



Healthwatch Isles of Scilly

Annual Report 2015/16

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Message from our Chair

I welcome you to the Healthwatch Isles of Scilly Annual Report. I hope you enjoy reading about our work during the last 12 months.

You will see that our work continues in representing the views of the community with the organisations and agencies involved in providing health and social care. We present your views and comments to achieve improvement or service change, and compliment services when you tell us something has worked well.

I must take the opportunity to thank my fellow directors for volunteering their time, skills and experience to work with Carol our Manager and Julie our project assistant; and also the community who inform us about health and social care issues as they experience them. You'll find the end product of all our work within these pages.

As well as a hard working year it's been an exciting year as two great positives have been achieved.

Firstly, many of you will be aware that we have moved our office to brighter, more spacious premises near to the library, which has not only provided better access for the community but more information is readily available. If you haven't been in yet do pop in, you will always be welcome.

The second positive is that whilst being the smallest Healthwatch in the country, myself and Julie had the privilege to accept a 'Highly Commended' award on behalf of Healthwatch Isles of Scilly, at the Healthwatch annual conference this June. The award was for 'The Value We Bring To Our Community', recognising our work in 'signposting' and providing information on the 'what', 'where' and 'when' as well as the 'how' for accessing health and social care services.

We will continue to represent the views of the community to services, passing on what works well and what could be improved; and we depend on the community keeping us informed.

All of us working together will make a major contribution to the well-being of people of Scilly.

Paul Charnock

Message from our Manager

I hope you find plenty to interest you in this year's Annual Report. It is an overview of progress through 2015-16, which means we resisted the temptation to throw in everything and concentrated on the highlights, of which there have been many.

The move to our new office has been very successful. We quite liked it where we were, but it was rather tucked away, and you can't miss us now! We've worked hard to raise our profile and to be generally useful in other ways too, and the increase in the comments and questions you have brought our way is the proof that it was worth it.

You'll see how we have used your feedback in the 'How we have made a difference' section.

There has been positive progress this year, on issues like adult mental health support, looking at maternity provision, enhanced physiotherapy, medical travel, and local eye testing. Changes that you will notice 'on the ground' may still be on the way (although they have caught up with the optician waiting list!) but we can now see them on the horizon.

We have outlined a couple of wins in the 'Our work in focus' section.

For once our Annual Report doesn't contain that much about medical travel. That's partly because we wanted to show you what else we deal with, too. However, it still features heavily in our work, as a theme of your feedback and suggestions, and in various projects to take things forward. We look forward to reporting on these in the coming year.

A real highlight was the visit to the islands in September by managers from Royal Cornwall Hospitals Trust. It was a valuable getting to know us exercise; we showed them many features of life on Scilly, and introduced them to some of the great staff and facilities we have here to provide treatments and to support recovery and rehabilitation. They took a number of ideas back with them and we hope this will improve and enhance patient care in the future.

Everything we do starts with what you tell us. We believe it's important to keep talking and getting attention for our community's needs from the people who plan and provide health and care services. Read what they say about that on page 14.

Carol Clarke

A comments journey

We collected
1299 comments
this year



We made 5
issue based
reports



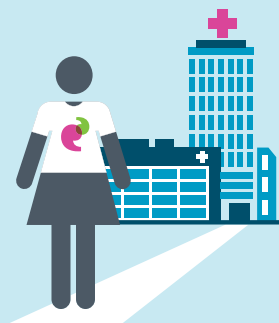
Our reports have
tackled issues
ranging from
medical travel to
maternity services



We made 16
recommendations
about service
provision



We held or
attended 36
meetings with
services to discuss
what you told us
about



healthwatch
Isles of Scilly

Who we are

Healthwatch is the consumer champion for health and social care in England. Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to ensure their voices are heard and responded to.

We give people a powerful voice locally and nationally.

The Healthwatch network is made up of local Healthwatch across each of 152 local authority areas, and Healthwatch England, the national body.

Our mission

Healthwatch Isles of Scilly gathers people's views and contributes local feedback and intelligence to the planning, monitoring, scrutiny and regulation of health and care services.

We raise issues with services and through joint working groups. We ask for change if it is needed.

We report to Healthwatch England and the Care Quality Commission.

We provide news and information about regional and local services, and we can help people find sources of further information and advice.

Local involvement is the key to local Healthwatch. We are a non-profit organisation led by volunteers, with a wide general membership. Everything we do starts with what our community tells us, and our work plan is open to comments and suggestions.

Our priorities

Gathering and representing local views and needs

This is important in order to get attention to the needs of a very small population, who share many services with residents of Cornwall, but access them differently.

Unsurprisingly, how and where services are provided, and the experience of travelling to the mainland for treatment and care informs much of our work, but we cover all health and social care issues.

We gather evidence, make reports and recommendations, and meet with services to discuss the concerns which have been raised with us, as well as service planning and provision.

Improving local information and signposting

Local Healthwatch is ideally placed to provide, or signpost to, sources of information and advice, and where to get help to resolve a problem. There is an added dimension in Scilly, and a real need to get this right, because few organisations have a base or presence here.

We see ourselves as one door of many and work closely with local health and care services to improve the range and reach of accessible information.

Healthwatch Isles of Scilly is an independent non-profit organisation led by a Board of local volunteer directors.

We employ a full time Manager and a part time Project Assistant.

Our Healthwatch Team

The Board of Directors



Paul Charnock (Chair),
elder care and disability
issues



Julia Day (Treasurer),
elder care, children's
services, and our
representative on the
Children's Committee



Chris Douglas,
adult community health
services



Jane Hurd (Deputy Chair),
medical travel, acute health
services, and our
representative on the
Health Overview and
Scrutiny Committee



Barbara Jones,
maternity and midwifery
and Health Centre services,
and our representative on
the Health and Wellbeing
Board

Staff



Carol Clarke (Manager),



Julie Love (Project Assistant)

Listening to people who use health and care services



Gathering feedback and understanding people's needs

Last year, we said that we would review our communications to ensure we are reaching all sections of our community.

We've worked on raising our profile via social media; making it easier to sign up for e-news (we'll still post you a copy if you prefer); and making newsletters and useful information more widely available at locations across the islands.

We weren't able to get out and about as much as we had hoped, but we attended local events and had a successful open day at the new office.



Open Day

We've made it even easier for people to leave comments, either in person or online; and to see that it makes a difference, by regularly feeding back on progress through bulletins and facebook posts.

Many people, residents and visitors to the islands, call in or contact the office with queries, observations or concerns, and this increased this year when we moved to a more visible, accessible location.

243 people called in with a question or comment.

It's really important to have this evidence of people's experience, to help services improve - or carry on getting it right! So even if it's something you think we already know, we still want to hear from you.

We ran a survey on booking an eye test as part of joint work with the Health Overview and Scrutiny Committee on this issue.

We also ran our occasional general Community Survey which went to every household on the island.

313 people responded to our surveys.

We've still found it difficult to obtain the views of younger people, and from people working here temporarily. We have forged some useful links and have plans in place for the coming year.

We have begun to expand the information available to visitors to the islands and receive some interesting and useful comments, too.

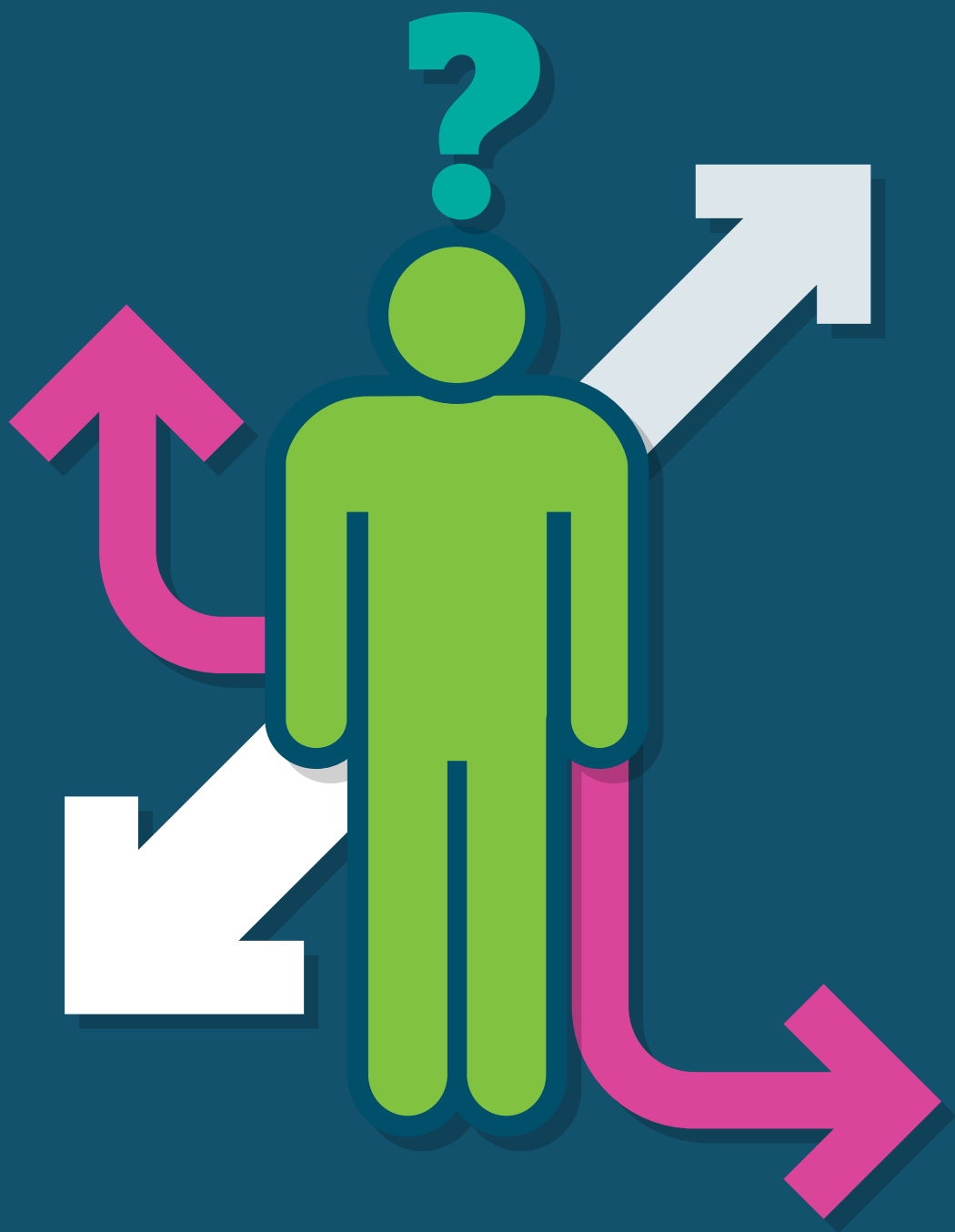
Visits to services

We work with one social care and three health providers based on the islands, and do not maintain a team to carry out 'Enter & View' visits.

We have not decided to use 'Enter & View' in any of our activities this year.

We would consider forming a team in order to undertake specific fact finding as necessary, in the future.

Giving people advice and information



Helping people get what they need from local health and care services

Our move to bigger and more accessible premises meant we could develop an information point and we made this activity a priority this year.

We now have a wide range of information on a number of health and care topics available to browse and borrow, plus information on what you can expect from services.

We also have a permanent display area in the Health Centre waiting room. We use it to advertise the information available at Healthwatch and we feature a new topic in detail every month, with literature to browse and take away.

We place relevant information in other locations, too. Patient Advice and Liaison services and complaints, medical travel, and service information, plus our own Loads of Useful Numbers leaflet, are all available at surgeries on all islands, and on our website. Frequently requested contact numbers are pinned to the top of our facebook page.

We used newsletters and bulletins to highlight the range of information available via Healthwatch, improved the layout of our website, and looked at how we were using facebook.

Our logs show an increase in the number of questions and stories which people are bringing to us, but this is just part of the service. We have tried, by using outreach locations, print and digital media, and by regularly exchanging information with local services, to reach all members of our community whatever their age or location, and wherever they might think to look.

Universal signposting

We maintain a database of local, regional and national services and sources of further information and advice, and share this resource with all local public facing services. It is now being used as the primary data for the service section of the Isles of Scilly Councils' information portal (in development).

Information display areas





How we have made a difference



Our reports and recommendations

Household Community Survey

Now and then we ask everyone about everything. 27% of households responded to our general survey to rate and give comments on health and care services. A transcript of comments (lightly edited to remove identifying details) was sent to the relevant service along with the summary which would appear in the report, so they got your feedback and could also judge if our summary was accurate and fair.

Our 2015 Community Survey Report was sent to all service commissioners and providers with recommendations about:

Local eye testing

We followed up availability of local eye tests along with the Health Overview and Scrutiny Committee (HOSC), and undertook a further survey and report on booking an eye test. NHS England is due to report back on this issue to HOSC in July 2016.

Physiotherapy, falls prevention and rehabilitation

We made a further, detailed, recommendation to commissioners and relevant providers and have continued to discuss 'joined up' provision with services.

The Council of the Isles of Scilly has allocated funding for enhanced physiotherapy provision from the Better Care Fund and has started the procurement process.

Adult mental health provision

We recommended urgent consideration of a key worker post to provide individual and group support.

The Council of the Isles of Scilly and Kernow CCG have agreed to commission a post to facilitate improved and co-ordinated access to mental health services, through the Better Care Fund.

Arrangements on discharge from hospital

Royal Cornwall Hospital Trust reviewed their guidelines, and continue to work on improving information at ward level.

Access to Child and Adolescent Mental Health Services

We wanted to highlight comments from the survey, to be considered in the context of the CAMHS Transformation Programme.

Experience of cancer patients in the Isles of Scilly

The Cornwall and Isles of Scilly Cancer and Patient Carer Group at Royal Cornwall Hospital Trust picked this up from feedback we passed on to the Trust. We made a summary report and have continued to support their work on the issue of affordable accommodation for patients who attend for treatment.

Medical travel: travel warrant administration and criteria

We submitted a comprehensive report to NHS Kernow CCG outlining known issues arising from the current travel warrant system, and to request oversight and guidance from NHS Kernow.

We included a number of recommendations with the clear expectation that not all will be addressed at once. Attention to these concerns will be maintained via the IOS Medical Travel and Transport Group.

Midwifery Service to the Isles of Scilly

Concerns about continuity and sustainability of the service had been reported by service users for a couple of years and we had escalated these through statutory bodies. Early in 2016 we submitted a summary of concerns to the commissioner and provider, with a number of queries, and recommended a review of the model of provision. The service provider responded to all our questions, and NHS Kernow are now undertaking a full review of provision.

Working with other organisations

All community feedback is copied in summary form to the Care Quality Commission local team. We are notified of forthcoming inspections and provide relevant feedback and the IOS perspective; and met with inspectors when they were on the islands for inspections of the Health Centre and Residential Care Home.

Reports are shared with Healthwatch England, but we did not contribute to a national piece of work this year. Regionally, the 'Peninsula' local Healthwatch network meets quarterly to share work plans and information.

Healthwatch Isles of Scilly believes that issues are best addressed through honest appraisal and joint effort.

We make timely community feedback reports to service providers and to NHS commissioners and the Care Quality Commission. We highlight issues for further discussion and meet with services on a regular basis.

We report outstanding areas of concern to the NHS Quality Surveillance Group.

We co-chair the Isles of Scilly Medical Travel and Transport Group in order to maintain joint oversight of travel and transport issues and to enable problems to be addressed as they arise.

We have a formal working agreement with our biggest NHS Trust and follow similar principles and practices in our working relationships with other services.

Here's what they say about working with us:

"In my experience Healthwatch is a critical friend to Adult Social Care services. They are a responsive voice for the community's concerns and help us to understand what the residents of Scilly are worried about. The community survey is a particularly helpful form of feedback. The team can be challenging of our plans and hold us to account with regular meetings with the team and board members."

Gareth Peters, Adult Social Care Manager

"Since coming to Scilly a little over 4 years ago I have been really impressed by the tireless work of Healthwatch, and this year is no exception. As a provider of health services, the feedback we get from Healthwatch is invaluable, and with it comes a good level of challenge when we could be doing things better – this always helps to keep us on our toes!

There are many specific projects that we have discussed, including mental health services, midwifery, optometry, rehabilitation and signposting to name but a few, although in reality the list is almost endless.

One of the biggest achievements however is around the work on travel and transport – it is almost not possible to overstate the importance of the bi-monthly multi-agency meeting that is chaired by Healthwatch. Both providers and commissioners from travel and health regularly attend, and are held to account over their services, with some really important improvements having been achieved as a result."

John Garman, Senior GP

"PCH Dental CIC is the sole provider of dental services on the Isles of Scilly. Following the retirement of the permanent Dentist on the islands a recruitment process was implemented and a series of interim arrangements were put in place whilst a new Dentist was found.

During this time Healthwatch Isles of Scilly co-ordinated the release of information regarding the interim arrangements and were instrumental in ensuring that any information regarding the dental provision was relayed to the population of the islands via local media etc. Healthwatch Isles of Scilly were also pro-active in contacting PCH Dental CIC if and when information was required regarding any aspect of dental provision for the residents of the Isles of Scilly.

PCH Dental CIC and Healthwatch Isles of Scilly continue to work together to promote the on-going dental care of the residents of the islands.

Chris Roberts, Clinical Director
PCH Dental Ltd

“The feedback we regularly receive from Healthwatch Isles of Scilly is crucial in helping us ensure that the issues important to the residents of the Isles are heard and acted upon. Healthwatch IoS facilitated us to visit the islands; seeing and hearing issues at first hand, against a local context, has really increased our understanding and resolve to seize every opportunity for innovative working for the benefit of the islands’ residents.”

Bev Balin-Bull, Patient Experience Matron
Royal Cornwall Hospitals Trust

“We value the feedback that we receive, and the regular contact that we have with Healthwatch, as we are committed to maintaining a midwifery service which delivers high quality, safe care to women and their families on the IoS.”

Jan Walters, Divisional Nurse/Head of Midwifery
Royal Cornwall Hospitals Trust

“For me the impact of working with Healthwatch when we went to the Isles of Scilly in February, was that it enabled us to have some good and honest conversations, and this has had a positive impact on our work with young people and professionals on the islands. These conversations led us to consider the perception of CAMHS services, and how we might better engage people during the referral process. We have taken this learning and included it in our thinking regarding establishing the Bloom project on the Isles of Scilly, which we hope to start in June 2016. We also were able to discuss processes and share the detail rather than the myths surrounding CAMHS”

Linda Bennetts, CAMHS
Cornwall Partnership Foundation Trust

“Healthwatch Isles of Scilly provide useful patient and public feedback about our services and act as a constructive and supportive ‘critical friend’ which helps us to improve the services we deliver to the islands.”

Ellen Wilkinson, Medical Director
Cornwall Partnership Foundation Trust

“We enjoy a close relationship with Healthwatch Isles of Scilly, who are a valuable sounding board on behalf of patients, feeding into decisions we make about funding health services.

We have held useful and open discussions with them over the past year on a range of issues, including transport to the mainland, maternity services and developing a new Sustainability Transformation Plan which will play a pivotal part in getting the health and care system aligned behind a shared purpose and some joint transformation programmes.

We will continue working with Healthwatch Isles of Scilly closely in the coming months, as part of our ambitious plans to integrate health and social care, which will improve patient experience and outcomes and help to ease demand on some services.”

Dr Iain Chorlton, Chairman
NHS Kernow CCG

“NHS England is committed to ensuring that public and patient voices are at the centre of shaping our healthcare services. By working with partners such as Healthwatch Isles of Scilly, NHS England can ensure the effective participation of patients, carers, stakeholders and the public.

During 2015/16 Healthwatch Isles of Scilly have continued to validate their commitment to the local community and have demonstrated patients, carers and their families have been listened to in many ways.

Some examples of this commitment include:

- Sharing direct community feedback highlighting a range of topics such as appointments, dental treatment and travel.
- Being an active partner in the Quality Surveillance Group; raising concerns in areas such as local eye testing, dentistry and maternity services.
- Comprehensive community survey; updating local commissioners on local work plans.

NHS England hopes that Healthwatch Isles of Scilly continues its commitment and partnership approach; helping to shape the future of health services and deliver the Five Year Forward View.”

NHS England South West

Involving local people in our work

Our volunteer Board of Directors are the most hands-on community representatives. They have diverse backgrounds and social networks and a wide range of relevant experience and expertise. They meet with service commissioners and providers, and represent Healthwatch on statutory committees.

When representing Healthwatch on the Health and Wellbeing Board, Health Overview and Scrutiny Committee and the Children's Committee, our Board members have a detailed knowledge of all the issues we hear about and are working on. They frequently submit items to the agenda and make a valuable contribution to the work of these bodies.

We hold commissioners and providers to account regarding community engagement, and press for local meetings and events, because it's important for them to hear directly from service users.

We encourage people to make the most of opportunities to have their say and this year advertised a number of health and care surveys and engagement events, and ways to provide feedback to the Care Quality Commission.

Mostly people get involved by providing their observations and experiences and in this way highlight where things work well and where they don't.

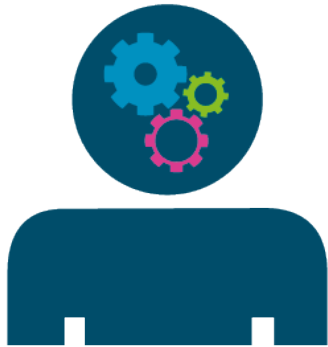
It's great when we can report the ways in which this has made a difference.



Our work in focus



Our work in focus: Adult Mental Health Care



People consistently told us that support for people living with mental ill health is limited, and we had raised this with services. Early in 2015 a couple of people contacted us independently and said they would like the opportunity to put their views across directly.

We put out an invitation to join a focus group and arranged a meeting with our Adult Social Care Manager, who had been working with the Mental Health Trust on a crisis care pathway, and had an interest in better early support.

5 people formed the focus group and the first meeting considered:

- What works and who provides this?
- What have you expected and hoped for from a particular service and how have these expectations been met?
- What is missing/what would help?
- What message would you like to send to the people who plan and provide services?

This was followed by a second meeting with our Senior GP and one of the Practice Nurses. This meeting started to look in depth at current barriers, suggested alternative models of provision, and produced a number of recommendations for immediate actions and longer term planning.

As a direct result, the adult mental health pathway was taken up as a priority by the local integrated health and care programme board. Group members subsequently participated in a clinical forum on mental health provision.

Notes from the focus group meetings were shared, with members permission, with service providers and commissioners.

We also followed up the recommendations of the focus group with service providers.

The Council of the Isles of Scilly and Kernow CCG have since started the process of commissioning a post to facilitate improved and co-ordinated access to mental health services.



Our work in focus: Maternity Services



For many years, midwifery cover on the Isles of Scilly has been provided by a part time post, reflecting the average on-island birth rate. The midwife provides antenatal care, and is on call when a woman is 37 weeks pregnant or over. At other times, telephone on call support is provided from Cornwall. All antenatal screening and obstetric services are provided in Cornwall.

Occasionally, feedback indicated concern about these arrangements, with regard to limited local cover. When the resident midwife retired in May 2014, recruitment was initially unsuccessful and the period of interim cover extended to a year. This increased fears about the sustainability of the local service, alongside comments about lack of continuity and consistency.

The service provider was responsive in meeting these concerns, within the current model of provision. There were few negative comments about the quality of care and no suggestion, in our monitoring of provision, that the service was unsafe.

A new resident midwife took up post in 2015 but resigned within a year.

Given the difficulties regarding recruitment and sustainable provision of cover we made a recommendation to the commissioner and provider that the service model should be reviewed. We submitted a report which detailed the historic concerns we had raised and which asked a number of questions about current arrangements.

We received a full response to all our questions and details of enhanced arrangements within the current model.

NHS Kernow CCG agreed to hold a review and have since embarked on stakeholder and service user engagement.

They expect to report back in September 2016.



Our plans for next year



System Transformation

There are a number of programmes and initiatives which are coming top down, bottom up and sideways. Now we've worked out which is which we will ensure that we can speak up for island needs and more importantly ensure that you have the opportunity to have your say.

Cornwall Devolution and integration of health and care services will affect Isles of Scilly because we share health provision. Our representatives on the Health and Wellbeing Board and Health Overview and Scrutiny Committee will have opportunities to comment, and we have excellent regular contact with key commissioners involved in the process.

A health and care Sustainability and Transformation Plan is in development and will come to the Health Overview and Scrutiny Committee.

Locally, joint agency working is increasing and developments are discussed in our liaison meetings with services.

The Council of the Isles of Scilly has commissioned a full options analysis of adult social care, including service integration, and we will have opportunities to meet with consultants.

We will continue to hold services to account for community engagement, and will help to facilitate and promote opportunities to comment.

Working with children and young people

Early discussions with the school and youth service suggest that there has already been a high degree of engagement elsewhere, and identification of priorities by children and young people.

We have suggested that we use these starting points and put our experience, contacts and resources at the disposal of school students to undertake a project close to their hearts - they'll decide what it will be.

Following up recommendations from Royal Cornwall Hospital Trust visit to Scilly

We were delighted to host a visit to the islands from the Trust's Patient Experience Matron and Quality Improvement Manager last year. Their report and recommendations have now gone to RCHT's Patient Experience Group and we will work with them on fulfilling these - in particular:

- Support for IOS patients in hospital
- Transport: better information for staff
- Discharge checklist
- Early discharge to the islands for rehabilitation
- Teleconsultation

Facilities for people with physical or sensory impairment

Locals and visitors have pointed out shortfalls in information and facilities for people with a disability, including accessible accommodation and transport to and on the islands. We will look at this in more detail next year.

Accessible information

We will continue to work with local organisations to make information about services and systems easy to find, including for our seasonal worker population.

Health complaints

We have partnered with seAp, who provide independent advocacy, to provide local support to people making a complaint about the NHS, from July 2016.

Our people



Decision making and transparency

The Board of Directors has developed clear policies regarding governance, including delegation of authority and how decisions are made.

Board members receive weekly updates from the staff team and meet regularly to consider themes arising from feedback, review the work plan, and decide on next steps.

All reports and recommendations must be approved by the full board; likewise referrals to the Health Overview and Scrutiny Committee or use of 'Enter and View' powers.

Our meeting agendas and minutes are published on our website, along with all our policies, updated work plan and reports. Next year we will add 'you said, we did' pages to illustrate the progress of work we are doing in a simpler, clearer way.

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

We are funded by grant from the Local Authority and make quarterly reports on how we are fulfilling our statutory role; however they have no further say in what we do and how we do it.

How we involve the public and volunteers

The people in the organisation who are responsible for delivering the statutory functions of local Healthwatch are the same people who guide and undertake our activities to that end.

The volunteer Board of Directors is therefore responsible for delivering the functions of a local Healthwatch, for setting and overseeing the work programme, and for company and financial administration.

We are supported by a wider membership group who hold us to account and ensure we reflect the needs and wishes of the community.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		50507
Brought forward and interest		1337
Total income		51844
EXPENDITURE		
Operational costs (advertising, events, information provision, surveys)		2760
Staffing costs		35405
Accountancy and payroll		729
Training and peer support		694
Travel		429
Office costs		9560
Total expenditure		49577
Balance carried forward		2267

Final accounts pending independent examination.

Contact us



Get in touch

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Website: www.healthwatchislesofscilly.co.uk

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Health 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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