healthwatch

Healthwatch Data Return 2018-19

Read the questions before completing the data return online.

healthwatch

About this resource

Each year we communicate the impact of the Healthwatch network to Parliament, Government and the public. To enable us to have a clear understanding of this, we need to know more information about your activity. This helps us track key issues and support our policy development and influencing. The survey should take no longer than 30 minutes.

Please complete the survey by **Sunday 7 July** at the latest.

Before taking this survey online, we have provided the questions so that you can gather the information you need to fill it in.

Please contact enquiries@healthwatch.co.uk if you have any problems.

Number	Question
Section 1 – About You	
1	**Your Healthwatch** *[Select option - Dropdown of local Healthwatch names]*
2	**Your name** [Text box]
3	**Your role** [Text box]
4	**Your email address** Please provide us with your email address so we can email you a copy of your completed form [email]
Section 2 – About your staff	
5	**How many full-time equivalent staff do you have?** To calculate number of full-time equivalent staff, divide the actual number of hours by the full-time hours (i.e. 37 hours) and round to 1 decimal point eg 30 hours / 37 = 0.8 FTE [Text box]
6	**Do you collect any of the following information about your staff?** [Tickbox] Tick as many are relevant - Age - Carers - Disability - Gender - Gender reassignment - Pregnancy/Maternity - Race - Religion or belief - Sexual orientation - None of the above

7	**When it comes to retaining your staff, how has this changed over the last year?** [Tick the relevant option] • It's got better • It's stayed the same • It's got more difficult
7a	**Tell us more about why you think this is** [Free text box]
8	**Can the public always speak to a member of your team during core hours? (10am-4pm Monday - Friday)** [Tick the relevant option] • Yes • No
9	**Do you have a Chief Officer or equivalent support Monday – Friday 10-4?** [Tick the relevant option] • Yes • No

Section 2 – About your volunteers

This information is valuable when we make the case for support for Healthwatch.

We appreciate this is difficult to calculate if you have not been recording this information over the year. Please provide an estimate if you do not have these numbers.

10	**How many volunteers have been involved with your local Healthwatch over the last financial year?** [text box]
11	**Do you collect any of the following information about your volunteers?** [Tick box] Tick as many are relevant • Age • Carers • Disability • Gender • Gender reassignment • Pregnancy/Maternity • Race • Religion or belief • Sexual orientation • None of the above
12	**Please estimate how many days in total, volunteers have contributed over the last financial year** [Text box] This information is valuable when we make the case for support for Healthwatch. We appreciate this is difficult to calculate if you have not been recording this information over the

	year. Please provide an estimate.
13	**When it comes to retaining your volunteers how has this changed over the last year?** [Tick the relevant option] • It's got better • It's stayed the same • It's got more difficult
14	**Tell us more about why you think this is** [Free text box]

Section 3 – Relationships

15	**Describe your relationship with the following stakeholders** On a scale of 1 being very strong and 5 being very weak. [Grid rating from 1-5 with additional options for don't know and no relationship] • Clinical Commissioning Groups • Commissioners of social care services • Health and social care professional bodies • Health and Wellbeing Board • Local Authority • Local councillors • Local media • Local partners in the Care Quality Commission • Local partners in NHS England and Improvement • Local partners in Public Health • Local Voluntary and Community Sector • MPs • Overview and Scrutiny • Patient Participation Groups • Providers of health services • Providers of social care services • Quality Surveillance Group • STP or ICS
16	**What key partnerships/boards/meetings does your Healthwatch regularly attend? Tick all that apply** [Tickbox] Tick as many are relevant • Health and Wellbeing Boards • Joint Overview and Scrutiny (STP/ICS level) • Local Overview and Scrutiny • Quality Surveillance Groups • Safeguarding Boards • STP Governance Board • STP Project Board eg Communications and Engagement
16a	**If you attend any others which you would like to specify, or include more information about the above, please do so here.**

17	If you attend any others which you'd like to specify or would like to include more information about the above, please do so here. [Text box]
18	In the last year, has the number of stakeholders who have come to your Healthwatch for advice on how to engage the public changed? • Yes, it's increased • No, it's stayed the same • No, it's decreased • I don't know

Section 4 – Working with the Care Quality Commission (CQC)

19	Is your current working relationship with the CQC changing? [Tickbox] • Yes, it's getting better • No, it's the same • Yes, it's getting worse
20	To what extent do you agree or disagree with the following statements? [Grid with scale of 1-5 with 1 being strongly agree and 5 being strongly disagree] • We feel we have a two-way relationship with our local CQC partners • The information we share with the CQC is used to inform their work • Our local CQC partners let us know about the impact our intelligence has had on their activity
21	If you would like to give us more information on this, please do so [Textbox]

Section 5 – Engagement

22	In total, how many people have shared their views and experiences with you about health and social care 1 April 2018 and 31 March 2019? [Text box – provide figure]
23	Please help us understand how people shared their views and experiences with you via different channels. [Please provide an estimated percentage of your total for each channel] • Email • Phone • Your website • Social media • Other (please explain)
24	Healthwatch aim to speak to every section of their community to make sure their voices are heard. In the last financial year have you undertaken any specific engagement to understand the experiences of people based on: [Tick relevant options] a. Age b. Carers c. Disability d. Gender

	e. Gender reassignment f. Pregnancy/Maternity g. Race h. Religion or belief i. Sexual Orientation j. None of the above
25	**If yes, please list the relevant publications and provide links where possible. This is so that we can ensure we're capturing all the reports you're producing.** [Text box]
26	**In the last financial year have you undertaken any specific project to understand the experiences of people who:** **[Tick relevant options]** a. Are asylum seekers b. Are from Gypsy/Traveller communities c. Are geographically isolated d. Are in stigmatised occupations (eg sex workers) e. Are homeless f. Are prisoners g. Are veterans h. Are unemployed i. Have issues with substance misuse [Tick box question]
27	**If yes, please list the relevant publications and provide links where possible. This is so that we can ensure we're capturing all the reports you're producing.** [Text box]
Section 6 – Your reach and Impact	
28	**From April 1 2018 to March 31 2019, how many people have you provided information and signposting to?** • By email [number] • By phone[number] • Online (if you know the number of people who have visited your signposting and information webpage) [number] • By social media [number] • Community outreach [number] • Other (please explain) [text box]
29	**Help us make sure that we have got all of the reports that have been published by the network. From April 1 2018 to March 31 2019 how many reports have you published?** [Number field]
30	**Topics you have covered** **From April 1 2018 to March 31 2019 please provide an estimated percentage of your outreach work for each of the following topics:** a. Primary Care [give percentage] b. Hospitals/Secondary Care [give percentage] c. Social Care [give percentage] d. Mental Health [give percentage] e. Cross category [give percentage] f. Other [give percentage]

31	How many recommendations/suggestions for improvement/action points have you made to help develop health and social care services over the last financial year? [number box]
32	From April 1 2018 to March 31 2019 please provide an estimated percentage of the overall recommendations or suggestions for improvement that were made about the following topics: a. Primary Care [give percentage] b. Hospitals/Secondary Care [give percentage] c. Social Care [give percentage] d. Mental Health [give percentage] e. Cross category [give percentage] f. Other [give percentage]
33	What proportion of the recommendations or suggestions for improvement have: a. Not been accepted by service provider/commissioner [give percentage] b. Been accepted by service provider/commissioner but not yet implemented [give percentage] c. Been implemented by service provider/commissioner but no real improvement in patient experience [give percentage] d. Been implemented by service provider/commissioner and there has been improvement in people's experiences [give percentage] e. Don't know

Section 7 – Your priorities

In this section we want to find out more about your priorities for 2019/20 and how you make these decisions.

34	What are your top five topics that you're working on to improve people's experiences of health and social care in 2019/20? [Text box]
35	What information did you use to identify your priorities? [Tick all that apply] a. CQC ratings b. Data about local population including census data and public health profiles c. Health and Wellbeing Boards priorities d. Joint Strategic Needs Assessment (JSNA) e. Local STP/ICS plans f. Overview and Scrutiny priorities g. Your own findings from local engagement h. Other (please explain)
35a	**Other (please explain)** [Text box]
36	**What are your top five organisational development priorities in 2019/20?** [Text box]
37	**Tell us more**

[Text box]

[Text box]