



Healthwatch Milton Keynes

Annual Report 2017/18



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Message from our Chair



What a difference a year makes

I invite you to read a report about a much-changed organisation. Our Chief Executive Officer has successfully led us through a challenging period of transformation whilst overseeing the routine functions of a Local Healthwatch and enabling new projects to flourish. We were particularly delighted to receive some additional funding to enable us to listen to the voices of Young Carers, who are often not just hard-to-reach but completely hidden.

Increased efficiencies in the office have enabled the Board to adopt better governance procedures which will be further refined in the coming months. Our new 3-year strategy has been designed, adopted and introduced alongside a review of our organisation's values. Our values reflect what the residents of Milton Keynes want from a Healthwatch and align with those of Healthwatch England. Possibly more importantly, we have addressed the impact factor of our work in our strategy by including a section on what the expected impact of our work will be in the years ahead.

In the coming year we hope to have increased the opportunities for your voices to be heard - please support us and bring your friends!

I would like to express my gratitude to two members of staff who have recently left us: Ellie who led on Communications; and Tracy who was our Administrator. We wish them well in their future careers.

It has been a pleasure to work with the trustees, members of the Health and Social Care Committee, volunteers and members of external decision-making bodies to further the aims of our organisation. I am particularly grateful to all those who have been in touch with us about health and social care issues because you are the reason that Healthwatch exists.

Message from our Chief Executive



Welcome to our fifth annual report

It has been an energetic and exciting year, successfully launching our Enter and View Programme, delivering against our activity priorities and building our next three-year strategy.

Our project work has covered patient communication at Milton Keynes University Hospital (MKUH), public understanding of Sustainability and Transformation plans, access to GP practices, patient experience of Mental Health services, the availability of NHS Dentistry provision in MK and support to young carers.

Recommendations from our reports have been widely welcomed, and accepted. We would like to particularly thank MKUH, Walnut Tree Surgery, Central and Northwest London NHS Foundation Trust (CNWL) and NHS England, for their positive engagement and to all the service users/patients who spoke up about their experiences.

Our project work has covered patient communication at Milton Keynes University Hospital, public understanding of Sustainability and Transformation plans, access to GP practices, patient experience of Mental Health services, the availability of NHS Dentistry provision in MK and support to young carers.

Looking forward, we have a clear strategy to engage with, listen to, and empower people to speak with strength about their experiences, and influence the design and delivery of health and social care services.

This year, we will be focusing on the issues that the public have told us are the most important: Mental Health, Integrated Health and Social Care and Primary Care, as well as developing our project activity across Social Care; and listening to the experiences of more under-represented groups in our community.

Highlights from our year

This year we've reached **99456** people on social media



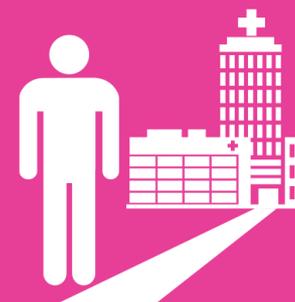
Our **24** volunteers help us with everything from **Representing Healthwatch to Delivering Enter and View**



We've reviewed

9

local services



Our reports have tackled issues ranging from **Dentistry to Young Carers**



Hello

Hi

We've spoken to **540** residents about Healthcare in Milton Keynes



We've given **77** people information and advice



Who we are

Healthwatch Milton Keynes is the conduit through which your voice and your views are amplified so that the people who design, deliver and pay for (commissioners) health and social care services hear more clearly what you need from them.

With every project and activity we do we have found the results to be more effective when we have the evidence - your experiences - clearly demonstrated.

Health and care that works for you

Our recommendations to providers and commissioners are based on things you have told us you would like to see available, or things you feel should be happening to achieve the best outcomes for patients and service users.

These reports and recommendations are also shared with Healthwatch England who can add your experiences to those shared by other people around the country and make sure the government put people at the heart of care nationally.

Our mission is to be an independent organisation, providing an effective local voice for people in Milton Keynes, influencing and shaping Health and Social Care services to meet their needs.

Our purpose

To find out what matters to you and to help make sure your views shape the support you receive. People's views come first - especially those who find it hardest to be heard.

We champion the public voice and the patient, service user and family/carer experience of local health and care services. We are independent and committed to making the biggest difference to you.

We need to hear from you every time you, your friends or family, come into contact with any health or social care service - let us know what works, what doesn't, what you need and we will ensure that your voices are heard.



Your views on health and care



Listening to people's views

We collect people's views and experiences through our social media, website, by telephone and through our outreach activities. The most common issue we heard this year came from callers confused or distressed about accessing, or recent visits to NHS Dentistry services. We found that access locally can be poor, with inconsistent and confusing information on the web. We recommended some changes and spoke to NHS England about their plans for the future.

In November, we spoke to 47 young carers about how they feel supported by health and social care services in Milton Keynes, whether they had concerns about how their needs were assessed and looked at how they are referred for support. We made recommendations about how providers of young carer's assessments in Milton Keynes could improve assessment pathways, and how services could provide clearer information to young carers.

We also heard about an initiative to improve access to Mental Health services in GP practices and sought the views of those who had accessed the service. The feedback was overwhelmingly positive and the service was extended.

We joined up with Community Action:MK to listen to people's views on the Health and Wellbeing Strategy consultation for Milton Keynes. Over 40 people attended and shared their vision for better health and wellbeing for the people of Milton Keynes. Our recommendations were welcomed by the Health and Wellbeing Board, and incorporated in to the final strategy.

We're pleased to be allied with Healthwatch Milton Keynes to help develop our local maternity services so that they truly meet the needs of those who use them - Leanne Stamp, Chair - Maternity:MK

Some members of our community, including those who are defined under the Equality Act 2010, can struggle to be heard because of lack of appropriate opportunity to engage and access to information. Our team and volunteers are actively involved across a range of forums, monitoring services, advising on opportunity to involve people, and highlight inequalities for:

Different Age Groups

- We have been active in advising on Getting People Home programme, the Home 1st service and Milton Keynes Clinical Commissioning Group's Choice of Care policy which all aim to support older people get the care they need, at the right time, in the right place for them.
- As well as our work with young carers, we created opportunities to raise awareness of Healthwatch Milton Keynes with young people, presenting to the Youth Faculty team and taking part in The Inspiration Programme at Milton Keynes Academy.

People living with disabilities

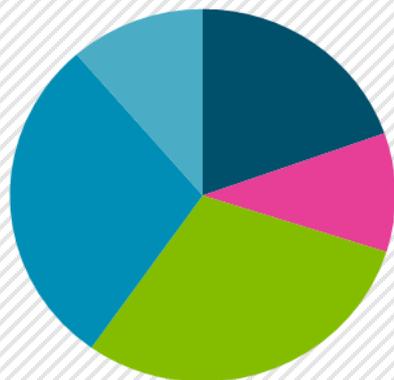
- This year, we attended the Special Educational Needs and Disability Coordinators (SENDSCO) network, where the people we listened to spoke positively about occupational therapy services. We also spoke to the Physical Disability and Sensory Impairment Community Group (PDSICG) who feedback to us issues about accessibility to health services.

Pregnancy and maternity

- As part of the Maternity Voices Partnership, we know how important mental health support is to expectant and new mothers. We found out that Milton Keynes had not been included in an STP wide survey on scoping perinatal mental health provision and worked with the MVP and STP partners to extend the survey across the whole STP.

Your voice - Highlights

What you spoke to us about



- Complaint
- Compliment
- Concern
- Point of view
- Request for Information

Themes you highlighted to us



- Cost
- Service delivery, Organisation and Staffing
- Quality of Care
- Quality of Treatment & Appointment
- Communication
- Staff Attitudes

“It is rewarding to represent the voice and perspective of the public at meetings which are otherwise focussed on the professional knowledge and expertise.

However, there is still more work to be done to seek and gather the public view on health and social care issues.”

Lesley Bell

Healthwatch Milton Keynes Health and Social Care Committee member



Making sure services work for you

This year, we launched our Enter and view Programme and would like to thank the team of passionate volunteers who enabled us to meet our ambitions.

Milton Keynes University Hospital (MKUH)

To launch and test our Enter and View activity, we asked MKUH if they would support our pilot visit in the Hospital. We planned our visits in response to the Red 2 Green initiative that Milton Keynes University Hospital NHS Foundation Trust (MKUHFT) have implemented across the hospital. The aim of Red 2 Green is to ensure that each day of a patient's hospital stay is adding value to their diagnosis and/or treatment and is reducing unnecessary time spent in hospital. As we have been actively looking at integration of health and social care that supports reductions in delayed hospital discharge, emergency re-admissions and providing the right care to patients in their homes, our Enter and View activity explored the way patients in hospital were experiencing communication with hospital staff as the Red 2 Green initiative was established.

We visited Wards 17 and 18, 24 and the Discharge Unit, as part of our activity and made 16 recommendations from the patient experiences shared with us.

The hospital welcomed our reports and provided feedback on how they were acting on our recommendations and sharing the learning with other departments across the hospital. Some of the things the hospital have put in place are:

- 'Meet and greet' sessions on ward 18 so that patients, their families and carers can speak to a senior staff nurse to discuss the patient's care.

- The Clinical Director organised a divisional meeting to agree, as a team, how consultants can work more collaboratively and cohesively to communicate with patients who have more than one consultant involved in their care.
- Information about the Patient Discharge Unit is, as a result of our recommendation, going to be included in the patient leaflet that explains the discharge process within the Trust. This leaflet is currently being reviewed.



“Working with HealthwatchMK on the ‘Enter & View’ programme has been a perfect example of collaboration and partnership working. We have appreciated the work of HealthwatchMK visiting our wards and departments and feeding back on what they heard. This supports us to improve care and experience for our patients” - Michaela Tait, Patient Experience Lead, Milton Keynes University Hospital Foundation Trust.

Accessing GP appointments in Milton Keynes

Many of the people we spoke to this year, shared their experience of accessing GP appointments and the difficulty they had both in making appointments over the phone and using the online systems available. Local intelligence also informed us that it was more difficult for people who are asylum seekers, or people with no address to register with a GP.

We wanted to find out if the patient experience, and the intelligence we gathered, were representative of people's experiences accessing GP appointments and registering with a Practice in Milton Keynes.

“The problem is that there is no choice between on the day or up to 6 weeks (for a longer appointment) I would like the choice of, say, a week.” – GP Patient

Our volunteers carried out a review of the information GP Practices provided on their websites about making appointments, whether they offered nurse appointments and how they ran their registration process. Our volunteer also collected and compared the information that is provided for each surgery on the NHS Choices website.

We spoke to 47 people during Enter and View visits to 5 Practices. All patients reported high levels of satisfaction with their treatment, with their concerns being centered on the pathway to getting the appointment.

Our recommendations included asking GP Practices across Milton Keynes to work together to develop a more consistent, patient-centred and user-friendly appointment system. We also suggested that Practices add Nurse or Nurse Practitioner appointments to the online booking system to allow patients to book these appointments

directly, relieving pressure on busy reception staff.

We had a disappointing response to our report. Walnut Tree Health Centre was the only practice that responded to our recommendations. They said they would take the following action to improve patient experience:

- Review their website to ensure it is up to date with current staff and the services they offered.
- Reflect on comments regarding Nurse appointment availability online and easier booking for patients who need continued use of services.
- Remind all registration staff on the guidelines for registering new patients.

We will revisit and expand this review in the coming year to explore what improvements have been made as a result of our work, or through initiatives implemented by GPs. We will provide education to providers of Primary Care on their legal obligation to provide a written response to our reports and recommendations, so that we can better measure how your experiences are shaping services.



Helping you find the answers



How we have helped the community get the information they need

We keep our members informed about local services and opportunities to have their say through our social media channels, quarterly newsletters and fortnightly e-newsletters. We have made good strides in updating our website to hold more information about services locally but we want to continue these improvements, and look forward to launching a new website format in the year ahead.

Helping you find the answers

At Healthwatch Milton Keynes, we receive calls from patients and service users, often in distress about their experiences, and unsure where to go for help.

Three key themes from this year were dentistry, hospital waiting times and cancellation of operations, and uncertainty or concern about how to best support relatives in care homes. With every contact we have, we let people know what their rights are, what support they should expect to receive from health and care services and help them to access the advice and support they need.

We heard that it can be difficult to work out what NHS services a dentist delivers so we researched all dentist services in Milton Keynes to find out what they offered, and compared this to the information on their website and on other websites such as NHS Choices.

We discovered that it is not easy to find accurate information about NHS Dental Services and made some recommendations to local dentists and NHS England to improve website information. NHS England dental commissioners have spoken to providers about the importance of keeping their NHS Choices information up to date and about our other recommendations.



I have approached multiple dentists - none of them willing to accept new NHS patients. Instead they asked me to sign up as a regular new patient at their dental office so that I will have to pay full fees. It feels sometimes that they have capacity to accept new patients, but try to avoid patients who are entitled to NHS treatment - MK resident



Making a difference together



How your experiences are helping to influence change

Sharing your experiences and getting involved in our activities really does support us to influence change.

In 2016-17, our young volunteers visited Brook, the local sexual health service for young people and they made some recommendations to bring improvements to young people's experience of the service. This year, we asked Brook to tell us what changes they had made as a result of our recommendations and what impact changes have had on the service.

Brook told us that they have increased the number of staff trained in testing for sexual infections, and have tailored advertising campaigns to encourage more males to attend the service. They have seen an increase in young men accessing the service.

The reception area has been fully redecorated and information for service users has been updated.

Brook was planning more training with receptionists about how best to maintain confidentiality for young people at the reception desk.

Evidence and insight from all our activity is shared with Healthwatch England (HWE). In December, we provided HWE with data on local people's knowledge of, and involvement with Sustainability and Transformation Plans. This was used in a briefing to Parliament about the importance of involving the public in these local transformation plans.

Working with other organisations

Healthwatch Milton Keynes works together with service providers, commissioners, regulators and other partners to bring about change and improve services for the people that need them.

This year, we focused on strengthening communication with all local Care Quality Commission (CQC) inspectors. We've sent all our reports to the CQC, to support them in their oversight of local health and care services. We still have challenges to address about how intelligence is fed back to Healthwatch from the CQC and how our intelligence supports the CQC in directing its activity.

Evidence and insight from our activity is shared with Healthwatch England (HWE). In December, we provided HWE with data on local people's knowledge of, and involvement with Sustainability and Transformation Plans. This was used in a briefing to Parliament about the importance of involving the public in these local transformation plans.

In October, we submitted a Freedom of Information Request (FOIR) to NHS England to find out whether the posters we had found being displayed in some GP Practices, stating that all documents provided for registration would be checked with the Home Office, were legal. In December, we submitted a complaint to the Information Commissioners Office (ICO), as NHS England had disputed the request under the Freedom of Information Act. The ICO confirmed it was a valid FOIR and NHS England responded within 20 days. NHS England confirmed that they "do not require practices to divulge patient registration details to the Home Office, as practices and GPs are not gatekeepers for such activity. This action is considered to be a breach of patient confidentiality and is not endorsed by NHS England."

NHS England advised us that they would contact GP practices to have these signs removed. We have noted that this appears to have happened and will be monitoring the situation to ensure that, even though the signs have gone, the behaviours do not remain.

How we've worked with our community

Healthwatch Milton Keynes promote the involvement of local people in the commissioning, provision and management of local health and care services through our everyday activity on the many forums and groups in which we participate, and represent the public voice.

Hilda Kirkwood, Chair of Healthwatch Milton Keynes, is our statutory representative on the Health and Wellbeing Board where leaders from the local health and social care systems work in partnership to advance the health and wellbeing of Milton Keynes residents.

In January, we joined up with Community Action:MK to bring members of our community together and discuss the consultation on the new ten-year Health and Wellbeing Strategy for Milton Keynes. We collated the views of over forty people and these were reflected in the priorities agreed by the Board.

Our volunteers are essential to the success of our work:

- Volunteers on our Health and Social Care Committee provide local insight, support us in making decisions about where to focus our activity, and advise on our organisational performance.
- Volunteers play a vital role in helping us to run events and promotional stalls, listening to people and encouraging people to become members.
- Healthwatch Milton Keynes collected the most views about public knowledge of, and engagement with the STP across the STP footprint (Bedford Borough, Bedfordshire, Luton and Milton Keynes) thanks to our volunteers.

“Healthwatch gives me the platform to ensure that the patient voice is properly represented.”

- Paul, Enter and View Authorised Representative

- Our trained Enter and View representatives have helped us launch our Enter and View activity, undertaken visits to services and write up reports.
- Our GP Enter and View programme and NHS Dentistry review were supported by volunteers researching all practice web pages, NHS Choices website, contacting organisations and undertaking mystery shopping.
- Volunteers support us to participate in over 40 forums, meetings and groups, ensuring the public, patient and service users have an influencing voice in the most important health and care discussions in Milton Keynes.



it starts with
YOU



Healthwatch Milton Keynes received an email from a researcher, Zana, based at the Open University, currently investigating perspectives around end of life care in Milton Keynes. Healthwatch Milton Keynes met with Zana to discuss her research, and how Healthwatch could help

#ItStartsWithYou

During the meeting Zana and Healthwatch Milton Keynes Deputy CEO, Tracy Keech discovered a shared passion for the Death Positive movement. Combining Healthwatch intelligence and Zana's research, we found that many people are uncomfortable with talking about death, dying and beyond. This makes it difficult for people to have positive discussions with family and healthcare professionals about advanced care planning before they need it. From these discussions, The Milton Keynes Life and Death Community Collective was created.

The MK Life and Death Community Collective provides a space and support for anyone who wants to come and talk about life death and dying in a safe, friendly setting. It takes the form of a relaxed social space, often with tea, coffee, biscuits and cake and some resources to help getting conversations started.

The Collective also provides signposting for those that may need extra help or further information, but the main aim is just to sit and talk to others about something we all know is going to happen and yet we find so hard at times to talk about.

The Collective's hope is that people who come find that talking about death and dying can be a positive experience, and they are encouraged to go on and have these conversations with family members, friends or health professionals in a way that supports communication about their health and care in later life.

At Healthwatch, we continue to be engaged in conversations with the public and professionals about what patients need, and should be able to expect from their health professionals when it comes to advanced care planning.

We hope that Tracy and Zana's passion to build a community collective for people to have conversations about their hopes, fears and experiences in this area of health and care inspires others to talk to Healthwatch Milton Keynes about gaps in services they see in their communities.

At Healthwatch, we continue to be engaged in conversations with the public and professionals about what patients need, and should be able to expect from their health professionals when it comes to advanced care planning.

Our plans for next year



What next?

During the development of our new Strategy for 2018-21, we asked our members, Milton Keynes residents and commissioners what key areas and issues in health and care Healthwatch Milton Keynes should prioritise in 2018-19.

Our members and residents told us that Mental Health, Primary Care and Integrated Health and Social Care were top concerns, whilst our commissioners said we should focus more on Social Care services.

As an organisation, we agreed that we should prioritise engagement with under-represented groups to ensure that we continue to capture the voice of our diverse community.

Opportunities and Challenges

Our new strategy has launched at the same time as the Milton Keynes Health and Wellbeing strategy. This gives us an opportunity to focus on enabling and empowering people to engage and challenge the work that will be undertaken to improve lives for people in Milton Keynes by 2028.

A key challenge for Healthwatch Milton Keynes is to keep up to speed with the complexity and pace of developments in the Integrated Care System (ICS) formerly STP)). Our main task is to ensure that patients and the public are reliably informed about developments, given objective information in an open and transparent way, and actively involved in decision-making. For this to happen, we have to speak with an independent voice.

Our members and residents told us that Mental Health, Primary Care and Integrated Health and Social Care were top concerns.

Our top priorities for next year

1. Engaging Under-represented groups
2. Social Care
3. Integrated Health and Social Care
4. Primary Care
5. Mental Health



Our Strategy 2018-21

Our Strategic Objectives

Engage - To give all people in Milton Keynes the opportunity to engage on matters relating to their health and social care needs and experiences.

Empower - To bring patients and provider together, empowering the community to evaluate and shape health and social care services.

Influence - To use local people's experiences and insight of health and care services to influence the way they are designed and delivered, now and in the future.

Inform - To be the organisation of choice for information that advises commissioners and provider to understand what local people need from health and care services.

Develop - Through good governance, develop a workforce and volunteer team with a shared set of values, that provides a strong, independent and influential voice for the people of Milton Keynes.

Grow - To increase our capacity to provide a high quality, sustainable and responsive service to the people of Milton Keynes

Our strategic objectives are to Engage, Empower, Influence, Inform, Develop and Grow

Our Values

We are **inclusive**. We start with people first, work for children, young people and adults, cover all health and social care services and we work for everyone, not just those who shout the loudest.

We are **influential**. We set the agenda and make change happen, taking what we learn and translating it into action. We are innovative and creative, knowing change doesn't happen by sticking to the status quo.

We are **independent** and act on behalf of the people of Milton Keynes, listening to people and speaking loudly on their behalf. We challenge those in power to design and deliver better health and social care services. We like to highlight what works well but are not afraid to point out when things have gone wrong.

We are **credible**. We value knowledge and seek out data and intelligence to challenge assumptions with facts. We celebrate and share good practice in health and social care and we hold ourselves to the highest standards.

We are **collaborative**. We keep the debate positive and get things done, working in partnership with the public, health and social care services and the voluntary and community sector. We learn from people's experiences and from specialists and experts, building on what is already known and collaborate in developing and sharing new insights.

Our people



Decision making

We are committed to making decisions about our activity in an accountable, open and transparent way. Our Chief Executive Officer leads the organisation supported by two main decision-making bodies: The Board of Trustees; and Health and Social Care Committee (HSCC). Members of the Board and HSCC are elected by our members and we hold all Board and HSCC meetings in public, as well as making minutes available on our website.

The Board of Trustees is responsible for setting the strategic aims, objectives and direction of Healthwatch Milton Keynes, compliance, governance, performance, risk management and financial oversight of the organisation.

The Health and Social Care Committee is responsible for developing the organisation's business plan and advising on the development and delivery of our activities.

We have a small staff team, supported by growing number of active volunteers and our professional team is led by Chief Executive Maxine Taffetani.

How we involve the public and volunteers

This year, we have taken the following steps to involve the public and volunteers in our governance and making decisions about our work:

- We made all our Board and HSCC meetings, meetings in public.
- We asked the public to set our activity priorities for 2018-19.
- Members of the Board and HSCC helped set our workplans for the year.
- Our Enter and View volunteers agree reports before they are submitted for approval by the Board.

“Together, we can make a difference. I truly believe everyone has something to offer Healthwatch MK adopts a person-centred approach to finding solutions and improving outcomes. We listen, we reflect, we share, we challenge and we consider options and opportunities. We drive a different and improved way of service delivery. As such, we welcome anyone interested in local health and social care issues to join the dialogue. Make time to have your say ... because it will make all the difference.” – Anita Devi, Trustee



Our finances



This figure is pending final adjustments by the Independent Examiner and approval of the Board of Trustees at our AGM.

- Healthwatch Milton Keynes received £158,644 from Milton Keynes Council to deliver local Healthwatch statutory activities.
- We generated £2,950 to fund the Annual Health and Social Care event in Middleton Hall.
- We received £20 in public donations.
- We submitted a bid, and received £3,086 from NHS England to undertake a project with Young Carers.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	158,644
Additional income	6,056
Total income	164,700
Expenditure	£
Operational costs	15,325
Staffing costs	119,284
Office costs	21,180
Total expenditure	157,789
Balance brought forward	6,911



Contact us

Get in touch

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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, Milton Keynes Clinical Commissioning Group, Overview and Scrutiny Committee, 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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healthwatch
Milton Keynes

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