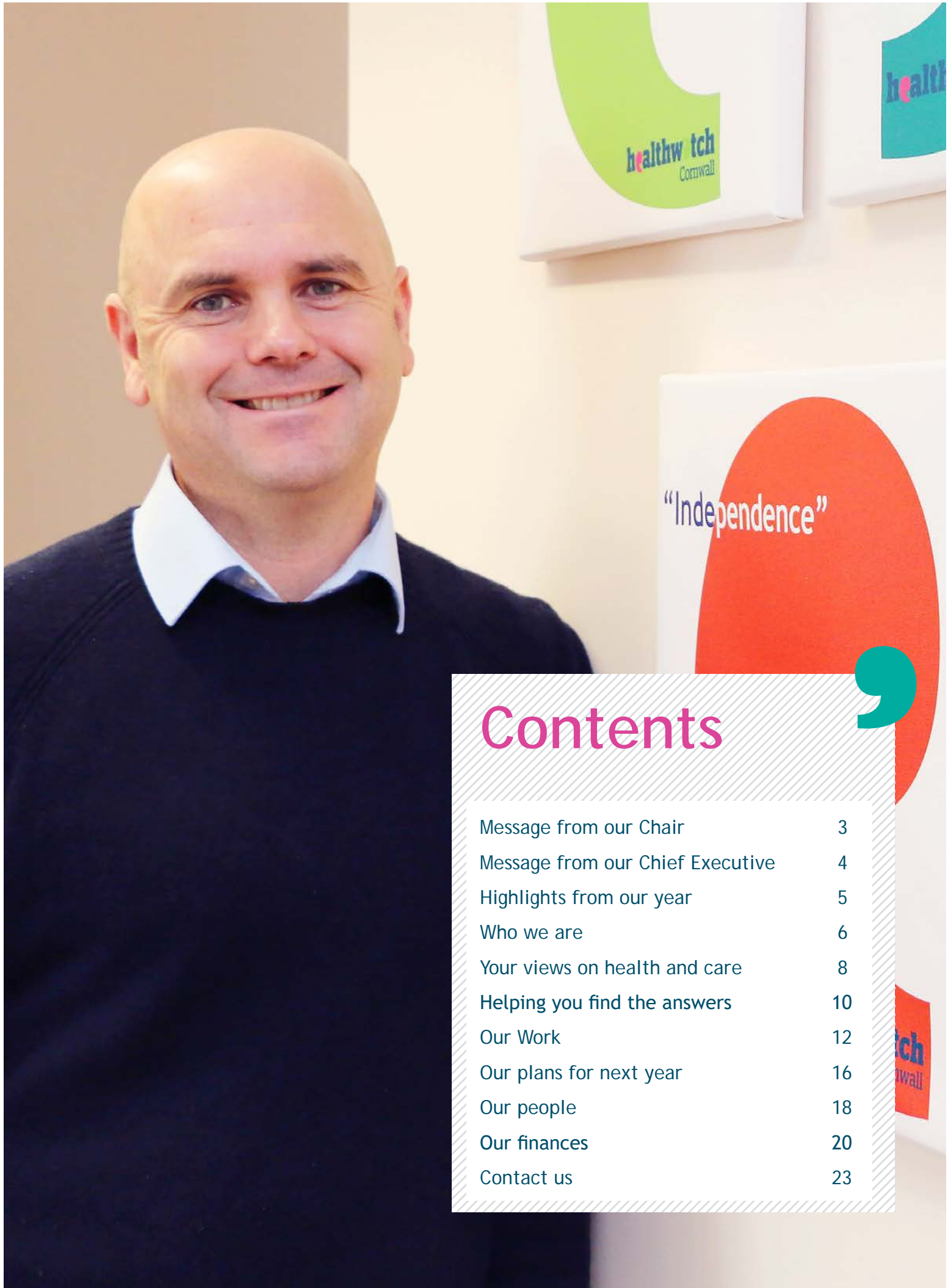




healthwatch
Cornwall

Annual Report 2017/18





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Message from our Chair

Being part of an organisation that has people at the heart of its work is one of the best reasons to be its Chair.

This year, the board has continued to oversee the work of Healthwatch Cornwall and has spent time on refining our strategy and reviewing our operational plans.

We have also been working on our financial stability and looking at opportunities for future collaboration and joint working.

We support the team to be really effective in providing a voice for the people of Cornwall to comment on and influence health and social care provision. This annual report includes plenty of examples of how we have gone about that this year.

A particular highlight has been the planning for our end of life conference, My Life - My Death that follows on from our successful A Good Death event in 2016; a great effort by the whole team.

On behalf of the directors, I would like to thank our team of staff and volunteers who have dealt with the challenge of a constantly changing health and social care sector and delivered an increasingly high quality service.



Jon McLeavy, Chair

I would also like to thank the public who have offered us their comments and their concerns by the thousand.

They have wanted to be involved in influencing the services they use and without them we wouldn't have the information or evidence to do the vital work we do.

Message from our Chief Executive

This has been a very busy period during which we have risen to the challenge of raising our profile across Cornwall.

By being involved in events as diverse as Playfest to Time to Talk Day and speaking directly with people at our hospital drop-ins, at libraries and community groups across Cornwall, we have been able to gather more than **3,800** individual comments about health and social care experiences.

This year we have begun to work more closely with the Care Quality Commission, sharing people's feedback (anonymously) on specific services prior to inspections, and attended NHS England regional quality monitoring meetings representing the views of Cornwall's residents.

Recent months have seen us work collaboratively with Kidney Care UK, Cornwall Hospice Care and our neighbouring Healthwatch in Plymouth, Devon and the Isles of Scilly.

In 2017 we prioritised accessing appointments with GPs, mental health and end of life care to investigate people's concerns more deeply. You will find examples in this report of ways we have ensured people's experiences influence and improve the delivery of services.

A further important focus for Healthwatch Cornwall this year has been to keep track of the developments in Shaping Our Future - the name of Cornwall's Sustainability and Transformation plan.



Amanda Stratford, CEO

To help people learn more about this, we regularly updated our Shaping Our Future website section. A series of 18 workshops for professionals working in the system have been held across the county and our staff and volunteers have ensured our presence at all of these. This means we have been able to offer constructive feedback to the organisers, aiming for the highest level of inclusivity.

We will continue to take people's views and ideas into the centre of the system's discussions and decision-making meetings in the future - find more detail in [Our Plans for Next Year](#) on page 16.

Finally, I would like to express our thanks to our small, extremely dedicated and knowledgeable volunteers who regularly support our activities - we couldn't achieve what we do without you.

Highlights from our year

This year we have spoken to the media **13** times



Our wonderful volunteers have donated **1,225** hours of their time



We've held **115** hospital drop-ins



Our reports have tackled issues ranging from **staffing levels** to **accessing GP appointments**



We received more than **2,000** responses to our GP Access report.

We've received feedback from **3,813** people this year, including from surveys



Who we are



We are here to make sure commissioners and providers of health and social care deliver services that work for you, your friends and your family.

To do this we ask you to [Have Your Say](#) by sharing your experiences - good or bad - so that we can let those running the services know what matters to you.

As well as representing your views locally, we also share them (anonymously) with Healthwatch England so that they can ensure the government puts people at the heart of care nationally.

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 objectives

We have nine objectives, which are:

1. To seek out and receive views and experiences from people in Cornwall.
2. To ensure we are inclusive and reflect the diversity of Cornwall's communities.
3. To endeavour to make all our communication systems accessible.
4. To provide signposting and information that is helpful and understandable.
5. To establish our work as credible and well known across Cornwall.
6. To report on what we hear to influence positive change.
7. To encourage providers and commissioners to involve public and staff in decision-making.
8. To provide safe and direct channels for receiving unsolicited views about health and social care.
9. To be a critical support in the form of healthy challenge with providers of services.

Our vision

Our vision is to inspire positive change in Cornwall's health and social care through effective public engagement.

Our Mission

Our mission is to make sure people's views are heard at the heart of Cornwall's health and social care.

Our Values

Our values are critical to achieving our vision and mission. They are:

Independence

Credibility

Inclusion

Collaboration

Competency

Accountability

Sustainability

Day-to-day we apply a set of working principles and behaviours that help uphold these values.

We are an independent, publicly-funded, non-profit organisation with statutory duties and a remit to ensure health and social care services in Cornwall are the best they can be for people, now and in the future.

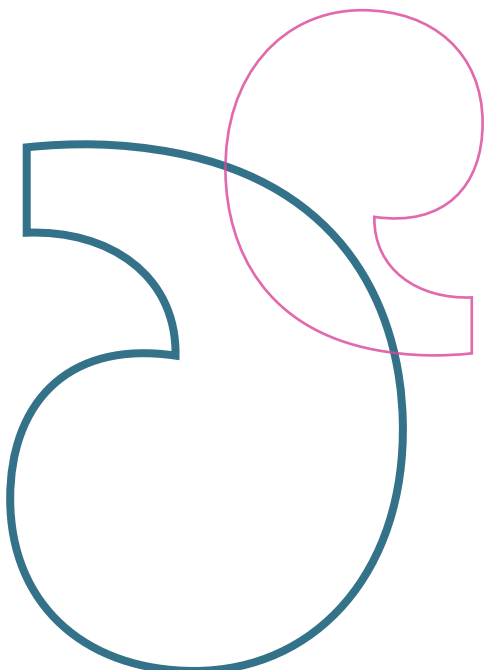
Our priorities

Our strategic priorities during this year focused on the delivery of a follow-up end of life conference to our 2016 event, *A Good Death*; the integration of health and social care through Shaping Our Future; preparation for changes to data laws; responding to public feedback as appropriate; and the continuation of an internal review of our organisational working practices.

Cornwall Council also commissioned us to take on a further Partnership Board that will focus on carers. This is in addition to the learning disability, autism and older person boards we began administering in 2016. As part of this, we planned for a review of how these boards are, and will be, delivered in future and created a new Partnership Board Officer role to initiate the review and provide full support to the boards.

We continued to research additional means of funding to support our not-for-profit work such as commissioned filming and/or research.

During this year, we have continued to engage with external organisations such as NHS Kernow, the Royal Cornwall Hospitals Trust, Time to Talk Truro, Inclusion Cornwall and many more. By working with others in this way we can help diverse groups have their voices heard.



Your views on health and care





Listening to local people's views

We aim to make it as easy as possible for people to have their views heard. We have done this by:

- Providing a **Have Your Say** and **Review a Service** section on our website
- Running a Freephone signposting and information service
- Holding our own, and attending external, outreach events
- Sharing concerns with service providers and attending various sector relevant meetings
- Having active, and interactive, social media channels
- Taking part in surveys and consultations
- Working with other organisations.

The feedback we received has been analysed for trends or themes. From 1 April 2017 to March 2018, we collected **3,813** individual comments from sources such as our online **Have Your Say** form, outreach and surveys.

We analyse this data on an on-going basis throughout the year. It is considered by our volunteer Advisory Forum and/or the operational team. This process determines which topics we will conduct further research into with a view to making recommendations for improvement.

To specifically reach younger people we engaged with college students at Freshers' Fairs, conducted a survey to find out what are the most important health and social care concerns for younger people in the county, and ran an interactive social media campaign to help raise funds for a student mental health support group.

We connected with older people more closely through the Older Person's Partnership Board.

Our outreach and our Learning Disability and Autism Partnership Boards helped us to speak with people we believe to be disadvantaged, seldom heard or vulnerable.

We also shared any information from Cornwall-based residents who access services in Devon with our regional Healthwatch colleagues in Plymouth and/or Devon.

In addition to this work, we also made the most of our seats on strategic boards such as Health and Wellbeing and the Quality Surveillance Group, and took part in the Health Select Committee's Inquiry into the county's proposed integration of services, plus many more.

Read the **Our Work** section later in this annual report to find out more about how our work has ensured people's feedback helps to bring about benefits in their health and social care services.

Helping you find the answers



Supporting our communities to get the help they need

We provided a Freephone signposting and information service. We took **206** calls in this year.



We offered an interactive and informative website, which had **19,565** visits during this time frame.



We created **12** informative e-newsletters and provided updates to organisations such as NHS Kernow to share with their stakeholders.



We managed an active social media presence on Facebook, Twitter and Instagram.

We had **4,023** followers across our social media network during this time.

We also shared films on YouTube.



We have taken part in **175** outreach opportunities to speak with people about their health and social care services.

Talk to us...

We held **four** board meetings that are open to the public and where public questions can be asked.



Thanks again for all the brilliant support today. I really did appreciate it and noticed how many wonderful people you have working with you.

Time to Talk Truro Champion

Great idea - my clients at my art workshops will love this. Thankyou.

Participant in our festive campaign Taskmas that raised funds for a student mental health charity

Thankyou for listening to me.

Caller to our Freephone signposting service

Our Work



How your experiences are helping to influence change

In 2017 we responded to public feedback we had received concerning how difficult some people were finding getting an appointment with a GP.

This led to us working with NHS Kernow, Cornwall's clinical commissioners, to produce a survey to find out more.

We received more than **2,000** responses; the largest survey reply rate we have ever had, indicating its importance to people.

Our GP Access in Cornwall research provided us with detailed insight and will help us to influence improvements for patients.

Natalie Swann, Research Manager at Healthwatch Cornwall

As part of this work we made 11 recommendations. We expect to evaluate the impact of these later in 2018, along with conducting more localised research.

Visit the [Our Reports](#) page on our website to read the report in full. See our infographic on page 14 too.

We also made recommendations to NHS Kernow regarding its proposed changes to the eligibility for non-urgent patient transport, particularly for patients receiving kidney dialysis. Our involvement in this, representing the views of people we had heard from, led to the commissioner confirming it will still fund non-urgent transport for these patients.

Read more on the [Our Impact](#) page of our website.

Our short video interview, shared on social media, with family members at a public demonstration protesting plans to potentially change access to some radiotherapy services in Cornwall attracted more than **1,700** interactions in 24 hours. Our input helped to secure an extension to the NHS England consultation, which attracted more than 11,000 responses.

Visit our [News](#) page for the full story.

Working with other organisations

We have good relationships with a number of sector-relevant organisations, including the Care Quality Commission. By sharing anonymous feedback with them we have been able to inform their inspections at Cornwall Partnership Foundation Trust, St Austell Healthcare and across the Royal Cornwall Hospitals Trust.

Our work has also been highlighted by Healthwatch England in its national Children with Autism Report and its Annual Report.

The planning of our second end of life event, My Life - My Death, attracted interest from more than 100 organisations. It aims to update on progress made since our 2016 A Good Death conference and prepare plans for ongoing improvements in end of life care in Cornwall.

How we've worked with our community

A major focus this year has been the involvement of younger people. To help us connect with college students we ran a survey at Freshers' Fairs to determine what are their most prevalent health and/or social care concerns.

Of the **431** participants, almost two thirds stated mental health as their main concern. This led to us running a social media campaign in December 2017 to help raise funds for Carrick Mind's student mental health support group. The findings from the survey will also be used a part of a countywide review of mental health services we are planning for late 2018.

We have also enabled our volunteers to attend various boards and meetings such as the Shaping Our Future Citizen's Advisory Panel and the Health and Wellbeing Board.

Their representation at these meetings helps us to stay abreast of the fast moving health and social care sector in Cornwall.

After nearly 40 years of working in the NHS I wanted to continue to be involved in monitoring its future development. Healthwatch Cornwall has allowed me to do this and feel I'm effective in improving the service for future generations.

Christine Hunter, volunteer and GP

GP Access in Cornwall 2017: "What's your experience?"



You told us: "It's getting harder to access an appointment with a doctor"



What we did: Survey **2102** RESPONSES

Key Findings: Booking a slot

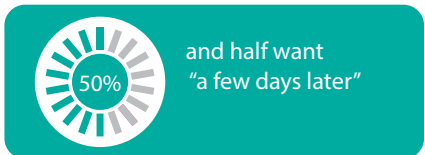
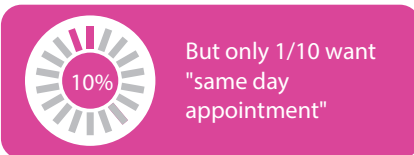
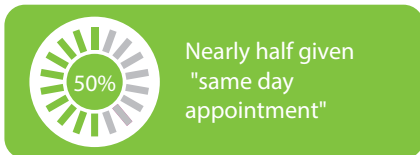


"Telephone call back systems are extremely difficult when you are a carer or work"

Work for some Frustrating for others

Access

WIDE VARIATION IN WAIT TO SEE A DOCTOR ACROSS CORNWALL



Your Preferences - Why GP appointments are not convenient

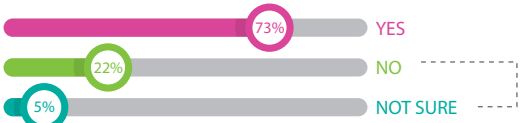
1. Couldn't see preferred doctor
2. Couldn't book ahead

Seeing same doctor "more important than" speed of access to a GP

If not important to see same doctor 8/10 willing to travel 30 mins to see a GP but 3/4 want access to medical records

2/3 WANT MORE ONLINE SERVICES

Current opening hours sufficient?



- Alternatives:
1. WEEKDAY EVENINGS
 2. SATURDAY AM
 3. SATURDAY PM

"Service good once through the door!"

- 13% Not sure where to go if can't see GP
- 9/10 happy to see a different health professional
- 11 Recommendations made



“I truly hope that my voice will help to raise awareness of the problems I have faced, and which I’m sure others must be facing too.”

Gemma’s story

Gemma contacted us in 2017 after seeing our #ItStartsWithYou social media campaign encouraging people to speak up about their health and/or social care views - good or bad.

She told us about how she had been struggling to find support quickly to address her young son’s behavioural issues.

Gemma was aware we cannot support individual cases but she wanted to speak up and encourage others to do so so that we can “inform providers and commissioners of services to effect positive change”.

In early 2018, Gemma told us that she now had the diagnosis her son had needed.

I feel better now that we have a diagnosis confirmed and can start trying to get my son the help he needs.

Gemma

Gemma’s feedback was added to our database and included in the anonymous updates we regularly give to providers of services so that they can continuously review delivery and make improvements where needed.

Maggie’s story

Maggie decided to contact us a year after her husband’s death in February 2017.

She finally felt it was time to speak up about her experience as a wife and carer for her husband at the end of his life.

She told us about how her husband had received good care on the whole during the months before his death, but particularly wanted to highlight some concerns about his care in the final weeks and how she felt support for family members could also be improved.

Maggie got in touch with us as we were planning our end of life conference, My Life - My Death, and we asked her to take part in a film about her experience.

With great courage, Maggie told her story on camera (pictured below) so that we could use the film at the conference (planned for May 2018).

With more than 100 end of life professionals expected to attend, Maggie would be heard directly by those who plan and deliver end of life care in Cornwall.



It is when people like Maggie speak out and tell their story that we can work towards bringing about change for the better where needed in Cornwall’s health and/or social care services.

If this conference leads to any improvement in any aspect of care at the end of life, it would make me so pleased.

Maggie

To read more about the people who share their stories with us, visit our [Case Studies](#) page on our website.

You can also watch Maggie’s film on the [Films](#) page of our website.

Our plans for next year



What next?

Funding for Healthwatch Cornwall is certain only to March 2019. However, during the coming year we will define our strategy for 2018 to 2021.

Why? Because we believe there is an important job to be done ensuring the reality of people's experience across health and social care is listened to, valued and instrumental in driving improvement.

To deliver our strategy, we will build on the firm foundations laid down this year and develop our research and outreach capacity to deliver in more of the many areas of work we are invited to contribute to.

We will expand on our research and recent work in primary care and ensure patient experience is a key consideration in the development of Cornwall's Shaping Our Future plans.

Working with partners, we will look to awaken and embed in other organisations the immense value of engaging people in the co-design of services.

In addition to the attention we give to issues we receive feedback on, we will focus on the two particular areas of mental health and end of life care.

To do all of this we plan to increase our sustainable income sources throughout the year and focus very clearly through 2018 to 2019 on engaging more people, understanding their experience and using it to influence improved quality in services.

In all of this, we will put the person at the centre of every conversation we have with commissioners and providers.



Our people



Decision making

Feedback is paramount in influencing the work we do, whether gathered from the public or through the conversations we have with providers of services.

It is vital to us that people feel confident in what we can achieve on their behalf - to underpin this we operate in an accountable, open and transparent manner.

We have a board of directors, all volunteers, who bring a wide range of experience to our organisation. They oversee our strategic direction. Jon McLeavy became our new Chair of the Board in March 2017.

During this year, our board directors were:

Jon McLeavy - Chair

Jayne Howard - director

John Evers - director

Margaret Abban - director/Vice Chair

Roger Sinden - director

Gareth Dix - director

“I would like to thank my colleagues on the board, staff and volunteers for their commitment and ongoing dedication to helping to make Healthwatch Cornwall the best it can be for the people of Cornwall.”

Jon McLeavy, Chair

Healthwatch Cornwall’s staff has increased during 2017 to 2018.

We have a team of 11 full and part-time employees who administer and manage our research, communications and marketing, engagement and volunteers, outreach, office and strategic planning.

This includes strengthening our team by investing in a Partnership Board Officer role to focus solely on this work, and a Data Officer role to ensure the evidence we provide to commissioners and providers is of the highest quality.

Visit the [About Us](#) page of our website to find out more.

How we involve the public and volunteers

This year we have been supported by **15** volunteers who make a much valued contribution in helping us to improve health and social care services.

We have varied volunteering opportunities, including office support and outreach. We are always keen to recruit new volunteers of all ages and backgrounds.

Our engagement and volunteer manager, along with outreach officers, provide full support to make sure our volunteers feel empowered to help us to bring about change for the better.

“Our volunteers are at the core of our work and are vital in ensuring that the public view is represented, and we are extremely grateful for their continued support and dedication.”

Jody Wilson, Engagement and Volunteer Manager with Healthwatch Cornwall


We involve people in our governance and decision-making by:

- Enabling our board to manage our governance and publishing our policies on our website.
- Involving our volunteer Advisory Forum in the decision-making process when we consider the feedback we have received and how we may use that information.
- Enabling people to ask questions of our board at our in public meetings.
- Ensuring we are accessible via our Freephone service, an accessible website and a number of social media channels.
- Supporting our volunteers to: represent us at a variety of health and social care related meetings; take part in our outreach, either with staff support or individually; and help us with office roles.

Our finances



Income	
Funding received from local authority to deliver local Healthwatch statutory activities	300,000.00
Partnership Board Contract (Including Q4 16/17)	39,450.00
Partnership Board Review	5,056.00
Less petty cash	-65.00
Reserves	60,688.43
Balance carried forward 2016/17	20,395.22
Total income	425,524.65
Expenditure	£305,513.44
Partnership Board	24,881.89
Recruitment and training	2,509.97
Office support	35,456.76
Staffing costs	182,777.21
Office running costs	25,533.36
Operational costs	34,354.25
Operational cost breakdown	£34,354.25
Volunteer expenses	4,406.47
Merchandise	3,669.98
Meeting costs	3,665.44
Marketing	7,640.21
Communications	1,031.53
Outreach and events	2,445.10
Research	10,738.42
Misc.	757.10
Total expenditure	305,513.44
Transfer to reserves	79,486.46
Balance carried forward 2017/18	40,524.75
Total	425,524.65

A portrait of Jayne Howard, a woman with curly red hair, smiling. She is wearing a grey jacket over a pink top and a necklace. The background is a blurred outdoor setting with greenery and a wooden trellis.

The views and stories
you share with us
are helping to make
care better for our
local community

Jayne Howard
Healthwatch Cornwall volunteer board director

Contact us

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Phone number: 0800 0381 281

Email: enquiries@healthwatchcornwall.co.uk

Website: healthwatchcornwall.co.uk

Facebook: [HWCornwall](https://www.facebook.com/HWCornwall)

Twitter: [@HWCornwall](https://twitter.com/HWCornwall)

Instagram: [@healthwatchcornwall](https://www.instagram.com/healthwatchcornwall)

YouTube: [Healthwatch Cornwall](https://www.youtube.com/Healthwatch Cornwall)

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority, Cornwall Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above or call 0800 0381 281.

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