

Healthwatch Stoke-on-Trent Advisory Board Meeting **Public** Papers

**Item 4 - Work Programme Project Updates**

- **Autism pathway for children and adults including transition**

This has been scoped with our mental health group and we have contacted key stakeholders to obtain an update on local strategies and services.

- **Primary Care Access and public experience of the pathway**

We have met with the CCG to discuss our draft project proposal. The aim is to complete a meaningful piece of work with realistic recommendations which can be implemented.

We also have a current call-out for primary care feedback via our social media platforms. This feedback is shared with the CCG and the CQC weekly. This helps to ensure that quality and safety issues are addressed as soon as possible together with providing an evidence base of primary care patient experience.

- **Prioritise our outreach and engagement with seldom-heard groups**

We are currently completing targeted digital outreach/engagement with:

- *Communications barriers*

We have digitally met with various organisations including, for example, Deaf Links Staffordshire and DeafVibe. We have also met with Beacon Vision and Staffordshire Sight loss. Based on feedback received we have linked in with Talking Newspaper and they will be sharing information about what we do on their platform. They currently have approximately 1,000 people who access their service and this includes those with communication barriers.

- *BAME*

We have scoped relevant organisations and continue to make contact to explore digital outreach/engagement opportunities whereby we can share what we do, and they can share their health and social care stories with us.

- *Young People*

We held a design a feedback card competition for young people from 21 September to 4 October. We promoted this via social media and with relevant stakeholders. The entrants design will now be shared with young people on a zoom meeting so that we can finalise the design and utilise the final feedback card to gain feedback from young people about their health and social care experiences.

### Mini-call outs for evidence:

We have completed 2 mini callouts for evidence about the public's experience of:

- **Blood tests**

The full report is available at <https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/08/Blood-Test-Services-Public-Experiences.pdf>. The report was shared with key stakeholders including Healthwatch England and the University Hospital of North Midlands.

We are currently completing a part two call out to seek feedback about the new online booking facility together with general patient feedback on this area.

- **Dentists**

The full report is available at <https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/08/Dental-Care-Services-Public-Experiences.pdf>. The report was shared with key stakeholders including Healthwatch England and NHS England. Healthwatch England have identified a national trend in intelligence and are now looking at this area in more detail including the long-term impacts this could have on the public's dental health.

*\*Due to the impact of Covid-19 we will need to adapt our workload in response to 'reactive priorities'. Therefore, we will only complete targeted work on the priorities if we have capacity to do so as we will prioritise reactive work in response to local health and social care issues as they inevitably arise throughout the year. We will also carry-out 'call-outs for evidence' based on local and Healthwatch England intelligence.*

### **Covid-19 Impact Survey**

We launched our Covid-19 Impact survey on 13 July 2020, and this closed on 13 September 2020. We have a first draft of the report which will be shared with the HAB shortly for approval prior to publication.

### **2019/20 and Covid-19**

Publication of the following in 2019/20 was delayed due to Covid-19 and stakeholders focussing on the response to the latter resulting in comments on reports not being a priority. The following reports will now be published in 2020/21 following conversations with key stakeholders who are currently engaged in responding to the pandemic.

1. **Patient experience of community mental health services**
2. **Patient experience of prescriptions**
3. **Patient experience of NHS and social care in the home**

Field work was ongoing with a deadline of 13 March with analysis and report writing scheduled to be completed by end March/early April. We identified possible opportunities for targeted face to face engagement to maximise response rate. Due to Covid-19 and cancellation of all face to face engagement activities we were unable to continue with planned targeted engagement. Our online survey remained open until 20 April (deadline was extended to allow for a higher return rate). Due to

the low response rate we will summarise findings/feedback and share a short paper with providers/commissioners. This is currently in process.

### **Item 5 – Intelligence/Feedback Update – Public Issues**

Top areas for feedback received are:

- Blood tests
- Dental care
- Primary care

Individuals are signposted and supported as needed. The intelligence received is recorded on our CRM to identify themes/trends, inform our priorities and it is shared with relevant providers/commissioners/local authority and CQC on an ongoing basis with a request for feedback. This also provides us with key intelligence for our mini-call outs for evidence schedule.

### **Item 7 – Health and Wellbeing Board Update**

The Health and Wellbeing Board met on 23 September and the next meeting is scheduled on 16 December. The minutes for the former have not yet been published and the agenda/papers are available at:

<https://moderngov.stoke.gov.uk/ieListDocuments.aspx?CId=673&MIId=10807&Ver=4>

A live broadcast is available too. We requested that an action be noted to ensure a system wide joined up communications message to the public so that they are aware of national and local Covid-19 testing together with the impact of the same on elective care. Also, this should include transparency about waiting times, why and how patient safety and quality is being managed.

We have had a key role at the Joint Health and Wellbeing Board Strategy Steering Group in developing the Health and Wellbeing Board Strategy 2020-2024. This was well received at the Health and Wellbeing Board in September and public consultation is scheduled to start shortly.

### **Item 8 - Overview and Scrutiny Update**

This Committee met on 10 September 2020 for the first time since 16 January 2020 and there were no health and social care items on the agenda. The next meeting is scheduled on 24 September 2020.

<https://moderngov.stoke.gov.uk/ieListMeetings.aspx?CommitteedId=638>

### **Item 9 – Enter and View Update**

Completed Enter and View Reports are available on our website.

<https://www.healthwatchstokeontrent.co.uk/enter-and-view-reports/>

Enter and View visits scheduled in March and onwards were cancelled due to Covid-19. We continue to share relevant intelligence with CQC and in-line with government Covid-19 guidance face to face Enter and View visits are suspended.

### **Item 10 – Healthwatch Reports published**

As above – item 9 and item 4.

We published our Public experience of Pregnancy and Maternity Services in February and this can be viewed at:

<https://www.healthwatchstokeontrent.co.uk/wp-content/uploads/2020/02/Final-HWSOT-Pregnancy-and-Maternity-report-Feb2020.pdf>

We were due to meet with University Hospital of North Midlands in March 2020 to discuss progress on our recommendations however due to Covid-19 this has been rescheduled to October 2020.