

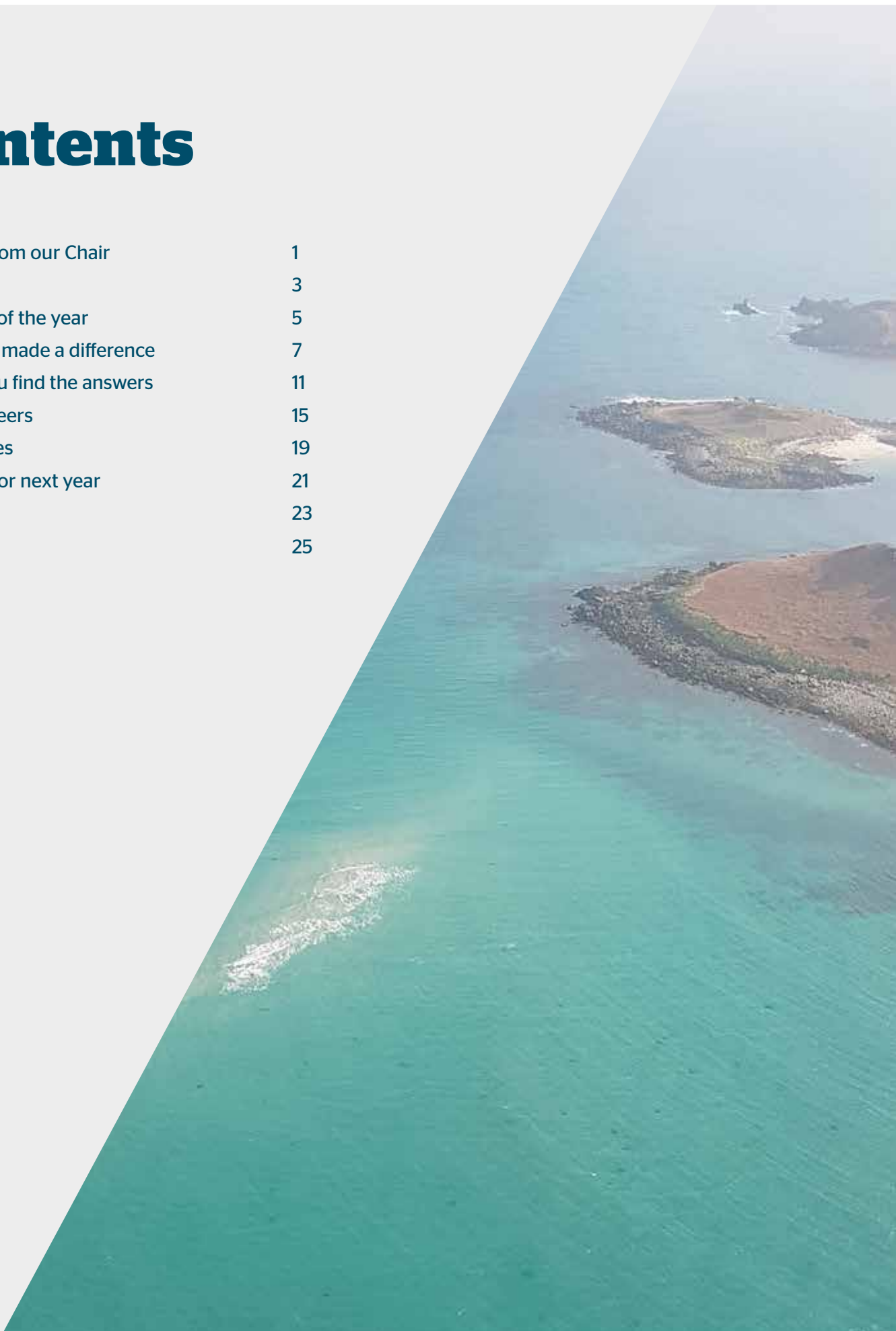
Healthwatch Isles of Scilly

Annual Report 2018-19



Contents

Message from our Chair	1
About us	3
Highlights of the year	5
How we've made a difference	7
Helping you find the answers	11
Our volunteers	15
Our finances	19
Our plans for next year	21
Thank you	23
Contact us	25



Message from our Chair

As chair of Healthwatch Isles of Scilly, I once again introduce our annual report. 2018/19 has been a challenging year.

We have managed several months with a reduction in our staffing whilst we replaced a long serving member of the team. Yet the demands on our time and tasks to be undertaken remained constant.

With the support of our directors and notable contribution by Julie Love, we managed to achieve most of what we wanted to do, and all of what we had to do. Joining us is Ian McCarthy-Lunn, who with Julie will be a fellow Coordinator as our officers of Healthwatch Isles of Scilly.

We have continued our attendance and contribution to service development meetings with the local authority and health and care commissioners. We have ensured that our knowledge of the community and its needs is heard. Importantly we have undertaken visits to our off-islands, to engage with these communities on their issues, as well as consult on the NHS Long Term Plan. Response was mixed and we would have liked greater involvement, however we have received feedback which we are in the process of discussing with the relevant agencies. It will be no surprise that difficulties with travel for medical appointments was raised a number of times.

Our engagement visits will continue in order to create the opportunity for people to share their experiences with us, that we can subsequently represent with the relevant services and agencies.



'We are all driven by the desire to get things right for the Islands'

Paul Charnock, Chair of Directors

Our relationship with our “neighbours” Healthwatch Cornwall is strengthening, evidenced by a joint response to the NHS Long Term Plan which embraces services used by the population of the whole of the South West. This will be further enhanced by having a greater understanding and say in the longer term planning for services in the South West.

In thanking staff, colleagues, directors, and our members for their contributions over months passed, I also ask that maybe there are more people who will join us as members of Healthwatch Isles of Scilly, or becoming a director and joining our board. You won't be expected to

do more than you wish to offer, and you get the opportunity to join a fine bunch of people.

We are all driven by the desire to get things “right” for the Islands regarding health and social care. Please feel free to come in for a chat.



Paul Charnock
Healthwatch Isles of Scilly Chair

Changes you want to see

Last year we heard from 96 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Reduce patient travel.



+ More outpatient appointments on St. Mary's or by telephone.



+ Healthcare professionals should have a positive attitude and be empathetic.



+ Scheduled mainland appointments at a time easier for islanders to attend.

About us

Healthwatch here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Isles of Scilly, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'. The signature is stylized and fluid.

Sir Robert Francis QC
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 that 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.



People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers 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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





**Highlights from
our year**

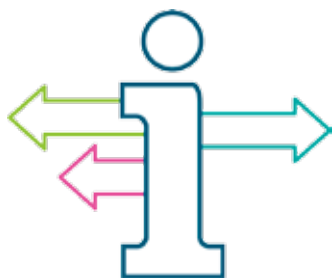
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



96 people shared their health and social care story with us.



We have 5 volunteer Board of Directors helping to carry out our work.



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



We worked with services and held community events to understand people's experience of care.



Improvements we suggested were adopted by services to make health and care better in our community.



25,833 engagements with us through our website and social media.



**How we've made
a difference**

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Isles of Scilly. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of how we have made a difference in our community.

Travelling to a medical appointment: Accessing healthcare services

Many people told us that getting to their medical appointment can be challenging, stressful and expensive.

We work with a number of stakeholders, service providers and commissioners on a regular basis to discuss issues raised through the feedback that the community gives us and also through our Medical Travel and Transport Group.

We heard from feedback that when the updated NHS Kernow CCG policy on Non-Emergency NHS Funded Patient Transport came into effect, that people were unable to access NHS funded transport to attend urgent treatment clinics on the mainland.

We were also concerned that maternity escorts for 20 week scans was now means tested. We worked with the Council of the Isles of Scilly and together recommended that:

- + Travel for urgent treatment for Isles of Scilly residents be included in the NHS Non-Emergency NHS Funded Patient Transport policy
- + That escorts for 20 week maternity scans not be means tested.

As a result of our work, our recommendations were accepted by NHS Kernow CCG and included in the Isles of Scilly section of this policy.



Improving the experience of cancer patients: Local support

A priority for this year has been to improve the experience of cancer patients.

For many years we have heard that people would like a cancer support group and have supported Macmillan throughout the year to hold focus groups and outreach activities with local people and stakeholders.

A result of this work is that there is now an active local cancer support group called the Scilly C-Siders, that meet once a month. One of our Board of Directors is an active member.

“Macmillan Cancer Support are proud to have worked in partnership with the local Healthwatch team to listen and learn from the experiences of islanders who have been affected by cancer, and to support the development and growth of the Scilly C-siders Cancer Support group - a really fantastic initiative offering emotional and practical support, and above all understanding - from people who know what it’s like to live with cancer on the island.

We know that cancer patients on the Isles of Scilly face many challenges, and continue to actively work in partnership with Healthwatch on a number of initiatives, so that we can help people living with cancer to live life as fully as possible”.

Di Charlton - Macmillan Engagement Lead, Devon Cornwall & Isles of Scilly





St. Agnes Community Hall

Off islands: Understanding people's experiences

There are four off islands, St. Agnes, Bryher, Tresco and St. Martin's, and when it comes to accessing health and social care services there are additional issues that off islanders face compared to those people who live on St. Mary's.

We wanted to understand their experiences better and therefore went on a tour and visited each of the off islands. We got lots of feedback from those who live in these small communities.

There was a good turn out and we are taking the issues raised to service providers and commissioners.

We heard that it can be difficult to attend appointments on St. Mary's on certain days of the

week and that travel is more difficult and expensive during the winter period.

This work is still ongoing and will continue and develop; we also plan to hold drop in events on the off islands. in the future.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchislesofscilly.co.uk

t: 01720 423 037

e: contact@healthwatchislesofscilly.co.uk



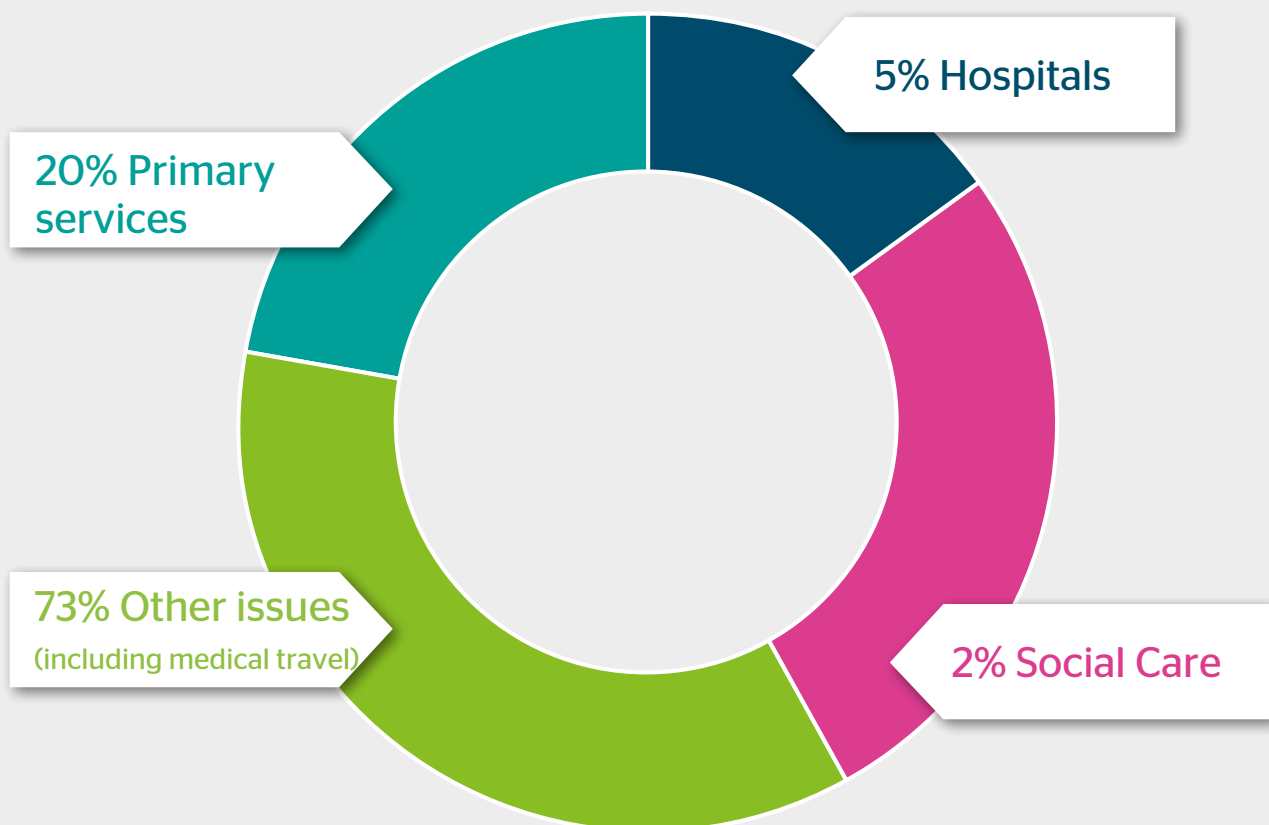
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 694 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Telephone or email us
- + Visit our office
- + At community and drop in events
- + Promoting helpful services across our social media channels
- + Via our website
- + Pick up one of our leaflets with useful information for local people or we have leaflets and booklets on a range of health and social care topics from various organisations



Travelling for a hospital appointment:

We regularly get asked about information on how to arrange travel for a hospital appointment and receive feedback.

We therefore ensure that our leaflets are as up to date as possible to give you some ideas of travel options available and useful telephone numbers.

We were regularly asked about travel from the airport to Penzance and have updated our leaflet to include Isles of Scilly Travel shuttle bus times and information of a local bus service for those who have more time on their hands.

We visited the off islands and found out about the travel challenges that off islanders face and are working to find solutions.



Are you looking for help?

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.

w: www.healthwatchislesofscilly.co.uk
 t: 01720 423 037
 e: contact@healthwatchislesofscilly.co.uk

‘The views and stories you share with us are helping to make care better for our local community’





Our volunteers



How do our volunteers help us?

At Healthwatch Isles of Scilly 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.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

We caught up with a couple of our volunteers to show you how their work truly makes a difference to the lives of people in our area.



Paul Charnock

I have been involved with Healthwatch Isles of Scilly for many years and I am the Chair of Directors. I have an interest in Adult Social care and attend the Council of the Isles of Scilly, Health and Wellbeing Board.

Penny Penn-Howard

I have been a director for around a year now and my main area of interest has been support for cancer patients and I also sit on the Council of the Isles of Scilly Children's Trust Board.

It has been a busy year and we have been working with Macmillan and local stakeholders. An outcome of this work has been the setting up of a local cancer support group. The Scilly C-Siders is run by local people and is a self help support group for anyone who is affected by cancer, this group are supported by Macmillan Cancer Support.





Jane Hurd

I have been involved with Healthwatch Isles of Scilly as a Director since it formed in 2013. I take responsibility for our work on Medical Travel and chair the Isles of Scilly Medical Travel & Transport Group. This is where we take your feedback around medical travel to service providers and commissioners to discuss issues and find solutions. I also sit on the Council of the Isles of Scilly Scrutiny Committee (Health and care items).

Over the past year we have discussed the policy for Non-Emergency NHS Funded Patient Transport (NEPT) and local feedback around access to travel for urgent treatment and means tested travel for an escort for 20 week pregnancy scans. This has resulted in an amendment to the policy so that you can access NHS funded travel in these instances.



Volunteer with us

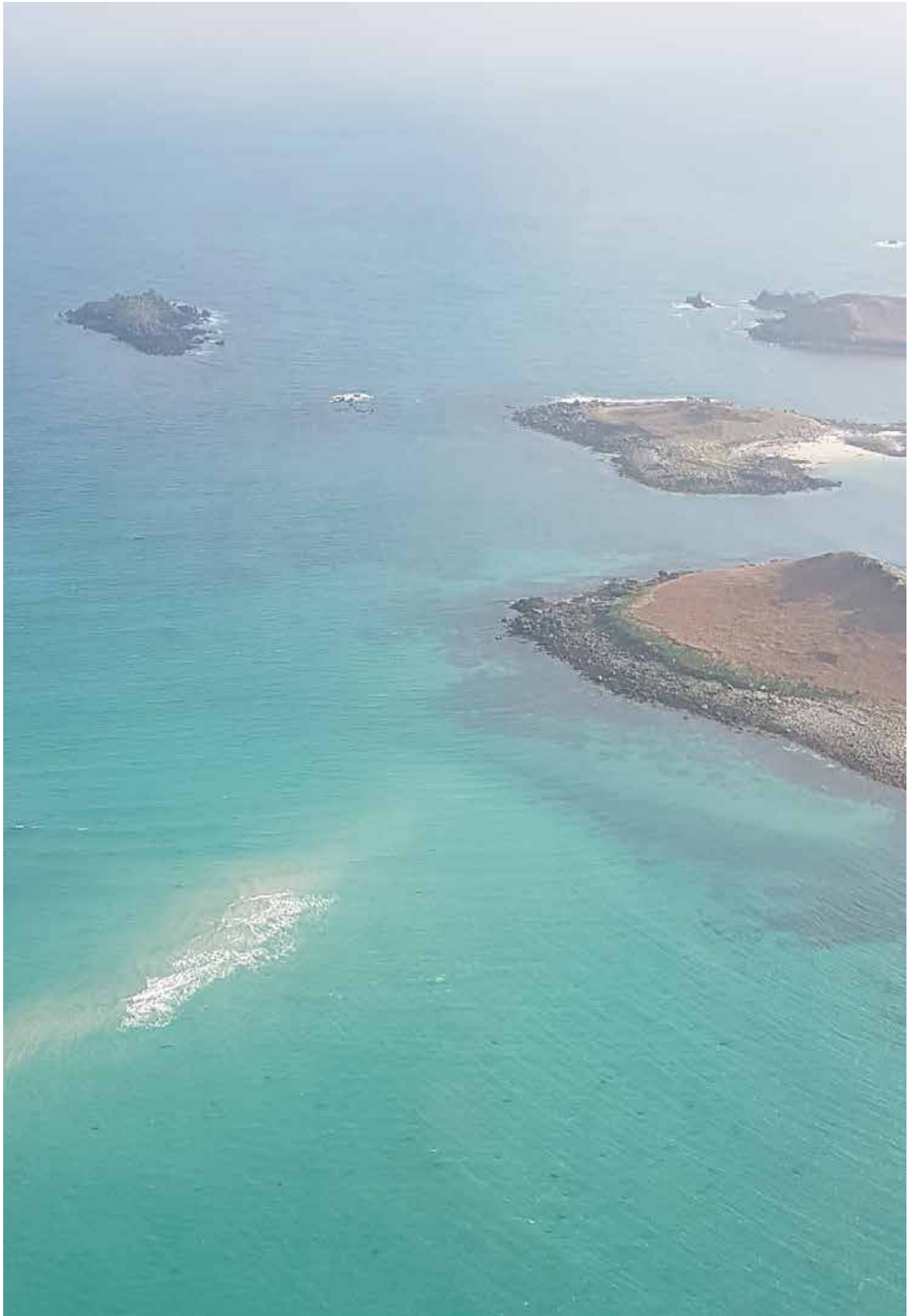
Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with us.

We are looking for new Directors and Healthwatch Champions.

w: www.healthwatchislesofscilly.co.uk

t: 01720 423 037

e: contact@healthwatchislesofscilly.co.uk



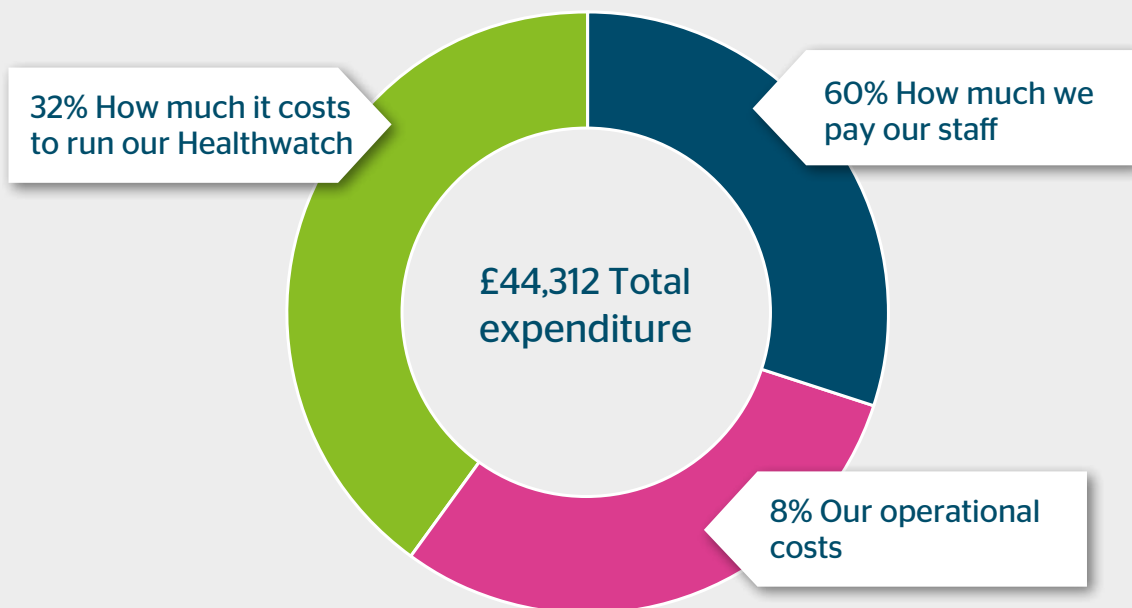
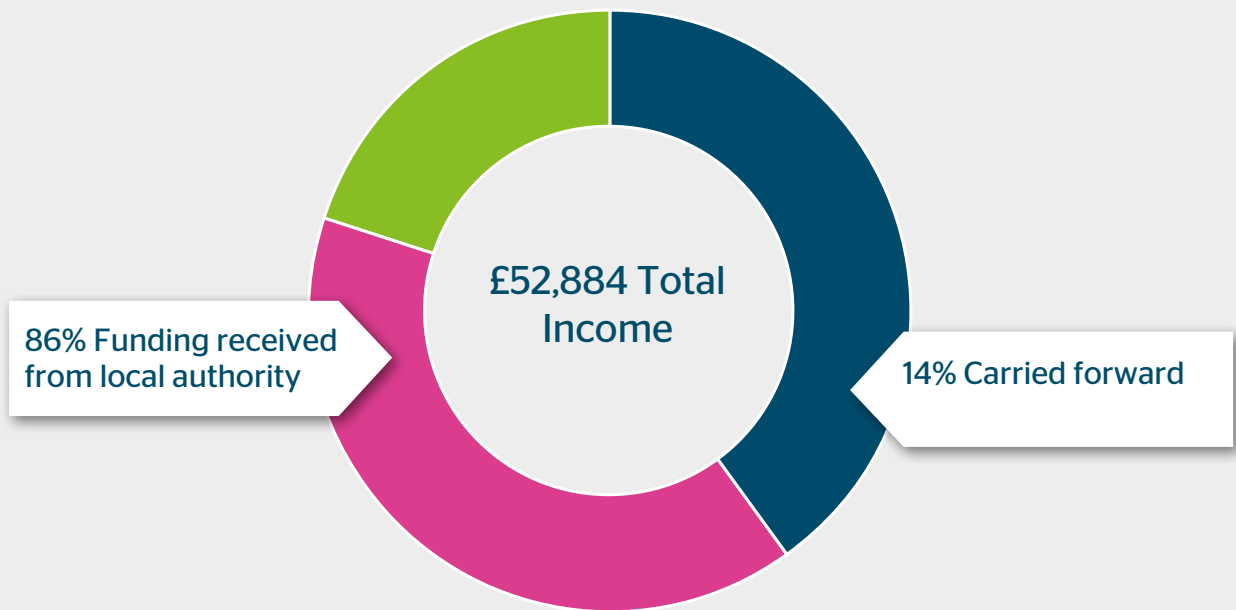


Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £44,312.

We carried forward £7,377 from previous year.





Our plans for

next year

Message from our Coordinators

It has been a year of change here for Healthwatch Isles of Scilly. We now have two Coordinators and thank everyone for their support over the year.

As we look to the year ahead we are planning on making it easier for you to get in touch with us to give feedback on the services that you use, and signpost you to sources of information and support.

A top priority is ensuring that people can access services that meet their needs. We work with service providers and commissioners, giving feedback. This has led to improvements in information available to patients and changes to the Non-Emergency NHS Funded Patient Transport policy.

Our biggest achievement has been improving the experience of cancer patients and this year we have worked with Macmillan and local stakeholders.

Looking ahead

- + We want to ensure that people can access services.
- + Make sure that you have the opportunity to have a say on health and care services.
- + System transformation. There are changes to the way that services are delivered and we will ensure that the Isles of Scilly has a voice.
- + We want to make it easier for you to give your feedback and get in touch. There will be a new website, regular drop in events for members and the local community.
- + 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 plan to carry out our bi-annual community survey, this will be our third and is very useful to commissioners and providers to inform service planning.

- + We will continue to promote information and opportunities to comment on wider service change.

Barriers and opportunities

- + Our small size presents us with barriers and opportunities and we are producing strategy documents to ensure that we have resources to effectively carry out our work.
- + Our size means that we can contact the whole community and ask for feedback.

Please keep a look out for our drop in events across the islands and keep giving us your feedback, as together we make a difference.

'A top priority is ensuring that people can access services'




Julie Love and Ian McCarthy-Lunn
Healthwatch Isles of Scilly Coordinators

Thank you

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

- + Our community who have shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Thank you everyone who has helped us with our activities and outreach events, with a special mention to the off islanders



Contact us

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2019.

- + Healthwatch Isles of Scilly,
Unit 1, Gleaner House,
St. Mary's
Isles of Scilly
TR21 OHW
 - + 01720 423037
 - + 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

healthwatch
Isles of Scilly

Heathwatch Isles of
Scilly
Unit 1, Gleaner
House
St. Mary's
Isles of Scilly
TR21 OHW

www.healthwatchislesofscilly.co.uk
t: 01720 423037
e: contact@healthwatchislesofscilly.co.uk
tw: @HWScilly
fb: facebook.com/Healthwatch-Isles-of-Scilly