



healthwatch

Healthwatch Milton Keynes Annual Report 2016/17



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Message from our Chair

Welcome to our fourth annual report, our first as a fully independent entity.



Hilda Kirkwood, Chairperson, Healthwatch Milton Keynes

This year has been one of challenges and change, both for us and the wider Health and Social Care sector.

One of our greatest emerging priorities is the Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership (STP) and establishing our role within it. It's vitally important that we stay abreast of emerging changes so we can use our local knowledge and good relationships with commissioners and providers to facilitate high quality public engagement wherever possible.

The STP is part of a broader trend towards the integration of health and social care, an area of work that continues to be a priority for us, and for all who work in the sector.

Last year, much of the time and energy of the Board of Trustees was dedicated to

launching Healthwatch Milton Keynes as an independent organisation with the ability to fully realise its objectives. It was an ambition that was achieved at the beginning of 2017. We have developed the Operational Team structure to deliver our statutory duties and responsibilities successfully, ready to face up to the many new challenges confronting health and social care.

We have said goodbye to our Team Manager, Diane Gordon, as well as Phil Winsor, Jane Bidgood and Cindy Shilton. On behalf of everyone who has worked with them, I would like to thank them for their hard work in helping to establish Healthwatch Milton Keynes and wish them well in their future endeavours. I also want to wish the best of luck to Amber Saunders, the Chair of our young people's group, who has stood down to concentrate on her A-levels.

Now with our new foundations fully established, I am looking forward to guiding Healthwatch Milton Keynes into a new era under the stewardship of our new Chief Executive Officer, Maxine Taffetani.

One of our challenges in the year ahead, will be to build our next three-year strategy. We will develop the work of the past four years, particularly focusing on stronger engagement with all sectors of Milton Keynes growing and vibrant populations. I am confident that the voices of our population will be heard by commissioners and providers of our health and social care.

Message from our Chief Executive

Having recently started my post as CEO of Healthwatch Milton Keynes, I am looking forward to driving forward new work and projects that get into the heart of our community and demonstrate how your views can be used to make real improvements to local services that matter to them.

I am pleased to be leading an organisation that has already made such a positive contribution to local health and social care, and one that has built strong relationships with commissioners, service providers and service users alike. I will be working on our refreshed priorities, building on the great work we've done so far and bringing heightened quality to what we do, what we learn from it and how we feed that back.

We are lucky to have a fantastic team of volunteers supporting our work; people who are highly active in their communities and provide a valuable role in representing us at key meetings with commissioners and service providers. Their knowledge and expertise in both the health and social care, and voluntary and community sectors is critical to the effective delivery of our aims and objectives.



“I am looking forward to increasing the impact of our work, embarking on new projects that get into the heart of the community and demonstrating how the views of local people can be used to make improvements to local services that affect them”

Maxine Taffetani, Chief Executive Officer, Healthwatch Milton Keynes

We will be focusing on expanding our volunteer base and working more closely with our volunteers to ensure that we are at the right meetings, and that our volunteers are fully trained and supported to deliver Healthwatch activities.

Above all, we will continue to listen to your views and help ensure that those that design, run and regulate health and social care services listen to people's views and act on them.



Highlights from our year

This year we've reached 72,000 people on social media



Our volunteers support us with everything from helping at our annual event to carrying out patient surveys



We've visited 15 local services



Our reports have tackled a range of issues, including young people's sexual health services



We've surveyed 329 people about A&E and Urgent Care Service.



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



Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your feedback to encourage those who run services to act on what matters to you.

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

Our vision

Our vision is to be the effective patient voice for local people, influencing and shaping health and social care services to meet local needs.

Our priorities

Our priorities reflect the most pressing areas of health and social care. These will be reviewed in the coming year in line with our three-year strategy.

Sustainability and Transformation Partnership

The developing Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership (formerly Plan) has been a key focus for us. Although we are not formally a member of the partnership (unlike the earlier Bedfordshire and Milton Keynes Healthcare Review, which it supersedes), we are committed to making sure that those who develop the STP listen to the views of local people. So far we have helped to organise a public engagement event, and we have linked up with the other three local Healthwatch in

our footprint to try to increase public awareness of the STP process and engagement activities. We are also members of the STP's emerging Public Voice Partnership.

The STP sets out to provide a framework for how local services will be planned and delivered in the future. It comes at a time when health and social care services are under stress, and we believe it is our role to ensure that local people exercise their right to be informed, and to speak out when they feel this is needed.

GP Access

We listened to your feedback about difficulty accessing GP appointments and got involved in a successful project to increase the number of out of hours GP appointments. Read about our involvement on page 15.

Integration of health and social care

We have contributed to several initiatives around treating people closer to their homes and avoiding unnecessary hospital visits. Well thought through, better integration of health and social care could have a hugely positive impact on the lives of people who rely on these services.

Mental Health

Mental Health is an area that is both pressing and underfunded locally. We have invested our resources to ensure that Healthwatch has skilled volunteers present at key meetings where we have had the

opportunity to listen, offer feedback and influence services.

Children and Young People

Our Young People's Healthwatch group has met regularly to share ideas, discuss how best to communicate with young people, and plan activities.

The group produced a report following a visit to Brook, the sexual health and advice service for young people, and were pleased to see their recommendations implemented. Read about their experience on page 15. The group also visited a GP

surgery and helped organise a health event for young people in care.

We teamed up with Milton Keynes Council and Compass, the young people's substance abuse service, to run a successful drug and alcohol awareness campaign aimed at young people, their parents, and the people who work closely with them.

Our vision is for Healthwatch Milton Keynes to be the effective patient voice for local people, influencing and shaping health and social care services to meet local needs.

Our Healthwatch Team (left to right, Tracy Fenton, Maxine Taffetani, Tracy Keech, Ellie Spear)



A woman with long blonde hair and glasses is smiling and looking towards the left. She is holding a large folder or stack of papers. In the background, there is a large sign with the text 'We can help you' in white on a purple and brown background. The image is overlaid with large, semi-transparent teal and green circles.

We can
help you

*Your views on
health and care*

Listening to local people's views

We listen to your views at public events, through our outreach, by phone and via our website. We represent the patient voice on various planning and implementation boards.

An ongoing priority and focus of our engagement activities is to seek feedback from all areas of the community. Our links with the voluntary and community sector help us improve the quality of our feedback by enabling us access to underrepresented groups.

Our outreach has taken us to organisations as diverse as Alzheimer's Carers Support, MK Hard of Hearing Support group and the Downs Heart group. We have a dedicated Young People's Healthwatch and good links with local schools and organisations that support young people.

We visited upwards of 400 members of the local community through our outreach and by attending events.

What we've learnt from visiting services

Healthwatch Milton Keynes volunteers carried out audits of local services as part of Patient-Led Assessment of the Care Environment (PLACE), an assessment programme run by the Health & Social Care Information Centre (HSCIC) on behalf of the Department of Health.

“Healthwatch has been really involved with CNWL MK throughout the year, providing support and advice on service redesign. Their involvement is appreciated; they are always constructive and represent the service users voice. Thank you Healthwatch”

Annette Patterson, Service Director Milton Keynes Community Services, CNWL

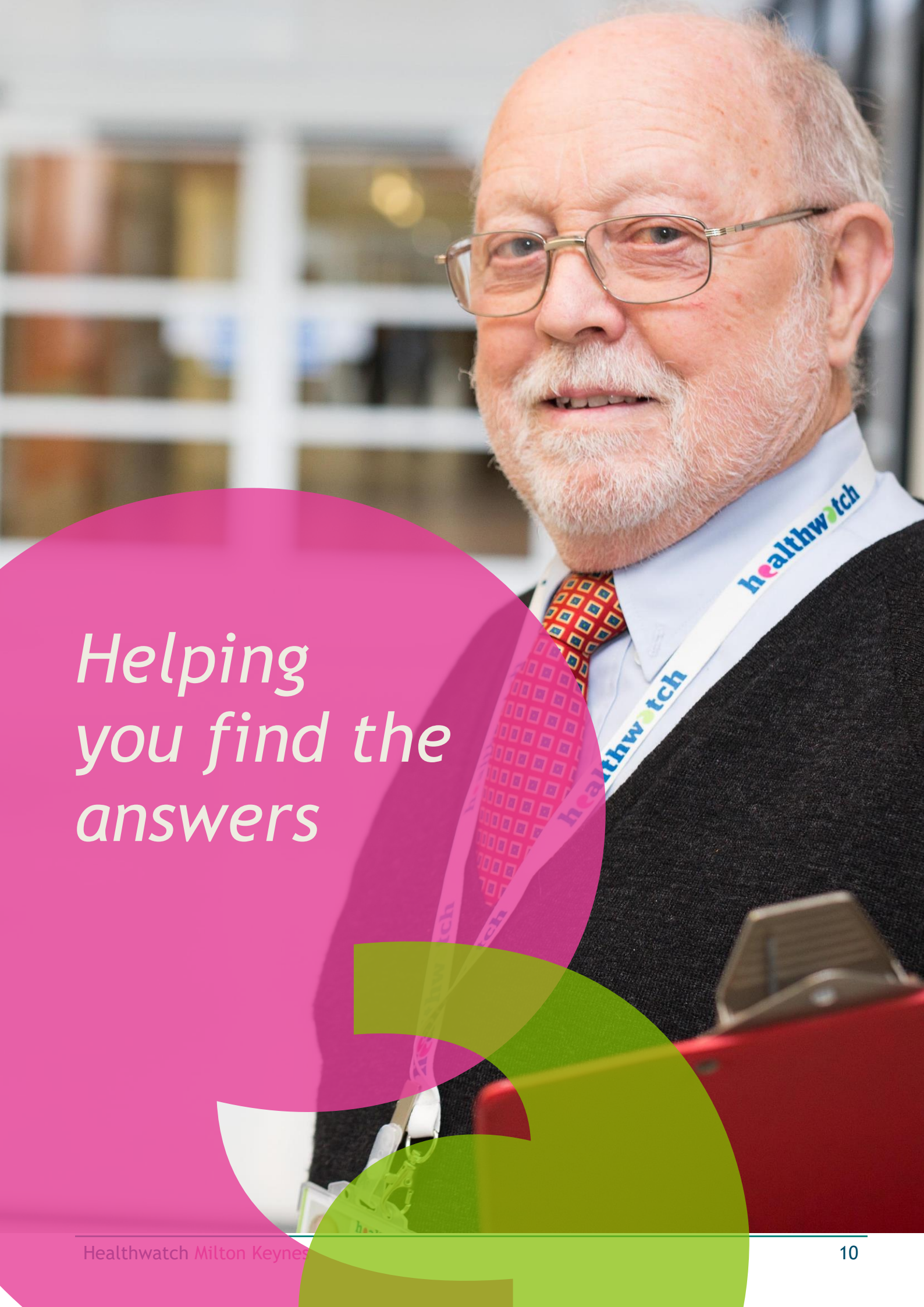
PLACE assesses non-clinical aspects of the inpatient environment from a patient's perspective by assessing five criteria: condition and appearance; cleanliness; food and hydration; privacy and dignity; and disability and dementia.

Five audits were carried out in 2016/17 and Healthwatch will continue to support the programme.

This has been a valuable learning experience for our volunteers, many of whom will go on to participate in Enter and View inspections later this year. Our involvement in PLACE has supplemented our knowledge of local services and standards.



We listen to what you tell us about services



*Helping
you find the
answers*

How we have helped the community access the care they need

Improving information for patient - signposting

Last year, we helped 483 people to find the right person to speak to through our signposting efforts. Good working relationships with our stakeholders has aided our ability to use their knowledge to appropriately direct patients.

Our work on Getting People Home

We worked on 'Getting People Home', an initiative designed to improve and simplify hospital discharge procedure. The initiative aims to reduce levels of delayed discharge by assessing and planning a patient's longer-term care in a more appropriate environment, ideally their home, or care home.

As a member of the Programme Management Group overseeing the initiative, we provided advice about securing effective patient engagement.

The work is ongoing and is supported by all the local care commissioners, providers and agencies: Milton Keynes Council, Milton Keynes Clinical Commissioning Group, Central and North-West London NHS Foundation Trust and Milton Keynes University Hospital NHS Foundation Trust.

A&E and Urgent Care Service survey

Our volunteers carried out a survey of Milton Keynes University Hospital NHS Foundation Trust Accident and Emergency (A&E) and Urgent Care Service. This work will inform the hospital about when people are most like to attend these services, the

reasons for their visit, and whether they are likely to practise self-care prior to attending. Our volunteers gained valuable experience in interviewing and engagement techniques.



Healthwatch has supported the CCG this year with a public consultation and a number of other important engagement projects. We value their continued input in helping us ensure that the voice of the patient is heard and part of everything we do.

Matt Webb, Chief Officer, NHS Milton Keynes CCG

Clinical Priority and Best Value consultation

We used our good working relationship with Milton Keynes Clinical Commissioning Group (MK CCG) and knowledge of local groups to improve the reach of public engagement in a MK CCG consultation, Clinical Priority and Best Value. We offered a list of voluntary and community groups that could help them gain feedback from areas of the community that are underrepresented.

*Making a
difference
together*



How your experiences are helping influence change

We use your feedback to inform service providers of areas in which they are doing well and changes they could make to improve services.

We listened to feedback during outreach at MK Hard of Hearing support group that the deaf and hard of hearing community have difficulty accessing NHS telephone services, such as NHS 111. We fed this information back to the provider and asked that they ensure their service is accessible to all. We will continue to pursue this.

Working with other organisations

We have developed strong relationships with our key stakeholders - including Milton Keynes Clinical Commissioning Group, Central and North-West London NHS Foundation Trust, and Milton Keynes Hospital NHS Foundation Trust. This allows us to feedback the views of local people on the design and delivery of local services. We developed our Memorandum of Understanding (MOU) with Milton Keynes Council, which formally sets out how we work together and share information. Our MOU with MKCCG has been significant in increasing our level of input in their engagement activities. We have identified the need to improve links with Care Quality Commission inspectors.

Our Chair sits on the Health and Wellbeing Board, ensuring we are centrally placed to influence the strategic direction of health and social care in Milton Keynes.

We share all our feedback and findings with Healthwatch England. This has been facilitated by the adoption of a shared system for recording information.

“The completion of their transition to an independent organisation has led to exciting changes for Healthwatch MK CIO. Our MOU provides a framework for our ongoing relationship to ensure we continue to work together for the citizens of Milton Keynes”

Mick Hancock, Assistant Director Joint Commissioning, People Directorate, Milton Keynes Council

How we've worked with our community

Volunteers are at the heart of what we do. They provide valuable links to local voluntary and community groups and represent us at meetings.

Our volunteers help us with everything, from working on events or in the office, to carrying out patient surveys and representing us in the community. We trained teams of volunteers to carry out patient surveys and visit local services in preparation for our Enter and View work.

Our trained and dedicated team of Authorised Representatives (ARs) are active in local community and patient focused groups. They represent us at meetings, where they offer the patient perspective to providers and commissioners and report back to us, keeping us up to date with health and social care issues.



*It starts
with you*

Steph Edus
Healthwatch Newcastle U

#ItStartsWithYou

We value your feedback and want to hear your experiences of local health and social care services. We record all feedback and contact the provider if we notice patterns emerging about a service or a recurring issue. We also feed back to Healthwatch England to inform the national picture.

GP Access

You said that you had trouble accessing appointments at your GP surgery. We worked on an initiative to improve access to GP appointments. The service, known as 'MK Health Extra', offers the equivalent of 300 extra appointments per week at weekends and out of hours across 7 locations.

We have been involved at every stage, from providing input on the initial bid to training receptionists on the booking process.

Patient feedback has been positive. The service is popular with working people, those with musculoskeletal conditions that require ongoing care, and for blood tests.

The project was funded through a scheme that aimed to improve access to GP appointments and stimulate innovative new ways of providing GP services.



Georgia's experience of visiting a local service with Young People's Healthwatch



Young People's Healthwatch visited Brook, the sexual health and advice service for young people and evaluated the service from the perspective of young people.

"Brook was well run, inviting and catered to young people's needs. We had suggestions for how the service could be more inviting for young people. I know that everything that we said has been taken on board and listened to."

Georgia, Young People's Healthwatch

We listened to feedback from 44 secondary school students during outreach at Stantonbury Campus. Their suggestions were added to those from the Young People's group and presented in a report to Brook. The report was welcomed by Brook, which implemented many of the changes.

"We are always looking for ways to improve our service for young people and thank Young People's Healthwatch for their feedback. We are pleased to have been able to implement most of the recommendations."

Marie Harris, Service Manager, Brook

*Our plans
for next
year*



What next?

We look forward to our first full financial year as an independent organisation. With our structure in place we are ready to build our next three-year strategy, which will be launched in April 2018. We publish our Strategy 2017-18 Annual Update at our Annual Meeting on 26th July 2017.

The Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership will continue to be a focus.

We have set out a plan of our activities against our five priorities for the year: The Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership; Integration of Health and Care; Mental Health; GP Access; Children and Young People. These remain relevant and important areas of health and social care.



Engagement

We want to improve the way we engage with our community and attract new members. We want to regain our

membership levels, which decreased when we became independent. We will look at how we can ensure we reach people from all areas of our community.

We will raise awareness of our signposting service and enable more people to contact us with feedback about local health and care services. We are taking part in a national campaign to raise awareness about how we use feedback to improve local services.

“We value the role of Healthwatch and their support in continuing to improve care quality and access to services. Healthwatch are represented on our Council of Governors and are real champions in promoting the voice of patients, carers and the wider community. We look forward to continuing to work with members over the coming year”

Joe Harrison, Chief Executive of Milton Keynes University Hospital NHS Foundation Trust

Enter and View

Having completed preparatory work for Enter and View visits, we look forward to the insights these visits will bring.

We will begin a programme of visits to local services, known as Enter and View. Through this programme we will help providers across a range of health and social care services identify changes that could improve people’s experiences of those services. We are committed to ensuring that our approach is transparent and rigorous.



Our people

Our Governance

We are committed to making decisions about our activity in an accountable, open and transparent way. We were recognised as a CIO - a Charitable Incorporated Organisation - in March 2016, and became fully independent on January 1st 2017. We have two main decision-making bodies: The Board of Trustees, which is responsible for policy-setting; and a Health and Social Care Committee, which is concerned with programme development and service delivery; both are elected by our members.

How we involve the public and volunteers

Our Health and Social Care Committee meetings are open to the public, and the minutes are published on our website. Meetings of the Board of Trustees will be

open to the public from July 2017. We send out a fortnightly email communication to our online members, and a less frequent, edited version to offline members, and all our members receive a quarterly newsletter. Our representatives attend meetings on our behalf, work on projects, send us reports and participate in outreach events. Every quarter we host a Patient Participation Group networking meeting, and we support consultations on system change and the local Sustainability and Transformation Partnership.

As well as being represented at a variety of health and social care events across Milton Keynes, we organise a major event of our own each year, held in Central Milton Keynes. This is designed to present our work, and that of a wide network of health and social care organisations, to the Milton Keynes public.





Our finances

healthwatch
healthwatch

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		163,041.81
Additional income		
Total income		163,041.81
Expenditure		
Operational costs		36,248.67
Staffing costs		107,967.68
Office costs		18,648.93
Total expenditure		162,865.28
Balance brought forward		176.53



Contact us

Get in touch

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We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, 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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