

Our vision

is for better health and care in

Gloucestershire

which is shaped by the voices of

local people.

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Welcome

This time last year,
Healthwatch Gloucestershire
was undergoing a change of
contract; a change of service
provider brought a need to
re-establish an organisation
from the beginning and reconsider local need.

The establishment of a local Healthwatch Gloucestershire Steering Group and the recruitment of office staff under Manager, Julia Butler-Hunt, has meant that the end of the Financial Year sees the organisation in a relatively healthy state.

Healthwatch Gloucestershire is now represented once again on the county's primary health and social care committees, and we took a valued part in monitoring the recent public consultation over how community hospitals in the Forest of Dean should proceed.

M Curran

Mary Curran

CEO of parent company Evolving Communities Steering Group members are being asked to contribute further to forge the patient view on what will happen in 2018/19, with more significant consultations likely. The Healthwatch Gloucestershire volunteer force, which was zero on 1 April 2017, is now in a healthy state in most parts of the county, but there are still shortages in some areas.

If Healthwatch Gloucestershire is to truly represent the patient perspective in the coming year, it will rely on volunteers to provide feedback on services both now and as they develop. This Impact Report summarises some of the work done over the past year - let's move forward in 2018 with a greater determination to ensure Healthwatch Gloucestershire plays an even greater part in shaping the health and social care which the Gloucestershire community deserves.

A Thomas

Alan Thomas

Healthwatch Gloucestershire's Interim Steering Group

The last year at a glance

A new office with



staff members was set up in Quedgeley, Gloucester.

We have visited



local venues to meet the public and find out their views. Places like libraries, carers groups, memory cafes and local support groups.



people have looked for information on our website.



members of the public each month to share feedback and our news.



We have listened to over

1300

views from local people on health and care in Gloucestershire.

I have had recent experiences both personal and through friends with the NHS. Healthwatch Gloucestershire helps local people have a voice and can make a difference in our communities.

Brenda, Healthwatch Gloucestershire volunteer and retired teacher from Cheltenham.



More than

250

people have been directed to the right information on health and care services.



6

38

new volunteers joined to offer their time and skills to support our work.



We have reached over 121,000 people through social media. The most popular topics talked about on social media: our work priorities for 2018/19 and #Polishfest.

9:30 AM - 1 May 2018

Your views and the stories you share with us are helping to make care better for our local community.

Who we are

Healthwatch Gloucestershire is the county's independent health and care champion.

We exist to ensure that people are at the heart of care.

Our dedicated team of staff and volunteers listen to what people like about local health and social care services, and what could be improved.

These views are then shared with the decision-making organisations in the county, so together we can make a real difference.

People can also speak to us to find information about health and social care services available locally.



My husband has dementia and the dental practice we attend are absolutely brilliant with him. They always ensure he sees the same dentist, I am able to go in with him and everything is fully explained to both of us.

What you tell us



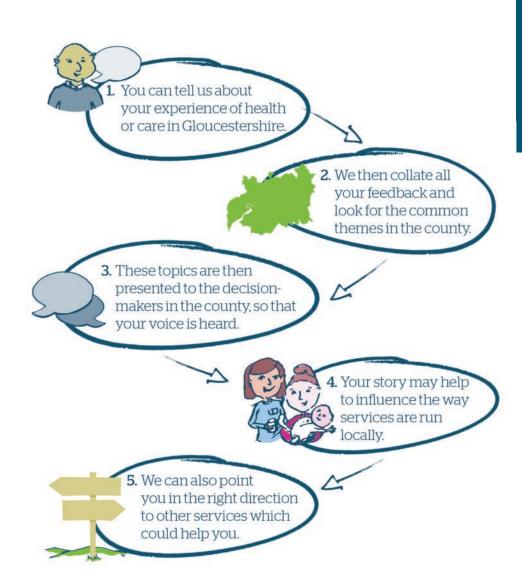
My little boy has problems with his ears on a regular basis and last week this flared up again. I rang the GP and we were able to be seen the same day and I was very impressed with the way they were so caring in the surgery.



I have been waiting for an appointment to be seen at the hospital for three months.

I was sent a letter and the appointment is another month away. This is just the initial appointment, and it will be much longer until I actually get seen by a consultant.

What we do



Impact Report 2018

Your views help to shape health and care

Healthwatch Gloucestershire helps local people have a say on the way health and social care services are run.

We do this in a variety of ways:

- We have a seat on Gloucestershire's Health & Wellbeing Board - a toplevel decision-making body which plans and oversees health and care in the county. We bring to the table the views of the public and present findings from reports we have carried out
- We provide advice about good practice in patient and public involvement to health and care providers





- We have a place on the Gloucestershire Health and Care Overview and Scrutiny Committee, where we contribute to future planning and task groups
- Our volunteers play a vital role in our work and are trained to perform Enter and View visits to local health and care settings to talk to patients and their families
- We are out and about every month in libraries, coffee shops, community centres and carers groups across Gloucestershire listening to the views and experiences of local people.

Reaching diverse groups and communities



An event organised in October to give the members of the Polish community in Gloucestershire the chance to share their views on local health and care services in the county proved to be very popular.

Polish Healthfest, organised by Healthwatch Gloucestershire and Gloucestershire Clinical Commissioning Group (GCCG), featured workshops on topics such as men's health, maternity care, children's healthcare and mental health and wellbeing.

It was organised after a Healthwatch Gloucestershire report about women's experiences of maternity services in the area in 2016. A meeting with some members of the Polish community revealed that many issues people complained about were related to a poor healthcare experience leading to even poorer outcomes for families. People also said they didn't feel listened to or heard.

The event was a great

success with a good turn out from members of the local

Polish community. It was an

opportunity for local people to find out about the wide range of

Julia Butler-Hunt, Healthwatch
Gloucestershire Manager, said:
"We hope the findings from
this engagement will lead to
the Gloucestershire Clinical
Commissioning Group and
Healthwatch Gloucestershire doing
other work in communities where
people's voices are not heard as much,
such as seldom heard and hard to
reach communities."

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Making a difference together

A public consultation on the future of two community hospitals in the Forest of Dean was closely monitored by Healthwatch Gloucestershire, who praised the opportunities given to local residents to participate and share their views.

NHS Gloucestershire and Gloucestershire Care Services NHS Trust ran a public consultation to discuss the closure of Lydney and Dilke hospitals and replacement of these with a new £11m facility in the Forest of Dean.

Staff and volunteers from Healthwatch Gloucestershire attended a number of the presentations and drop-in sessions, as well as reviewing the information available to the public. Observations were then sent to the Gloucestershire Clinical Commissioning Group to be included in their report in making a decision.



Gloucestershire's Interim Steering
Group, said: "We were impressed by
the high level of preparation that had
gone into the consultation which
provided a good opportunity for
residents of the Forest of Dean to
participate and share their views.

"The consultation included a range of ways for people to have their say including attending public meetings, visiting an information bus, and drop ins - all delivered in local venues. There was also on online option to share views via a survey. We were also impressed by the number of face-toface opportunities for engagement with nearly 100 people present at the Lydney meeting and a high number of drop-ins. Every presentation we attended was handled professionally including when there was robust challenge and questioning by local people."



Healthwatch Gloucestershire has made suggestions on what should be considered in the next stages of consultation:

- Information should include some greater clarity around the number of beds which will be available
- It will be important to demonstrate, in any future consultation, that sufficient account has been taken of future population increases in the Forest of Dean
- Transport links to a new community hospital (as well as to Gloucester and Cheltenham) will need to be good to serve the local population
- It will be important that car parking for a possible new hospital is carefully considered



The Community Hospitals in the Forest of Dean Consultation Team were pleased to see Healthwatch Gloucestershire representatives at a good number of consultation events, giving Healthwatch a great opportunity to see for themselves the full range of events held, from more formal presentations to informal drop ins and tea and talk discussions. Healthwatch's insightful observations are gratefully received and recorded in full in the Outcome of Consultation Report. Becky Parish, Associate Director, Engagement and Experience, NHS Gloucestershire Clinical Commissioning Group.

The consultation included a proposal to establish a Citizen's Panel to consider the location of a possible new hospital. It will be important that the members of the panel can represent the diversity of the community in the Forest of Dean and include people who have lived in the Forest for a shorter period of time as well as long-time residents.

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Our plans for next year

Our priorities are informed by what people tell us. By having working relationships with local health and social care leaders, this enables us to hear what concerns and issues there are, but also how services are provided for our populations.

Being a partner at the table means we are able to have a direct influence. Our Workplan priorities are monitored by our local Steering Group and also by the Board of our parent company Evolving Communities.

Our priorities for the next year (2018/2019) will be:

- Mental Health overseeing the quality of adult and young people's mental health services by listening to those who use these services
- Children and Young People
- engaging with children and young people in schools and launching a new project for children, young people and students
- Social Care engaging with patients and their carers

- and staff to find out their experiences of receiving care under numerous schemes
- Primary Care listening to local people to find out about their experiences of accessing their GP services.

We will also be:

- taking an interest in the proposed merger of the 2gether Trust and Gloucestershire Care Services
- monitoring the ongoing consultation process of the Forest of Dean community hospital
- raising awareness about our work to the public through community events
- developing our volunteer programme to support our new team.



Our people

The strategic decisions about Healthwatch Gloucestershire are taken by the Steering Group, which meets once a month and the Evolving Communities board.



The Healthwatch Gloucestershire staff team.

Our directors and Steering Group members bring a wealth of experience and skills to the organisation, as well as their passion for the work of Healthwatch Gloucestershire.

The staff team, based in Quedgeley, is now led by Evolving Communities CEO Mary Curran, with support from a central team at Evolving Communities, and is broadly split into two main areas: engagement and volunteering and information and communications.

Our experienced team include: Julia Butler-Hunt (Manager) Suzie Compton (Engagement Officer) Kay Bunyan (Volunteer Officer) and Laura Fraser (Administration).

The Steering Group members are: Alan Thomas (Chair), Bob Lloyd Smith, Eileen Morrison, Robin Agascar MBE, plus advisors: Agnieszka Paszkiewicz, Helen Gentles and Maggie Powell.

For more details on the Steering Group members visit www. healthwatchgloucestershire.co.uk/ about/steering-group



Volunteers

Volunteers are at the heart of everything we do, from talking to people about their experiences of local health and care services, to sitting on our board of directors.

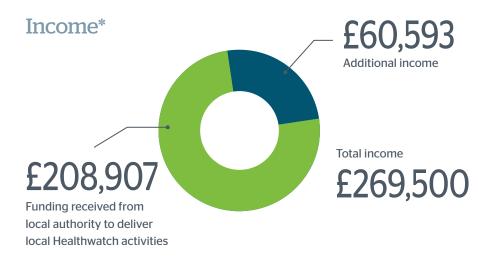
They play an important part in delivering our work programme as well as helping the organisation to set its priorities. We hold regular training sessions for volunteers, and will hold annual celebrations to thank our volunteers for the time they have given us to help shape local health and care services.

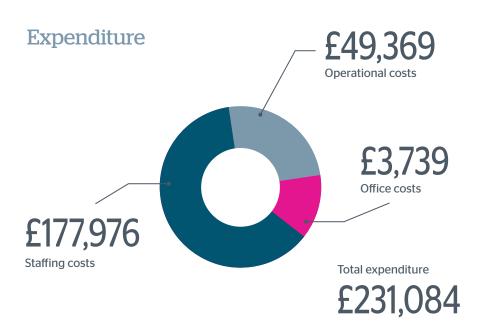
Cheltenham man Bob (pictured below) has worked in newspapers, radio and television before working with NHS England as a public/patient leader. He volunteers for Healthwatch Gloucestershire and believes others should join the organisation's volunteering programme.

He said: "I see first-hand much of the remarkable care provided by the health professionals and their support staff but also get to hear directly from service users about the care they receive. To me, Healthwatch Gloucestershire offers a really user friendly and safe way of allowing those in need of health and social care in the county to say what they think of the service they receive."



Finances at a glance





*Figures produced prior to preparation of the financial statements for year ended 31 March 2018.

Contact us



Tell us what you think of health and social care services in Gloucestershire and help make health and care better for everyone in our community.



Call us on **01452 504989** or freephone **0800 6525193**



Email info@healthwatchgloucestershire.co.uk



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Together we are helping to make health and care services better for the people of Gloucestershire.

Thank you.

