



## Annual Report 2014/15

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## 1 | Message from the Chair

**2014 was a period of rapid development within the Healthwatch Network. Here in Bolton we have worked hard to reach out to the people of Bolton, to keep up to date on all the changes in services and most of all to make a difference.**

During 2014 - Greater Manchester was involved in a major service transformation as plans for specialist general surgery services to be amalgamated at a smaller number of hospitals progressed. A city wide consultation took place and local Healthwatch had to work extremely hard to make sure the views of local people were properly represented.

As the clock ticked into 2015 a surprise announcement put Manchester at the forefront of national developments in health and care as the city was given a devolution settlement for the sector. The challenges of hospital re-organisation suddenly seemed like a training ground for something much, much bigger. Local Healthwatch across Greater Manchester have worked together successfully over previous months and so were able to accelerate the pace and put into motion a system of organisation that will allow us to speak as one to the devolution authorities. Healthwatch Bolton continues to play an active role in this process and we will do our very best to make sure that devolution benefits the people.

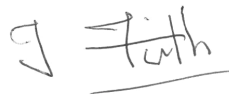
Apart from the challenges and opportunities of Manchester's devolution process, much of our focus this year has been on improving our methods for reaching out to people. We continue to look for innovative ways to get people involved - this year we sent volunteers to see a play about the NHS, established a readers group and set up a group of community reporters who collect audio material.

We also worked hard to improve our reporting, establishing a quarterly intelligence briefing, publishing results from our 'corridor events' and working with a revised reporting format for

enter and view visits. Our reports are now routinely discussed at our local Health and Wellbeing Board and, since we re-launched our website in February 2015, they are more readily accessible to the general public.

Much of the comment we receive however comes from less glamorous activities and I would like to thank all our staff and volunteers for the long hours they put in listening to patients at coffee mornings, luncheon clubs and drop-in centres, in the corridors of our hospitals, the waiting rooms of our clinics and answering calls to our information and advice helpline.

Yours



**Jack Firth, Independent Chair**



### Information and Advice

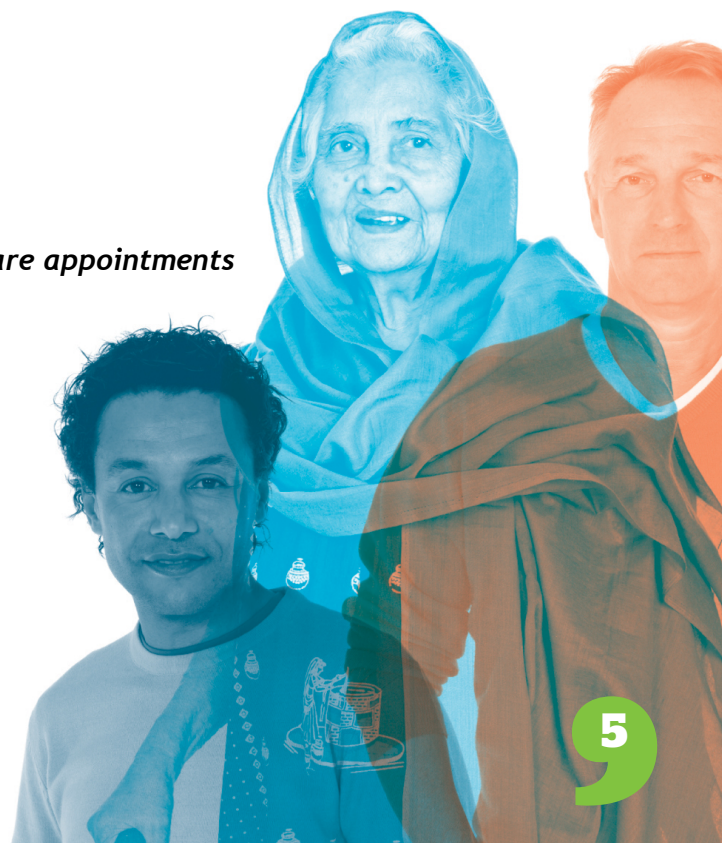
Our information and advice service works through three primary approaches; helpline and outreach and information materials. During 2014 we developed our processes in information and advice to ensure that we can help clients more holistically by providing local resolution and referrals to support agencies as well as by providing information and signposting. We also improved our internal processes so that all information and advice queries are formally reviewed and given full weight in our decisions about what and how to report and escalate issues.

In January 2015 we began using a matrix system (similar to that used within most health and care complaints systems) to help us to codify the seriousness and complexity of the cases we deal with and to make decisions about what issues to take forward and when.

- During 2014-15 the information and advice service dealt with 204 enquiries.
- We held outreach sessions with local refugee, carers, BAME, homeless and faith groups.
- We published a booklet explaining the practicalities (and the complexities) of making a complaint about health and care services.
- We published our first Directory of Health and Care Services in Bolton. We produced fact sheets on subjects including:

- *How to find an NHS dentist*
- *How to book Ring and Ride*
- *How to book a BSL interpreter*
- *How to choose and register with a GP*
- *How to book a translator*
- *How to make the most of your healthcare appointments*
- *How to access your medical records*

- We also published two #Ask Leah cartoon strips on finding a dentist and obtaining your medical records.



### Gathering Public Views

During 2014 we extended our engagement work in lots of directions developing a methods based approach that helped us to work effectively in a broader range of contexts.

- We held ‘Corridor Events’ in a wide variety of settings including at our main hospital site and its community site, Bolton One, on our mental health wards, in our young people’s health clinic, at our GP’s out of hours service and in our maternity unit and at a number of health visitors clinics.
- We attended 26 community events asking members of the public for their views on a wide range of subjects including dentistry, GP services, pharmacy services and topics such as quality, accessibility, coordination, communication and information about services.
- We ran our first Enter and View visits, visiting three care homes to look at personalisation of care and meaningful activity for residents.
- We held 10 Members Forums, inviting members new and old to learn more about topics including hospital transformation, integrated care, mental health services, transport issues, dentistry and devolution.
- We established a Board of Engagement and External Relations (BEER). This group brings together volunteers who are willing to represent Healthwatch (and therefore the people of Bolton) at strategic, scrutiny and consultative meetings, respond to consultations and attend learning events on the wider issues in health and social care. The group looked at the Quality Accounts, the hospital transformation consultation, the

proposed local standards for GPs and the devolution process among other things and members attended a wide range of local regional and even national events to ensure that real people were represented.

- With the help of a grant from the Big Lottery Awards for All programme we recruited and trained a group of volunteers who will collect stories in audio format and create podcasts.
- We organised a first birthday party on Bolton Town Hall square. More than 1000 people joined us to enjoy the sunshine, music and pedal powered smoothie machine and over 100 took up the invitation to ‘have a Brew and Give us your View’.
- We re-launched our website ([www.healthwatchbolton.co.uk](http://www.healthwatchbolton.co.uk)) using a whole new design environment and adding sections on hot topics, reports and information and advice.





### Research and the evidence base

One of Healthwatch Bolton's major challenges is to translate the stories we hear and experiences we hear about into testimony and evidence. With this in mind during 2014, we continued to develop our data management systems and developed ways to report the evidence.

- We continued to develop subject specific research producing a major report on Access to Dentistry by care home residents.
- We developed a quarterly Evidence Bulletin which reports on our global data and endeavours to identify themes and trends. This report now has a place on the agenda of the Health and Wellbeing Board and, we hope, in future also at the Quality Surveillance Groups.
- We published reports on corridor events held on GP Out of Hours service, health visitor and ante-natal clinics.
- We were able to provide individual reports on particular services and case studies illustrating particular problems, either as a result of specific requests or as part of our wider escalation programme, to organisations including the Care Quality Commission, Healthwatch England, the Local Authority and Bolton Clinical Commissioning Group.

Healthwatch Bolton participated in two major research projects in collaboration with other local Healthwatch these were:

#### Arriva Patient Transport Survey

A collaboration across the 10 local Healthwatch in Greater Manchester. The survey resulted in a report which was widely read, and an award from Healthwatch England for "Best Collaborative Project 2014". Since publishing the report, Greater Manchester Healthwatch have met with Arriva Transport Solutions (the current contract holder) on several occasions to discuss actioning the recommendations. Arriva have produced new patient information (which Healthwatch Bolton Reader's Panel commented on) and a new complaints procedure (again with input from local Healthwatch). Arriva report that the use of private taxis has dramatically reduced and that additional training is being provided to booking staff. Finally, a new tender specification for patient transport is now being developed and local Healthwatch

as well as ARRIVA themselves are now arguing for a revised specification which insists patients arrive at their appointments on time (and not up to 15 minutes late as the original contract suggested.)

#### Oral Health Care in Residential Care Homes

A collaboration with Healthwatch Kirklees surveyed care homes across the two Boroughs to establish the state of access to oral health and dentistry services for residents of care homes. The report established a number of gaps and flaws in the current arrangements. Healthwatch Bolton met with members of the Local Dental Committee, the Local Area Team, Public Health and Community Dental Services to come up with proposals that respond to the identified needs. All present accepted the issue had been overlooked and began working on plans to improve the situation.

### Local Resolution and Escalation

At Healthwatch Bolton our objectives are to make a difference. In 2014 we have continued to build connections with service providers and have developed more options for referrals so that we can help to resolve people's issues and ensure individuals facing difficult circumstances are supported.

We work across the health and care sector and with colleagues in the voluntary sector to try to ensure

- That problems that can be resolved at provider level are resolved.
- Where issues cannot be resolved in this way clients are referred to and (where required) supported with the complaints process and issues arising from such cases are escalated to the appropriate bodies where this is appropriate.
- That where there is a possible safeguarding concern, this is raised with the Local Authority in accordance with their systems.

#### *Issues we have resolved at local level include;*

- Finding people a dentist.
- Helping people who are not registered with a GP to register.
- Helping people to organise a second opinion.
- Helping people to resolve issues about appointments.
- Getting people referred into, or referred back into services, where systems have broken down.
- Ensuring people experiencing crisis are seen by their named practitioners.
- Ensuring people who are entitled to the services of an advocate are referred to an appropriate service.
- Helping people to return equipment no longer needed.

#### *Issues we have escalated include;*

- Concerns about quality of care.
- Concerns about fitness to practice.
- Lack of access to NHS dentists.
- Lack of appropriate oral health and dentistry services for people living in care homes.
- Late journeys, missed appointments and unnecessary discomfort for people using patient transport services.
- Inappropriate, ineffective or absence of communications with patients of services subject to change.
- Equalities issues concerning service re-design.
- Lack of accessible information.
- Lack of transparency in decision-making processes.



## 3 | Influencing Change

### Consultation and Scrutiny

Healthwatch Bolton continues to sit on the Health and Care Overview and Scrutiny committee and on the CCG's Quality and Surveillance Group. Our Independent Chair also attends the Greater Manchester Quality Surveillance Group on behalf of local Healthwatch in Greater Manchester.

During 2014-15 we made five safeguarding referrals to the Local Authority and referred one to a neighbouring Healthwatch. We also raised one concern with the CQC and hosted a pre inspection listening event for the CQC prior to their inspection of the Northwest Ambulance Service.

Healthwatch Bolton responded to 8 formal consultations during 2014-15. The most significant of these was a Greater Manchester wide consultation on "Healthier Together" a major service re-design involving specialist general surgery services across Greater Manchester. Healthwatch Bolton advertised consultation events run by the Healthier Together team, fielded representatives to 9 events, ran an event of our own on the subject and collected comments on the consultation throughout the summer. The process culminated in a submission containing 26 questions requiring a response and 209 individual comments covering the consultation documents, the consultation process and the subject matter of the consultation.

Healthwatch Bolton also took part in local consultations and focus groups on; IAPT services, pharmaceutical needs, medicines waste and the Care Act and sent responses to a number of national consultations.

## 4 | Organisational Development and Governance

### Organisational Development

Healthwatch Bolton was registered with the Charities Commission as a Charitably Incorporated Organisation on 14<sup>th</sup> May 2014. The organisation has a "By Association" model. This means that the company has a voting membership who will vote in the Trustee Board Members. Substantive control of governance, strategic, operational and organisational decision-making, reporting and direct cost finances was transferred to Healthwatch Bolton management at that time. Preparations were made to transfer these functions at the end of financial year 2014-15. Payroll, leases and IT support remained with the host organisation, BHA for Equality, until the end of the year.

## 4 | Organisational Development and Governance

### Independent Chair and Trustees

Healthwatch Bolton decided to appoint an Independent Chair in January 2013. The Independent Chair acts as Chair to the Trustee Board Meetings and Chairs the Board of Engagement and External Relations. He acts as line manager to the Chief Officer and works closely with her on both operational and strategic decision-making. He is Healthwatch Bolton's representative at the Health and Wellbeing Board and sits on numerous committees and task groups both locally, in the Greater Manchester Area and nationally. His role and his energy greatly enhance Healthwatch Bolton's reputation and capacity. The Independent Chair is Jack Firth.

*The following people acted as Trustees during Healthwatch Bolton's first year as an Independent Organisation:*

Nat Biney

Ian Cooper

Steven Greenhalgh (Chair of Trustees)

Ken Hahlo

Rita Haworth-Lomax

Zahida Hussain

Ann Schenk

Jim Sherrington

Andrew Taylor (Treasurer)

Tina Taylor

## 5 | Local Healthwatch in Greater Manchester

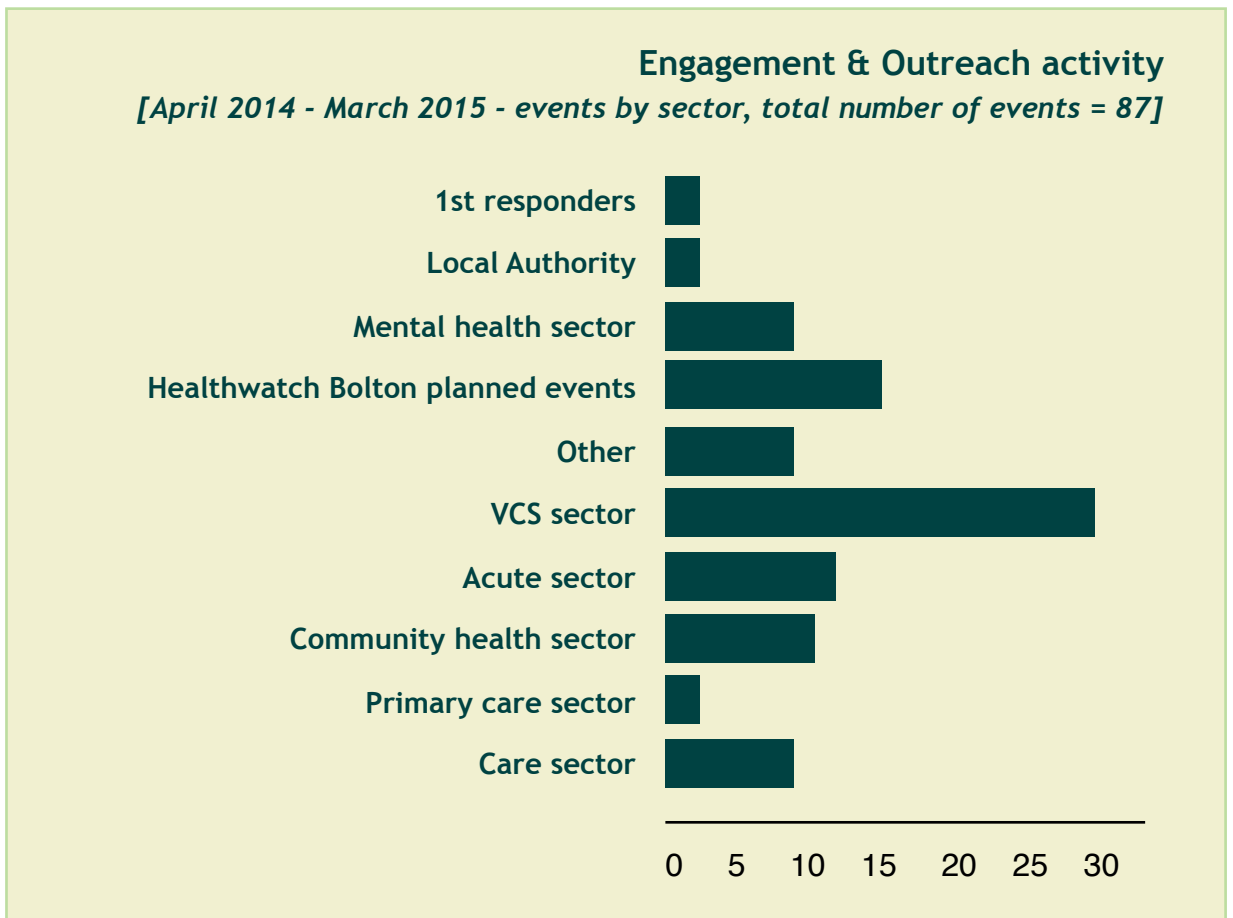
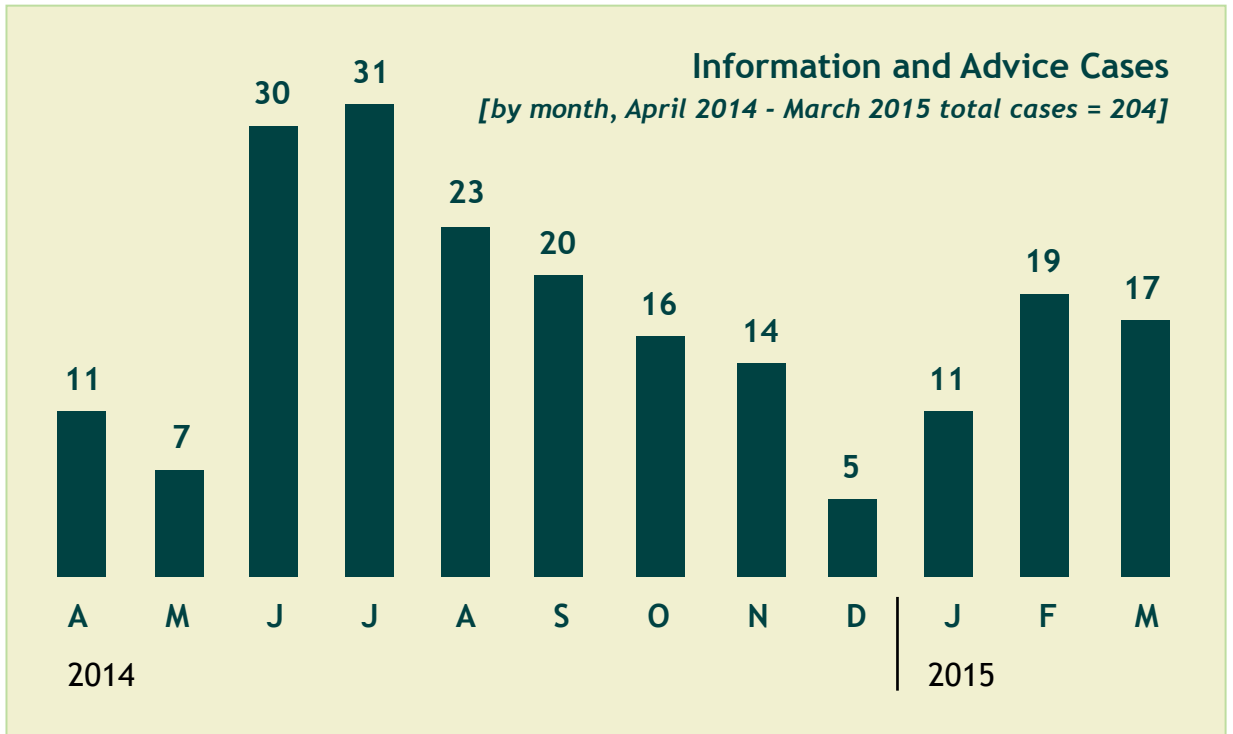
Following on from the success of the joint research project about patient transport, local Healthwatch in Greater Manchester continued to meet regularly and collaborate over a wide range of issues.

In particular we worked in close coordination to ensure our separate and collective voices were heard in the Healthier Together Service Redesign consultation. Healthwatch Bolton's Independent Chair, Jack Firth, sat on the External Reference Group for this process throughout the year. The network made representations that eventually won local Healthwatch a seat on the Committee in Common.

In February, a surprise announcement brought devolution to Manchester's health and care

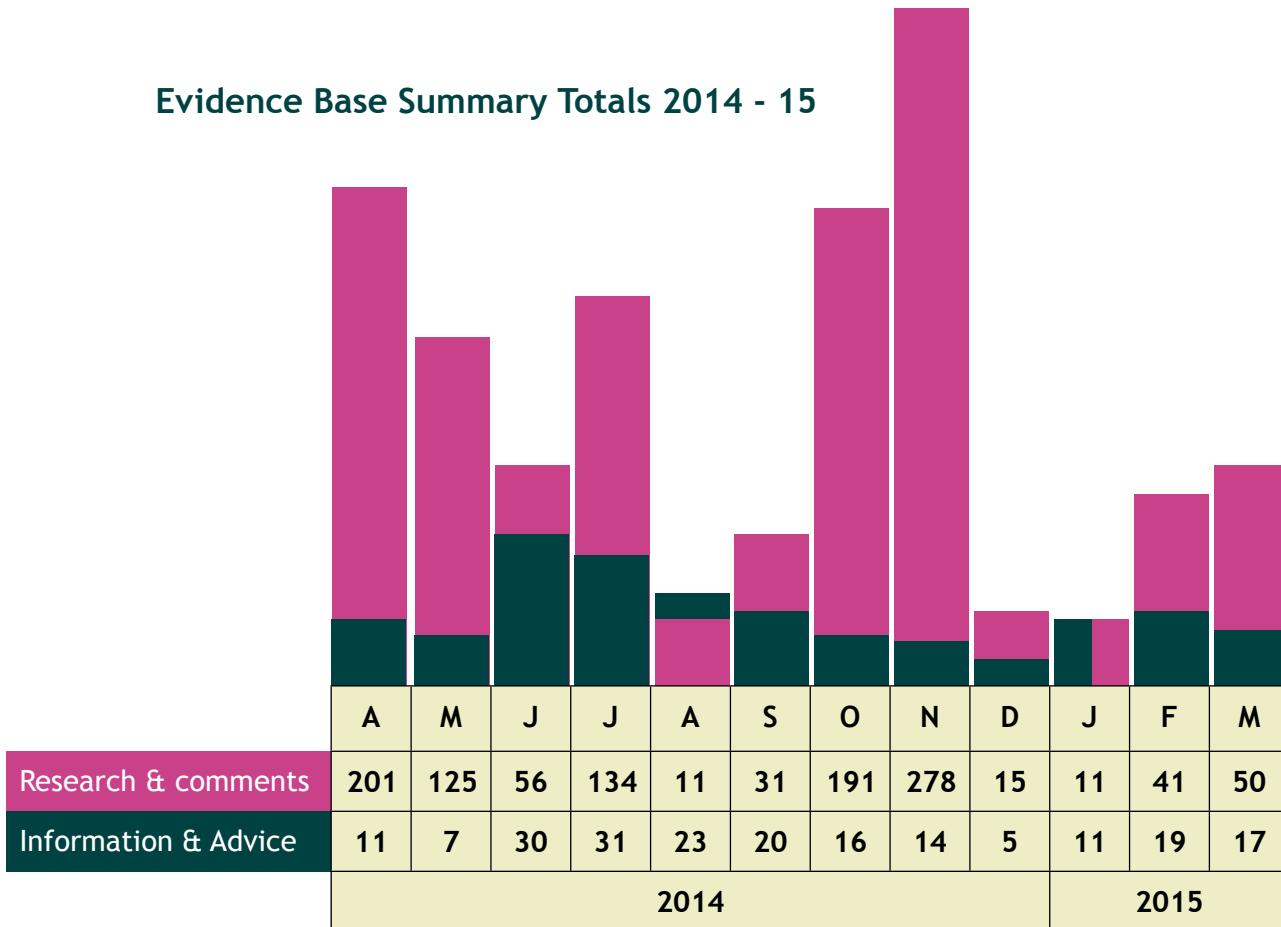
sector. All the hard work put in by Greater Manchester over Healthier Together paid off - this time we were included early on in the conversations and were able to request (and be granted) a seat on the Devolution Programme Board. Jack Firth will take up this seat on behalf of local Healthwatch in Greater Manchester. The devolution arrangements accelerated plans for local Healthwatch in Greater Manchester to develop yet closer ties and we continue to work towards this goal.

## 6 | Key Statistics



## 6 | Key Statistics

### Evidence Base Summary Totals 2014 - 15



#### Research and the Evidence Base

The total number of comments recorded between April 2014 and March 2015 were;

- Individual comments collected from engagement activity = 1194
- Some comments cover more than one service and thus the number of attributable comments for analysis purposes = 1982
- Individual cases dealt with via Information service enquiries = 204.
- As above the number of attributable comments for analysis purpose was higher than the number of cases and was 271
- Total number of individual patient comments recorded in 2014-2015 = 1398.
- Total number of attributable comments for analysis purposes = 2253

#### Who is involved: Membership

[Total = 720]

Active Volunteers 8%

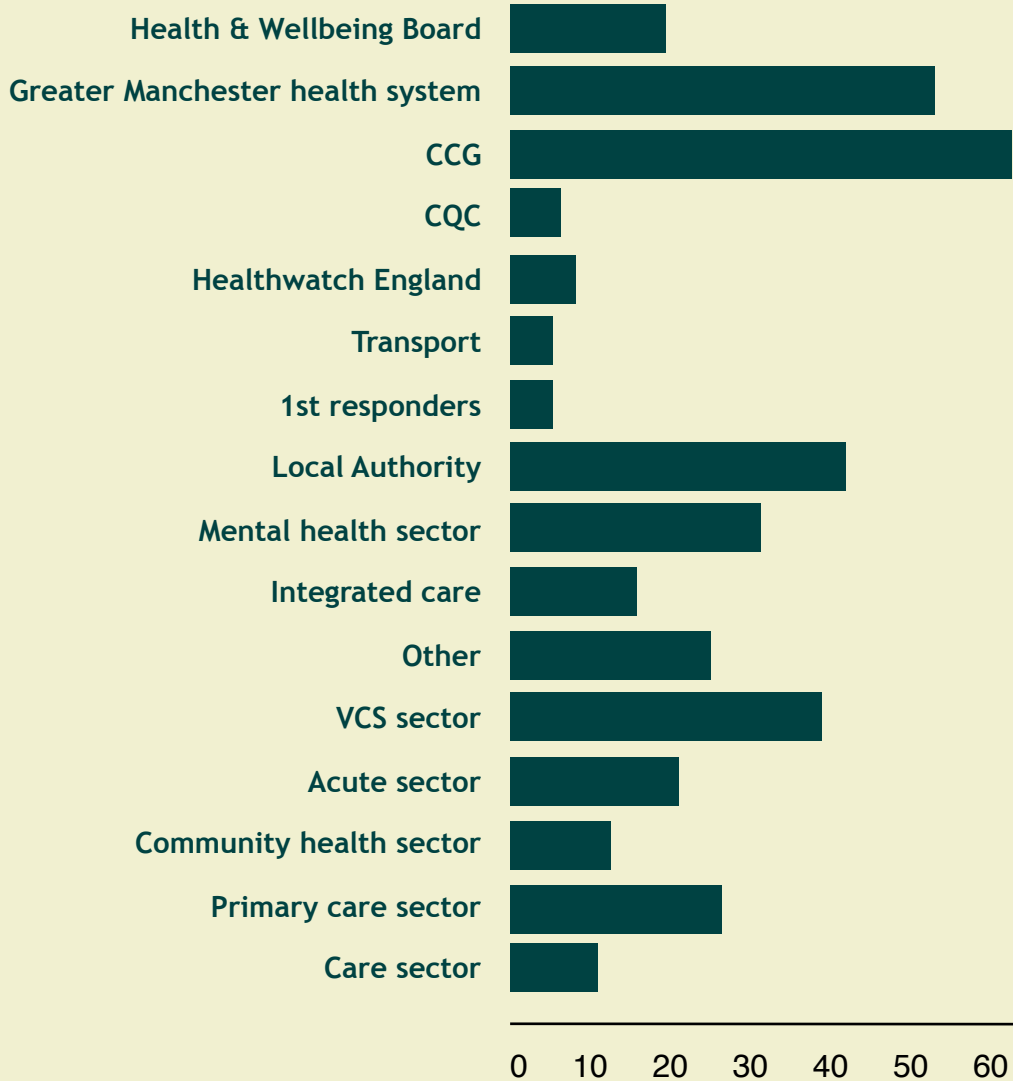
Voting members  
23%

Mailing list  
69%

## 6 | Key Statistics

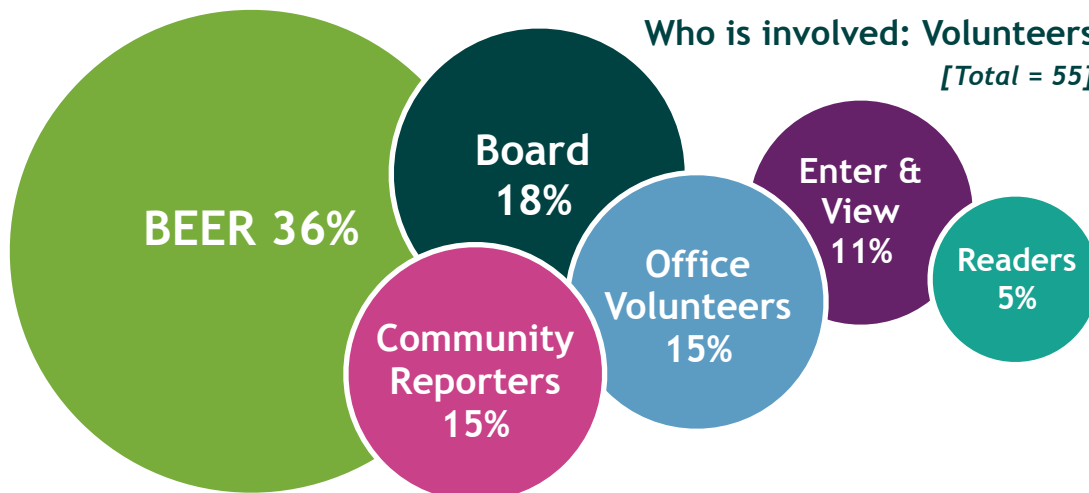
### Liaison and Representation

[April 2014 - March 2015 - total number of events = 191]



### Who is involved: Volunteers

[Total = 55]



# 7 | Financial Report

Healthwatch Bolton Statement of financial activities				Unrestricted funds £	Restricted funds £	Total funds £	Healthwatch Contract BHA				
<b>Incoming resources from generated funds</b>							<b>Incoming resources</b>				
Local Authority BHA		34,097				34,097	Local Authority		225,000		225,000
Earned income		1,596				1,596					
Local authority grant		20,000				20,000					
Awards A4A			9,313			9,313					
DBP expenses			500			500					
<b>Total incoming resources</b>		<b>55,693</b>		<b>9,813</b>		<b>65,506</b>	<b>Total incoming resources</b>		<b>225,000</b>		<b>225,000</b>
<b>Resources expended</b>							<b>Resources expended</b>				
Charitable activities		-16,827		-3,355		-20,182	In Kind to BHA		190,903		190,903
Support costs		-1,705				-1,705	<i>for salaries, premises, running costs and management fees</i>				
Overheads		-5,744				-5,744	In cash to Healthwatch Bolton		34,097		34,097
Governance costs		-9,469				-9,469					
<b>Total resources expended</b>		<b>-33,745</b>		<b>-3,355</b>		<b>-37,100</b>	<b>Total resources expended</b>		<b>225,000</b>		<b>225,000</b>
<b>Net incoming/ (outgoing resources)</b>		<b>21,948</b>		<b>6,458</b>		<b>28,406</b>	<b>Net incoming/ (outgoing resources)</b>		<b>0</b>		<b>0</b>







# healthwatch Bolton

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Healthwatch-Bolton

Registered Charity Number: 1157070