

healthwatch
Brighton and Hove

Our plan to today

- A quiz to decide Zero's and Hero's knowledge of Brighton – major prizes for winners and losers – broadcaster and Healthwatch Brighton and Hove director Geoffrey Bowden is our host
- Setting the background: Fran McCabe, Chair, Healthwatch Brighton and Hove
- The part Healthwatch played in making changes – David Liley, Chief Officer, Healthwatch Brighton and Hove
- Lessons learnt – question and answer session
- Quiz results and prizes

QUIZ – is Brighton & Hove Higher or Lower than the average in England for:

1. Indicators of community cohesion – a sense of belonging, volunteering, feeling that people get on?
2. Indices of deprivation?
3. Proportion of children who are a healthy weight?
4. Hospital admissions of children and young people for self harm?
5. How does B&H compare to England for the proportion of adults who smoke?
6. What proportion of B&H residents have two or more long term physical and/or mental health conditions? **9%? 15%? 22%? 26%?**
7. Income deprivation affecting older people?
8. The proportion of residents who die in their usual place of residence?

2016 – Brighton and Hove – the context

- Acute Trust BSUH and its main Hospital – Royal Sussex County Hospital go into special measures and financial special measures, reported **£60-80m debt**
- Brighton and Hove CCG in ‘legal direction’ – **special measures**
- Ambulance Trust – in **special measures**
- 10% of the population of the City impacted by **GP closures**
- GP practices in special measures with one **closed down overnight** by CQC
- **Collapse of Patient Transport Services** an example of just how bad things were in the City



BSUH and Royal Sussex County Hospital CQC report August 2016

- Overall rating for this hospital...**Inadequate** 😞
- Urgent and emergency services...**Inadequate** 😞
- Medical care (including older people's care)...**Requires improvement** 😞
- Surgery...**Requires improvement** 😞
- Critical care...**Inadequate** 😞
- Maternity and gynaecology...**Requires improvement** 😞
- Services for children and young people...**Outstanding** 😊
- End of life care...**Good** 😊
- Outpatients and diagnostic imaging...**Inadequate** 😞



2016 – CQC details at the Royal Sussex

- 26 CQC immediate must do's
 - Fire Safety issues, wards and clinical areas - **not clean**
 - Emergency Department **crowded and unsafe, no plans to deal with overcrowding**
 - Staff poorly led, staffing levels **unsafe**
 - **Culture of fear for BME staff** / 50% of all staff did not even report the last time they felt bullied at work
 - **Culture of failure** and acceptance of poor standards
 - Healthwatch had been warning the Trust and CQC for years about these problems



The Healthwatch response- part 1


- **Be personally involved – this is an issue for everyone in the City**
- **Make a clear and loud stand – in the press and on public platforms with a positive but realistic message**
- **Worked with CQC and NHS Improvement to develop a high level Quality Assurance forum**
- **Gather the evidence**
 - Monthly volunteer visits to wards and clinics with structured reports
 - Reviewed and changed Patient Engagement Panel
 - Targeted special reviews, A&E, Outpatients, Young People's experience, Frail Elderly Hospital Discharge


The Healthwatch response - part 2

- **Building Healthwatch evidence into a reformed Trust-wide quality assurance system – Boiler Room to the Board**
- **Healthwatch having a specific role “You are our Patient Governors”**
- **Provided strategic assistance**
 - **BME and staff relationship issues, building bridges that had broken**
 - **Advising on and supporting new management arrangements**
 - **Being a source of continuity when leaders seemed to be changing on a monthly basis**



Outstanding for Caring

Rated **Good** overall by the  Care Quality Commission


Exeter and Devon
University Hospitals

BSUH Trust and Royal Sussex County Hospital CQC report January 2019

- Overall rating for this Trust...**Good** ✓
- Are services safe?...**Good** ✓
- Are services effective?...**Good** ✓
- Are services caring?...**Outstanding** 🤝
- Are services responsive?...**Requires improvement**
- Are services well-led?...**Good** ✓



Is everything fixed?

- Every month **Healthwatch** volunteers find issues that need attention
- Issues with '**End of Life Care**' which CQC scored as 'Good' in 2016
- **Emergency Department** continues to be over busy, concern expressed by Ambulance Crew, people being assessed and treated in public areas with no privacy, sometimes no wheelchairs or trolleys
- Appointment booking system for **Outpatients** a shambles
- **Hospital discharge** for frail older people – all the right policies but nothing implemented
- CQC inspectors – changing personnel, not the same close contacts there used to be, **listening less** not more to Healthwatch

Questions and answers?

- Have CQC really got to be bottom of issues or has this been a massive tick list exercise?
- What happens about longstanding structural issues e.g. £60m of historic debt – the Trust could easily flip back into financial Special Measures
- Change based on some charismatic individuals and a new focus on 'Patients First' but what happens when the Hero's move on the novelty starts to tarnish?



Quiz questions & answers

1. Indicators of community cohesion – a sense of belonging, volunteering, feeling that people get on?

Higher than England average sense of belonging, volunteering and pulling together

2. Indices of deprivation?

Higher - 102nd from 326

3. Proportion of children who are a healthy weight?

Higher than England average with 73% of 10-11yrs olds being a healthy weight in B&H the England average is 66% [NCMP]

4. Hospital admissions of children and young people for self harm?

Higher in B&H we also have the highest % in England of 15yr olds that smoke, have tried cannabis, third highest for 15yrs olds drinking weekly

5. How does B&H compare to England for the proportion of adults who smoke?

Higher 18% of adults smoke in B&H

6. What proportion of B&H residents have two or more long term physical and/or mental health conditions? 9%? 15%? 22%? 26%?

22%

7. Income deprivation affecting older people?

Higher 20.5% older people experience economic deprivation

8. The proportion of residents who die in their usual place of residence?

Higher 49% people in B&H die in their usual place of residence higher than for England and has improved from 40% in 2006

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