

Annual Healthwatch Survey 2020 (Data return)

Question preview

About your staff

How many full-time equivalent (FTE) staff do you have? (through the core Healthwatch contract).

To calculate FTE, add the total number of hours each member of staff contributes per week and then divide the figure by 37. Round the answer to 1 decimal point. The core Healthwatch contract refers to the principal contract for delivery of Healthwatch statutory activity, and does not include additional commissioned work.

Do you collect any of the following information about your staff? (select all that apply)

- ☐ Age
- ☐ Carers
- ☐ Disability
- ☐ Gender
- ☐ Gender reassignment
- ☐ Pregnancy/Maternity
- ☐ Race
- ☐ Religion or belief
- ☐ Sexual orientation
- ☐ None of the above
- ☐ Don't know

Which of the following statement best describes your staff demographics? *

- ☐ Our staff reflects the demographics of the local population
- ☐ Our staff doesn't reflect the demographics of the local population, but we are working towards recruiting a balanced workforce
- ☐ Our staff doesn't reflect the demographics of the local population and we are unable to do anything about it
- ☐ Don't know/ Not sure

If the middle two options are selected, you will be asked:

Tell us why you think this is

When it comes to retaining your staff, how has this changed over the last year? *

- ☐ It's got better
- ☐ It's stayed the same
- ☐ It's got more difficult
- ☐ Don't know/ Not sure

If you select one of the first three options, you will be asked:

Tell us why you think this is

Can the public always speak to a member of your team during core hours? (10am-4pm Monday - Friday) *

Yes

No

Do you have a Chief Officer or equivalent support during core hours? (10am-4pm Monday-Friday) *

Yes

No

About your volunteers

Between 1 April 2019 and 31 March 2020, how many volunteers have been involved with your local Healthwatch?

Healthwatch is seeking to understand the diversity of volunteers across the network. Do you collect any of the following information about your volunteers?

- ☐ Age
- ☐ Carers
- ☐ Disability
- ☐ Gender
- ☐ Gender reassignment
- ☐ Pregnancy/Maternity
- ☐ Race
- ☐ Religion or belief
- ☐ Sexual orientation

- ☐ None of the above
- ☐ Don't know

Which of the following statements best describes your volunteer demographics? *

- ☐ Our volunteers reflect the demographics of the local population
- ☐ Our volunteers don't reflect the demographics of the local population, but we are working towards recruiting a balanced workforce
- ☐ Our volunteers don't reflect the demographics of the local population and we are unable to do anything about it
- ☐ Don't know/ Not sure

If the option 'Our volunteers don't reflect the demographics of the local population and we are unable to do anything about it' is selected you will be asked:

Tell us why you think this is

Within the network we know that there are the following volunteer roles -Engagement, Outreach, Ambassador/Champions, Mystery Shoppers, Research, Events, Admin Support, Information and Signposting, Communications / Social Media, Board Members/Trustees Advisory Group Members.

Please tell us about any other volunteer roles that you have within your Healthwatch.

We are establishing a community of volunteer managers in order to improve our support and communications to the network in this area.

Please provide the name, title and email address of the member of staff who is mainly responsible for supporting your volunteers. *

Accessibility

Are the resources and support we provide accessible to all your staff and volunteers whatever their needs? *

- ☐ Yes
- ☐ No

If you select 'no' you will be asked:

If no please tell us why.

About your relationships

Describe your relationship with the following stakeholders - rate on a scale of 1-5 with 1 being very strong and 5 being very weak

- CQC - Adults Social Care
- CQC - Hospitals (including Mental Health)
- CQC - Primary Medical Service and Integrated Care
- Clinical Commissioning Groups
- Commissioners of social care services
- Commissioners of social care services - 1
- Commissioners of social care services - 2
- 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
- Primary Care Networks (PCN)
- Providers of social care services
- Quality surveillance group
- STP or ICS

What key partnerships/boards/meetings does your Healthwatch regularly attend? Tick all that apply *

- ☐ 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)

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.

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 getting better
- ☐ No, it's the same
- ☐ Yes, it's getting worse
- ☐ Don't know/Not sure

Working with CQC

Is your current working relationship with the CQC changing? *

- ☐ Yes, it's getting better
- ☐ No, it's the same
- ☐ Yes, it's getting worse
- ☐ Don't know/Not sure

Your engagement

In total, how many people have shared their views and experiences with you about health and social care between 1 April 2019 and 31 March 2020? *

Please help us understand how people shared their views and experiences with you via different channels. Please provide us the number of people who shared their views for each channel. This can include people who have shared their experiences through projects you have undertaken during the year.

Email- information you have received via local Healthwatch contact email(s) and individual staff emails

Phone- information you have received via local Healthwatch contact number(s) and individual staff office deskphones/mobiles

Your website- information you have received via contact forms on your local Healthwatch website

Social media- information you have received via different social media platforms e.g., Facebook, Twitter, LinkedIn

Other (please explain)

Healthwatch aim to speak to every section of their community to make sure their voices are heard. Between 1 April 2019 and 31 March 2020, have you undertaken any specific engagement or projects to understand the experiences of people based on

- ☐ Age

- ☐ Carers
- ☐ Disability
- ☐ Gender
- ☐ Gender reassignment
- ☐ Pregnancy/ Maternity
- ☐ Race
- ☐ Religion or belief
- ☐ Sexual orientation
- ☐ Asylum seekers
- ☐ Gypsy/Traveller communities
- ☐ Geographically isolated
- ☐ In stigmatised occupations (e.g. sex workers)
- ☐ Homeless
- ☐ Prisoners
- ☐ Veterans
- ☐ Unemployed
- ☐ Have issues with substance misuse
- ☐ None of the above

For purpose of this year's data return only, how many people did you engage with and support during the COVID outbreak - between March and June 2020? *

Your reach and impact

Between 1 April 2019 and 31 March 2020, how many people have you provided information and signposting to? This can include people you have reached whilst undertaking project-related activities during the year.

Email- number of people you have provided information to via local Healthwatch contact email(s) and individual staff emails

Phone- number of people you have provided information to via local Healthwatch contact number(s) and individual staff office deskphones/mobiles

Online- number of people who have visited your information and signposting webpage(s) (leave blank if unknown)

Social media- number of people you have provided information to via different social media platforms e.g., Facebook, Twitter

Community outreach- number of people you have provided information to at different engagement and outreach events including distributing flyers/leaflets

Other (please explain)

Help us make sure that we have got all of the reports that have been published by the network. Between 1 April 2019 and 31 March 2020, how many reports have you published?

Between 1 April 2019 and 31 March 2020, please provide us with the number of outreach activities that you have undertaken for each of the following topics

Primary care

Secondary care/hospitals

Social care

Mental health

Cross category

Other

Between 1 April 2019 and 31 March 2020, how many recommendations/ suggestions for improvement/action points have you made to help develop health and social care services? *

Between 1 April 2019 and 31 March 2020, please provide us with the number of overall recommendations or suggestions for improvement that were made about the following topics

Primary care

Secondary care/hospitals

Social care

Mental health

Cross category

Other

Over the next year we are looking to make a stronger case about the need for people to have a voice in decisions being made across services and a regional or STP/ICS level. These questions will provide a temperature check of local Healthwatch views on the current extent to which integration is working for people, and will play a vital role in helping HWE make the case for growing the role of Healthwatch.

On the balance of the evidence you have gathered from local people, do you think health and social care services are working in a more integrated way than last year?

- ☐ Yes
- ☐ No
- ☐ Don't know/not sure

How is this affecting the experiences of those receiving care? *

- ☐ There is significant improvement
- ☐ There is some improvement
- ☐ There is no affect (neutral)
- ☐ There is no improvement
- ☐ There is significant decline
- ☐ Don't know

How confident are you that the views of local people will be able to shape plans for integrated care over the next year? *

- ☐ Very confident
- ☐ Confident
- ☐ Neutral
- ☐ Uncertain
- ☐ Very uncertain
- ☐ Don't know

Tell us more

Your priorities

What are the top five topics that you're working on to improve people's experiences of health and social care in 2020/21?

Topic 1

Topic 2

Topic 3

Topic 4

Topic 5

What are your top five organisational development priorities, for delivery of Healthwatch services, in 2020/21? *

Priority 1

Priority 2

Priority 3

Priority 4

Priority 5