

<b>SCRUTINY: HEALTH AND SOCIAL CARE REVIEW GROUP(HSCRG)</b>	<b>AGENDA ITEM</b>  <b>9</b>
<b>DATE OF MEETING: 25<sup>TH</sup> SEPTEMBER 2019</b>  <b>REPORT OF:</b> LUTON HEALTHWATCH CHIEF EXECUTIVE  <b>REPORT AUTHOR:</b> LUCY NICHOLSON - TEL : 01582 817060  <b>SUBJECT:</b> HEALTHWATCH LUTON QUARTERLY UPDATE Q2	

## PURPOSE

- 1) To update the Board on feedback from Luton residents on Health and Care services in the town

## RECOMMENDATIONS

- 2) To note and comments on the report as appropriate.

## REPORT

<b>Quarterly Outcomes</b>	<b>Narrative</b>
<b>Healthwatch Luton</b>	<b>Q2 (July-Sept)*</b>

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**\*Feedback pulled on 5<sup>th</sup> Sept, incomplete month of data**

### **1.Outcomes performance monitoring – narrative template**

Please type or paste text (text box will expand) below:

#### **Total number of individual requests for IAS services:**

- 52 individual signposts
- 8 advice and information (targeted engagement & office)
- 19 website feedbacks (no signposting, info just feedback)
- **Total: 79 contacts**
- **Total Engagements (Q2): 120** (website, SM engagement)

#### **Of above, what were the top 5 IAS issue topics in Luton this Q:**

- GP Access and waiting times\*\*\*
- Hospital treatment and care
- Mental Health treatment and care
- Dental Access (and positive for Administration)

#### **Routes for referrals into Healthwatch (e.g. customer, organisation, carer) to Healthwatch:**

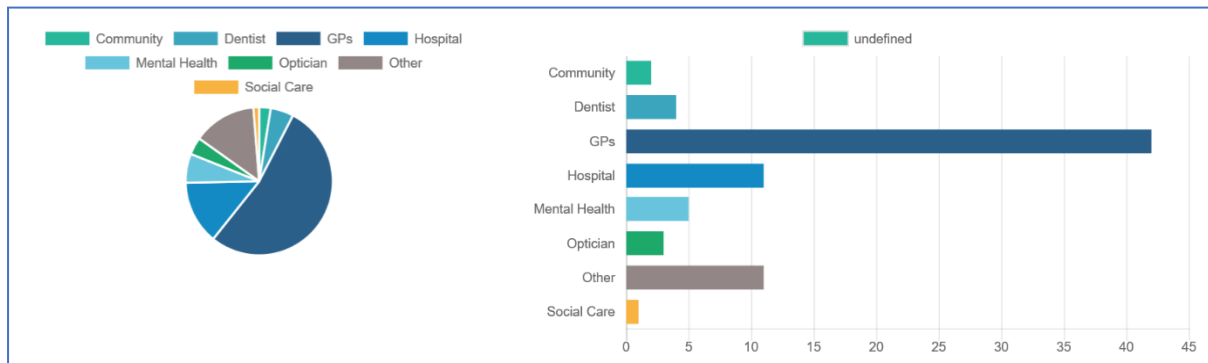
- Internal (phone/Email)
- Website
- Engagement
- Referral

People walking in from the street for Q2 = 0

#### **What were the top 5 signposting referrals made from Healthwatch to other agencies:**

- Practice Managers / Surgeries
- PALS (hospital)
- PALS (ELFT)
- Voluntary Sector community groups – POWHER

## 2.Current Feedback and Trends : July – September



**\*\*\*In Q1 & Q2 an increase in GP feedback has weighted our feedback incorrectly. This is from one person regarding one surgery regarding access issues that HWL, PPG and LCCG are sorting.**

However, GP access and appointment times are still an ongoing concern for most feedback we receive. Of the 79 contacts this quarter, over half of the feedback was on GP's as a service. From the feedback from the GP surgeries, over half of the feedback was negative or neutral around appointments, access and waiting times for appointments.

The hospital has also had an increase in feedback this quarter, mainly in the last month (August). This theme has mainly been around treatment and care and access to services.

Mental Health remains on our feedback although has dropped considerably and dental feedback has increased this quarter.

Our targeted engagement programme is now up and running so further feedback from seldom heard groups will increase from September – December, giving further views on health and care services from hard to reach communities.

We have had 79 feedbacks from internal and engagement and through our website, on 28 health and care services in Luton.

### GP's:

Q2 shows a discrepancy in GP feedback due to before mentioned anomaly.

Generally GP access is the largest feedback we receive constantly and our Chair sits on the Primary Care Commissioning group as well as many other Boards and groups supporting Primary care provision.

### Breakdown:

+	Administration	27	7%	93%	0%
+	Access to services	20	5%	90%	5%
+	Staff	11	27%	73%	0%
+	Communication	8	13%	88%	0%
+	Treatment and care	7	43%	57%	0%
+	Medication	6	0%	100%	0%
+	Making a complaint	1	0%	100%	0%

Administration and access to services is the largest feedback we have received this quarter. Sub themes of Administration feedback have been: Appointment availability / booking appointments / medical records. Sub themes of Access have been: Lack of access / convenience of appointments / patient choice.

Healthwatch Luton sit on and support many of the primary developments in Luton, but have still concern on access for the general public. Whilst our numbers of feedback are low statistically speaking, for nearly 50 independent patients to inform us of issues with a service, Healthwatch Luton feel we need to focus priority into GP Access more this year, with the support of LCCG.

**Healthwatch Luton are fully aware of the work that has been done around GP access in Luton, however, we would like to direct further concentrated support in this area. This theme has been highlighted to Healthwatch for nearly 4 years and whilst improvements have been made, we feel we can support the LCCG going forward.**

### What is Healthwatch Luton doing about GP feedback?

1. HWL have informed and are in discussions with LCCG on supporting initiatives around GP access and communications
2. HW meet with and discuss instant primary care concerns and issues with Practices and LCCG ongoing.
3. HW work with PPG's within Primary care and will be looking to support development under PCN's and review of the PPG process in Luton.
4. We feed into the LCCG quarterly Quality meetings
5. We feedback to the providers (GP's) as well as to the LCCG

## Hospital:

Q2 has shown an increase in feedback for HWL on the hospital, mainly around treatment and care and access to services. Individual concerns and issues means we have worked with PALS more frequently this quarter, not reflecting the overall feedback from the hospital.

### Breakdown:

+	Treatment and care	11	36%	64%	0%
+	Access to services	4	25%	75%	0%
+	Communication	2	100%	0%	0%
+	Discharge	2	0%	100%	0%
+	Making a complaint	2	0%	0%	100%
+	Dignity and Respect	1	0%	100%	0%
+	Home support	1	0%	100%	0%
+	Staff	1	0%	100%	0%

### What is Healthwatch Luton doing about Hospital feedback?

1. We inform the Hospital through quarterly meetings with Chief Nurse and PALS department
2. We join the LCCG on their Quarterly Quality visits on wards
3. We will be joining the LCCG Quality Team visits and create a programme with them for 2019 to have quarterly reviews of specific wards
4. We have completed our Enter and View reports and have published our recommendations
5. We are seeking CQC contact for Hospital care
6. We will be planning a further review of our Enter and View recommendations
7. We are working across BLMK on hospital care

### 3. Current Engagement and Focus (July – Sept 2019)

This quarter we have focused on Learning Disability and Mental Health feedback generally for our project work, but we are also setting up some targeted engagement out in the more culturally diverse areas of Luton for Q3.

#### Q2

1	Headway targeted engagement
2	Resolutions
3	FUN – LD
4	Switch Café
5	Penrose – targeted engagement
6	Freshers week: University engagement
7	ELFT carers

We will also be focusing on Q3 across Luton on community engagement, using our growing volunteers to support our targeted engagement.

Our targeted engagement will continue in Q2. We will be continuing our inpatient review for ELFT and look at Enter and Views for the next quarter. Our current inpatient ward reviews have been interesting and provided mainly positive feedback from the wards. We are working with ELFT and inpatient managers to support individual feedback and signposting.

### 4.Next Quarter Focus (Q3 Oct – Dec)

We will be running a Mental Health Professional Panel Forum, as well as LD Professional Panel Forum this quarter allowing people to meet with and question professionals on these topic areas.

We will be running an Enter and View programme with ELFT's inpatient wards over the next few months, following on from our inpatient review (currently being completed).

We will also be looking at work with PPG's, GP access cards, Summary reports on all our feedback on services in Luton.

**Healthwatch Luton have also been nominated by Healthwatch England for an award for the Young Person's event held in Luton in 2018 with the LCCG.** We are also running a workshop with the

Healthwatch England Managing Director, Imelda Redmond on the Long Term plan and local engagement.

Healthwatch Luton are also part of a King College review of the Healthwatch network.

END OF REPORT

**PROPOSAL/OPTION**

None

**APPENDIX (if any)**

None

**LIST OF BACKGROUND PAPERS (if any)**

None