

# Healthwatch Milton Keynes

Annual  
Report

2014/2015







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# Note from the Chair



Welcome to our second Annual Report in which we share how we have been fulfilling the large remit of Local Healthwatch. On a daily basis our work involves providing the people of Milton Keynes with information and guidance on health and social care. We are talking to people and finding out what their concerns are, and we are using the evidence from local people to influence decision makers and to effect change.

This year in addition to our day-to-day work we have been pro-active in a number of different areas.

**The Bedfordshire and Milton Keynes Healthcare Review** continued from its inception in 2013. We made it a priority to ensure local people were kept informed and involved.

**Our Young People's Healthwatch** was established giving a voice to this section of our community, which is often missed. Through this work with children and young people we were able to make a positive and valuable contribution to the review of the Child and Adolescent Mental Health Services (CAMHS). Our findings were shared with Healthwatch England.

Healthwatch England asked us to participate in their special enquiry on **Discharge from Hospital**. In addition, the findings were shared with local services.

In the GP patient survey covering the period from July 2013 to March 2014 Milton Keynes was ranked 208<sup>th</sup> out of 211. Alarmed by this the Management Board decided that one of its priorities would be a focus on **access to primary care**. We contributed to the local bid to the Prime

Minister's Challenge Fund Wave 2 which we heard was successful on 31<sup>st</sup> March 2015. We supported a Board member to put in train some useful initiatives with some GP surgeries. Part of this work is informed by our quarterly networking meetings with the Patient Participation Groups (PPGs).

We have worked with Central and North West London NHS Foundation Trust (CNWL). This trust took over the running of local Community Health Services and Mental Health Services in April 2013. We have worked with their Patient Experience Team, have contributed to their Care Quality Commission inspection and taken a focused interest in their determination to improve the Campbell Centre.

We have been involved at a strategic level with the Better Care Fund and Care Closer to Home initiatives. We were also present and active at many groups across Milton Keynes including older people, long-term conditions, mental health, learning disability, autism and carers.

I hope the following pages will give you a good insight into our work over the past year.

*Hilda Kirkwood*  
Chair of Healthwatch Milton Keynes



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# Note from the Support Team Manager



I joined Healthwatch Milton Keynes in September 2014 when it had been established for eighteen months. The first task I was asked to do was to undertake a thorough operational review of the organisation, consolidating the achievements that had already been made. I was, and remain, impressed by the hard work of the Management Board and the Support Team Members; much has been achieved by their commitment and dedication.

Following on from the operational review and with the support of an external consultant, funded by Healthwatch England, we have formed a strategy for Healthwatch Milton Keynes for 2015-2018. This strategy has clarified our mission and vision and set the strategic direction for the coming years.

This year there have been four key areas of work from an operational perspective.

- Engaging with the local community to gather views and issues.
- Recording and analysing those issues and translating them into meaningful reports to pass on local intelligence to commissioners and providers so that we can influence change and improve services.
- Supporting and encouraging patient engagement at all levels especially in

terms of the support we give to our Authorised Representatives and Management Board members.

- Providing information and guidance that is both responsive and up to date.

Our annual “Here’s Healthwatch” event was a big success in 2014, involving more stalls than ever before which was a testament to the good planning and marketing of the event.

There is always a lot happening at the Healthwatch office, but our priority is always to listen to people’s concerns and issues, so do remember to call us and let us know your experiences of health and social care.

***Diane Gordon***

Support Team Manager



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# About Healthwatch

**We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.**

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

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

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

## Our Mission

Our mission is for Healthwatch Milton Keynes to provide the people of Milton Keynes with a strong independent voice on health and social care issues and to influence the way these services are planned, provided and delivered

## Our Strategic Objectives

We have clearly defined strategic objectives, which are explained in more detail in our "Strategy 2015-2018"

In summary they are:

- To promote and support the involvement of local people in influencing changes to health and social care, and help people by providing information and advice.
- To build and sustain our credibility with all key stakeholders, enhancing our reputation as an independent and influential local voice.
- To expand our membership base of both individuals and groups and to provide more opportunities for members to engage with us.
- To establish a balance between demands and expectations and organisational capacity through the judicious use of our resources, directing them to our priority areas.
- To ensure good governance for Healthwatch Milton Keynes.

These strategic objectives help the Management Board to set priorities for our work and guide the strategic direction. The entire remit of health and social care is vast, and whilst we need to be mindful of all of it, we are guided by local people so that we focus our energies most on the areas that are of greatest concern to them.

## Our currently identified priority areas

These areas are being worked on because they are the ones that we hear most about from the people of Milton Keynes. They are:

- Work around GP Access - appointments and availability
- Work around mental health services across all ages, helping to ensure patient input into their development.
- Developing our Young People's Healthwatch to enable this seldom heard group to have a voice.
- The Bedfordshire and Milton Keynes Healthcare Review, which will have a huge impact on how services are delivered in Milton Keynes over the coming years.
- The integration of health and social care services - looking at things from

a patient perspective, enabling the patient to be at the heart of care planning and pathways.

## Delivering our service

The members of our Management Board, who are elected by our membership, set the strategic priorities and direction. More is explained about Governance on page 17.

The services are delivered by our small, but dedicated staff team, led by the Support Team Manager.

Two of the officers have specific roles in order to ensure our focus on children and young people and our engagement with the community, especially hard to reach groups.

The capacity of the team is greatly enhanced by our volunteer Authorised Representatives.

## Our Healthwatch Team:



Left to right: Diane Gordon (Support Team Manager), Phil Winsor (Information & Governance Officer), Jane Bidgood (Children & Young People's Officer), Cindy Shilton (Engagement Officer), Priya Desai (Communications Officer).



# Engaging with people who use health and social care services

## Understanding people's needs and experiences

We engage with people who use health and social care services in a number of ways:

- We engage directly with our online membership of 1065 fortnightly by sending out an e-alert, which draws to their attention events and surveys taking place in and for Milton Keynes.
- We ensure that we communicate regularly with our off-line membership of 502 - so that lack of technology does not become a barrier to their involvement.
- We have a Healthwatch Officer who visits groups at grass roots level, especially hard to reach groups and those who are seldom heard, and takes time to gather their issues.

Our Engagement Officer, Cindy Shilton, made 42 visits to groups during the year of this report, speaking to 1,329 people face to face.

- Our website includes the opportunity for anyone to raise their issues, concerns or comments directly.
- We respond to telephone and email enquiries.

- We have Authorised Representatives attending Partnership Board meetings run by the Local Authority and including individual service users and providers of care.
- We have stands at information days being held by partner organisations.



Young People's Healthwatch stand

- We hold quarterly Patient Participation Group (PPG) networking meetings, bringing together representatives from the different Patient Participation Groups for each surgery and creating forums for discussion with key commissioners and providers.
- We have developed Young People's Healthwatch with a dedicated HealthWatch officer, which functions as a sub-group of the Management Board, and, as such, feeds into its meetings.

We have a Management Board member who leads on our work with older people, and is part of the Older Person's Forum in Milton Keynes.



## Membership

Whilst our membership is predominantly made up of residents of Milton Keynes, it is not limited to them. We encourage people who use services in Milton Keynes or who care for people who do, to be members too and to give us their experiences.

We have not specifically targeted people volunteering or working in Milton Keynes who do not live here; however, we do encourage anyone who has an interest in health and social care locally to be a member too.

## Patient Led Assessment of the Care Environment (PLACE)

We provided 16 volunteer Authorised Representatives to participate in the annual PLACE assessments.

These assessments cover a wide range of topics focusing on the 'patient perspective' and the 'patient journey' and cover areas of cleanliness; food and hydration; privacy; dignity and wellbeing; condition; appearance and maintenance, and, where appropriate, dementia care is also considered. These visits include direct engagement with those currently using the service being assessed.



*Volunteers working on a PLACE assessment*

## Working with providers on patient experience

Central and North West London NHS Foundation Trust (CNWL) is a large provider of community healthcare in Milton Keynes. Two members of our Management Board attended their quarterly meetings to bring together the experiences we had received with those received through their own patient experience feedback. This included monitoring how identified changes were implemented.

### “Enter and View”

We have not yet set up the formal processes to enable us to undertake “Enter and View” visits. We will be looking to put these into place during the coming year.

Where we have issues that cause us serious concern we escalate them to the relevant body. For example, we received some information regarding happenings at a care home that caused us concern and we raised this directly with the Care Quality Commission (CQC), who brought their inspection visit forward, and with the safeguarding team at Milton Keynes Council as we felt that there was considerable risk.

## Visiting by invitation

The CQC identified some areas of concern at the Campbell Centre, the inpatient mental health unit for people of working age in Milton Keynes. This service is delivered by CNWL. Healthwatch Milton Keynes was invited to visit the Centre to see that progress had been made.



# Providing information and signposting for people who use health and social care services

One of our statutory functions is to provide information and advice to people, and to help them to get what they need from local health and social care services.

We provide information of different types:

- Signposting to services that can help them.
- Helping people to find their way through the complaints process if they are not happy with a service.
- Helping people to think through the course of action they need to take and putting them in touch with the right people.
- Providing general information at our stands and through our events.
- Listening and caring - everyone's experience matters.

## Listening

We also take time to listen and understand - and sometimes just having

someone to listen is all that people need.

“I feel so much better after talking to you”

A patient who experienced a difficult time with her transport home from an outpatient appointment

## Working with other information services in Milton Keynes

We draw on the wealth of information held by key voluntary sector organisations, such as MK Centre for Integrated Living, Age UK MK and Carers MK. We have a number of networks to draw upon.

We do not provide an advocacy service, but we signpost to POhWER, the organisation that holds this contract in Milton Keynes. 12 referrals were made during the year.





## Signposting

In addition to the 89 signposts recorded in our formal issues database, we signpost when we do engagement visits, when we have information stands and whilst out at meetings - it is an ongoing sharing of information wherever it is needed.

89 of the 628 issues raised with us resulted in signposting to other agencies

### Helping people when things aren't going well.

Mrs D, who was recovering from cancer, had a CT scan done but was struggling to be seen as an out-patient because of a change in consultant. She had tried the accepted route through her pathway co-ordinator seven times without success. We put her in touch with PALS.



Helping people to sort out their care pathways is a common occurrence

**“I am delighted with the outcome of my conversation with PALS”**

Mrs D.

### Helping people to find the correct person to talk to fix their problem.

Mrs W had to attend a hospital twice yearly in London for a check-up for her long-term condition.

The hospital was very good at arranging transport but, unfortunately, they had got the journey time wrong. Mrs W would arrive after her appointment time and had to turn round and come straight back home.

We found the name of the manager in charge of patient transport at the hospital and gave it to Mrs W.

Mrs W was very pleased to be able to resolve her own problem.

Sometimes a simple conversation with the correct person is all it takes.



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# Influencing decision makers with evidence from local people

**We produce reports based directly on the issues that local people have raised with us.**

Every issue that is raised with us is important and they are all recorded in our issues database. This allows us to see where there are trends and, if there are a significant number of issues concerning a particular service, then we will draw these to the attention of the service provider or commissioner as appropriate.

During the year we logged 551 contacts yielding 628 formal issues.

We produce quarterly Issues Reports with detailed analysis of the data, which are circulated to the commissioners at Milton Keynes Council and MK Clinical Commissioning Group, MK University Hospital NHS Trust, CNWL and other large providers and the GP practices in Milton Keynes.

The providers often ask for more detail on their services, which can easily be given.

Sometimes we canvas for issues for a particular purpose through our fortnightly email communications to our members and via our website. For example, Healthwatch Cambridgeshire was asked to contribute to the CQC inspection of large hospitals in their area and we sought input from our membership to feed directly into their report to the CQC.

## Special Enquiry

This year we took part in Healthwatch England's special enquiry into Hospital Discharge. This report was published and used by local providers to make changes to the support that is given on discharge from hospital.

## Escalating Issues

If we receive an issue that is serious, in addition to logging it we raise it directly with the commissioners or the providers.

Of the issues received 19 issues were serious enough for them to be raised with a provider or commissioner.

## We put local people at the heart of improving services

Our Management Board is made up of lay volunteers who have a passionate interest in improving health and social care.

Our Chair is a member of the Hospital Board of Governors and the MK Clinical Commissioning Group Board of Governors.

We have an Authorised Representative on all of the MK CCG Programme Boards. These roles are normally filled by Management Board members or Healthwatch Officers because of their strategic nature. We hold roles on the scrutiny and quality bodies at Milton Keynes Council as well as the Milton Keynes Adult's and Children's



Safeguarding Boards and associated groups.

We have representation on 12 key strategic boards in Milton Keynes

### **We put local people with relevant life experience at the heart of the commissioning process.**

In addition to the Management Board and the Support Team we have 44 Authorised Representatives engaging with different groups and forums.

At the start of a new commissioning process we receive a request for a representative together with the terms of reference for the group. We then circulate the requirements to our membership and people come forward to help. For example, the physiotherapy service is being re-procured - a representative was sought who had experience of the service. We interviewed him and introduced him to the project lead.

The Authorised Representatives are trained and supported. They report back on their involvement.

### **Health & Wellbeing Board**

Our Chair is our representative on the Milton Keynes Health and Wellbeing Board and is supported by the Support Team providing information and updates.

In addition to the Board itself, our Senior Officer is a member of the Strategic Implementation Group and the Strategic Needs Assessment Group which ensures that the channels are open for patient involvement with the Joint Strategic Needs Assessment and the Health and Wellbeing Strategy for Milton Keynes.

### **We work with others to improve local services**

In addition to our involvement at the high level of strategy we also work with providers and through the PLACE assessments. We have worked directly with the GP surgeries in Milton Keynes and with the Partnership Boards.

We have made no formal Freedom of Information (FOI) requests, but we do ask for information from providers and commissioners in order to resolve issues and challenge thinking. We have a good and positive response from most providers, and are working to build up a good relationship with all of them.

### **We work with the Care Quality Commission (CQC) in a number of ways:**

- We had one serious issue raised with us about a care home in Milton Keynes which we raised directly with the CQC. They brought forward a formal inspection because of the concerns raised.
- We were invited to feed into the inspection arrangements for large providers and requested to ask our membership for their observations of a service that was due for inspection. We analysed the responses and reported to the CQC on what had been said
- Where a service spanned a number of Local Healthwatch areas we were invited to participate in conference calls with other Local Healthwatch prior to the inspection.

We were invited to attend the CQC Summit meetings following inspections, giving us the opportunity to reflect patient experience and help with future improvements.



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# Impact Stories

## Case Study One

### Young People's Healthwatch

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In September this year we launched our Young People's Healthwatch. This initiative has had a huge impact in ensuring that the voice of this seldom heard group is included loud and clear in our messages to providers and commissioners.

Young People's Healthwatch is run by young people who hold their own meetings and act as a sub-group of the Healthwatch Management Board.

A young people's page has been set up on the Healthwatch Milton Keynes website and they have their own Facebook page. Bimonthly email newsletters ('Y-alerts') are sent out to young people giving information of interest to them. The group also created the logo for Young People's Healthwatch.

#### Know your Rights Campaign

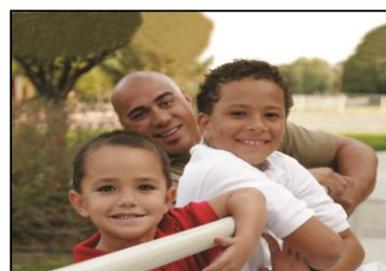
The young people on the group decided to start with a campaign to help young people in the area know their rights when they access health care services. A poster and leaflet have been produced and are being promoted to young people. Further leaflets have been produced to help young people feel more confident about going to a GP and to advise them how to access health care services when they go to University.

#### Children and Adolescent Mental Health Service

Jane Bidgood, the Healthwatch Officer for Children and Young People, worked with students at Hazeley Academy to give input into the review of the Children and Adolescent Mental Health Service

(CAMHS). The review was conducted by the Milton Keynes Clinical Commissioning Group and Milton Keynes Council.

#### Bringing the Project Board to the Young People



We were not able to take the young people to the CAMHS Review Project Board because of difficulties taking young people off the school site. Then we had a "light bulb" moment and we brought the CAMHS Review Board to the young people by asking for the meeting to be held at the school and facilitating arrangements to make this happen.

The young people were able to give their presentation to the CAMHS Review Project Board, thus ensuring that the voice of young people was heard at the heart of the commissioning process.



# Impact Stories

## Case Study Two

### *Here's Healthwatch 2014*

Our annual event has a huge impact bringing together over 100 health and social care providers and commissioners into the heart of Milton Keynes, providing a one-stop shop for information and promoting networking between organisations.

Last year's Here's Healthwatch Event was held on Tuesday 4<sup>th</sup> November 2014, in Middleton Hall, thecentre:mk. It was open from 10.00am - 5pm, and was attended by 104 exhibitors at 114 stands.

We undertook a GP survey at the event and fed the comments back to the GP surgeries with individual feedback.

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**“What an exciting day, with lots of stalls - very interesting”**

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The event had three aims:

- for the general public to access information on local health and care services
- to raise awareness of Healthwatch

Milton Keynes

- to promote networking opportunities for groups within the health and social care sectors in Milton Keynes.

### Feedback from Exhibitors

We had a lot of very positive comments from the exhibitors.

The visitors really appreciated having the stalls themed together and the range of stalls.

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**“We were pleased with our position and had lots of visitors wanting information about us”**

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# Our plans for 2015/16

## Opportunities and challenges for the future

As we enter the third year of Healthwatch Milton Keynes there are many opportunities and challenges to face. The expectations of Healthwatch are enormous and we must learn to prioritise and to work as efficiently as possible to meet the needs.

### Gathering the Issues

Being able to gather issues from local people is the very essence of what we need to do. These issues provide the intelligence to influence service delivery and effect change. Having gathered the issues we need to be able to analyse and report on them, and this year we are establishing a new database so that we can be effective in doing this.

However, for the data to be robust we need to ensure that the name of Healthwatch Milton Keynes and its role become well known.

### Making Healthwatch Milton Keynes a household name.

Having produced our Strategy for 2015-2018 and defined our Mission and Vision we are embarking upon a major profile raising exercise. We need to make sure that the people of Milton Keynes understand what we do and why it is important that they become members and share their issues and concerns with us about local health and social care providers in Milton Keynes.

One of the challenges is to make sure that we obtain the views of the ‘hard to reach’ groups so that minority voices can be heard and included.

### Putting Authorised Representatives at the heart of what we do.

We will be focusing on involving more local lay people in our work, supporting our Authorised Representatives to share their experiences in a way that can make a difference. As part of this process we will be looking towards taking on the statutory role of “Enter and View”.

### Making sure we get the message across

We will continue to work hard to build up our relationships with commissioners and providers so that we are accepted as a credible and independent voice.

### Becoming an independent body

We have had the benefit of being hosted whilst our services became established, but the time is now right for Healthwatch Milton Keynes to become a body in its own right and we will be working towards this aim.





# Our governance and decision-making

## Our Board

The strategic direction for the delivery of the service of Healthwatch Milton Keynes is determined by our Management Board, which was elected by our members in January 2014.

At the end of this financial year the Management Board members were:

### Elected Members:

Hilda Kirkwood - Chair  
Marion Wale - Deputy Chair  
Alan Hancock  
Brenda Jenner  
Mike Newton  
Carolyn Peirson  
Nadia Shaw

### Co-opted members

Lesley Bell  
Jean Button  
Gail Hawks

We operate within agreed Terms of Reference and approved Terms of Governance. Our decisions are based on these documents and informed by the issues and concerns of the people of Milton Keynes.

## Hosting Arrangement

Healthwatch Milton Keynes is hosted by Age UK MK, which provides all of the “back office” support - premises, HR and finance - under a contract with Milton Keynes Council. This leaves the Management Board free to concentrate on the service itself.

## Lay people and volunteers

All of our monthly Management Board meetings are open to the public and the public is invited to raise questions in advance so that they can be addressed at the meeting.



Management Board (right to left, top to bottom): Marion Wale, Mike Newton, Hilda Kirkwood, Alan Hancock, Gail Hawks, Brenda Jenner, Nadia Shaw, Carolyn Peirson



# Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		158,644
Additional income - from the local authority which was allocated to launching Healthwatch in Milton Keynes and was unspent in 2013/2014		5,000
<b>Total income</b>		<b>163,644</b>

EXPENDITURE		
Hosting costs - premises, computers, telephones, postage and stationery etc		43,180
Staffing costs		96,519
Direct service delivery costs		6,965
<b>Total expenditure</b>		<b>146,664</b>
<b>Balance brought forward</b>		<b>16,980</b>

## Note 1

There is a separate fund for running our annual event in Middleton Hall, which is managed independently and aims to be self-financing. At the end of the financial year the balance on that fund was £955.

## Note 2

The balance brought forward for the year of £16,980 is committed to project working in 2015/16.



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# Contact us

## Get in touch

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, MK Clinical Commissioning Group, 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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