



**Healthwatch
Milton Keynes
Annual Report 2015/16**

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Message from our Chair



Welcome to our third annual report. This has been a year of consolidation for Healthwatch Milton Keynes as we seek to be an independent voice surrounded by a sea of change in the health and social care sector.

The changes we have faced include our local CCG undergoing internal changes, the Health and Wellbeing Board being subject to a peer review, and a restructure of our local provider of community health services.

The Bedfordshire and Milton Keynes Healthcare Review has been a big focus of our work. Last autumn it underwent a full restructure - from having two separate locality boards to one Joint Board.

At a time when health and social care budgets are being cut, the need to work collaboratively becomes essential. We have won the respect of the key stakeholders

and sit in the unique position of having a clear view, without any conflict of interests.

Prevention is high on the agenda of all of our key stakeholders. The challenge of balancing the pressure to make savings now, against investing in prevention, is often debated. This is reflected in strategic discussions and provides opportunities for us to be 'a critical friend' in the process.

We have also been a driving force for bringing about improved access to GPs, the motivation behind the Prime Minister's Challenge Fund. Following the success of the original bid, of which we were an integral part, we have continued to be involved in projects on improving GP access.

“We have won the respect of the key stakeholders and sit in the unique position of having a clear view, without any conflict of interests.”

This year will mark our last complete year as a hosted organisation. We look forward to the transition to an independent Healthwatch in the coming year.

I hope that the following pages will give you a good insight into our work and achievements during 2015/16.

*Hilda Kirkwood
Chair of Healthwatch MK*

Message from our Team Manager



One focus of my work this year has been to follow through on the recommendations made by the operational review. Through a sub-group of the Board, we are gradually putting into place a more effective and efficient way of working, making the most of skills, expertise and time.

The broad remit of operational delivery covers: staff and volunteer management; working in partnership with the Healthwatch Milton Keynes Chair and Board to discern strategic direction; implementing operational systems; raising the profile of Healthwatch Milton Keynes.

“The Chair and I have attended numerous meetings with top level management of key stakeholder organisations”

This year saw a number of changes to the staff team, which I hope has reached a

plateau of continuity. The team is now at full complement and we have welcomed Tracy Fenton as our Administrator and Ellie Spear as our Communications officer. They join our three Healthwatch Officers (Phil Winsor, Jane Bidgood and Cindy Shilton).

This year, the Chair and I have attended numerous meetings with top level management of key stakeholder organisations.

Computers systems have also had a high focus as we changed from a bespoke system for recording membership and feedback data to the Healthwatch England sponsored system. This is an ongoing part of our development work. We are seeking to improve data collection and present meaningful reports. These reports can be effective levers for change.

“Our priority is always to listen to people’s concerns and issues”

As part of our work on raising the profile of Healthwatch Milton Keynes, we are looking at ways to improve awareness about what we do and why it is important for people to give us feedback.

Our priority is always to listen to people’s concerns and feedback, so do remember to let us know about your experiences of health and social care.

Diane Gordon
Support Team Manager

The year at a glance

This year we've reached 8,000 people on social media



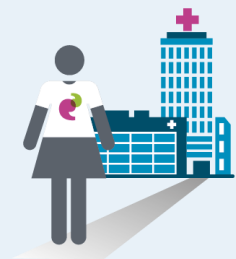
Our engagement officer visited 27 groups, speaking to 800 people



We've spent 200 hours on the Bedfordshire and Milton Keynes Healthcare Review - one of our top priorities this year



We've gathered 98 reports from our representatives at 50 key stakeholder meetings



Our reports have tackled issues ranging from GP appointments to transport concerns



We've met hundreds of local people at our community events



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Our vision is for Healthwatch Milton Keynes to support and improve the health and wellbeing of the people of Milton Keynes and to be known as the effective local voice influencing and shaping health and social care services to meet local needs.

Our priorities

The board held a number of facilitated workshops to identify what our service

delivery priority areas should be. During 2015/16 we focused on:

GP Access

We have worked on two projects relating to GP Access: MK Health Extra, an initiative that utilises five 'hub' sites across Milton Keynes to increase the number of appointments available at all GP surgeries and a project that involves volunteers with disabilities visiting GP surgeries to check out access arrangements. One of our Board members has been able to improve availability of appointments in some surgeries by sharing good practice.

Mental Health

Our Children and Young People's Officer contributed to the local Child and Adolescent Mental Health Service (CAMHS) review, the results of which were published in the Local Transformation Plan in December 2015. Healthwatch Milton Keynes has a seat on the Board that is overseeing the changes. As a result of her input significant changes were made to the Plan on a Page, which was re-written to make it easier for local people to understand.

Healthwatch Milton Keynes helped with the development of the questionnaire that was then sent out to all Local Healthwatch to find out about their experiences of changes to local mental health services for young people.

Bedfordshire and Milton Keynes Healthcare Review

We have been active participants, represented at all levels in the Bedfordshire and Milton Keynes Healthcare Review. The review is being carried out to look at how services can be reshaped to ensure that efficient, high-quality healthcare for local people can be provided now and in the future.

Young People's Healthwatch

In addition to our work with CAMHS (see above), the Young People's Healthwatch group has been active over the past year attracting new members. The group has visited local services, including the paediatric ward at Milton Keynes Hospital. They made recommendations that are now being implemented.

The Young People have been learning about the organisation and delivery of health and social care services.

Integration of Health and Social Care

Both the Healthcare Review and the Health and Wellbeing Board have been concerned with the better integration of health and social care. Milton Keynes Council and CCG (Clinical Commissioning Group) have piloted several initiatives to improve care closer to home, for example, Discharge to Assess.

We have been involved in a project working on the reshaping of intermediate care services, looking specifically at avoiding hospital admissions and improving hospital discharge.



Our Healthwatch Team (from left to right): Jane Bidgood, Cindy Shilton, Ellie Spear, Diane Gordon, Tracy Fenton, Phil Winsor

Listening to people who use health and care services

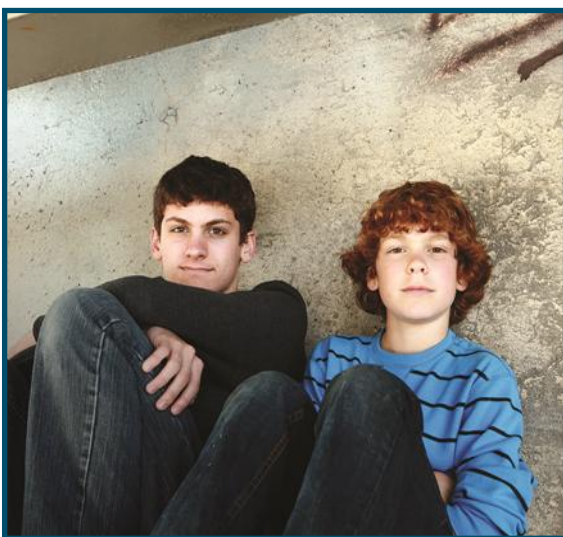


Gathering experiences and understanding people's needs

Our engagement officer, Cindy, visited 27 local groups this year, speaking to 800 attendees about the work of Healthwatch Milton Keynes and listening to their issues.

Cindy works hard to ensure that hard to reach groups are listened to. She has visited older people's groups and other hard to reach groups. Examples of these include:

- The African and Caribbean lunch club
- Different Strokes, a support group for people who have experienced a stroke
- National Autistic Society
- Carers Information Event
- Mental Health Service Support groups.
- Young people staying at the YMCA



Meeting groups with specific health interests, or concerns, allows us to see where services can be improved. Concerns about GPs (specifically, access to appointments) and concerns about care, made up 61% of the feedback from the National Autistic Society group meeting.

“One of my most successful visits this year was to the Diamond Club in Westcroft. I carried out this visit in partnership with Paul Griffiths of AGE UK Milton Keynes who was there to talk about their Men in Sheds project. I then spoke about Healthwatch and after that we both mingled - it worked well for both of us and I gathered a lot of feedback.”

Cindy Shilton, Healthwatch Milton Keynes Engagement Officer

Our issues reports

The collected views of local people form our twice-yearly issues reports. These are presented to the system leaders.

“My main remit is to visit hard to reach groups to ensure that their views are listened to.”

Cindy Shilton, Engagement Officer

Giving people advice and information



Helping people get what they need from local health and care services

- We do this through personal contact, either over the telephone or when we are out and about with our display stand.
- Our Annual Event: our one-stop shop for advice and information
- Our website contains information on local services and initiatives and provides the opportunity for people to tell us their issues online
- PPG networking meetings

Mrs X is reliant on a very specific electric wheelchair to enable her to fulfil her role as a mother. When it broke down she was only offered a manual replacement. Healthwatch MK is working with local wheelchair services to ensure that correct equipment will be loaned during repair periods.

Calls to the office

Calls to the office not only provide us with feedback, but also an opportunity to provide information and advice to empower individuals to take control of their situation.

Mrs Y had been unable to access the Patient Transport Service to visit a hospital out of our area. We were able to speak to the provider and resolve the problem.

Our Annual Event

One of the ways in which we provide people with advice and information about local services and help them to navigate the health and care system is through our Annual Event, held in Middleton Hall, Central Milton Keynes

It is a one-stop shop for information on the local health and care services. Last year, we welcomed 90 organisations, representing a range of services and providing a wealth of information.

We were on hand to hear and record people's views.



Healthwatch Milton Keynes 2015 Annual Event

Our website as a resource for local health and social care

Over the past six months, we have been working hard to develop our website which is now very easy to access:

www.healthwatchmiltonkeynes.co.uk

PPG Network meetings

During the last year Healthwatch Milton Keynes hosted quarterly Patient Participation Group Network Meetings.

The purpose of the PPG Network meetings is to bring together PPG groups from individual GP practices to discuss and share common issues and knowledge.



We have a database of PPG members across Milton Keynes who we invite directly to our meetings. We also create open invitation posters which are given to individual GP practices for them to display. Meetings are also advertised using our website, social media and e-alerts. Up to 50 people attend the meetings.

For each meeting we invite a keynote speaker to address the audience on an area of interest. During this year the topics have been:

- Shaping the Future of Healthcare - Healthcare Review MKCCG
- Better Care Closer to Home - MKCCG & MKC
- Primary Care Outpatient Clinics in Milton Keynes - MKCCG
- Rapid Response Pathway - CNWL

“I found the talk on Rapid Response informative and interesting”

PPG Network attendee

We also have a regular update slot for Milton Keynes Clinical Commissioning Group (MKCCG) at each meeting.

The format of the meetings varies according to the needs of the keynote speaker. They normally consist of a presentation (which we ensure is accessible for the general public), a workshop session to enable the audience to engage with each other on a smaller scale, plus a question and answer session.

We also have a regular update slot for Milton Keynes Clinical Commissioning Group (MKCCG) at each meeting.

We have received a range of feedback from the participants at our meetings who:

- Appreciate a different mix of people to engage with
- Find open discussion with informed speakers very valuable.
- Like the smaller workshops because they enable everyone to have the opportunity to speak.
- Enjoy the Networking aspect...

How we have made a difference



Our reports and recommendations

- We produce and publish quarterly issues reports. These reports are filtered through high-level management to programme leads

Specifically, we gathered views on CNWL (Central and North West London NHS Foundation Trust) services and presented a report on these ahead of their CQC (Care Quality Commission) inspection.

- Young Healthwatch reported on a number of visits - see page 18.



Working with other organisations

- We continue to strive to have a good local mutual understanding with the CQC. They seek timely intelligence from us prior to carrying out inspections in Milton Keynes and provide weekly outcomes of inspection visits for dissemination to our members.
- We share our local findings through our intelligence reports to Healthwatch England

- Our Chair is a full member of the Health and Wellbeing Board and Healthwatch reports are a standard agenda item
- We have a good working relationship with MKCCG and have recently developed a memorandum of understanding with them
- We work closely with CNWL who provide community and mental health services in Milton Keynes
- We have a reciprocal arrangement with MK University Hospital Trust: our Chair is on their Board of Governors and we have a Hospital Governor as a co-opted member of our Board.
- We work closely with Milton Keynes Council on Social Care matters, having representation at all of their Partnership Boards and working with them on specific issues.
- We make requests for information from service providers in relation to issues raised with us and they usually respond in a timely manner to our requests



Involving local people in our work

- We have 40 volunteers working as authorised representatives attending all levels of meetings within the MKCCG, MK Council, CNWL and the Hospital Trust.

When our key stakeholders require representation, we first gain an understanding of their requirements and, where possible, the terms of reference of the body in question.

Having gained this information, we advertise the vacancy to our membership

We have robust recruitment and induction procedures in place to both support the volunteer authorised representatives in their role, and to ensure that they are trained to deliver.

When representation is requested we first gain an understanding of the role and then advertise to find a person with the relevant life experience to fulfil the role.

For example, we were asked to provide a representative for the CCG Cardiology Work Stream Steering Group. We selected a representative from three candidates which was the person who best matched the role.

Providers really appreciate the care that we take in sourcing the best person.

We have 40 volunteers serving as authorised representatives.

Affecting local change

Along with other local organisations, we sent a 20 day letter to the Leader of Milton Keynes Council challenging its social care proposals. This led to the administration undertaking a full and thorough review, resulting in changes to budget proposals for 2016/17 and an agreement to consult local stakeholders on ongoing changes to social care.



“Providers really appreciate the care that we take to find the best representative for their group”

Diane Gordon, Support Team Manager

Our work in focus



Young People's Healthwatch visit MK Hospital Paediatric department

Young People's Healthwatch Milton Keynes was asked to help with MK Hospital's 'You're Welcome' to help create a friendlier environment for young people.

Why we went

Young People's Healthwatch was invited to visit the paediatric department to help assess how well it was doing against the 'You're Welcome' targets, national guidelines to help healthcare services identify how they can become more welcoming for young people.



The Young People's Healthwatch group outside MK hospital neonatal department.

The first visit took place in August 2015 and the group carried out a follow up visit in February 2016.

What we found

Jane, one of the young people involved in the group, wrote a report about the follow up visit. She noted that the problem with signage had been addressed, many leaflets concerning each part of the department had been provided, and nice themes had been designed and painted on the walls to make the wards more inviting for children.

All these things were highlighted at the first visit as areas for development.

“As a result of our visit we hope that young people will find the paediatric department more able to meet their needs”

Jane, Young People's Healthwatch

The group noted that there are still areas for future development. They have handed their recommendations to the hospital.



Creating a Memorandum of Understanding with the MKCCG

Working together to be effective

Healthwatch Milton Keynes has focused on building good relationships with our key stakeholders.

In June of this year we signed off our first Memorandum of Understanding (MOU) - with the MKCCG (Milton Keynes Clinical Commissioning Group).

In June this year we signed off our first Memorandum of Understanding.

The MOU defines how we will work together, a partnership arrangement with commitments on both sides.



To arrive at the MOU we had meetings over a number of months with the Quality lead at MKCCG and agreed definitions of areas of activity. These include:

- Signposting and exchange of information

- Commissioning
- Communications
- Patient engagement
- Patient experience
- PPG networking

We hope to use this format and approach to develop MOUs with our other key stakeholders.

Once the definitions were established we then were able to define our respective responsibilities in each area.

“We are keen to develop this MOU as a framework for working together because we recognise the importance and value of working alongside patients and people throughout our work”

Jill Wilkinson, Director of Nursing and Quality, MKCCG

This has acted as a springboard to our involvement with the development of their communications and engagement strategy, and the delivery and monitoring of the strategy.

We hope to use this format and approach to develop MOUs with our other key stakeholders.

Our plans for next year



Future priorities

We are looking forward to a number of challenges and opportunities in the year ahead:

This year, we aim to become independent from our host, Age UK Milton Keynes; we will be working more closely with Milton Keynes Council on social care matters; we will continue our work with CAMHS, GP Access, the Healthcare Review and the emerging Sustainable Transformation Plan (STP). We are well underway to establishing procedures and protocols that will enable us to begin work on Enter and View inspections. One of our ongoing challenges is to raise our profile locally.

Becoming independent

After three years under the stewardship of our host organisation, Healthwatch Milton Keynes will become an independent entity during 2016/17. The independent charity, Healthwatch CIO (Charitable Incorporated Organisation) is currently being established with the aim that Healthwatch Milton Keynes will be independent by the end of 2016.

The aim is that Healthwatch Milton Keynes will be independent by the end of the year.

Social Care

We will be working pro-actively with Milton Keynes Council on social care matters to establish this area of our work more fully.

Enter and View

This year we launch our work on Enter and View. Preparatory work is already underway, with the team establishing procedures and protocols to ensure that this work will be effective and comply with Enter and View guidelines.

Enter and View is one of our Management Board's main portfolio leads and a priority for us in the coming year.

One of our ongoing challenges is to raise our profile locally.

Raising our profile

Raising our profile has been a big part of our work this year and continues to be a priority for us. We want to make sure that local people are aware of us, understand what we do and why it is important. We want them to know that by telling us about their issues, they are helping to improve publically funded health and social care services.

One of the ways in which we are doing this is through our communications. Marketing has become an essential part of our communications work, and is now incorporated into a revised Marketing and Communications Strategy.

We are also looking at the way in which we gather feedback and relate it in such a way that it influences change.

Our people



Our governance

Healthwatch Milton Keynes is committed to making decisions about local Healthwatch activity in an accountable, open and transparent way.

Our Board is elected by our members, with additional places being co-opted to fill specific gaps in Board members' knowledge. Elections are held every two years for half of the Board positions. The entire Healthwatch Milton Keynes membership is invited to vote in elections.

Every two years, half the Management Board positions are open for election. As we only had seven people on the board, two stood down and we had five positions up for election. Brenda Jenner and Marion Wale stood down, with Marion continuing her work with Healthwatch Milton Keynes as one of our Authorised Representatives. We received four applications for five board positions, therefore we did not need to hold elections. Four new members joined the board in April: Jeff Maslen, Denise Latner-McLaughlin, Barry Setchell and Joan Walker.

Our Management Board has monthly meetings, which are open to all members to attend. Details of Board meeting dates and times are publicised on our website and in our e-alerts. Healthwatch members are able to submit questions in advance. In addition, the minutes of our Management Board meetings are published on our website, with links included in our e-alerts.



Members of the Management Board taken earlier this year

How we involve the public and volunteers

We have a team of Authorised Representatives who represent Healthwatch Milton Keynes on various boards.

Our volunteers are invited to attend and contribute to Management Board meetings. Volunteers also contribute to our wider work through writing reports that inform our work.



Members of the board during a working meeting

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		158,664
Additional income		0
Total income		158,664
EXPENDITURE		
Operational costs		7,456
Staffing costs		105,263
Office costs		42,943
Total expenditure		155,662
Balance brought forward		2,982

Note 1

There is a separate fund for running our annual event in Middleton Hall within thecentre:Milton Keynes. At the end of the financial year the balance of that fund was £744

Note 2

The balance brought forward for the year is committed to project funding in 2016/17.

Contact us



Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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.

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