



healthwatch

Healthwatch Thurrock

Annual report
2017/18



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Message from our parent company

Healthwatch Thurrock is a project of Thurrock CVS. We were pleased to see a new contract awarded in December and a full staff compliment which will see an increased and exciting outreach programme for the next year building on the success of 2017/18.

Healthwatch Thurrock has had a very busy year supporting the consultation exercise around the Mid and South Essex Sustainability and Transformation Partnership (STP). The proposed changes are designed to improve NHS services and outcomes.

Healthwatch Thurrock played a key role in raising awareness of the STP consultation process and as such taken forward the views and opinions of Thurrock residents to be considered as the plan develops.

It is targeted projects like the STP where Healthwatch Thurrock proves to be essential in gathering resident opinion and giving them a strong voice. This type of work further supports the importance of Healthwatch Thurrock to advocate on behalf of the community and influence decisions that will ultimately impact and affect them.

Working alongside other agencies and representing the resident voice at strategic meetings such as Health and Wellbeing Overview and Scrutiny Board is a key feature of the ongoing collaborative work that Healthwatch Thurrock undertakes for the local community.

The Board of Thurrock Community Voluntary Services (CVS) and myself personally would like to thank all the staff, Advisory Group and volunteers for their continued hard work and professionalism in supporting both the work of Healthwatch and the residents they represent.

Looking forward to 2018/19 we will be busy with outreach events gathering resident's views on health and social care in Thurrock to feedback and shape services now and for the future.

Kristina Jackson
Chief Executive – Thurrock CVS



Healthwatch Thurrock plays a key role in gathering resident views; shaping services and feeding back on their experiences.

Message from our Chief Operating Officer

The role of Healthwatch locally can focus on small pieces of work and gathering the views of the residents and their experiences of Health and Social Care.

This year however, Healthwatch Thurrock played a crucial role in a large change initiative; Sustainability and Transformation Partnership Plan (STP). This will see a very different way at organising Health services across Thurrock and will impact on all residents. As such, the need to understand the community voice is vital in shaping and consulting on the proposed changes. Full details of what was gathered and our methodology are shared later in this year's report.

Our small team at Thurrock have worked tirelessly this year in reaching wide to raise awareness about the STP along with other targeted projects.

Within the report you will see examples of the Healthwatch Thurrock activities and the groups that we work with including increasing the membership of Patients Participation Groups and sourcing ambassadors for Healthwatch.

As always, the team are supported by our parent company Thurrock CVS and along with our



Advisory group, volunteers and staff, we have been able to carry out some very meaningful and impactful work. For this, I would personally like to thank each and every one of you.

As we look forward to 2018/19 our operational plans will be to increase our ambassadors in more areas building on the successes of the past year and become even more integrated in the community that we represent. Along with 2 new staff members, we will be able to reach far wider and into more communities.

Kim James

**Chief Operating Officer
Healthwatch Thurrock**

Together we can help to shape the health and social services of Thurrock making it the best place possible for all who live here.

Highlights from Healthwatch Thurrock this year

5000

Copies of the STP consultation document distributed to the community

1753

People engaged through social media channels.



We have run monthly drop in sessions in all Community Hubs across Thurrock reaching out wide but keeping it local

Our volunteers help us with everything from event support and advocacy



We've visited over

60

local services



Our reports have tackled issues ranging from **GP** services to **Social Care**



We've spoken to **Hundreds** of people about STP

We've given **427** people information and advice



Who we are



People's views come first - especially those who find it hardest to be heard.

We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

As well as providing information and signposting we also:

- Gather evidence and the public's view on health and social care
- Challenge health inequalities
- Keep an eye on where services are doing well and also where they can be improved
- Sit on Thurrock's Health and Wellbeing Board, Health and Wellbeing Overview and Scrutiny Committee, Children's Overview and Scrutiny, Thurrock CCG Board and both Adult and Children's Safeguarding Boards.
- Represent the people of Thurrock
- Raise issues with health and social care services

Health and Social Care that works

Our work within the health and social care transformation plans for Thurrock has ensured the voices and views of residents have been pivotal in ensuring residents are kept updated and involved in the changes that will affect them locally.

Our Vision

Healthwatch Thurrock aims to enable people, communities and organisations in Thurrock to have a say and influence the planning, commissioning and delivery of Health and Social Care services to improve the health and wellbeing of patients, the public and the wider community.

Our Mission Statement

Healthwatch Thurrock will enable individuals and community groups to influence the planning of all local Health and Social Care services. In doing this Healthwatch Thurrock pledges to support all members of the public to promote better health and wellbeing for everyone.

Our Purpose – to find out what matters to you and to help make sure your views shape the support you need.

What do we do?

Healthwatch Thurrock is
the independent voice for
the people of Thurrock

What do we do?

Through engagement and outreach activities Healthwatch Thurrock gather the views of the Thurrock community.

Views about your experiences good and bad, to positively influence decisions made by health and social care services.

Part of a network of over 150 Healthwatch's across the country, our research and evidence gives a Thurrock perspective feeding into a whole national picture.

We use various approaches including face to face, postal surveys, social media, focus groups and targeted consultation work to build a picture of services but also highlight themes.

Through signposting and offering information, we monitor any problems or successes that should be investigated or celebrated.

Consultation with residents can be on a specific

service that may be experiencing change, or just around a service in general. All health and social care providers come under Healthwatch's remit including dentists, opticians, GPs, day care services, residential homes and mental health services.

The aim of our work is to shape and consult with residents so that we have services that work for you, your friends and family.

This is why it is so important that you share your experiences and have your say.

We are then able to use that collective voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your opinions with Healthwatch England who make sure that the government put people at the heart of care nationally.

Meet the team



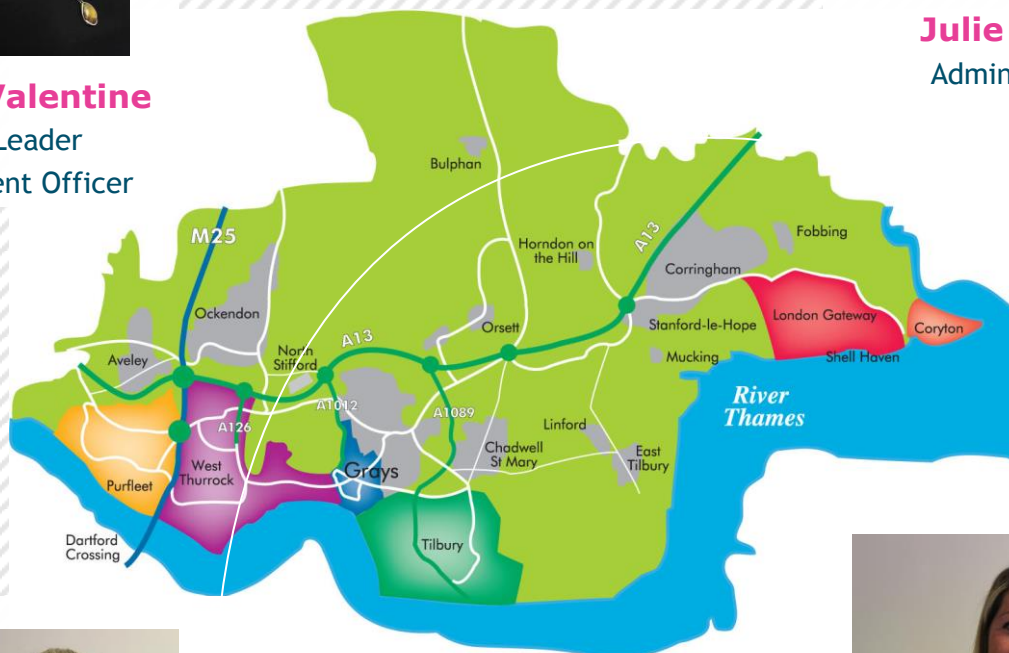
Andrea Valentine
Team Leader
Development Officer



Kim James
Chief Operating Officer



Julie Evans
Administrator



Amanda Sweeney
Engagement and Outreach



Tara King-Liffen
Engagement and Outreach

Your views on health and social care





Listening to people's views

Thurrock is a diverse community that has seen lots of changes in recent years. We tailor our engagement and outreach to this fluid and evolving audience in many ways.

We have a full time office where the staff can offer advice, guidance and signposting along with a social media presence through Facebook and Twitter looked after by our communications officer in CVS.

Our engagement service reaches all areas of the community where we meet with formal groups, hold drop in sessions at the Community Hubs and carry out targeted work within services. We also have regular stands in our local markets and outside supermarkets to capture the views of residents who are not attached to a formal group.

From focused research at youth and older person settings as well as large community events like the Big Lunch, the Healthwatch Thurrock team has been present across the borough talking and listening to understand what Thurrock thinks about their local services.

How we have worked with Children and Young People

This year Healthwatch Thurrock has engaged through informal and formal meetings to talk to young people in the borough. Last Summer members of the team attended the South East Essex Fresher's Fayre where we were able to raise awareness and speak to lots of new college students. Our Healthwatch Thurrock stand offered information and signposting to what support is available and enabled us to introduce the opportunity of becoming a Young Ambassador.

The team were also present at the Thurrock Youth Conference held at High House, Purfleet. Along with Schools, Youth Cabinet, Children in Care Council and youth workers.

Healthwatch Thurrock was part of a "market place" of services, helping us to interact with young people and allowing us to gain a perspective on the future generation of Thurrock residents. With the constant changes, its imperative we talk to young people and more importantly...listen to them!



How we have worked with older people (over 65)

Understanding and representing the largest community of health and social care users is important to gain a clear picture of services in Thurrock.

Complimenting our postal surveys, we have carried out outreach activities within various settings.

Targeted work was carried out at Orsett Hospital, local GP Surgeries, libraries, pharmacies and community hubs. We also engaged with older people through care home settings, sheltered housing complexes and formal groups. This work and the views captured have been fed into the local transformation plan around frailty and how that pathway should look locally. We also captured views around bringing care closer to home which was discussed at length giving Thurrock CCG the views and concerns raised around changes to the local community hospital rehabilitation beds.

Understanding where good practice as well as frustrations are helps to give a picture of where improvements can be made or where successes need to be highlighted. The focus being to share what is being done well along with what changes should be proposed.

How we have worked with people who are disadvantaged or vulnerable

Healthwatch Thurrock has worked continuously over the last 4 years alongside our partners within the community, our Local Authority, Thurrock CCG, NHS England and our Learning Disabled Community raising issues and concerns on the lack of provision of the Annual Health Checks for those in our communities with learning disabilities.

This work has been reported in our previous Annual Reports and has been a priority that has been taken forward every year. When this work started the Local LD community were concerned that they were unable to access their Annual Health Check with their local GP, they had lost many of their friends to what they believed were treatable illnesses that had just gone undiagnosed. When we began looking into this and spending time with local organisations that support our LD community, our User Led Organisation and members of the Disability Partnership Board it became apparent that there was failing around this provision with NHS England East Figures showing only 11% of our LD Community having received their Annual Health Check.



The work has been ongoing, and continuously kept in the spotlight by Thurrock Healthwatch at Board and Strategic meetings, within the public domain, with our partners who support our LD communities and with the community themselves.

Our CCG accepted that there was a problem and a service failing. Working with NHS England to find an alternative we are happy to report a fantastic improvement this year with the number rising to 70% of people accessing their Annual Health Check. We will continue to monitor this situation going forward.

Along with community groups and Health colleagues Thurrock Healthwatch were involved in the planning and delivery of a 'Big Health Day' for our LD community.

Over 160 people attended the day including carers and support services.

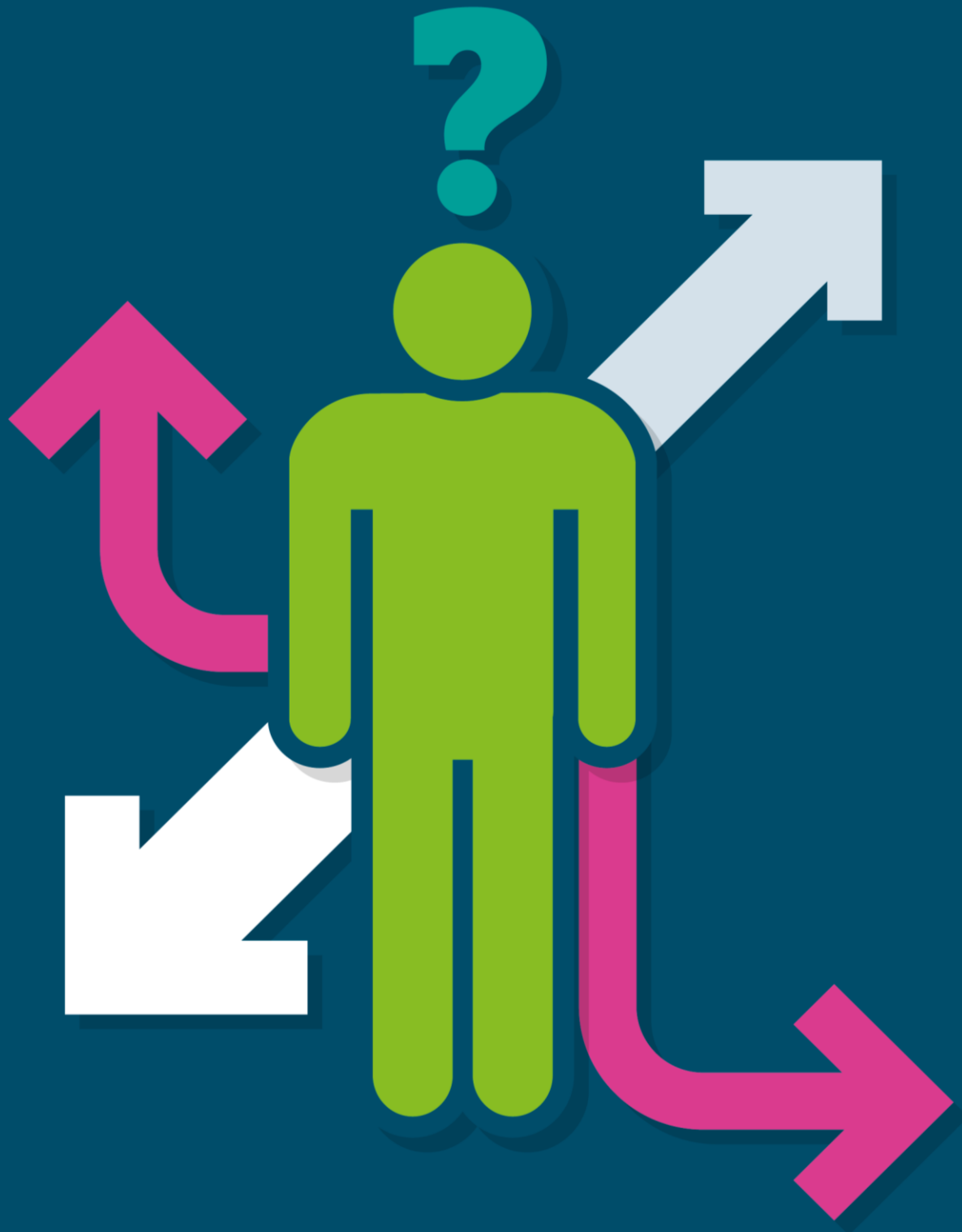
There were over 50 stands which gave information about living healthily, community dentists, sexual health, drug and alcohol, smoking, weight management, Stroke Association and Diabetes UK.

There were interactive sessions including Zumba, Chair Based Exercise and short mat bowls.

More importantly there were group discussions around the importance of attending Annual Health Checks and discussions around Health Passports and the need for these to be completed and kept up to date.



Helping you find the answers



Helping you find the answers

Our full time office hours provide information, guidance and sign posting to a whole range of support for residents.

Healthwatch Thurrock received many calls and dealt with over 420 cases in 2017/18.

We were able to support with difficulties ranging from accessing primary care services to making a formal complaint through the right channels. We also were able to refer residents for formal NHS complaints advocacy assisting them to take their complaints further when required.

The enquiries we receive inform Healthwatch Thurrock where a particular service or area of health/care may need further investigation.

Thank you so much for giving me the details of what I should do next. I did not know who to turn to or ask. Everything is so much clearer.

Contact - Healthwatch Thurrock 2017

Support and signposting

One of the more complex cases Healthwatch Thurrock dealt with over the past year, was when a Mrs X contacted us for some advice about her daughter, who had been recently diagnosed with a terminal illness. Her daughter has two young children, a husband who had recently felt unable to cope and left the family home. The family were in unsuitable private rented accommodation which also happened to be in the husband's name. Mrs X's husband had just passed away and she did not know which way to turn. Not only was she struggling with her own very difficult and sad issues but she was caring for her daughter and taking her grandchildren to school whilst making sure that they were well looked after. Mrs X was doing this all without any support from any outside agencies.

Healthwatch Thurrock were able to offer some advice and support and signpost this family to the

appropriate organisations who would be able to offer them the support they desperately needed.

Firstly we referred to Adult Social Care and Community Health Services to re-assess the daughter's needs. This led to additional support for the children. Caring and St. Lukes were able to support the whole family and the Local Area Coordinators looked at financial and housing issues moving the family closer to Mrs X and in more suitable accommodation. We then spoke with our Thurrock Time Banking team who found volunteers to care for the family garden. We also referred Mrs X for bereavement counselling and respite services.

We later received a message from the family -

'we honestly did not know there was so much support out there and we have been struggling for such a long time! Thank you so much Thurrock Healthwatch.'

All channels open

Healthwatch Thurrock regularly updates its social media channels including Twitter and Facebook with not only Healthwatch information but also those of its partner voluntary services.

Throughout 2017/18 the Healthwatch Thurrock website has published details of their upcoming events but also local health and social care news plus promoting community events.

We also invite ongoing review of services through our online contact service.



Making a difference together



Making a Difference Together

The past year has seen Healthwatch Thurrock support one of the largest consultations that will affect all residents within Thurrock.

The Mid and South Essex Sustainability and Transformation Partnership (STP) have proposed an STP Plan of changes to how services will be provided across Essex.

The consultation was to seek views on:

- The overall plan for health and social care
- Proposals for hospital services in Southend, Chelmsford and Basildon.
- Proposals to transfer services from Orsett Hospital to new centres in Thurrock, Basildon, Billericay and Brentwood

Along with Thurrock residents, the main health and social care organisations including 180 GP practices, will see changes aiming to improve health, transform quality of care delivery and secure sustainable finances.

Healthwatch Thurrock is a key partner and member of Thurrock's Health and Wellbeing Board and Thurrock Council's Health and Wellbeing Overview and Scrutiny Committee.



Healthwatch Thurrock have therefore been able to inform of the STP development proposals and we have also helped to ensure that the consultation exercise was accessible to all of Thurrock residents.

We found that the consultation documentation was very long and people were telling us that there was 'too much jargon' in its many pages. This meant that many of the residents would not read such a long document that they felt was confusing and hard to understand.

We listened to what the residents were saying and took this to STP leads, Thurrock CCG and the Health and Wellbeing Overview and Scrutiny Committee asking them to provide an easy read version so that everybody could be well-informed and they could then comment on information that meant something to them.

The STP were happy to support with the production and printing of easy reads documents and leaflets, this enabled Healthwatch Thurrock to reach a much wider footprint of the community.



Making a Difference Together

Integrated as part of the consultation plans was the proposed closure of our small local Hospital at Orsett (proposals to transfer services from Orsett Hospital and into new centres in Thurrock, Basildon, Brentwood and Billericay).

The people of Thurrock are very proud of what services they have and as such felt that this part of the consultation should be separate.

This was again listened to by Healthwatch Thurrock and we took this to the STP leads, TCCG and the Health and Overview Scrutiny Committee who agreed that a separate consultation paper should be drawn up just around the Orsett Hospital proposed changes.

As a partner to the STP, Healthwatch Thurrock's primary focus has been to raise awareness of the consultation and to facilitate space and opportunity for feedback.

Raising Awareness

Healthwatch Thurrock electronically circulated information to all our contacts in the public and third sector from professionals, patients and members of the public

- We attended and supported 26 consultation events
- We disseminated 5000 hard copies of the consultation document in various accessible versions
- A report of our findings, the views of residents and our recommendations can be found on our website. This report was submitted to the STP Board and the information has been used to make the decisions around next steps.



Information and Engagement

- Face to face engagement harvesting and collating informal views of individuals
- Provided information to support understanding of the proposed changes
- Targeted engagement through forums and groups




Initial views

Healthwatch Thurrock encouraged people to formally respond to the STP consultation. However during our engagement and outreach work we were able to gather the views of individuals, this enabled us to identify emerging key local themes.

Service Accessibility

88% of responses focussed on accessibility and raised concerns about travelling between sites to access services.

12% of responses believed that the proposals would create fragmented service provision.



Too fragmented! Mix-up inevitable between centres for patients with multiple problems.

I might have to travel to four different places for my appointments.

Funding and Finance

70% of responses focused on financial issues and believed that funding should be put back into Orsett Hospital to make it fit for purpose.



**“How much more to build these hubs and how much for transport?
Surely put the money into Orsett”**

Initial views

Capacity

All respondents that considered the capacity thought that the closure of Orsett Hospital would create challenges elsewhere

“Thurrock needs more hospitals in the area. Basildon Hospital is overloaded already.”


“Why lose it - other hospitals cannot cope with the extra strain.”

Existing Services

Some of the responses that Healthwatch Thurrock noted were patients wishing to recognise the quality of services provided by Orsett Hospital.



**Orsett Hospital
should be
improved or
extended NOT closed!**



**Orsett Hospital has always
been a pleasure to visit.
Staff are friendly and
supportive and the hospital
isn't over busy like other
hospitals**



#ItStartsWithYou

This Summer we will be running the hugely successful #ItStartsWithYou campaign.

We will be talking to people around specific subjects but also gathering evidence through surveys and engagement.

We want to increase awareness for Healthwatch Thurrock but also for all the health and social care services to show where improvements can be made.

We will be:

Listening to the people of Thurrock to understand where there are issues in the area?

What was the outcome of these actions and what changed or improved as a result what you told us?

Developing targeted research to inform both the community and services on required improvements, but also successes.

How Healthwatch Thurrock work made a difference in 2017/18

During our work within the mental health services, Healthwatch Thurrock received a number of calls and feedback from patients with personality disorders who felt they were being failed. These patients felt they were not being considered and therefore potentially overlooked.

As we have a seat at our Health and Wellbeing Overview and Scrutiny Committee and a regular place on the agenda, this was addressed and discussed at length.

This has now been recognised as being a gap in mental health services in Thurrock and as a result, a commissioned service to support personality disorders is going to be commissioned.

The continued monitoring of Personality Disorder services will be within Healthwatch Thurrock's priorities for 2018/19.

Our plans for next year



What next?

As mentioned in our last Annual Report (2016/17), we were just entering our own tender process and this meant that we lost a couple of our valued members of staff.

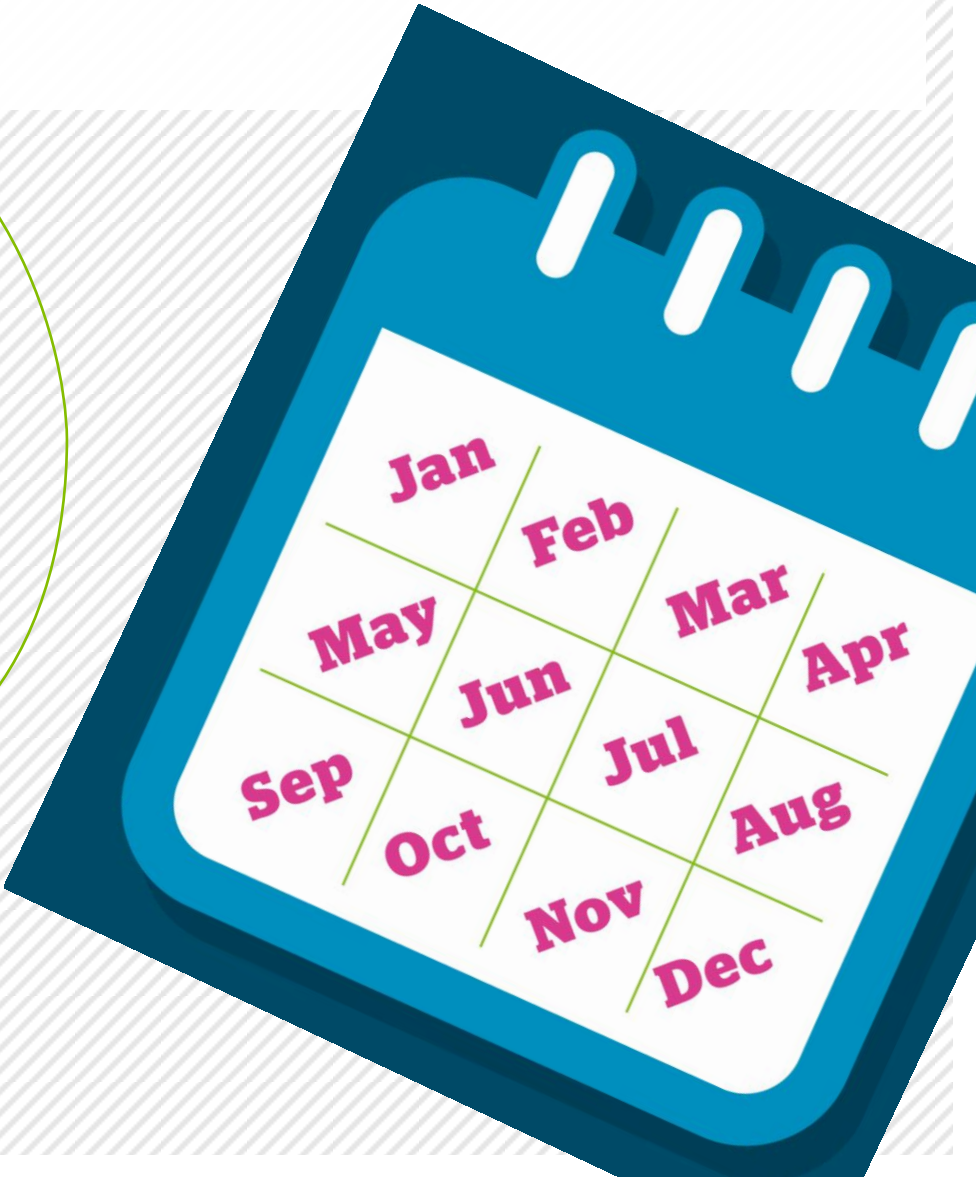
We are now able to report that we were awarded the tender, we have a 3 year contract with the possibility of a further 1 year.

We have recently taken on two new members of staff. They both come with a wealth of knowledge of the Thurrock area and are experienced in engagement .

The new team will be working within the community to ensure that the essential face to face work Healthwatch Thurrock carries out continues and reaches as wide an audience as possible.

We are looking forward to developing an even more effective Healthwatch Thurrock where the public’s views will be at the heart of local decisions about health and social care.

Our full year of research is planned with targeted work based on local and national priorities will see the Healthwatch Thurrock team kept busy and the community kept informed.



Continuing our work

Healthwatch Thurrock will continue to reach out into our community. It is an exciting year ahead with many changes planned. We will be attending as many of the events held by various organisations as possible to reach a variety of people. Below is a list of some of the summer events that we are attending:

- The Aveley Big Lunch
- South Ockendon Fun Day
- Daisy Field, Tilbury Hub Event
- The Community House NHS 70th Year Celebrations
- South Ockendon Showcase
- The Pyramid Resource Centre Fun Day
- Purfleet Information and Fun Day
- Blackshots Field Event

We have a dynamic role in ensuring Thurrock people have the most current information about the services they may need in health and social care. Attending local events ensure that we are out in the public/community domain talking to real people using real services.



The more that people share their ideas, experiences and concerns about the NHS and social care, the more services can understand when improvements are needed.

As part of the 'It Starts With You' Campaign, Healthwatch Thurrock will be encouraging people to speak up about their ideas and experiences about what could make services better for their communities.

We will be going in search of issues but also looking to increase our Ambassadors so we are more integrated with the community and can reach more people than ever before.

We want to link in much closer with other Healthwatches across the country, share more about the good work that we are doing and take advantage of the wealth of knowledge other Healthwatches can share with us.

Healthwatch Thurrock, as always, is very much looking forward to the year ahead.



Our Priorities





Our top priorities for next year

- 1. Mental Health** – We will be looking at mental health services for both adults and children. We want to understand how people access them and the impact of earlier diagnosis along with service gaps. We will continue our work around personality disorders so that they are recognised and services are in place.
- 2. Social Care Services** – Healthwatch Thurrock will be attending Over 55's housing complexes and care homes to find out how people in our community are working with Social Care and what their feelings and thoughts are. Part of this focus will also be looking at turnover of staff and training.
- 3. FTIT and Local Transformation Plan, Integrated Care Alliance, New Models of Care** –Thurrock Healthwatch will continue to work alongside our statutory partners ensuring the voices of the community are heard and listened to as the STP plans develop and are being implemented. We will also continue to feed into any changes to local services making sure the Thurrock voice is represented.
- 4. Services Working Better Together** – A prime example being the Sustainability and Transformation Partnership (STP), Healthwatch Thurrock will continue to be heavily involved in this work going forward to ensure the residents of Thurrock have a chance to comment on the issues that affect them. We will be there every step of the way and will use our seat at the Statutory and Programme Boards to represent the views of the citizens of Thurrock.
- 5. Hospital Care and Services** – We will be looking to increase our knowledge around waiting times for emergency care. We want to have a better understanding on how and why Accident and Emergency Departments work the way they do. We will be exploring other areas including; the support that patients get when they leave hospital; reinforcing pathways for medical care; reducing impact on emergency services and cancer services i.e., diagnosis, two week cancer pathways and period of time before treatment begins.
- 6. GP Dental and Optical Services** – Thurrock Healthwatch will be looking at how GP practices book appointments and how they compare across the borough. We will be asking questions on behalf of our residents around the referral system to specialist services and pathways including the patients right to diagnosis and the impact of late referrals. We want to understand how we can help to reduce barriers to access NHS dental services and the support for children and young people in accessing all services.



Our people



Decision making

At Healthwatch Thurrock, we make decisions and choose priorities based in several ways.

- All our decisions are made with our Advisory Group. They direct and agree the day to day work that Healthwatch Thurrock carry out. Helping to set our priorities and work plans they also monitor our annual budget.
- Taking a lead from Healthwatch England, and working locally contributes to national priorities and where themes have been identified from other areas.
- Local concerns identified in engagement work across Thurrock requiring further analysis.
- Local board and statutory meetings that inform Healthwatch Thurrock on changes and emerging issues.

How we involve the public and volunteers

We involve both the public and volunteers in our decisions by publishing our Annual Report outlining priorities for the coming year.

Publishing and promoting

We publish and promote activities of Healthwatch through our social media sites as well as those of our partner voluntary organisation.

We engage with as many areas of the community to raise awareness of the work we do and the contribution the public can make.

“Adult Social Care and its health partners have been embarked on an ambitious transformation programme in Thurrock called For Thurrock in Thurrock. We are very lucky to have Healthwatch Thurrock who have been invaluable in assisting us in that programme but most importantly leading on the process of community engagement.”

Roger Harris, Corporate Director
Adults Housing and Health
Thurrock Council

“Healthwatch is an invaluable service that has helped considerably to engage with local people and gain their views. They effectively advocate for local people when needed both individually and collectively. Their engagement in the Health and Social Care transformation agenda has been really helpful and ensured local people’s voice is heard and their needs and views are considered.”

Tania Sitch, Integrated Care Director
Thurrock (NELFT and Thurrock Council)

“As a Clinical Commissioning Group (CCG) we work hard to ensure patients are involved and engaged in the design of health and social care services that best meets individual needs. We are a small team and rely on organisations like Healthwatch Thurrock to help us reach out to people in the area and provide them with an opportunity to have their say on plans and proposals. The CCG works in partnership with Healthwatch Thurrock to improve care and respond to patient concerns. There is a two-way supportive relationship and a more formal link within Thurrock CCG’s Governing Body and the Health and Wellbeing Board at Thurrock Council. The team offers a valuable service on local health intelligence and reaches out to hard to reach groups.”

Mandy Ansell, Accountable Officer, NHS Thurrock Clinical Commissioning Group

Our finances



Finances Healthwatch Thurrock 2017/2018

Income	£
Funds b/f not spent from previous years	4,584
Funding received from local authority to deliver local Healthwatch statutory activities	124,357
Additional income	16,510
Total income	140,867
Expenditure	£
Staff costs	100,806
Overheads	16,052
Legal and insurance	3,477
Advertising and Marketing	3,541
Engagement	4,579
Governance	2,193
Total expenditure	130,650
Funds c/f before provisions	14,801
Redundancy provision	12,878
Funds c/f	1,923



**The views and stories
you share with us are
helping to make care
better for our local
community**



Contact us

Get in touch

Address:

The Beehive Resource Centre
West Street
Grays
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RM17 6XP
Phone number: 01375 389883
Email: admin@healthwatchthurrock.org
Website: www.healthwatchthurrock.org
Twitter: @healthwatchthr

Overarching Company

Thurrock CVS
Beehive Resource Centre
West Street
Grays
Essex
RM17 6XP

Address of contractors

Our Annual Report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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