

Presentation to the Joint Strategic Needs Assessment (JSNA)

Kerry Galloway

Projects Manager

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Who are Healthwatch?

- Healthwatch is the consumer champion for Health and Social Care
- The Health and Social Care Act 2012
- Powers to Enter and View

Healthwatch Lancashire & Healthwatch Blackpool

- The aim of local Healthwatch
- How do we do this?
- *Our vision is to be the “Go to” organisation for all members of the public in the county to talk about their experiences of Health and Social Care*

How do we engage with the public?

We have a number of tools we use to engage with the public and gather experience and feedback about services:

- Pop Up's
- Care Circles
- Patient Engagement Days
- Enter and View
- Mystery Shopping
- Online Campaign's
- Case Studies



How do we choose our projects?

- Intelligence from the public
- Reacting to current issues
- Voicing seldom heard groups

Our Work Plan

- 4 Quarterly Projects
- 'Have Your Say' Campaign
- Social Care Projects
- Health Care Projects



Impact Project

- Why did we look at impact?
- We would like to show the public the difference they have made and how their engagement has impacted on the wider picture.
- Aims of our Impact Project

Learning Disability Project

Why?

- Learning Disability community is a seldom heard by people who run, commission and can make changes in services
- From research we know people with Learning Disabilities often have increased risk of many health conditions, poorer outcomes, and lower life expectancy
- We want to build relationships with people with Learning disabilities to make sure they are considered as a key demographic in future work

What?

- Initial generic consultation work across Learning Disabilities week
- Use intelligence previously received from attending disabilities groups
- Analysis of feedback

What are people with Learning Disabilities telling us?

- *“The Hospital passports are great at hospital & saves time. They are so helpful as a carer. It means the service user gets to be seen quicker. Chorley are great at using these, but RPH aren’t as good at using them. Some staff don’t know about them at RPH”*
- *“5 Ways to wellbeing – I really liked this message and understood it.”*
- *“I saw a lady doctor and I didn’t like her. She didn’t speak clearly and it wasn’t easy to understand her.”*
- *“I went in as an emergency. There was too much going on, they didn’t listen to me and I felt under pressure. They didn’t explain things to me.*

What are the trends and themes?

- Generally we found that people with Learning Disabilities shared positive experiences about their GPs, dentists and support provisions
- The biggest problems were around hospital services
- A theme around challenges in communication emerged



What do we want to ask about?

- Hospital Passports
- Experience of communicating with hospital staff
- How experiences in hospitals can be improved

A sample NHS Hospital Passport form. The form is titled 'This is my hospital passport' and is for people with a learning disability visiting the hospital. It includes a section for the patient's name, a section for hospital staff to fill in, and a section for the patient to fill in. The patient section has three colored arrows pointing to boxes: a red arrow for 'Things you must know about me', a yellow arrow for 'Things that are important to me', and a green arrow for 'My likes and dislikes'. The NHS logo is in the top right corner.

What do we want to achieve?

- We want to produce best practice documents
- We want to share our findings with commissioners and hospital trusts
- We want to share our findings, and what will be done about them with the Learning Disability Community
- We want to continue to build a relationship and include people with Learning Disabilities in all future projects

BEST
PRACTICE



Working Together with the JSNA

- Healthwatch Lancashire and Blackpool are keen to make stronger links with the JSNA. This is to ensure our intelligence is used to inform larger pieces of work and has the greatest impact for members of the public.
- Healthwatch Lancashire and Blackpool use the work of the JSNA within the methodologies of our projects.
- We do however, remain independent and never change or censor the feedback we gain from the public.

Working Together with the JSNA

- We feed our reports and intelligence into the JSNA. We also feed our information into a variety of statutory bodies such as Clinical Commissioning Groups, Hospital Trusts, NHS Intelligence, NHS England, Local Authorities and the Care Quality Commission
- We are keen to know how our intelligence is used by the JSNA then we can relay this back to members of the public we speak with.

Thank you for listening