



DEVELOPING LOCAL HEALTHWATCH

Buckinghamshire Focus Groups

November 2011

Buckinghamshire Focus Groups

Seven focus groups took place across Buckinghamshire between November 17th and November 29th 2011. Five of the groups were aimed at a general audience recruited from current LINK members; voluntary organisations, local residents and Parish Councillors. The two other groups were aimed at County and District Councillors and representatives from statutory health and social care organisations.

In total 67 people attended the groups. At each focus group those attending considered three key questions:

- What are the most important services that the Local HealthWatch needs to provide in Buckinghamshire?
- What should Local HealthWatch do to drive up the quality of local health and social care services?
- How should local HealthWatch interact with local people in order to understand their experience of health and social care?

In addition to a report analysing the key themes that arose from the focus groups, these slides provide a record of the points raised by participants in each of the focus groups

Burnham

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Bottom up run by patients * *
Advocates for groups of people who are disenfranchised
Good listeners who respond
Very good administration * *
High visibility * * * *
Training – like school governor model
Training – subject * *
*
Training how to represent * * *

How?

Good training – Nolan principles * * * * *
* *
HealthWatch advocate embedded in each GP locality * *
Set up legal process *
Establish admin systems
Set up monitoring role *

What should local HealthWatch do to drive up the quality of local health and social care services?

What?

Speed up complaints process
Set up advocacy
Provide information
Health education
Listening, Voice, Action * * * * *
Prevention key
Protect people that complain

How?

Establish a single complaints process * * * *
Set up hub and spoke
Use existing groups *
* * *
watching brief * *
Set up young Health Watch * * * * *

Burnham

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

What

Build on what exists
* * *
Rotary, guides,
governors, age
concern, Bucks vision
Mind
Identify all groups *
*

How?

Focus on well being
not just illness * * *
*
Go where people are
* * * * *
Local community
Map all existing
groups
Go to health centres
Go to Tesco, library

★ Creative or interesting point

Training for volunteers should be as much as school governors get

HealthWatch advocate embedded in each GP locality

Gerard's Cross

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

HW needs to be the one point where people can express concern about a service * * *
Should have a duty to liaise with representative groups
* Will have a role to communicate and collect views on changes *
Consultative engagement
Must respond * *
Reassurance to older people about what care is available
Needs to define quality
Make it value for money

How?

Needs to control its own budget
Needs to be visible
Should have one telephone number
Use the press
Have paid officers
Must provide feedback
Interact with the voluntary sector
Needs good governance – Nolan * *
Go out to people, schools, leisure etc
Use mass publicity techniques

What should local HealthWatch do to drive up the quality of local health and social care services?

What?

Collect experience of patients, carers and the public
Make recommendations on improvements *
Monitor the quality of services * *
Collect information from other places eg complaints
Needs to understand what quality services are – eg best practice and be able to hold services to account if they are not meeting this * * *
Duty to engage with partnership boards * *
Duty to consult *

How?

Localism – eg 3 CHCs
Needs **quality** staff including CEO, finance and admin * * * *
* * *
Networking with others
No reason why HW shouldn't rely on a host of expert orgs to advise
Do not reinvent the wheel

Gerard's Cross

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

What?

Needs to be able to hold organisations to account
Should be able to shape healthcare *
Should have a duty to consult local voluntary organisations *
Have a commissioner on the group who can give feedback
Clear terms of reference needed and a list of priorities and deliverables with timescales * * *
Should be a new body not evolve from LINKs

How?

BCC need to review their coms strategy and data base – HW needs up to date data bases on local vol organisations *
Seek out community activists
Send out letter of interest with community council tax bills
Should be aligned to Clinical Commissioning Groups
Should be Bucks wide not small disparate groups

★ **Creative or interesting point**

Local HealthWatch should be aligned to Clinical Commissioning Groups

Clear terms of reference needed and a list of priorities and deliverables with timescales

Chesham

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Knowledgeable
Comprehensive
Easily accessible
Caring and trustworthy
Good training needed
Good marketing
Information about it at point of contact e.g. GPs
Funding
Signposting
Feedback needed from demographic area * *
Networking
Cohesion
Links with HR – health workplaces
Resources for complaints
More use of pharmacy services *

How?

Funding *
Information/media
Some paid staff & some volunteers * *
Courses accessible to all
Employ right people
Liaison workers in place * * * *
Monitoring *
List of local organisations and contacts * *
* * * * * * *
Front line carers should be aware of HW * *
Funding?
Links with relevant advocacy services
Private consultancy

What should local HealthWatch do to drive up the quality of local health and social care services?

Concentrate on these problems

Campaigning organisation?
Travel e.g. Chesham to Stoke Mandeville for ops
GP surgeries need to understand the problems of travel *
Patient transport not reliable
Lack of patient engagement with health professionals/hospital patient groups
HealthWatch should give info on local organisations to commissioners
Joined up working * * * *
Confidentiality – if you complain you may get a different service
Needs to be accessible
NHS appointment times need to be better *

Solutions

Stream line system – too many chiefs *
Need more facilitates in new health zone
Sort out the transport
Hospital transport needs to be accessible and people need to know about it via leaflets, posters, web site * * * * * *
More access to out of hours services – consultation on changes
Make info for patients *
Confidence that confidentiality is protected
Effective part of the Health and Well Being Board *
Dementia services expand *
Local Health Watch on a district basis * * *

Chesham

How should local HealthWatch interact with local people in order to understand their experience of health

and social care?

What?

Compliments and complaints

Guidance/referrals
* *

Signposting * * *

Interact with local services

HealthWatch ambassadors *

How?

Telephone link

Computer

Text

Internet/post *

Front-line health professionals *

Local authority venues, surgeries etc use as letter boxes

Suggestion boxes

Registry of voluntary organisations needed

*

Information in easy to read and pictures *

Community hubs/UEA
* *

Integrated services

(transport) * *

Paramedic input/info *

Local bus services

Summary of key themes

★ **Creative or interesting point**

University of the 3rd Age

HealthWatch ambassadors

Princes Risborough

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Possibility for local people to comment on local health issues – wide representation *

A clear point of contact *

Funded resource
Hold information on local services & how they interact

Good communication
Involved with local consortia; PALs; ICAS, county council * * * *
Needs its own objectives and KPIs i.e active participation not a talking shop * * *

Needs a direct link with the council cabinet member * * *

How?

Open meetings

Wide advertising

Create database

Representatives on each others panels and steering groups

Set objectives for a term and feedback on this

What should local HealthWatch do to drive up the quality of local health and social care services?

How effective can this body be?

- HealthWatch should be established as a part of the existing consultation process * * *
- It needs to have specific expert representation (advocacy) * * *
- It needs specific outcomes
- Discuss management performance issues
- It needs to be recognised for its expertise and input by GPs; local authorities; local partners
- It needs to have real power * * * * * *
- Observe comment and talk to local staff and patients *
- JSNA'S Joint Strategic Needs Assessment should act as a bridge with the local population
- Needs Teeth/ stay more than 2 years (10 years) no life span * *
- Co-ordinate PPG issues county wide

Princes Risborough

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

How?

- There are local organisations – build relationships with existing networks and groups
* * * * *
- Media – publish reports and updates
 - - newsletters
 - - website
- Invite regional voluntary sector reps to meetings
*
- Use continuing satisfaction surveys in GP surgeries; hospitals, home care visits under the HealthWatch banner * * *
- Encourage the press to publish HW material *
- Allow HW to employ a dedicated communications manager *
- Public local newsletters * * * * *

★ **Creative or interesting point**

Representatives on each others panels and steering groups

Winslow Group

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Monitoring *

Consumer advice & signposting * * *

Awareness (health and social care) * * * * *

Representative – to regulator and commissioners

Evidence back to centre on national decisions *

Representatives on each others panels and steering groups

Profile raising – to promote universal awareness of HealthWatch

Learn from experience – why has LINKs not worked? * *

How?

Enter and view services

Investigations

Use professional organisations

Networking

NHS Direct – but social care?

Promote and publicise

Get buy in from partners *

Learn from others eg CAB

Local units that are accessible *

Resource properly

Obtain local statistics *

Awareness campaign

Strong chair and feedback from meeting *

What should local HealthWatch do to drive up the quality of local health and social care services?

What?

Ensure clinical * * * commissioning groups engage with HealthWatch

Increase profile and awareness * * *

Ensure national strategies are locally influenced

Gain an understanding of local need * * * *

Provide clarity of service within health and social care * *

How?

Make it a statutory requirement so not tokenistic

Get info on best practice * *

Allocate specific budget

A good understanding of policy initiatives

Engage proactively with local community/vol orgs – timescales and meetings * *

Is this possible?

Winslow Group

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

What

Central point of contact * *
But also a local focus

Assessment of need

Someone to shout

Collate local problems

Ensure feedback is not tokenism or a tick box exercise * *
* *

How?

Web site *
Phone number
Personal – groups
doctors
newsletter
care workers
Realistic time allowance
Funding for assessors
Central body with teeth * *
* *
Meet other groups regularly, health providers
Marketing plan with £££ *
*
Define target eg. elderly, children single parents
Feedback needs to be 2 way and with visible actions

★Creative or interesting point

Be party to the local statistic supplied nationally/locally (PCT) by health providers

Target work at specific groups that are harder to reach

Buckinghamshire Cllrs.

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Reach everyone all groups
 Bare witness
 Look to the standards
 committee as a model – mix of elected and independent members with credibility * *
 Advocacy
 Influence commissioners by focussing on outcomes for patients * * *
 Complaints
 Ensure existing OSC does its job – do not duplicate

How?

Should be focussed on action not on committee meetings * *
 Visibility important – * * *
 Facebook etc
 Enable all patients and carers to be heard without fear
 Campaign/strong links all communities * *
 One stop shop/councils/hospitals
 Commission groups already there
 Must have teeth * * * * *
 Listen and learn
 Ask the right questions
 Examine existing remit of OSC
 Identify areas and gaps for OSC to look at * * * *

What should local HealthWatch do to drive up the quality of local health and social care services?

What?

Influence decision-makers * * * *
 Ensure effective relationships
 Influence decisions via GPs and Las
 Governance – no influence without credibility
 Pay attention to what matters – not the minutia
 Independent steering group to help set up HW as per standards? * * * *

How?

Be involved with front-line organisations
 Keep engaged with decision-makers
 Retain professional approach
 Retain independence
 Provide value to vol organisations, Las, GP commissioners, others as appropriate * * * * *
 Strong constitution * *
 Listen to patients

Buckinghamshire Cllrs.

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

What?

By reaching everyone

Influence commissioners

* * * * *

Respect and influence

Not direct public contact but ensure existing providers are in contact with vulnerable people

Limit the remit and scope

Don't try and do the job yourself – garner info via other organisations

Don't deal with individual complaints

How?

Social media, mosque, churches, PPGs, colleagues, schools, one stop shops, clubs, vol orgs

Be the spider in the web *

Work through community champions who have a listening remit and have mechanisms for reporting back

★ Creative or interesting point

Work through community champions who have a listening remit and have mechanisms for reporting back

Statutory Groups

What are the most important services that the local HealthWatch needs to provide in Buckinghamshire?

What?

Info from local people to inform the commissioning process *

* *

Hold a mirror to health and social care

Info from seldom heard groups

Service shortfall – long waits, no services

Advertise own services

Advocacy

Tie into whole contracting process, needs assessments etc. *

Integrate health and social care

Give clarity about the local offer

* * * * *

Effective networking

Evidence based loud and rational; voice *

Enter and view

Based on specific need or locally agreed guidelines

How?

Database

Needs assessment

Realism *

Recruit champions from

groups/communities

Publicity – easy way to engage/connect

plus web and hard copy *

Social marketing

Transparency *

Work plan * * * *

Self assessment how has HW performed *

*

Resources – IT, office, web, to support

Consumer advice – could 'piggy back' onto another service

eg. PALs, CAB

What should local HealthWatch do to drive up the quality of local health and social care services?

What?

Patient voice and service users and carers * * * * *

Agenda – user led, strategic across health and social care *

Not scrutiny but driving up quality *
Calibre and support * * *

Commissioning influenced * *

How do we develop a plan across health and social care? -

Integrated Quality Assurance

framework across org. interfaces * *

* *

How?

Representation;

Networks;

Empowerment

Seldom heard groups

Advocacy (general)

Organisational;

Established groups;

Better links; Bring

together local information

Identify themes and trends; Useful case studies

Accountability of board * *

Training and support *

Don't sweat the small stuff – you said we did *

*

Agree input into CCG and LA strategy – look to others eg Oxford

Statutory Groups

How should local HealthWatch interact with local people in order to understand their experience of health and social care?

What?

Though voluntary organisations Partnership boards Fairness/wide ranging groups – wider than existing groups Parent/carer groups Strategy across all demographics * Expert patient and carers Young people Staff groups

How?

Balance between want and need * *
Consideration of limited resources
Partnership overview
And scrutiny role
Advocacy to help people express desired outcomes
Evidence gathering underneath soft intelligence
Evidence already gathered by commissioners etc
Testing out validity of issues raised locally within the context of national policies – champions must represent * *
Development of local account
Partnership with other agencies – non confrontational
Whole family/community focus
Random household survey on specific issues
Access to expertise eg legal
Different tools for different groups * * *
*

★ Creative or interesting point

Don't sweat the small stuff – 'you said, we did'

Partnership with other agencies – non confrontational