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# Introduction

One year on and Healthwatch North Somerset is now making real progress in engaging with the community, identifying issues of concern and planning how we can make a difference.



A year after Healthwatch North Somerset was established by The Health and Social Care Act 2012 alongside 151 other local Healthwatch organisations in England, Healthwatch North Somerset is beginning to make good and substantial progress towards fulfilling its aims and core functions.

This Annual Report covers the progress made by Healthwatch North Somerset in its first year of operation between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014. It has been a very positive and active first year and as with any new organisation, time has been spent developing and setting up the structures needed to enable it to function smoothly.

Healthwatch North Somerset was set up on 1<sup>st</sup> April 2013 as a Community Interest Company (CIC) and began the year with a Board of Directors and two core personnel.

Healthwatch North Somerset has ambitions to build a strong team of Directors, staff and volunteers, to develop good relationships with commissioners and regulatory partners and to fulfil its statutory functions, as laid down in the NHS and Social Care Act of 2012, of listening to the public and influencing local health and social care, all this initially, without a functioning office or any working structures in place.

We have identified ambitious core strategic and public engagement objectives for the organisation to take forward into 2014-2015 which will embed and develop the work we have already achieved.

In February 2014 at a Special Meeting, Healthwatch North Somerset members voted to change the company status from a Community Interest Company to a Charity.

Healthwatch North Somerset started life as a Community Interest Company in 2012 working towards the formal launch of the organisation in April 2013.

There was an overwhelming desire to be an independent membership organisation despite the responsibility this entails and a small number of passionate individuals, working in a volunteer capacity, are now Directors of Healthwatch North Somerset.

April 2103 saw the Healthwatch North Somerset launch event at the Winter Gardens, Weston-Super-Mare with over a hundred attendees and our early work with Healthwatch England where we helped launch Healthwatch England in the South West, planning and delivering the whole day event.

With an increasing population and rising demands on health and social care service providers to deliver high quality to more people at lower cost, it is even more essential that the public and patient play an increasing role in shaping future services. Welfare Reform is also beginning to have an impact and place more pressure on those already in need.

We now have a staff team of five who are based in our office in Nailsea who spend a great deal of time communicating with local communities and voluntary groups in order to increase awareness of Healthwatch and collect 'intelligence' from the public on health and social care.

This intelligence is essential and provides the 'evidence' of service users experience to ensure we can influence commissioners to deliver the highest quality services to our population.

This report can only touch on the enormous range of issues covered by Healthwatch's remit so please contact us if you would like to know more.



**Georgie Bigg, Chair  
Healthwatch, North  
Somerset**

My thanks to our staff, directors and volunteers who have worked so hard this year.

Thanks also to our colleagues at North Somerset Council, NHS and local providers who have welcomed the challenge of Healthwatch.

Georgie Bigg

Chair  
Healthwatch North Somerset



Healthwatch England was launched in October 2012 and is a national body that enables the collective views of the people who use NHS and adult social care services to influence national policy, advice and guidance. It provides leadership, guidance and support to Local Healthwatch organisations.

By law, the organisations who plan, run and regulate health and social care services have to involve local Healthwatch in their statutory functions including - promoting, supporting, engaging and involving local people in the commissioning, provision and scrutiny of local health and social care services.

When Healthwatch England are made aware of failing services, they are reported to key stakeholders including the Care Quality Commission and the Department of Health who are required to submit a public response to Healthwatch England's concerns. Healthwatch England advises the Secretary of State for Health, NHS Commissioning Board, Monitor and local authorities in England and regard must be given to that advice.

Healthwatch England is funded as part of the Department of Health's grant in aid to the Care Quality Commission (CQC). Healthwatch England is a statutory committee member of the CQC with a Chair who is a non-executive director of the CQC. Healthwatch England has its own identity within the CQC, but has access to the CQC's expertise and infrastructure.





## Healthwatch Statutory Functions

The 8 functions of local Healthwatch are determined by statute:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services.
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



*Promoting,  
supporting, engaging  
and involving local  
people in the  
commissioning,  
provision and scrutiny  
of local health and  
social care services.*

Healthwatch North Somerset is the local voice for health and social care. It is an independent organisation set up to enable local people who use health and social care services in North Somerset to influence and improve the way these services are provided and run.

Healthwatch North Somerset has powers and duties to make sure that services meet local needs and that local people's views have a real impact. The statutory role and function of Healthwatch is laid down in the Health and Social Care Act of 2012, but local areas have discretion about how their local Healthwatch delivers its services. This Act gave Councils the legal responsibility to set up local Healthwatch by April 2013.

Healthwatch North Somerset is funded by the Department of Health via North Somerset Council. Although a funding allocation is made to councils for the provision of local Healthwatch, it is not ring fenced funding; it is up to the Local Authority as to how they use this funding to provide the service.

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out particular activities. North Somerset Council decided on the option of creating a new standalone organisation to deliver its local Healthwatch and agreed funding for Healthwatch North Somerset.

A North Somerset Healthwatch Transitional Governance Group was set up in 2012 to prepare for the launch of Healthwatch North Somerset in April 2013. The Group consisted of interested individuals and some members of the North Somerset LINK, all of whom were invited to take on the role of Director for the new Healthwatch North Somerset CIC which came into being in September 2012. These founding Directors were responsible for establishing Healthwatch North Somerset as an independent Community Interest Company and for setting the initial overall direction for the organisation.



Healthwatch North Somerset is contracted by North Somerset Council and required to report on a six monthly basis.

The main focus of Healthwatch North Somerset is to ensure that the views and experiences of local people are listened to and acted upon by decision makers and service delivery organisations. Healthwatch North Somerset enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.

By identifying issues of concern and resolving problems we view our role as a critical friend and work with stakeholders to offer solutions which are proportionate, sensible and where possible, affordable.

We seek to ensure that our work is evidence based because this provides the most powerful and persuasive case for change and development of services. We acknowledge that a single voice expressing a view or experience is as important as a group of voices. When an individual shares personal experiences or information with us we record that intelligence with awareness that that one experience may provide an insight into an issue that requires further investigation. We also gather views from information received on our feedback forms, from our public meetings, our website and attendance at meetings.



Healthwatch North Somerset has developed a framework to enable the decision to prioritise an issue raised by the public by taking into account a range of factors including how many people are affected by the issue, whether it affects priority groups of people and whether we have the capacity to take on the issue. We aim to work towards utilising our sub groups to help with this work.



Healthwatch North Somerset is a membership organisation and has made provision for decisions on behalf of the organisation including lay people (members). These decision making processes are included in the Healthwatch North Somerset governing documents which include details about how Healthwatch North Somerset undertakes its activities.

Healthwatch North Somerset Members are either individuals living or working in North Somerset; or a community or voluntary organisation with a base in North Somerset or a national or regional organisation with a focus in North Somerset; or a private sector organisation or business with a base in North Somerset, or a national or regional organisation with a focus in North Somerset

The Healthwatch North Somerset Board of Directors hold regular meetings in public across North Somerset, offering members and local people the opportunity to view the functioning of the organisation and to ask questions on local health and social care matters. All minutes of public meetings are made available to the public on the Healthwatch North Somerset website.

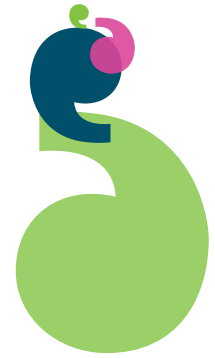


Healthwatch North Somerset works in a transparent way and is inclusive, it seeks to reflect the diversity of North Somerset. There is an explicit requirement in the Health and Social Care Act 2012 that Healthwatch North Somerset membership must be representative of local people and service users - including carers and hard to reach groups.

Healthwatch North Somerset's procedures for making relevant decisions are laid down in the governance documents. Including:

- Provision as to who may make such decisions
- Provision for involving lay persons or volunteers in such decisions
- Provision for dealing with breaches of any procedure referred to in the two previous points which should include the circumstance in which a breach would be referred to the local authority.

Healthwatch North Somerset has a statutory seat on the North Somerset Health and Wellbeing Board (known as the People and Communities Board in North Somerset) and represents the consumers' voice ensuring that the views and experiences of patients, carers and other service users are taken into account. The People and Communities Board brings together key organisations including North Somerset Council, Public Health, North Somerset Clinical Commissioning Group, Police, Social Housing and Voluntary Sector representation and enables Healthwatch North Somerset to have a role in promoting health improvements and in tackling health inequalities.



Healthwatch also has representation on the Joint Strategic Needs Assessment (JSNA) groups and is working to ensure that the JSNA reflects the latest data and is informed by local knowledge. These documents form a vital starting point for the process of preparing strategies and the appropriate services are being commissioned to satisfy the identified needs.

The views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA).



## Our mission is

"By offering all people of North Somerset a strong voice, we will improve the quality of local health and social care."

Healthwatch North Somerset has reporting responsibilities which enables it to refer matters relating to Health and Social Care to North Somerset Council's People and Communities Board and they must have regard to any relevant information sent from Healthwatch North Somerset.

Protocols are in place between North Somerset Health Overview and Scrutiny Panel and Adult Services and Housing Policy and Scrutiny Panel and Healthwatch.

Healthwatch North Somerset has the power to Enter and View adult health and social care premises.

Healthwatch North Somerset is independent of the NHS and social care. It has powers to ask for information that is relevant to the exercise of its statutory functions and to expect a response within 20 working days

Healthwatch North Somerset enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.

Healthwatch North Somerset can provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services, for example, the North Somerset Clinical Commissioning Group (CCG).

Healthwatch North Somerset is inclusive, thereby reflecting the diversity of our communities in North Somerset. There is an explicit requirement in the Health and Social Care Bill that Healthwatch North Somerset membership must be representative of local people and service users - including carers.



### Healthwatch North Somerset's work includes:

- Supporting the rights of consumers of health and social care services
- Identifying and signposting
- Working with the community and volunteers to deliver our objectives
- Channelling feedback from voluntary and community groups working with consumers
- Overseeing consultations by health and social care organisations and acting as a critical friend to those delivering the consultation process
- Listening to consumer concerns including being responsive to the hard to reach or lone voice
- Raising concerns with those responsible, and following up
- Promoting the views of local people so that local services are shaped by the views of the people who use them
- Informing people about what services are available, where to find them and how to access them
- Taking up concerns on behalf of local people and helping to improve the provision of health and social care services



Healthwatch North Somerset is governed by a Board of Directors who are responsible for the strategic decision making and financial management. Until the appointment of the full staff team towards the end of 2013, the Board played an active role in setting up and managing the day to day running of the organisation and developing policies, structures and plans.

Healthwatch North Somerset Board of Directors are all volunteers and provide their time and expertise at no cost to Healthwatch North Somerset. They have a range of professional expertise and backgrounds, including statutory, private and voluntary organisations.

As Healthwatch North Somerset has matured, the Board of Directors has moved to a more traditional structure with the Board taking a strategic overview delegated through the Chief Officer to staff.

As well as their strategic role, Board of Directors are active in representing Healthwatch and collecting information from their communities and other sources about health and social care issues. This activity includes sitting as Healthwatch North Somerset representatives on groups ranging from North Somerset People and Communities Board, Health Overview and Scrutiny Panel and Adult Services and Housing Policy and Scrutiny Panel, and North Somerset Clinical Commissioning Leadership Group, chairing public meetings, and being active in their communities and voluntary organisations listening to people's health and social care concerns.

The Board of Directors are supported by a staff team who work to deliver the statutory functions of the organisation focusing on communication with the public, patients and service users, statutory organisations, voluntary sector organisations and groups. At the end of 2013/14 Healthwatch North Somerset had a staff team of 4 comprising of 3 part time and one full time member of staff.



### Board of Directors

Georgie Bigg	(Chair)
Dick Whittington	(Treasurer)
Michelle Burnett	
Tom Foot (from Feb 2014)	
Celia Henshall	
Jenny Murphy	
Chris Phillips	
Nikki Williams	
Stephen Buswell (resigned Sept 2013)	
Pat Holmes (resigned Oct 2013)	

### Staff team

Eileen Jacques	(Chief Officer Nov 2013)
Kelly Herbert	(Administration Officer)
Kerry McDermott	(Signposting and Administration Officer Nov 2013)
Tamar Sutton	(Community Engagement Worker July 2013)
Jac Blacker	(Chief Officer resigned July 2013)

### Finance and Resources Sub Committee

Georgie Bigg  
Michelle Burnett  
Celia Henshall  
Dick Whittington

The Finance and Resources Sub Committee work on more urgent internal issues which enables the full Board of Directors to focus on the wider strategic topics. The Finance and Resources Sub Committee meet regularly and report back to the main Board for final approval.





Nearly 95% of people think their health is ok or good.



### Life expectancy in North Somerset ...

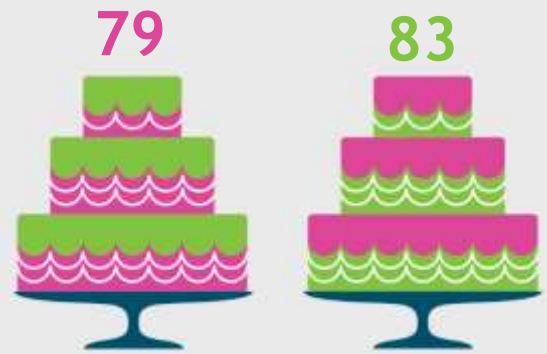
is 10.7 years lower for men and 7.5 years lower for women in the most deprived areas of North Somerset compared to England.

Overall, the life expectancy of women in North Somerset is higher than the national average.



The rate of drug misuse in North Somerset is higher than the national average. This is the only health indicator that is significantly worse than the England average.

In England men are now expected to live to an average age of nearly 79 years and women nearly 83 years.



### Population of North Somerset

Age:

- 0-14 17%
- 15-64 62%
- 65+ 21%\*

(\*compared to 16.4% in England).





North Somerset has areas within both the most deprived 1% nationally, and the least deprived 1% nationally.

North Somerset has the 7th largest range of inequality of all authorities in England.

All of the most deprived areas in North Somerset are located within Weston-Super-Mare.



The NHS sees over a million patients every 36 hours



That's over 27,000 patients every hour



An estimated 5600 children in North Somerset live in poverty.

The ethnic population is 5% of the population of North Somerset compared to 9.1% of the population in England.



Refs: <http://www.n-somerset.gov.uk> ; [www.westonbq.co.uk](http://www.westonbq.co.uk) ; [www.sepho.org.uk](http://www.sepho.org.uk); [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Promotion is a core part of Healthwatch North Somerset's communication and engagement activity and we have adopted a range of methods to ensure that we have the furthest reach possible and to make ourselves accessible to the public, including those who are hard to reach. We use many traditional methods of outreach such as distributing leaflets and posters, holding public meetings on areas of concern and interest to the local population, engaging with local voluntary sector organisations including those who have access to people who are hard to reach.

We attend and contribute to local meetings in both the voluntary and statutory sectors, set up our stall at as many events as possible, proactively create outreach activities such as attending local GP surgeries and libraries. We seek to use our website to inform and we upload as much content as possible and utilise social media extensively. We also promote and provide information on consumer's health and social care rights and signpost consumers to existing health and social care mechanisms, advocacy and other support.



We recognise that in order for Healthwatch North Somerset to fulfil its statutory functions, local people need to know we exist and to be able to access us easily. Therefore, our primary approach is to work through existing community infrastructure, to reach the people they work with, and to be a resource for them to address their needs and concerns.

We seek opportunities to actively listen to local people and to identify health and social care issues from a wide range of sources. Including members of the public contacting us directly, actively seeking information at our public meetings, getting out there and talking to people in the community as much as we can, speaking to local community and voluntary groups and we use social media and our website to receive information from the public. We aim to be accessible to the public in as many ways as possible to encourage and enable local people to engage with us and contact us in the way that suits them best.

We did this by asking people to prioritise the issues that were important to them. From feedback received some common themes emerged which helped us formulate our work plan to address the issues that had been highlighted.

We record and review all of the information we receive to see if there are concerns that may need to be looked into further, or if the information we have supports taking immediate action. This can range from a staff member providing advice to someone who has phoned, to identifying an underlying trend in data that is reported to the Board. We have developed a prioritisation process which we utilise to help decide which issues to take further.

All views and experiences collected by Healthwatch North Somerset are used to inform and influence in different ways including local commissioners and providers; Healthwatch England through the national hub and work on emerging issues; NHS England for the commissioning of primary care; Care Quality Commission in its inspections; Quality Surveillance Group as part of its identification of area based risks and trends; People and Communities Board (Health and

Wellbeing Board); Joint Strategic Needs Assessment; Safeguarding; Healthwatch North Somerset work plan; and assisting Healthwatch North Somerset sub group representatives in meeting discussions.

Our engagement with the North Somerset community is central to the work we do at Healthwatch North Somerset and we seek to engage on an individual level as well as working hard to develop a network for communication with local voluntary sector organisations. Healthwatch North Somerset's main focus is to ensure that local people's views and experiences of health and social care are listened to, understood and acted upon by decision makers and service delivery organisations.

In order to do this effectively we have created a network of partners and sub groups with whom we will work closely in 2014 -2015. These will enable Healthwatch North Somerset to reach far more communities and hard to reach groups than would be possible without their input and is a demonstrable way of how we work within existing community infra-structures, adding value and avoiding duplication. Our sub groups will evolve to become integral to the support and development of our ongoing work.



Where ever possible we seek to have a stall at every key event in North Somerset to ensure we have a presence in the public eye. We attend relevant local voluntary sector meetings and provide a speaker wherever possible. We circulate our quarterly newsletter widely to approximately 700 people each quarter. We distribute leaflets and flyers at every possible opportunity.

We hold public meetings on a number of key issues and advertise widely to ensure we have good audience numbers and provide the public with the opportunity to ask questions and provide information of their experiences. The reports of all our public meetings are made available to the public. All our Board meetings are held in public.

The Healthwatch North Somerset team regularly attend local, regional and national meetings and events about Health and Social Care issues. These events help us to keep up to date with the latest developments in health and social care provision to circulate to our members.

We have developed a system through which we collate, store and report all items of information, feedback, actions and requests for information. We have developed systems to log intelligence.

We have sent out over 30 local and national consultations to our members to give them a voice and influence over how Health and Social Care services are shaped.

People can get in touch with us by telephone, email, website, in writing, social media, at public meetings and events in the community or visit our office.

Healthwatch North Somerset recognises that it cannot work in isolation and that in order to fulfil its core functions and to hear the voices of local people it needs to be at the centre of and fully accessible to the North Somerset community. We work hard to develop strong mutually supportive relationships with core groups within North Somerset to provide information and enable and influence in local decision making.

Volunteers play an important role in the functions of Healthwatch North Somerset enabling us to expand the work we do and reach out to the community.



- **Board of Directors**
- **Enter and view** volunteers, this panel of volunteers are authorised to visit locations where health and social care services are provided. They prioritise their work following evidence from patient feedback as well as intelligence from partner agencies
- **Sub Groups** we are working with and supporting a number of sub groups which will be developed over the forthcoming year to provide a voice to inform its work, engage in engagement activities and support Healthwatch North Somerset to access hard to reach groups
  - Carers Strategy Group; Learning Disabilities Partnership Board, Healthwatch Health Group; Senior Community Links; North Somerset Autism Forum; Children and Young People
- **Partners** - we began a process of working with and developing partnerships with local voluntary organisations
  - Crossroads Care North Somerset; North Somerset Citizens Advice Bureau; Homestart North Somerset; North Somerset people First; Springboard Opportunity Group; Vision North Somerset; Weston Deposit Guarantee Board.
- **Engagement** - 'manning' stalls, attending events
- **Meetings** - representing Healthwatch North Somerset at meetings and providing feedback reports
- **Social networking** - Facebook and Twitter
- **Administration** - Office based activities
- **Members** - Healthwatch North Somerset is a membership organisation and membership offers the receipt of the newsletter, opportunity to participate in surveys, invitations to apply for volunteer tasks and eligibility to vote on Healthwatch North Somerset issues. Many of our volunteers are recruited into our sub groups however we also seek to utilise the support of our members as volunteers.



A Volunteer Policy and a Volunteer Information Pack, has been produced giving a brief outline of volunteering roles and application form. This information is available to download from our website.

Healthwatch North Somerset held its launch event in April 2013 with presentations on the role and purpose of Healthwatch. Over 110 people attended this event, which provided an opportunity to meet the Board of Directors and team. In September 2013 a General Meeting was held at which Healthwatch North Somerset members elected the Board of Directors including the Chair and Treasurer.

A core staff team of a Chief Officer and an administrator were ready to start at the beginning of April 2013 and additional staff were recruited during the year. Healthwatch North Somerset developed a full range of policies to support the Board of Directors, the staff team, volunteers and members.

Healthwatch North Somerset's staff team began their community engagement work by talking to local people and gathering their views about local health and social care services. This included linking in with local voluntary sector groups, engaging with local people, meetings with local health and social care organisations and attending local events.

Staff and volunteers attended a number of community events to promote the work of Healthwatch North Somerset to the public. The team sought feedback about local people's views of health and social care by asking 'what services that are most important to you in North Somerset'.

This feedback indicated some common themes which helped formulate a work plan to address the issues that are most important to the communities of North Somerset. We hold regular meetings in public across North Somerset, based around the issues that are of importance to local people and giving them the opportunity to learn more and to ask questions on local health and social care matters.

In 2013 - 2014 we held five public meetings on the issues of public interest:

### Clevedon Hospital

One of the overwhelming issues concerned the re-configuration of services and public concerns about the future of Clevedon Hospital which resulted in Healthwatch North Somerset setting up a public meeting on the future of hospital services.

Following a decision in July 2012 not to proceed with building a new hospital in Clevedon, North Somerset Clinical Commissioning Group (CCG) established a new project looking at proposals for commissioning future clinical services at the existing Clevedon Community Hospital. Clevedon Community Hospital serves the population of North Somerset and provides inpatient rehabilitation, an outpatient's clinic and a minor injuries unit. There are 18 inpatient beds of which three are reserved for Clevedon GP's to prevent hospital admission. The remaining 15 beds are available to the wider North Somerset population.



North Somerset CCG carried out a range of public engagement activities regarding Clevedon Community Hospital including website pages, Frequently Asked Questions (FAQs), and information documents however North Somerset CCG's public engagement had not included an open public meeting and Healthwatch North Somerset's Clevedon Community Hospital Public

Meeting provided an opportunity for the people of North Somerset to voice their views about the future of the hospital. The meeting was attended by approximately 120 members of the public and Healthwatch North Somerset received 194 responses from the public offering their views on the future of the hospital.

It was apparent at the meeting that there was public confusion about the proposals for the future of the hospital and fears were voiced that the hospital would be closed. There was a strong emotional tie to the hospital from Clevedon residents. We reported this vital feedback to the Clinical Commissioning Group, so that they were aware of what local people were saying. Local press reported the meeting and several letters from the public were printed.

The success of the meeting and the strength of public feeling that was voiced prompted 'The Friends of Clevedon Hospital' to hold a second public meeting two months later. The combination of these meetings and public feedback encouraged the North Somerset CCG to review its public engagement over the hospital and temporarily withdraw from the process to reconsider its approach to the reconfiguration of services at the hospital.



*"The meeting was a good example of local democracy at work. Healthwatch North Somerset met the challenge of gathering the range of local views effectively, demonstrating both flexibility and flair throughout the event."*

Susan Robinson, Health Complaints Service Advocate, SEAP

## Weston General Hospital

### Enter and view

Local Healthwatch has the power to 'Enter and View' provider premises to see how well they are working, this power does not replace or duplicate the role of the Care Quality Commission as official regulator. A team of specially trained volunteers visit a service, make observations, collect people's opinions and produce a report. Visits can be announced or unannounced.

Enter and View training was provided to a team of four: Pauline Godden, Skye Reid-Smith, Tamar Sutton and Nikki Williams. On October 22nd and November 25th 2013 Enter and View visits were carried out at Weston General Hospital to observe the hospital, and obtain the views of patients, carers and staff on their experiences.



A previous CQC inspection indicated a number of areas were non-compliant including care and welfare, food and fluid, records and staffing and warning notices were given. Healthwatch North Somerset sought to identify whether improvements had been made since the warning notices. The visit identified that improvements had had been made.

## Weston General Hospital

### Public Meeting

The theme of the public meeting about Weston General Hospital was to gain a view of the public's understanding of the process taking place about Weston General Hospital and to ascertain issues of concern and as well as to record public queries and concerns.

The main theme of the meeting centred on the following three questions:

#### We want you to let us know

1. What you value about Weston General Hospital?
2. What services you want in Weston General Hospital?
3. What services you don't want in Weston General Hospital?

The members of public attending the meeting discussed and debated these issues. There were a number of questions and comments raised.

It was clear from the meeting that the public did not fully understand what was happening at Weston General Hospital and that there was a great deal of misinformation and concern about the future of the hospital despite a wide range of information disseminated by Weston Area Health Trust (WAHT) including a dedicated website. It was also clear that the public value Weston General Hospital and sought reassurance about its future. Recommendations were made to Weston Area Health Authority about openness and clarity with the public.

## Personalisation

Personalisation is relatively new, is not fully understood and is of interest to the public. It is a social care approach in which every person who receives support, whether provided by statutory services or self-funded, has choice and control over the shape of their support.

Healthwatch North Somerset considered it was an appropriate time for the issues of personalisation to be discussed in a public meeting and offered an opportunity for the public to hear from the key stakeholders and ask questions.

## Community transport to medical appointments

The purpose of the meeting was to understand the issues of transport to medical appointments from the patient and provider's standpoint, to consider what more might be done to help and to identify what Healthwatch can do and to highlight the issues to stakeholders.

Public transport and the vital role of community transport not only for the rural areas of North Somerset but also for anyone in North Somerset who needs to travel for medical appointments was discussed. Lack of funds, the distance to the Bristol Hospitals and public transport all create difficulties for people seeking to attend medical appointments.



All of our reports are forwarded to key stakeholders including North Somerset CCG, North Somerset Council, North Somerset Community Partnership, and Healthwatch England.

### Other activities

#### Integrated Care Survey

Healthwatch North Somerset was asked to undertake a baseline survey of integrated health and social care services, using the Integrated Care Services (ICS) pilot area in Weston super Mare. This baseline survey provided a snapshot of service user and carers views of the service as it stands, in advance of the ICS being rolled out across the North Somerset area.

Participants were recruited via several organisations known to be in contact with service users and carers within the pilot area. 360 hard copies of the survey were sent out between July and September 2013.

The results of the survey provided valuable feedback to North Somerset CCG on the progress of the Integrated Care Service.

#### Newsletter

The North Somerset newsletter is published quarterly and provides information about Healthwatch, local Health and Social Care groups and national health campaigns and issues of local interest. Each publication is sent to in excess of 700 people electronically and hard copy. The newsletter is available to download from the website and hard copies are made available at every event attended. The newsletter has been well received and we may consider publishing the newsletter bi-monthly in the future.

#### Development day

At a Board and staff team 'Development Day' - held in March 2013 - the new strategic work plan was agreed and a new mission statement and vision was developed for 2014 - 2015.

#### Social media

In November we recruited a volunteer to oversee and develop our social media presence and there has subsequently been Facebook and twitter entries each day. At the end of March 2014 we had 300 Twitter followers and 50 Facebook Friends.

#### Signposting service

In February our 'Local Information Directory' went live and we began to offer a sign posting service to the people of North Somerset.





### Other work

We:

- Worked on developing our website
- Designed, printed and widely distributed a range of leaflets and posters
- Developed working systems, policies and strategies
- Developed and integrated a sub group structure
- Created local voluntary sector partners
- Provided training from SEAP to the Board of Directors, staff team and volunteers on complaints
- Developed our marketing and began submitting articles to newspapers and advertising events

*“Thank you very much for being so patient and helpful.”*

*“Thanks we certainly seem to have some movement.  
Thanks for your support and involvement.”*

*“Thanks very much for your support”*

A few of the messages of thanks received from members of the public.





SEAP (Support, Empower, Advocacy and Promote) provides the Independent Health Complaints Advocacy Service for North Somerset. Healthwatch North Somerset and SEAP share information on a quarterly basis to identify common trends arising from Healthwatch North Somerset comments and complaints handled by SEAP. SEAP supports people who need help to make a complaint about NHS services they have received.

Healthwatch North Somerset can put people into contact with local Patient Advice and Liaison Services (PALS) services which offers information and advice relating to complaints.



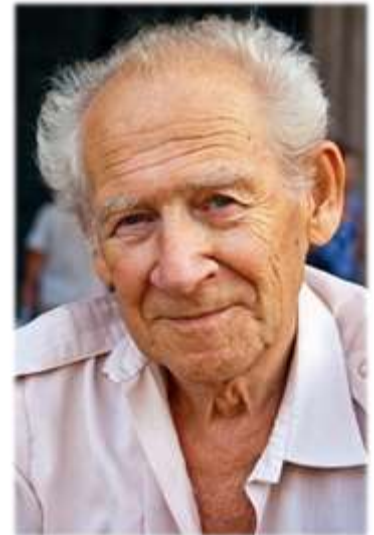
Healthwatch North Somerset can make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigation(s) and to make recommendations to Healthwatch England to publish reports about particular issues.

Healthwatch North Somerset can also alert Healthwatch England and the Care Quality Commission to concerns about specific health and social care providers.

Healthwatch North Somerset has established good relationships with North Somerset Council, North Somerset Clinical Commissioning Group, North Somerset Community Partnership, Weston Area Health Trust, the local voluntary and community sector and service providers to ensure it is inclusive and truly representative of the community it serves.

Healthwatch North Somerset is invited to attend and provide representation on all relevant Boards and meetings in North Somerset.

Healthwatch North Somerset is engaged in the local community and attends all relevant voluntary sector meetings.



### North Somerset People and Communities Board

The Health and Social Care Act 2012 established Health and Wellbeing Boards (known as the People and Communities Board in North Somerset) as a forum where key stakeholders in the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities. Health and Wellbeing Board members collaborate to understand their local community's needs, agree priorities and encourage commissioners to work in a more joined-up way. As a result, patients and the public should experience more joined-up services from the NHS and local councils in the future.

The People and Communities Board (Health and Wellbeing Board) exists to serve North Somerset by bringing together representatives from the NHS Clinical Commissioning Group, police, schools, housing and voluntary sector and social services, as well as local councillors.

Wellbeing is an important part in people's overall health quality and the People and Communities Board attempts to cover the wide range of topics that not only form the traditional health issues but the wider part that is concerned with more general well-being issues.

Healthwatch was granted a statutory right to representation on the board which allows Healthwatch to act as a public voice to maintain those concerns in the forefront of any decisions taken or courses of action proposed by the People and Communities Board.

As the representative for Healthwatch North Somerset, Georgie Bigg, Chair of Healthwatch North Somerset, has attended formal meetings and seminars of the People and Communities Board.

**Health and Wellbeing Board functions include:**

- Strategic influence over commissioning decisions across health, public health and social care.
- Strengthening democratic legitimacy by involving democratically elected representatives and patient representatives in commissioning decisions alongside commissioners across health and social care. The boards will also provide a forum for challenge, discussion, and the involvement of local people.
- Bring together clinical commissioning groups and councils to develop a shared understanding of the health and wellbeing needs of the community. They will undertake the Joint Strategic Needs Assessment (JSNA) and develop a joint strategy for how these needs can be best addressed. This will include recommendations for joint commissioning and integrating services across health and care.
- Produce the Joint strategic needs assessment (JSNA), the board will drive local commissioning of health care, social care and public health and create a more effective and responsive local health and care system. Other services that impact on health and wellbeing such as housing and education provision will also be addressed.

**North Somerset Health Overview and Scrutiny Board**

Healthwatch North Somerset has a seat on the North Somerset Health Overview and Scrutiny Panel (HOSP).

The panel scrutinises health services in North Somerset including:

- Health matters relating to the NHS.
- Wider health issues apart from NHS - health promotion, addressing health inequalities, impact of local and national initiatives (drugs and alcohol, hospitals, mental health, primary care etc.)
- Health issues for both adults and children.

**North Somerset Adult Services and Housing Policy and Scrutiny Panel**

As the representative for Healthwatch North Somerset, Georgie Bigg, Chair of Healthwatch North Somerset, attends the public meetings and workings groups of the Panel.

**North Somerset Adult Services and Housing Policy and Scrutiny Panel**

Healthwatch North Somerset has a seat on the North Somerset Adult Services and Housing Policy and Scrutiny Panel which focuses on social care for adults and housing services and has been working with particular emphasis on topics which impact on the most vulnerable.

**Bristol, North Somerset, Somerset & South Gloucestershire Quality Surveillance Group**

Healthwatch North Somerset has a representative on the Bristol, North Somerset, Somerset & South Gloucestershire Quality Surveillance Group which meets to routinely share information and intelligence to protect the quality of care patients receive.

**Weston Area Health Trust**

Healthwatch North Somerset has a representative attend the Board meetings of the Weston Area Health Trust and contributes to the discussions from consumer perspective.



Healthwatch North Somerset uses the Healthwatch trademark in all its statutory activities as covered by the licence agreement and has used the trademark on the following:

- Headed paper
- Board meeting agenda, minutes and papers
- Leaflets, flyers and promotional materials
- Website
- Social media
- Display boards, event stands and signs
- Newsletters
- Email
- Marketing materials
- Reports

**healthwatch**  
North Somerset

Healthwatch North Somerset Financial Summary Statement of Activities for the year ending 31<sup>st</sup> March 2014

Unaudited accounts 2013-2014

<b>Income</b>	
North Somerset Council Set Up Grant	£12,000.00
North Somerset Council Grant	£193,660.34
<b>Total income</b>	<b>£205,660.34</b>
<b>Expenditure</b>	
Office costs (including utilities, service charge etc.)	£14,829.44
Staffing costs (including salaries, training, NI, etc.)	£56,498.06
Direct delivery costs (including events, volunteer expenses, website, marketing and information system development etc.)	£25,594.35
Central services (including IT, marketing, finance, HR, governance, management etc.)	£19,964.53
<b>Total expenditure</b>	<b>£116,866.70</b>
<b>Balance brought forward</b>	<b>£88,866.70</b>



All reports produced by Healthwatch North Somerset including the Healthwatch North Somerset Annual Report 2013-2014 will be made available to the public by the following methods:

- Emailed to members and stakeholders
- Available on website
- Paper copies available at public meetings

A copy of this report is sent to:

- Healthwatch England
- North Somerset Council
- NHS England
- Each clinical commissioning group whose area or part thereof falls within the area of the local authority
- Overview and Scrutiny Committee North Somerset
- Care Quality Commission



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