



healthwatch

Healthwatch Isles of Scilly

Annual Report 2017/18



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Message from our Chair

This annual report reflects our work and the issues we have been involved in, often achieving positive outcomes. You tell us of your experiences and issues and we raise them in the appropriate manner. It all starts with you.

Another year has passed by and the work of Healthwatch Isles of Scilly has continued in monitoring the services provided to our community to maintain their health and wellbeing and representing the community at various meetings and agency committees.

It would be remiss of me not to publicly express on behalf of our community, the agencies and people with whom we engage and the national Healthwatch family our gratitude to Carol Clarke, our Manager, who following a period of ill health, has decided to leave her position with us. Over a period of nearly nine years Carol has managed, organised, encouraged and often chivvied professionals and allied agencies to alter, change or do something to improve services provided to the Scilly community. Carol has maintained a consistent approach to what she has done and achieved with a deal of enthusiasm. She will be missed by us all but I am sure she will still maintain her interest in what Healthwatch Isles of Scilly does in the future. The directors and staff and I am sure the community with all who know her, wish Carol continued recovery and our very best wishes for the future. Thank you Carol.

Continuing with the thank you's, I extend them to the volunteer Directors and Julie Love our staff member for all that has been achieved this year in what seems to be an ever more complicated world of health and social care and what we as islanders experience when we or a relative or friend require involvement of the care agencies, or just a little help or advice. Policies, costs, practice, even how people are dealt with on such a personal basis or when they need assistance of some kind are often more complicated due to our geographical position. So please remember to tell us when things have not turned out so well and just as important when things have worked well. We will pass it on.

My last thank you, hoping I have not missed anyone out, is to our members who whom we regularly pass on newsletters and bits of information for them to consider and perhaps give us an opinion on. Or maybe know of a problem someone else has experienced

Anytime you want to know more or find out what we have been up to, visit us at our office or check out our website.

www.healthwatchislesofscilly.co.uk



Paul Charnock

Chair, Healthwatch Isles of Scilly



Message from our Manager

I am enormously proud of Healthwatch and what it has achieved - consistently fighting in the Isles of Scilly corner to help maintain and improve health and care services for islanders.

I will no longer be your Healthwatch Manager by the time this report is published. After eight and a half years with Link4Scilly and Healthwatch, it's time for me to move on.

The original Link4Scilly Steering Group developed a positive and pragmatic way of doing business - with a healthy dose of challenge - and by doing so built trusting and effective working relationships with the people who plan and provide services. The Healthwatch Board has fostered this approach and also stayed true to the tenet of 'everything starts with what you tell us'. Together, these two factors make our work truly representative of local experience and concerns, and able to be responsive to trends that we hear about and to quickly take them up with the right people. Huge thanks, therefore, go to all the volunteer Link Steering Group and Healthwatch Board members who have contributed their time and particular wisdom over the years. It has been a privilege to work with them all.

You may know that I was off with illness for 3 months early in 2018, or you may not have noticed - Healthwatch carried on regardless. People still told us things and asked us things, and Board members continued to take up particular issues with services and contributed local knowledge and views to shape policy and future planning. It did reduce our staff capacity considerably, so we were not able to take forward some existing projects or start new ones. You can look forward to hearing about progress on those plans next year.

There is still plenty to tell you about in this years' Annual Report. The latter part of 2017 was dominated by grappling with the implications for Scilly in the new NHS Kernow Non-Emergency Patient Transport policy. Local health services, Healthwatch and the Council's Scrutiny Committee worked together to identify problems and challenge certain aspects of the policy, and NHS Kernow listened and responded. It was a great example of how the system can work in practice, utilising existing working groups and committee powers, and above all, effective channels of communication, in bringing about change. You can find out more on page 14 'It starts with you'.

Elsewhere, Healthwatch efforts ensured that orthodontic treatment is now available on-island; we have continued to work with Macmillan to improve information and support for cancer patients; and by taking our concerns to the Police Commissioner and the Isles of Scilly Community Safety Partnership there is now improved access to Victim Support.

I have a real passion for all this and will no doubt still get the odd bee in my bonnet. I shall know where to come when I do. So please do the same - Healthwatch is only able to ask for change if you say what's needed, so keep telling them things and asking them things and they'll do the rest.

All the best,



Carol Clarke
Manager

Highlights from our year

24,208

This year we've
reached people on
social media



We held our **2nd**
Takeover challenge
with Student
Councillors from Five
Islands School



We worked closely
with the Isles of Scilly
scrutiny committee to
challenge and change
elements of NHS policy
on patient transport



We worked with NHS
commissioners and
providers to bring
about improvements
to services



398 people gave
us feedback on their
experience of health
and care services

We've given **96**
people information
and advice



Who we are



Everything we do starts with what you tell us.

If you need to resolve a particular problem we can point you to the right people to help; meanwhile, we can raise the general issue with the people who plan and provide the service and ask for improvement for everyone.

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

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

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.

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.

The Team

The small team at Healthwatch Isles of Scilly comprises of five volunteer Board members, and 1.4 full time equivalent staff posts - a Manager and a Project Assistant.

Board members Paul Charnock, Julia Day, Chris Douglas and Jane Hurd have been with us for some time, and we welcomed Penny Penn-Howard on to the Board this year.

We sadly said goodbye to Barbara Jones, who after 5 years has hung up her Healthwatch hat, and we thank her for her invaluable contribution.

Meet the team



Paul Charnock

Chairperson



Jane Hurd

Vice Chair



Julia Day

Treasurer



Chris Douglas

Director



Barbara Jones

Director - retired



Penny Penn-Howard

Director

Each Board member takes responsibility for a particular area of work, so if you have comments or concerns here are the people to speak to and you can also talk to the staff at the office:

- + Adult Social Care - Paul Charnock and Julia Day
- + Local health care (GP, dentist, pharmacy, hospital) - Chris Douglas
- + Other community health and social care - Julia Day
- + Other community services which support health, i.e. Active Scilly - Chris Douglas
- + Secondary health care (provided by Royal Cornwall Hospitals Trust or Plymouth Hospitals Trust) - Jane Hurd

- + Children's health and social care - Penny Penn-Howard
- + Support for cancer patients - Penny Penn-Howard
- + Medical travel- Jane Hurd

Board members also represent Healthwatch on statutory Boards and Committees and contribute community views and concerns:

- + Isles of Scilly Health and Wellbeing Board - Paul Charnock
- + Children's Trust Board - Penny Penn-Howard
- + Community Safety Partnership - Julia Day
- + Isles of Scilly Scrutiny Committee (health and care items) - Jane Hurd

Your views on health and care



Listening to local people's views

- + 398 people commented to Healthwatch Isles of Scilly on their experience of health and care services throughout the year. About a quarter of comments were made directly, and we also ran our occasional general community survey. This is posted to every household and is our chance to ask everyone about everything.
- + There weren't many surprises in the feedback received through the community survey. 22% of households responded, and they told us that they valued and appreciated local services, but marked out some areas for improvement.
- + We asked people to rate their sense of health and wellbeing in 2015 and again in this survey. People told us that on the whole they felt well, and again cited primary care services as most supportive. When asked what would make a difference, they talked about more accessible services and ease of travel or reduction in travel.
- + The notable element of the survey response was who we didn't hear from - we didn't get enough feedback about children's, young people's and family provision to draw any viable conclusions. Improving our engagement with families is a priority for 2018.
- + We met again with Student Councillors from Five Islands School at our Takeover Challenge in November. They discussed our work plan and gave us their angle on each issue. They chose four topics to discuss in more depth: NHS criteria for an escort on a medical trip; NHS funding for the inter-island section of the trip; adult health and social care provision (with particular concern about mental health support); and support for people and their families living with dementia.

Making sure services work for you

- + We copied the relevant comments from the Community Survey to each service provider and gave them a chance to respond; and where received in time these responses were included in the final report. This was then circulated to all planners, commissioners and providers; as was the report from the Children's Commissioners' Takeover Challenge.
- + Throughout the year, we provide summaries of feedback to each bimonthly meeting of the Isles of Scilly Medical Travel and Transport Group, where problems can be picked up and addressed.
- + We have good contacts and channels of communication with the main commissioning and providing organisations, and often follow up points raised in feedback to find out where the problem might originate and what can be done to improve the experience for everybody.
- + Local Healthwatch has the power to make Enter and View visits in order to observe matters relating to health and social care services.
- + Healthwatch Isles of Scilly works with one adult social care and three health care providers based on the islands, and we do not maintain a team to carry out Enter and View visits. We have never decided to use Enter and View in any of our activities. Any decision to undertake this activity will be taken by consensus or majority vote of the Healthwatch Isles of Scilly Board of Directors.

'Thank you for providing the community with the opportunity to reflect on the services provided ... and I appreciate the opportunity to respond'

Matron, St Mary's Hospital and Community Team

Helping you find the answers



How we have helped the community get the information they need

Of all the requests we received for information and advice, the overwhelming majority concerned patient travel. Most often people needed instructions on how to go about booking NHS funded transport; then came queries about escort criteria, co-ordinating appointments with transport schedules; and where to stay if the journey can't be completed in a day.

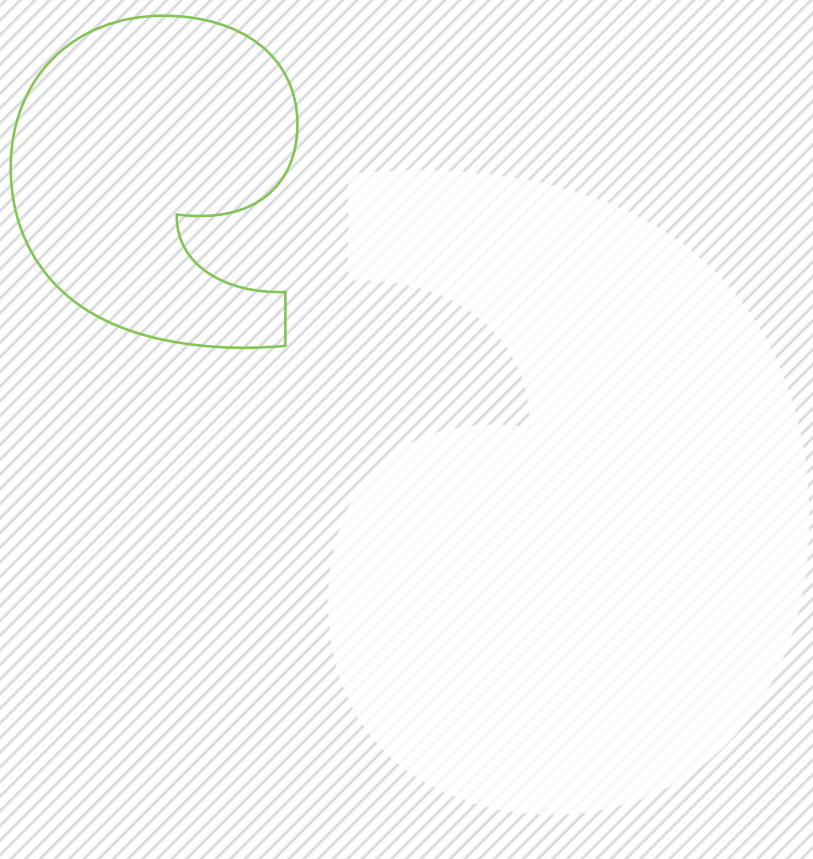
We also provided locals and visitors with information about local services, and dealt with some random queries where we also learned a lot and now have the information to hand for next time. We will always try to find an answer but we think it's most helpful if we can put you in touch with the real experts, so we often signpost directly to the appropriate service, information or complaints team.

Elsewhere, we let the community know about available services; changes in services provision, access or contact details; and provided occasional themed information about a particular aspect of health and care. We made this information widely available through information stands and folders on all islands; in newsletters and bulletins; on radio and in social media.

Helping people take control

We do encourage people to take up matters with services directly; one example is asking mainland clinics to change an appointment time so it is manageable in a day. We are heartened to hear that many people are doing this successfully and thus training booking clerks as they go along.

Other wins we've heard about include getting a regular visiting pacemaker clinic established on St Mary's, so reducing the need to travel for a considerable number of people; and additions to the equipment carried on board emergency aircraft to help keep patients warm. If we have led by example to bring about this trend in direct action we are very pleased!



Making a difference together

How your experiences are helping to influence change

Orthodontic care

The local Dental Practice no longer provided an orthodontic service and referral pathways were unclear. Due to the complexities of arrangements for NHS subsidised transport and distinctions between secondary and primary care, we heard that inappropriate advice was being given to parents in the case of children's treatment, because clinicians did not understand arrangements for Isles of Scilly patients.

Parents reported that when their children were referred to hospital for orthodontic treatment, they were told that there would be a long wait and were advised to go to another named NHS provider. This would in effect be self-referral to the primary care sector and would not strictly be supported by an NHS travel warrant, although this was not explained and there didn't seem to be a clear line about it when parents booked or tried to book NHS subsidised travel.

With the publication of the 2017 NHS Kernow Non-Emergency Patient Transport Policy (NEPT), parents trying to book were told that travel to a mainland primary dental clinic was not eligible for a travel warrant. Costs incurred by families in taking a child to the mainland would be prohibitive, especially as treatment would involve several appointments.

- + We discussed this with NHS Kernow with reference to transport policy, but really it was a matter of service provision. The NEPT Policy only supports secondary care because all primary care is supposed to be delivered on-island.
- + We had discussed the matter with NHS England, which commissions primary services, and the service provider in 2017, but early in 2018 we received a volume of comments and queries from parents which indicated that the matter had not been addressed or resolved. We duly passed on the feedback and discussed it with the Dental service. This time they were quick to recognise the problem and respond. There is now a regular visiting orthodontist and all treatment can be carried out at the local surgery.

Improving access to services: Victim Support

This hadn't arisen from a comment or a query, but we learned that access to victim support services in the case of sexual assault no longer depended on making a report to the police. We knew, from previous work on mental health, that local services work well together to arrange support and transport to the best available care in a crisis, but we wondered how people would manage if they didn't want to involve those services.

- + We discussed this at a meeting with the Police and Crime Commissioner and her office took it to the local Community Safety Partnership. The outcome is that there is now much better awareness of, and access to, victim support services across the board; and there is funding in place for transport to mainland based services.
- + Healthwatch was subsequently invited to nominate a representative to the Isles of Scilly Community Safety Partnership so we now attend meetings and contribute to the valuable work of this body.

Working with other organisations

- + As illustrated in the stories above, we make the most of our contacts and opportunities when working with other organisations.
- + We aim to maintain regular contact with local health and care services, and meet with mainland based organisations at the bimonthly Isles of Scilly Medical Travel and Transport Group and on other occasions when useful or necessary.
- + We copy all our survey reports to the Care Quality Commission (CQC) and contribute a summary of your comments to their inspections of local and regional services.
- + We can raise issues at the NHS England Quality Surveillance Group, also attended by the CQC; and discuss what we're concerned about and working on at the Peninsula Healthwatch Network meetings which are supported by Healthwatch England and also attended by the CQC.
- + We have also become a 'go-to' resource for other organisations undertaking work about, or on, the islands. We have supported a number of organisations in practical arrangements and communications, including First Light, Macmillan, and Addaction.

How we've worked with our community

We maintain a regular conversation with our community via newsletters, bulletins, radio and social media; we ran our community survey last year; and people contact us when they have something to ask or comment on.

We use what people tell us in order to represent their needs and experiences when discussing service provision, and we promote every opportunity for people to have their say directly via local, regional and national surveys and consultations.

We are pleased to be able to contribute to discussions concerning local and regional service planning and provision, and think that the fact we are invited to do via so many opportunities reflects the value that planners place on our members' knowledge and representation of the issues affecting islanders.

Our volunteer Directors meet with the people who plan current and future provision and last year this included discussions with NHS England about primary care services on-island; and participation in 'Shaping our Future' workshops to inform the development of a more integrated health and care system.

Directors also represent Healthwatch on a number of statutory Boards and Committees, i.e. the Isles of Scilly Health and Wellbeing Board, Isles of Scilly Children's Trust Board, Isles of Scilly Community Safety Partnership and Isles of Scilly Scrutiny Committee. In addition Directors have participated in working groups regarding the 2017 NHS Kernow Non-Emergency Patient Transport Policy, and a 'Virtual Care Options' programme to look at remote methods of holding clinics and appointments.

The full Board discusses every task we're engaged in at bimonthly meetings so all are well informed across a range of issues. Our representatives are further briefed according to each particular external meeting agenda.





#ItStartsWithYou

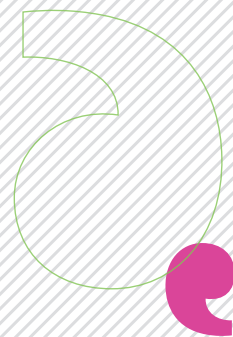
Supporting self help to improve the experience of cancer patients

This issue was added to our work plan in response to feedback about the difficulties experienced by cancer patients. We met with service leaders at Royal Cornwall Hospital Trust (RCHT) in May 2017 and it was clear that more work was needed to identify the needs of Isles of Scilly patients in order to discuss how services may be able to respond.

We issued calls for feedback and included a section in the autumn Community Survey. All comments were copied to services, including Macmillan which has close working ties with RCHT through patient groups and support services at The Cove, Treliske.

We helped Macmillan arrange a visit to the islands in 2017 and one of the messages they received was that people wanted to see more of them. We are pleased to report that they returned for a two day visit in 2018 and from this visit there is now a fledgling patient group, supported by Macmillan. One of the facilitators for the group is Healthwatch Director Penny Penn-Howard and this will enable Healthwatch to provide further practical support as required.

We had also previously flagged the issue of affordable accommodation when undergoing treatment on the mainland. A local group has been formed to take this forward and we have been able to provide evidence from feedback and surveys to support their work.



#ItStartsWithYou

Regaining ground: patient transport

The development and enactment of the 2017 NHS Kernow Non-Emergency Patient Transport Policy (NEPT) led to changes in practice which adversely affected islanders' access to mainland based services.

Previously supported elements of patient transport which were no longer funded included travel for urgent treatment (attendance at Urgent Care Centres and the Emergency Department); and some discretionary escort warrants. We challenged this in our response to the policy and subsequently referred these matters to the Isles of Scilly Scrutiny Committee. We continued to participate in Council-led discussions with NHS Kernow and amendments were made, and a new urgent travel policy was developed, which re-instated NHS subsidised travel.

Changes to the rules on eligibility were reported to Healthwatch by patients, and were also brought to the attention of commissioners and the Isles of Scilly Medical Travel and Transport Group by

concerned health professionals in the islands. Between us we were quickly able to identify the problem, raise it through the appropriate channels, and we kept the Scrutiny Committee informed and therefore ready to take over when necessary.

Included in the additional Isles of Scilly urgent travel policy was the matter of return to the islands after an emergency med-evacuation. Historically, patients who had been transported to hospital via emergency transport would be able to book their transport home via the NHS Patient Transport Service. Suddenly this was no longer possible, which exacerbated a situation they already may have found themselves in regarding lack of suitable resources (clothing, money etc.) due to the manner of their arrival. We duly referred this to Scrutiny to be included in their ongoing work on NEPT, and it was addressed within weeks.

What Healthwatch was made for...

What is interesting is that patients affected by this last change of policy had sought various forms of support and redress, for example via NHS complaints or their MP. Crucially, they all told us as well and this is why the links with NEPT were made and the challenge was rapid and effective.

This is precisely what the Healthwatch network was created to do: to gather intelligence in one place, rather than miss the signs because reporting and therefore information is fragmented. We are proud that this is working well in the Isles of Scilly.

Our plans for next year

What next?

We are in our fifth year and with changes to our staff it is a time for us to look at how we are working best to meet the needs of our community and will be taking time to reflect.

Our priorities for next year:

- + Ensuring that people have their say on health and social care is a top priority, especially the experiences of families and young people. We will continue to promote information and opportunities to comment on wider system change. We copy all our survey reports to the Care Quality Commission (CQC) and contribute a summary of your comments to their inspections of local and regional services.
- + We will continue provide input to the Shaping our Future Transformation Board, which oversees the process of planning for system change; and we will participate in discussion about local health and care planning, via our seat on the Health and Wellbeing Board, and in local stakeholder working groups.
- + We will continue to work with service providers to ensure that you can access health and care services.
- + We will support the local community and cancer support groups to improve the experience of cancer patients.

Our top priorities for the next year

1. Making sure you have your say, especially families and young people
2. System transformation
3. Working with Children and young people
4. Ensuring people can access services
5. Improving the experience of cancer patients



Our people

Decision making

The overriding principle of Healthwatch Isles of Scilly is that everything we do starts with what you tell us: Board members don't push their own concerns and we don't act on hearsay. Every meeting includes a review of recent feedback, and this helps us to prioritise tasks.

Work planning also considers four key questions, concerning our functions, tasks, tools and opportunities:

Is this within our remit? What exactly is the issue and what needs to be done? How can we best take it forward? What opportunities can we use or create to get attention for the issue?

Our meeting agendas and minutes are published on our website, along with updates on tasks we are undertaking, and all our reports. We have added 'you said, we did' pages to illustrate the progress of work we are doing in a simpler, clearer way.

We provide regular activity reports to our members and the wider community in bulletins and newsletters, and encourage comments and suggestions.

How we involve the public and volunteers

Healthwatch Isles of Scilly is a membership organisation, and the wider membership group can hold the Board to account and ensure they reflect the needs and wishes of the community. This could be by resolution at general meetings, or simply by getting in touch at any time.

The people in the organisation who are most 'hands on' are the volunteer Directors. They are responsible for delivering the statutory functions of local Healthwatch, and guide and undertake our activities to that end.

The Board has developed clear policies regarding governance, including delegation of authority and how decisions are made. You can ask for copies of our policies, or read them on our website.



Our finances

Healthwatch Isles of Scilly receives its principal funding from the Local Reform and Community Voices Grant and the Local Government financial settlement of the Council of the Isles of Scilly.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	45507
Additional Income	0
Funds brought forward	5337
Total income	50884
Expenditure	£
Direct costs: community engagement, surveys, information provision *	1596
Staffing costs	33674
Operational costs	4536
Premises costs	3661
Total expenditure	43467
Balance brought forward **	7417

*We had set aside money for a project which we had to abandon late in the year due to a partner organisation being unable to complete the work.

**We need to set aside funds in 2018-19 for increased community engagement; recruitment; General Data Protection Regulations compliance; and replacement office equipment .

Contact us

Get in touch

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

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, Clinical Commissioning Group/s, 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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