



Awards showcase

Giving people the advice and information they need






Social Care: How can Healthwatch influence the future?



Plight of the Navigator

- 1 CCG - 2 Federations
 - 1 - Healthy Wirral Partnership
 - 5 PCNs - (2 split into Delivery Units)
 - Front line clinical staff
 - Care Navigators & Community Connectors
 - Thriving 3rd Sector
 - Social Prescribers and Advocates
 - Circa 330,000 residents
- 

Plight of the Navigator

- Front line professionals told us :--
- They didn't know what community services were available?
- They tended to refer/signpost to the same service!
- There was no single directory of services - and directories were often out of date


Plight of the Navigator

- HW successful in a collaborative Capital Fund Bid – to build a directory
- used our local knowledge to build the directory of services
- Outreach to identify further services to include in the directory
- Used the directory as the “go to” tool as part of the training

Plight of the Navigator

- Approached by Primary Care Wirral Fed to provide Accredited Care Navigation training
- Approached by Public Health to provide:-
 - Suicide Awareness Training
 - Mental Health Awareness
 - Train the trainer in Connect 5
 - Policy, Research ' & Training ' Officer

Plight of the Navigator

- Training has facilitated follow up sessions
 - Trainees have access to follow up support
 - Bring all of the Enablers to a “Bridge” Forum
 - Share the findings from our Outreach work
 - Public sector speakers (eg. Commissioners)
- 

Plight of the Navigator

- Trained just under 600 front line staff in Care Navigation, Suicide Awareness, Mental Health Awareness and Connect 5
- 2 parts to the Accredited Care Navigation training
- 1st session MECC online
- 2nd session - face to face (max 16)

Healthwatch Devon



Helping people make decisions
about their health and wellbeing by
getting them the advice and
information they need



Good quality advice and information



The challenge and the solution



Intelligence



Liz's story



Giving people the advice and information they need



Healthwatch Lewisham





Assessing
Complaints
Information
GP Websites

Shortlisted for a 2019 network award

"Giving people the advice and information
they need"



Healthwatch Liverpool



‘Search endlessly
or
ask us,’

healthwatch
Liverpool

Online

**LIVE WELL
LIVERPOOL**

2018/19 Impact

**1,600 Liverpool
services**

**More than
250,000 visitors**

**More than 650,000
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**Our contact
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We can support you to find the help and
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THE URBAN WALKING ROUTE PLANNER

Add to shortlist

Richie the Ranger: Guided Walks and Events

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Sport & fitness



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Walk for Health Liverpool/The Ramblers

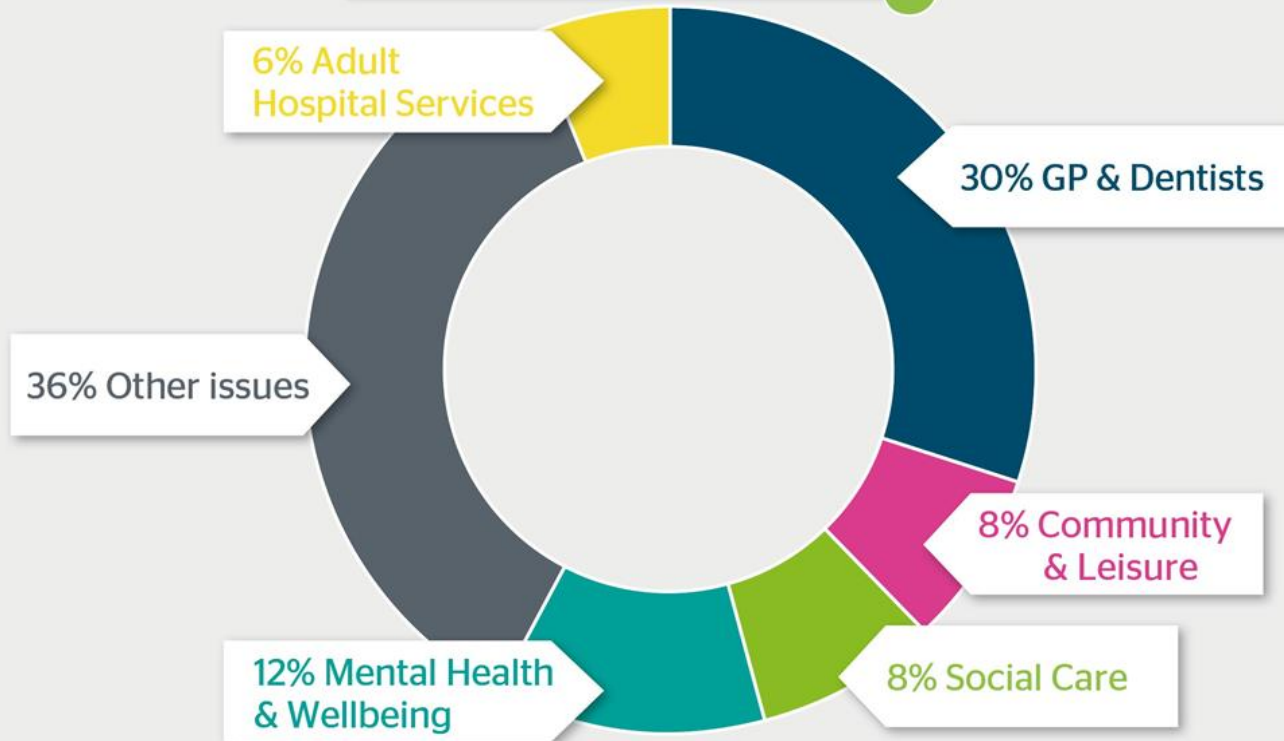
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Enquiry Themes



Making a difference

**Really appreciate
you listening, you've
really helped me**

**What a wonderful service.
Is there anything you
don't know?**

**Thank you so much for your
effort and care for my service
user. I am really concerned
about her general wellbeing ...
this young woman has no one to
turn to. I appreciate your help
and continued efforts**

**We know that therapy is helpful to help
clients process feelings and learn coping
strategies, but well-being is also about having
a sense of purpose / joy or interest and
therefore your service is SO valuable in
nurturing the mental health of our Liverpool
folk. Thank you so much for your help; we
love Healthwatch here at Talk Liverpool;
your work really helps our clients**

4 universities, 70,000 students





Connecting people to communities



Healthwatch Hillingdon



Decommissioning of Lower Back Pain Procedures in Hillingdon - Context

- 2017 North West London CCG approved two new policies for the management of low back pain, in effect from 1st April 2018
- Outcomes - decommissioning of several spinal injection treatments and acupuncture for all interventions
- Healthwatch Hillingdon (HWH) a member of the NWL policy development group
- HWH raised concerns about level of engagement
- HWH asked for measures to be put in place to support patients during the changes
- July/August 2018 40 patients contacted HWH to seek advice

We are:


- Independent
- Influential
- Informing



How you provided good quality advice and information to people to help them make decisions about their wellbeing, care and the services that support them?

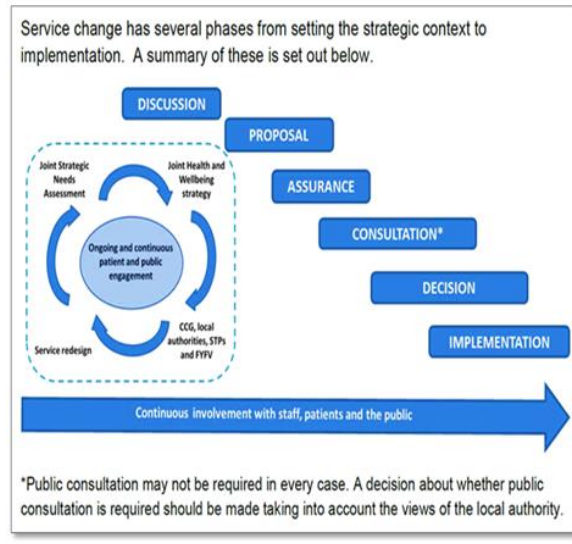
- HWH Contact details included on letter to patients so they could receive support and guidance around the service change
- Knowledge of the policy development process.
- Listened to people. 40 interviewed and another 21 followed up via telephone.
- None were adequately informed about the process 'Individual funding requests'.
- HWH involved in drafting a leaflet to provide advice to patients.
- Understanding NHS guidance regarding good practice for commissioners.
- Accessing the FAQs for GPs and the hospital.

How have you worked together with local organisations and partners to help people get the advice and information they need?

- Alerted the CCG, the hospital and GPs as the information was gathered.
 - Production of leaflet to advise patients.
 - Clarified the appeals process
 - Utilised FAQs to help partners to understand the process.
 - HWH contact details within the letter to patients.
 - Produced a report with key recommendations.
 - All recommendations accepted.
- 


Our recommendations

- Healthwatch Hillingdon recognises, along with its partners, that this decommissioning project could have been delivered to a much higher standard. Therefore, we recommend the following:
- A review of the implementation process in order to learn lessons and produce a framework for delivering change in the future.



- That out of the review comes a process for adopting and implementing Policy and Development Group recommendations ensuring that there is a clear and consistent approach to policy implementation. This should include engagement with the affected patients and stakeholders. Additionally, robust communication and implementation plans that identify clear roles and responsibilities of commissioners and providers at both NWL and CCG level should be part of this process.
- The findings of this review be reported to the Health and Wellbeing Board and the External Services Scrutiny Committee.
- This new process is published to an agreed target date.
- When informing patients and the public of service change in Hillingdon, that Healthwatch Hillingdon details are always added to the information sent, to ensure patients can be independently supported.

How the intelligence you collect through your advice and information service has informed your other work

- The hospital and commissioners responded very positively to our feedback and said they had subsequently developed a new process which sets out their shared approach to managing change and transformation.
 - Now direct contact with different teams at the hospital.
 - CCG utilising HWH expertise with regards to engagement.
 - Clarified the information and pathways for other patients regarding back pain treatment.
 - Crucially we are now more robust in our challenge when engagement and new policy are discussed.
 - Investigating ease of telephone communication and the work of PALS with the hospital.
- 

How you made a difference for people looking for advice and information about health and social care services

- "I feel I haven't been given any help with this situation from the health professionals, but I thank Healthwatch Hillingdon for listening and trying to do something to represent patients' views".
- "I have just come in to thank you for the advice on how to appeal against the decision. As you see I have had my injection and I am mobile again after months of agony".

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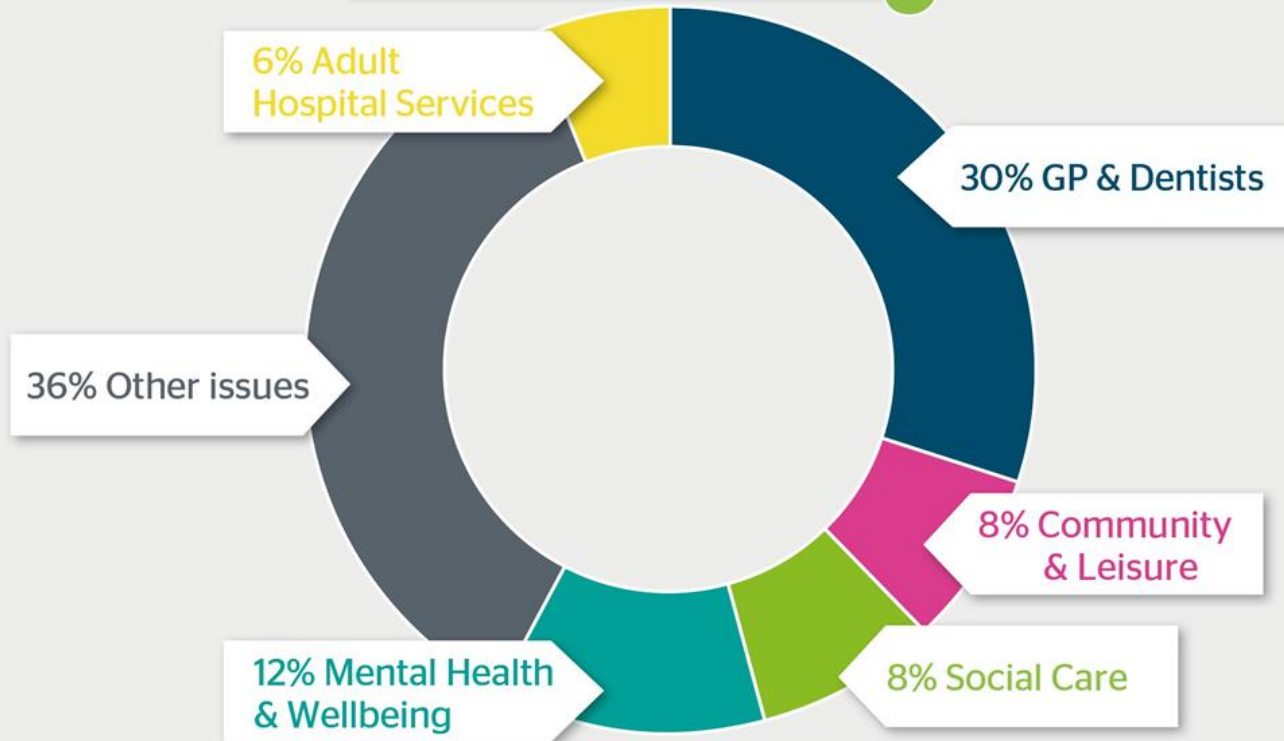
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