

Impact Report

Annual Report
2018/19

Message from our Chair



We have also worked with NHS Dorset Clinical Commissioning Group on how they can best reach the community and explain their proposals.

I would like to thank all the staff and volunteers who have worked with us. They have done an amazing job. Thanks also to the Board of the CIC, who are also volunteers, for their work and support over the past six years.

Very warmest regards and good luck for the future to the team at Evolving Communities CIC, which has been providing the Healthwatch Dorset service since 1 April 2019.

Joyce Guest

Chair, Healthwatch Dorset (until 31 March 2019)

Welcome to my last Annual Report as Chair of Healthwatch Dorset, the independent consumer champion for health and social care in Dorset.

Healthwatch Dorset CIC brought together three local community services: Help & Care, Citizens Advice in Dorset and Dorset Race Equality Council. Together we have helped people have their voices heard since April 2013. It has been a privilege to work with a team who have been so enthusiastic and dedicated.

This Report highlights the work of Healthwatch Dorset over the past year - including the survey we undertook on access to NHS dental treatment in care homes, a report on patients' experiences of being discharged from hospital, and a short guide to help people choose a Care Home.

Our Community Investment Projects have also been very successful - and the film #LifeUnfiltered was nominated for a National award.

Contents

Highlights from our year	3
Who we are	4
Your views on health and care services	5
Helping you find the answers	8
Making a difference together	10
Our Board	12
Our finances	13
Contact us	14



Highlights from our year

This year we've reached 178,000 people on social media



Our volunteers helped us with everything from taking part in podcasts to visiting care services



We've visited **32** local services



Our reports have tackled issues ranging from dental treatment in care homes to leaving hospital



We've spoken to **3695** people

We've given **2784** people information and advice



Who we are



Healthwatch Dorset is your local champion for health and care services.

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 services 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 puts 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 to 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 the views of those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

We provide a general information service about health and social care services in Dorset and where you might get help for your health or social care needs.

We can also give you information about what to do if things go wrong and how to raise a concern or make a complaint about a local health or social care service.

Our service is free and confidential and is independent of both the NHS and Social Services.

Your views on health and care services





Listening to people's views

At our annual summer meeting last year in Dorchester, we asked everyone who was there to work together to make a present for the NHS's 70th birthday, in the form of feedback on our NHS and social care services.

We summarised their comments in a birthday card:

- 7 things that matter to patients and service users
- 7 things patients and service users would change.

These were some of the common themes:

- Good Communication
- Empathy and understanding
- The right care at the right time in the right place
- Health and social care joined up and working together in the best interests of the person.

You can see our Birthday Card to the NHS [here](#).

"This is a really helpful touchstone for us to use when planning and delivering services. The things people have identified as being important to them are important to us too, but we don't always get them right. So this is a helpful reminder."

David Vitty, Head of Adult Social Care Services
Borough of Poole, and Service Director, Adult
Social Care, Bournemouth Borough Council



Cervical Screening Saves Lives

Healthwatch Dorset has been finding out more about women's experiences of screening services to help inform local GPs and the national NHS Cervical Screening Programme.

According to the NHS, 1 in 4 women did not attend their cervical screening appointment in 2017/18.

Healthwatch groups across the region have worked with Wessex Voices to find out what stops women from attending screening appointments. We've spoken to over 230 women, held focus groups and run a social media campaign. Many women didn't know they were eligible for screening, some were put off going because they'd previously had a bad experience - and others thought it would be embarrassing and/or painful.

Nikki took part in this project and has also recorded this [podcast](#) with Healthwatch Dorset about her experience. Nikki explains:

"My smear test came back with pre-cancerous cells, which was a real shock. I had to go into hospital for a biopsy and was called back in for a loop excision procedure. The little operation went really well - honestly I didn't feel a thing. And what made it go so well was the nurses there - they were friendly and compassionate and made me feel relaxed. I brought someone to support me as well, which was a good idea. It's certainly a lot better than dying of cervical cancer."

Going Home

A number of people had told us that, after they had been a patient in hospital, they faced issues when they were transferred back home from hospital.

We therefore decided to talk to patients and families to get a more in-depth understanding, from the viewpoints of patients, their family and their carers, of what happens after leaving hospital:

- what support, after-care and ongoing care people receive
- what works well and what could be developed and/or improved to help reduce re-admissions and, potentially, reduce people's need for further interventions from health and/or social care services.

A group of our volunteers, joined by a group of the hospital's volunteers, visited patients on the wards at the Royal Bournemouth Hospital, inviting inpatients to take part in our project once they had been discharged from hospital and returned home.

We spoke to over 70 people in hospital and carried out 37 interviews 2-3 weeks after discharge. Some interviews were conducted with patients and some with family - or with carers (with the patient's consent).

"I felt overwhelmed at discharge, it would have been good to speak to someone one-to-one."

People told us that communication about leaving hospital wasn't always consistent, leaving people feeling anxious and alone.

Our recommendations are that planning to leave hospital should involve the patient, family, friends and carers. Plans should be shared in written form, with clear information, that gives people the opportunity to ask questions and express any concerns.

You can read our report *Going Home* [here](#).

Check Up

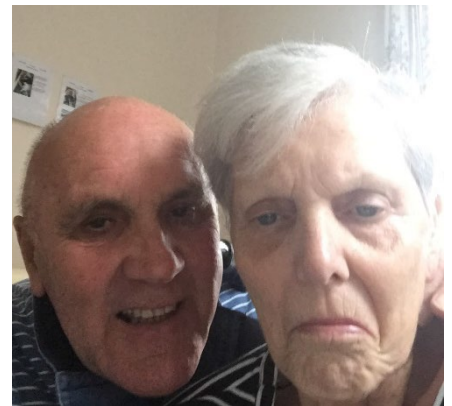
We carried out a survey of all the care homes in the county to find out what their experiences are when their residents need NHS dental treatment.

We've set out our findings and recommendations for action to improve services in a report called *Check-up*, which you can see [here](#).

Some of our key findings were:

- 38% of residents of the homes that responded to our survey receive no dental services at all
- 59% of the homes that responded said their residents received poor or average dental services
- 41% said they received good or excellent services - all the homes which rated dental services as "excellent" were receiving services from the Browning Centre.

Dave Wood's wife, Carol, lives at Wessex Lodge Care Home in Poole. Carol has Alzheimer's and is unable to walk or talk, so she needs specialist dental treatment, which Dave has been trying to find for her.



Dave told us:

"It's unbelievable that there isn't a dentist who can come out to the care home. My wife, Carol, always went to the dentist regularly for check-ups but, now that she needs some help, it just isn't there."

Care homes told us that the biggest barriers to accessing services were:

- long waiting times
- no available home visits
- a lack of services for people living with dementia.



Choosing a care home

We receive a lot of phone calls and emails from local people asking us for information on choosing a care home. It can feel really difficult to know where to start when you're looking for a care home. So we put together a short guide to help signpost people.

Our guide includes Five Steps to Choosing a Care Home, including:

- Knowing all the options available to you
- Understanding what the difference is between a Care Home and a Nursing Home
- Being clear about what funding might be available.

The Guide also has tips on what to look out for when visiting a Care Home and what questions to ask.

You can read our short guide [here](#).

Update on Clinical Services Review

The Clinical Services Review (CSR) was carried out by the NHS in Dorset between 2014 and 2017. Its main focus was on services provided by hospitals (both acute and community hospitals) and community services in Dorset.

Following ongoing concerns expressed by some members of the public last year about the outcome of the CSR, we put together a short information sheet, which you can find [here](#).

It remains our primary duty at Healthwatch Dorset to ensure that the views and experiences of local people are valued by our NHS and are as influential as the views and experiences of clinicians and service commissioners, planners and managers.

Service planning should be informed by the reality of people's lives, their personal insights and experiences - as well as clinical data and the need to balance the books.



Making a difference together



Making More Voices Heard

Our Community Investment Projects help us hear feedback from people whose voices aren't as loud, or as often heard, as others. Each year we've set aside funding to support local voluntary and community groups that help us reach communities and people with "protected characteristics", as defined in the Equality Act 2010.

The groups we work with are able to do more as a result of our funding - and some become more sustainable because, as a result of our support, they have received funding from other bodies. In return, they become ambassadors for Healthwatch Dorset, spreading information about us in their own communities and enabling people to share their experiences of services with us. In this way, we increase the amount and diversity of feedback we receive from local people, which we use to influence positive change in local services.

Over the last 18 months we've funded and supported 18 local projects, covering a wide range of communities, from school and disability groups to homeless support and carers' groups.

Our report, *Making More Voices Heard*, gives more detail about these projects and can be [here](#).

#LifeUnfiltered

The latest film in our #LifeUnfiltered Project includes a series of interviews showing the impact of the original film *#LifeUnfiltered*, made by young people for young people to raise awareness of mental health. This is a collaborative project with 25 young people, Bournemouth University, Dorset Healthcare NHS Trust, Dorset Mental Health Forum and Dorset Mind.

Watch our award winning film [here](#)



"I'm delighted that Healthwatch Dorset has been able to invest in these amazing community initiatives which really help local people have their say" Joyce Guest, Healthwatch Dorset Chair

Marnhull Men's Shed

Our funding helped set up Marnhull Men's Shed in North Dorset in 2018.

A Men's Shed is a community space for men to connect, chat and create. The activities are like those undertaken in a garden shed, enabling men to practice skills and enjoy making and mending as a group. Men's Sheds help reduce loneliness and isolation by bringing people together and have been shown to improve mental health and wellbeing, particularly in older men. Most importantly, they're fun.



Over 40 "shedders" have spent the last year finding premises on the outskirts of the village, renovating the shed, building a new toilet 'shed' and gathering tools and equipment. The group now runs regular sessions, making and mending things for the village - and they even have plans for cookery classes in the future!

"I'm proud to be involved. Marnhull Men's Shed shows what people can achieve when they come together and share ideas." Steve

The Shed has enabled friendships to develop and created a safe space for conversations about illness, caring responsibilities and loneliness. You can find out more [here](#).

Our Board

Healthwatch Dorset CIC was overseen by a Board made up of Non-Executive Directors, all of whom were volunteers chosen from the local community, and Executive Directors, appointed by our service delivery partners. The Board provided strategic direction on our priorities and was also responsible for our governance arrangements.

Health and Wellbeing Boards

By law, every local Healthwatch has a seat on the local Health and Wellbeing Board. Joyce Guest, our Chair, represented us on the Bournemouth & Poole Health and Wellbeing Board and Margaret Guy, our Vice-Chair, represented us on the Dorset Health and Wellbeing Board. We used our places on these Boards to ensure that decision makers were made aware of local people's views and concerns.

Other Committees and Groups

Members of the CIC Board were also active participants in the local councils' Health Scrutiny Committees and NHS Dorset CCG's Primary Care Commissioning Committee. They also attended meetings of other local groups, such as Health and Wellbeing Locality Groups and Patient Participation Groups.

Decision making

Each year, Healthwatch Dorset CIC agreed priorities for the forthcoming year, which we set out in our Annual Work Programmes. We used local people's experiences of health and care services as our starting point and also took into account the priorities of commissioners and providers of local health and social care services and those of other relevant local and national organisations.

We assessed potential priorities against a number of criteria, including:

- Evidence of their importance to the local community
- Their likely impact on the community
- The likelihood that Healthwatch Dorset could make a difference
- Our ability to make an impact in required timescales
- Whether they were already being addressed effectively by another organisation
- Whether they aligned with the priorities of the Health and Wellbeing Boards
- Their likely impact on people experiencing health inequalities, those with Protected Characteristics and/or people who are seldom heard.



Healthwatch Dorset CIC Board at event held on 12 July 2018 to launch Healthwatch Dorset's 2017/18 Annual Report

Our Finances

Each local Healthwatch is funded by their local council, using money allocated for this purpose by central government.

In the case of Healthwatch Dorset CIC, funding came jointly from the three local councils: Bournemouth Borough Council, Dorset County Council and Borough of Poole. In the financial year 2018/19, this funding amounted to £372,030.

We transferred £338,750 to our three service delivery partners (Help & Care, Citizens Advice in Dorset and Dorset Race Equality Council) to deliver the Healthwatch Dorset service.

The majority of this funding was spent on staffing, including:

- Staff working on Community Engagement and Outreach
- Staff working on Research
- Volunteer Support Staff
- Telephone Helpline staff
- Staff working in the Citizens Advice Local Offices
- Administration and Finance staff.

This funding also covered the costs of:

- Undertaking reviews of services and investigations
- Our Community Investment Projects, which provided support to local community groups
- Engagement and Outreach - organising events and meeting with groups and individuals to hear their experiences of, and views on, local health and social care services
- Marketing and Communications -including e-bulletins, newsletters, advertising, website, etc.
- Reimbursing the out-of-pocket expenses of Healthwatch Dorset Champions and Volunteers.

The remainder (£33,280) was retained by the CIC to cover the costs of running the CIC and supporting the work of the Board, as well as to cover the costs of:

- Producing Annual Reports
- Organising Public Meetings
- Reimbursing the out-of-pocket expenses of Healthwatch Dorset CIC's Directors
- Winding up the CIC - including redundancy costs, ongoing insurance, etc.

Please note that a copy of our audited accounts for 2018/19 will be available on the Companies House website later this year.



Contact us

Whether you would like to provide feedback on health and social care services, or to access support and guidance, there are several ways you can get in touch with Healthwatch Dorset:

- Call: **0300 111 0102**
- Email: enquiries@healthwatchdorset.co.uk
- Twitter: [@HwatchDorset](https://twitter.com/HwatchDorset)
- Facebook: facebook.com/HealthwatchDorset
- Website: www.healthwatchdorset.co.uk

**How you can help make
health and social care better**



This annual report will be made publicly available on Healthwatch Dorset's website by 30 June 2019. We will also be sharing it with Healthwatch England, the Care Quality Commission (CQC), NHS England, Dorset Clinical Commissioning Group, Bournemouth, Christchurch and Poole Council, and Dorset Council.

If you require this report in an alternative format, please contact Healthwatch Dorset.

Please note that, up until 31 March 2019, the contract to provide the Healthwatch Dorset service was held by Healthwatch Dorset CIC. Since 1 April 2019, the contract to provide the Healthwatch Dorset service has been held by Evolving Communities CIC.

We confirm that we have used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities, as covered by the Licence Agreement.

© Copyright Healthwatch Dorset CIC 2019

Healthwatch Dorset CIC is a Community Interest Company, limited by guarantee, and registered in England and Wales (No. 08548235) at 896 Christchurch Road, Bournemouth, BH7 6DL

healthwatch

Healthwatch Dorset CIC
896 Christchurch Road
Bournemouth
BH7 6DL

www.healthwatchdorset.co.uk
t: 0300 111 0102
e: enquiries@healthwatchdorset.co.uk
tw: @HwatchDorset
fb: facebook.com/HealthwatchDorset