



Annual report 2019-20

Guided by you

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Message from our chair



P. Charnock

An introduction to this report at this time without reference to the current Covid-19 virus affecting the whole of our planet, would not do justice to those people working in Health and Social care, with the army of people who support them. To all, both national and local, may we say 'thank you' for what you do for us and offer our thoughts for all who have lost their lives and the bereaved.

The last 12 months we have endured changes in staff but we are now in a more stable position to move forward with our new (well 9 months now) coordinators Catherine Fuller and Karen Hodgkin. The quality of what we do is on the rise, but we do need one or two more directors to join us. More of this later in the report.

Some of the highlights of the past year were our NHS report on the islanders' views of what their concerns were for the future. Supporting our consultations around the islands with members of the community and voluntary organisations was the bi-annual survey, this was sent to each household recording people's use of, and views of, the local Health and Social care services. There was much learnt, a great deal shared with the providers of services and changes made where it has been possible.

I must also say thank you on behalf of the board and all at Healthwatch Isles of Scilly to our volunteers from our community who have been supporting some of the most vulnerable residents at this time of 'lock down' and restricted movement. Be it a simple delivering a newspaper, necessary medicines or basic foodstuffs, as well as at least a weekly telephone contact to check folk are okay, it all adds up and shows our community may be small in size but 'BIG' in heart. Our close working relationship with the council's Adult Care department has been to the benefit of all.

Read our report and see what we have achieved and what we plan for the next 12 months.

Paul Charnock
Healthwatch Isles of Scilly Chair

Our priorities

We have used the information people have told us about the improvements they would like to see health and social care services make in 2019-20. These are our three priorities for the year ahead based on what you told us.



- Medical Travel



- Health and Social Care Provision



- Children and Young People's Services



"Throughout my time as a GP on the Isles of Scilly I have found Healthwatch to be an excellent source of support for the local population. As a body they have always worked proactively with myself in primary health care.....Healthwatch enjoys high levels of support amongst the local community, represents them strongly and has been actively involved in areas such as the STP."

(Dr Chris Picken)

About us

Here to make care better

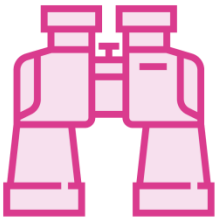
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,
Healthwatch England Chair





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People’s views come first – especially those who find it hardest to be heard.
We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchislesofscilly.co.uk

Facebook: Healthwatch Isles of Scilly

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you

5 Director Volunteers



We couldn't make all of these improvements without the support of our 5 Director volunteers that work with us to help make care better for their communities. In total they gave up a vast number of hours/days.

We employed

2 staff

who worked part time (whose hours were equivalent to 1 full time member for 7 months and part time (20 hours per week), for 5 months.

We received

£44,600 in funding

from our local authority in 2019-20, 2% less than the previous year.

Providing support



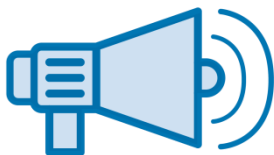
53 people

shared their health and social care story with us.

41 people

accessed Healthwatch advice and information online or contacted us with questions about local support

Reaching out



1.6K people

engaged with us through our website, 286 people engaged with us through social media.

Making a difference to care



We published

1 report

This was based on our bi-annual community wide survey that was sent to each household about the improvements people would like to see with their health and social care. From this we made 5 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive on the Isles of Scilly.

Community Survey sent to every household on the Isles of Scilly

It is important to us to get feedback from our community about all of the health and care services that they have recently experienced.

We sent out 965 surveys to every household across all five islands.

This survey has enabled us to identify that the majority of people are happy with the health and care services that are provided on the islands. It has been great to be able to share such positive comments with the service providers and for them to know what they are doing is working.

The results of the survey identified the following areas that were important to the community and how they could be improved:-

- More easily accessible services to the community, including optician, physiotherapy, podiatry, chiropractor.
- More easily accessible information about adult mental health services that are currently available.
- Due to limited feedback received on addiction, we will be looking to carry out further research into this service.
- Medical travel and ongoing areas of concerns.
- Video consultations - their accessibility and availability.

healthwatch
Isles of Scilly

Isles of Scilly Health and Care Community Survey 2019 Report

Healthwatch Isles of Scilly
February 2020



These recommendations have been added to our Work Plan and will be an ongoing focus throughout the year.

There are many reasons I live on the IOS, surprisingly I didn't think health services would rank among them; now I feel that the IOS is the 'go to' place for health service!

(Member of community)



St Mary's harbour

Members of our community raised a number of issues with us regarding inter island and mainland travel for medical appointments.

We presented five issues to the Isles of Scilly Council Scrutiny Committee at the November public meeting (The Council Scrutiny Committee is dedicated to scrutinising local NHS policy, planning and impact against local needs and inequalities).

The following issues were raised:

- Subsidised travel for escorts of 16 to 18 year olds.

- Subsidised travel for escorts of vulnerable people.
- Cancellation of medical flight and the charges incurred.
- Off-islanders who have mobility problems and lack of suitable transport to attend health appointments.
- Council travel warrants for local (Primary care) medical trips. Lack of clear information about the use of the medical launch and large upfront costs to the patient for booking a special boat.

They will now take these issues up in discussion with the relevant service providers and we await the responses to the Scrutiny committee.

Insufficient escort provision available for older people without confidence to go to the mainland unaccompanied'
(Member of community)




First Virtual consultation clinic begins!

Islanders identified that if there was a video link with their consultant, it would save time on travel for routine appointments.

We liaised with the NHS Kernow Lead Nurse and progress has been made to enable video consultations to happen for follow-up appointments. The first visual consultation clinic started at the end of February 2020 in Cornwall in the speciality of orthopaedics. The plan is to offer virtual consultation in this speciality to IOS patients

where clinically appropriate.

 *Video link or Skype with consultant would save time and travel for routine appointments.*
(Member of community)



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchislesofscilly.co.uk

Telephone: 01720 423037

Email: contact@healthwatchislesofscilly.co.uk

Long Term Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Healthwatch England network, held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here's a summary of our work and what we found.

Healthwatch Isles of Scilly, working with Healthwatch Cornwall, asked people within local communities, #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on were:

- Opportunity for follow up appointments to be carried out remotely on the islands.
- Offering certain chemotherapy treatments

locally at our hospital.

- Extension of 'exceptions' within the escort policy for medical travel.

Cornwall and the Isles of Scilly Health and Care Partnership will be engaging widely over coming months and aligning all engagement to the NHS Long Term Plan.

For the full report, please go to our website at www.healthwatchislesofscilly.gov.uk



Travel to the mainland and dealing with the regular delays and disruption can be stressful at the best of times. Undergoing treatment for cancer is far from the best at times. Having that support (an escort) whilst travelling would significantly ease that stress." (Member of community)

Helping you find the answers

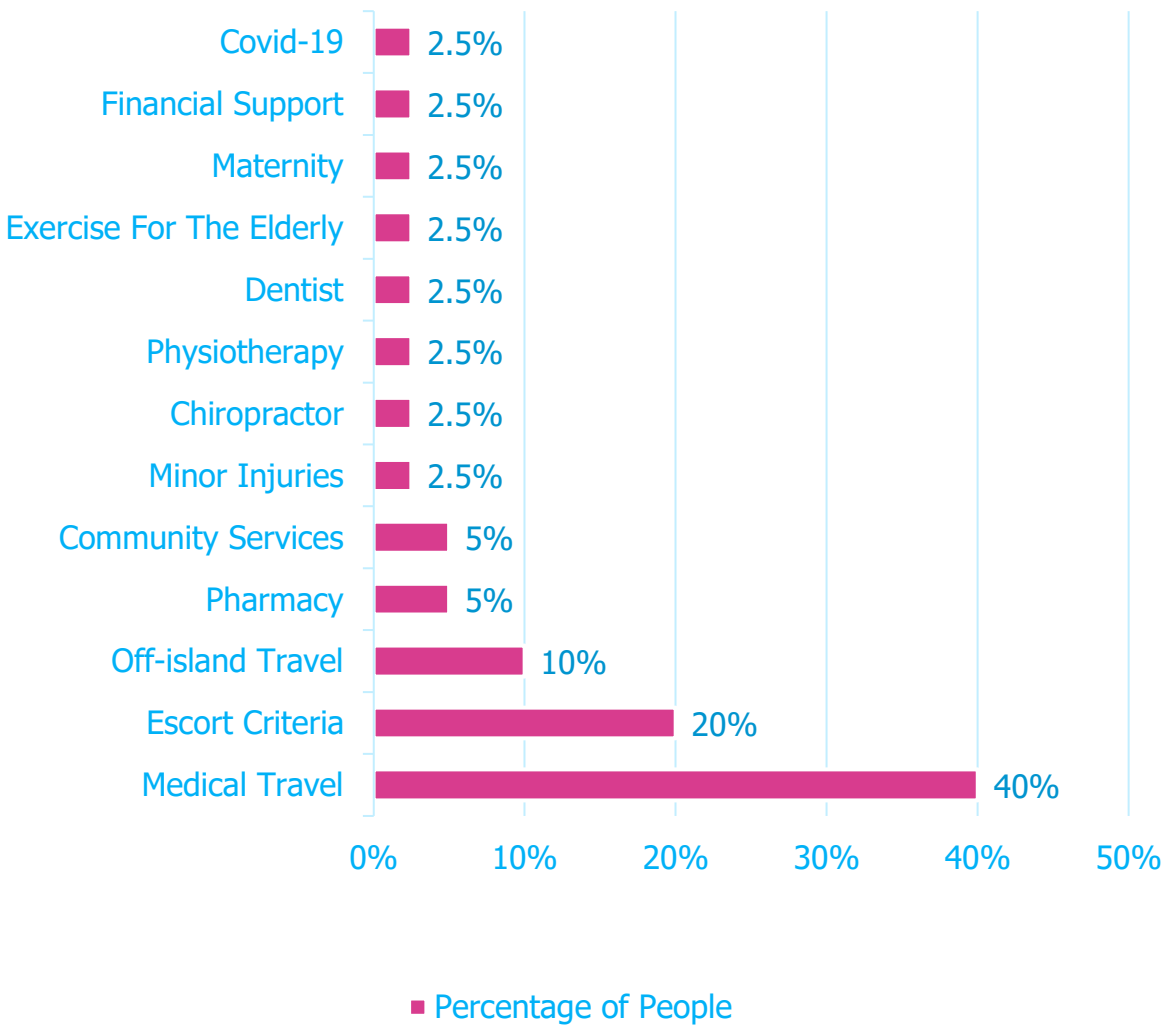


Finding the right service and how to access it can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped many people get the advice and information they needed by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.





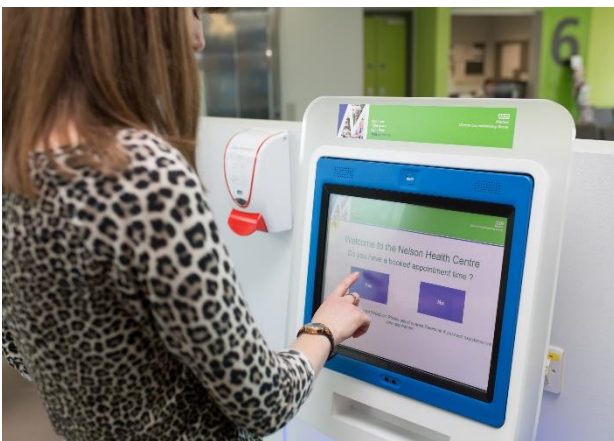
Story 1:

We noticed a number of people were phoning up to ask for information about medical travel and transport from Land’s End to the hospital. We wanted to make it easier for people to find this information and so created a leaflet that is a step by step guide to medical transport. In order to produce the leaflet we liaised closely with Patient Transport and Skybus. The leaflets are available to collect from the Healthwatch office and on our website- www.healthwatchislesofscilly.co.uk



Story 2:

20% of the people who contacted us asked about information relating to escorts for medical travel. We took the feedback along to our regular meetings with the service providers and also organised a face-to-face meeting with the Patient Transport Team in Cornwall to raise and discuss the issues.



Story 3:

With a range of enquires coming into the office, we wanted to make it easier for the community to find out information on services to support health and social care needs. We developed a brand new website with an easier to read, new format. www.healthwatchislesofscilly.co.uk



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchislesofscilly.co.uk

Telephone: 01720 423037

Email: contact@healthwatchislesofscilly.co.uk

Office: 1 Gleaner House (Social distancing will apply)

Volunteers



At Healthwatch Isles of Scilly we are supported by 5 volunteer directors to help us find out what people think is working, and what improvements people would like to see to health and care services in their communities.

This year our volunteer directors:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.



Chris Douglas, Volunteer Director



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Isles of Scilly.

Website: www.healthwatchislesofscilly.co.uk

Telephone: 01720 423037

Email: contact@healthwatchislesofscilly.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteer directors. Meet some of the team and hear what they get up to.



Jane Hurd

Main areas of responsibility: Medical Travel. Healthwatch representative for Council of the Isles of Scilly Scrutiny Committee. I have been a director since Healthwatch was formed, and I am responsible for matters connected to medical travel.



Chris Douglas

Main areas of responsibility: Adult community health services. I am a retired pharmacist, having spent 52 years as a pharmacist on St. Mary's. I am particularly interested in setting up a framework to encourage an increase in exercise for all ages and have an interest in children's services.



Penny Penn Howard

Main areas of responsibility: Children's services and support for cancer patients. Healthwatch representative for Council of the Isles of Scilly Children's Trust Board.



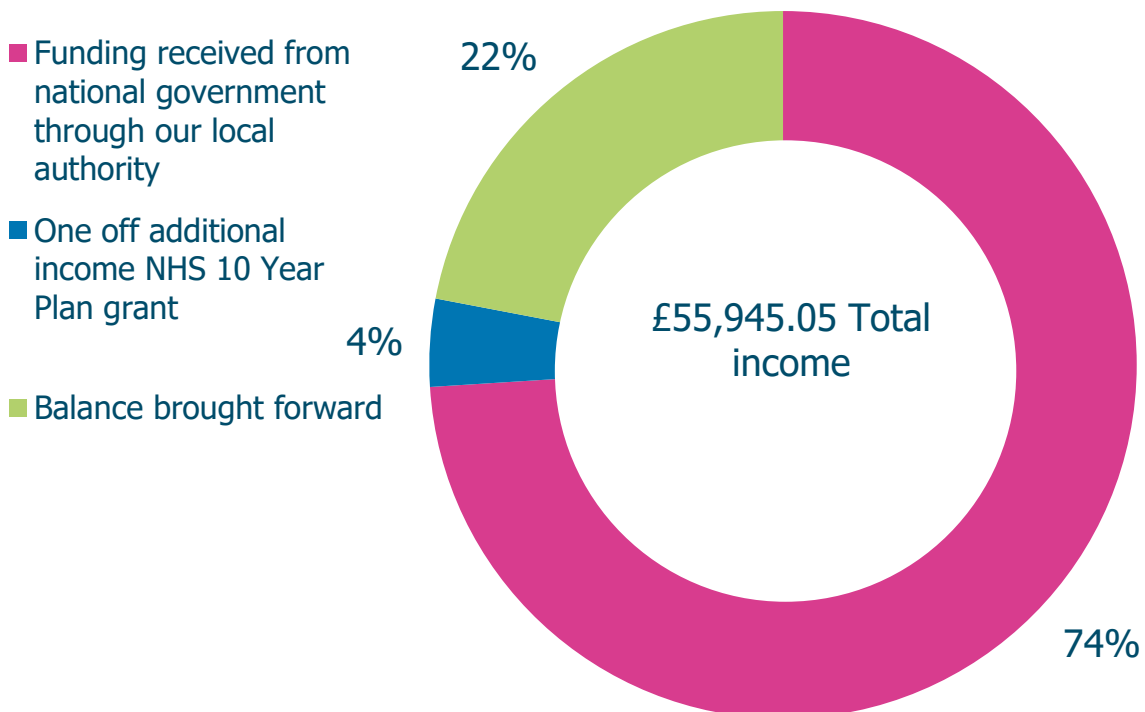
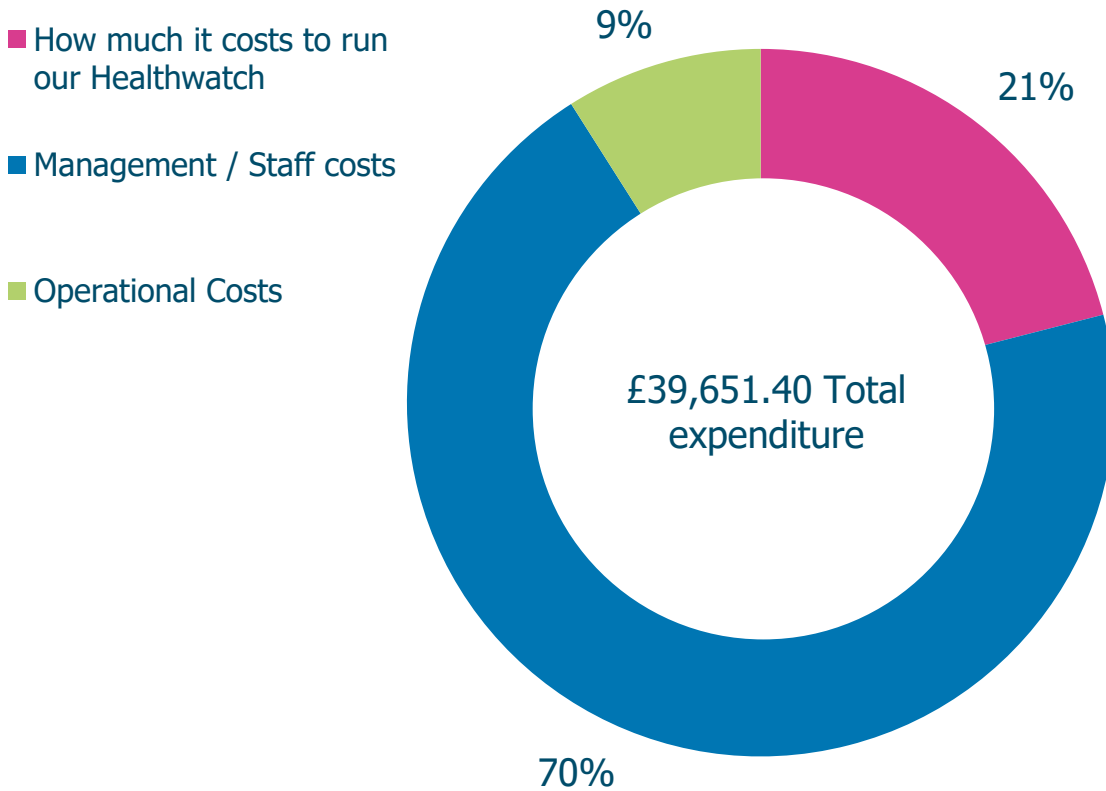
Julia Day

Main areas of responsibility: Finance and Elder care. Healthwatch representative for Council of the Isles of Scilly Community Safety Partnership.

Finances



We are a statutory organisation funded by national government through our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £39,651.40.



Our plans for next year



Our plans for next year:

Looking ahead

As we look to the year ahead we want to make sure that you have the opportunity to have your say on health and care services.

We will continue to work with service providers to ensure that you can access services. This is through regular meetings, reports to service providers and our Isles of Scilly Medical Travel and Transport group.

We have reviewed the insight and evidence collected from our work of 2019-20 and the following priority areas will be our focus for the next financial year:-

- Medical travel
- Health and social care provisions
- Children and young peoples services

Specific issues raised from the Bi-Annual Community Survey will be our main focus within these priority areas. It's what you told us!

In the immediate future we will continue working with Adult Social Care and the council to help members of the community on the islands who may need increased support due to isolation during the Covid-19 outbreak.

Further into 2020, when social distancing is relaxed, we aim to increase our engagement with members of the public by getting out into the community across all islands.

The overriding principle of Healthwatch Isles of Scilly is that everything we do starts with what you tell us. Our staff identify what matters most to people by going out into the community and visiting services to get public feedback on their experiences. We will then work collaboratively with our health and care partners to ensure their services are the best they can be.

K.Hodgin and C. Fuller
Co-ordinators



Paul Charnock, Chair of the Board

Many thanks for reading our report and we hope you have a picture of the work we do on behalf of our community. We say **"It starts with you"** and it really does. You have told us your views and we will further endeavour to represent them with national and local agencies, the government and local council. We hope to visit each of the islands for personal chats and develop further our relationships with charitable and voluntary organisations, including a few coffee mornings, which are always a source of viewpoints and comments.

We will continue our close working relationship with the council, particularly Adult Care services, with whom we work hand in hand in supporting our volunteers supporting the vulnerable. Lastly we will continue our search for Directors to join us and offer their services, experience and skills, to managing Healthwatch Isles of Scilly. Please think about it and come and have a chat with us about what you may be able to offer in time and enthusiasm. We are a charity; we don't get paid but we do get out of it a sense of 'having made a contribution' to our community.

Thank you fellow Directors and our staff.

P. Charnock
Healthwatch Isles of Scilly Chair of the Board

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experiences with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.
- The statutory health and local authority services and their staff.



Contact us

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Gleaner House
Buzza Street
St Mary's
Isles of Scilly
TR21 0HW

01720 432037

Email address: contact@healthwatchislesofscilly.co.uk

[Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)

Website: www.healthwatchislesofscilly.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Unit 1
Gleaner House
Buzza Street
St Mary's
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TR21 0HW

01720 432037

Email address: contact@healthwatchislesofscilly.co.uk

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 need this in an alternative format please contact us.

Company number 8321886 Charity number 1152039

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