



## Healthwatch North Somerset

### Annual Report 2015/16



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**Georgie Bigg**

**At the end of our third year as Healthwatch North Somerset, I'm pleased to report that 'the word' is spreading.**

Our small team, together with a dedicated group of volunteers have been working hard, talking to the public, encouraging them to tell us their experiences of services and enabling Healthwatch North Somerset to make a difference in how and what services are being delivered. Using this 'intelligence' we've been able to influence new services and bring about changes to current services.

Our Chief Officer and the Healthwatch North Somerset Board of Directors also utilise every opportunity at a strategic level to relay what works well and not so well for the public and aim to shape decisions to get the best possible outcomes for services users.

Our local experience of services has also helped to shape the work of Healthwatch England.

This year we have recruited new Directors bringing new skills and experience to the

Board, collectively working to ensure we are an effective and efficient organisation.

I'd like to thank our staff, volunteers and Directors for the invaluable contribution they have made to a successful year.

Our talented and enthusiastic team of staff and volunteers look forward to meeting more of the public so do take the chance to talk with us when we're in your area.

### **Influence**

Health and social care services undergo continuous change and the challenge for Healthwatch is to ensure that the patient, service user and carers receive services that meet their needs in terms of being safe, effective and of good quality. More services are to be delivered closer to home and within people's homes rather than in hospital and this requires a major shift in what commissioners such as our local Clinical Commissioning Group and North Somerset Council purchase on our behalf.

Healthwatch has a key role to play to bring the voice of the public to the strategic decision making involved in these changes.

The Health and Social Care Act 2013 provides for local Healthwatch to have a seat on the Health and Wellbeing Board, which in North Somerset is incorporated into the People and Communities Board. The Board brings together not just the NHS and North Somerset Council but also includes others such as public health, the police, the fire service and housing. This enables a more holistic approach to health and wellbeing.

During the year Healthwatch representatives across the country, including North Somerset

have undertaken training for their role on Health and Wellbeing Boards.

Although the Health and Wellbeing Board only meets twice in public during the year, members of the Board work collectively on key issues to examine how these can be addressed from a more strategic approach.

Healthwatch North Somerset has been represented on the North Somerset Clinical Commissioning Leadership Group since its formation and more recently two Directors have places on the North Somerset Joint Commissioning Committee. This new group formed between North Somerset Clinical Commissioning Group and NHS England is working on the changes to GP commissioning.

An important starting point for commissioners is the Joint Strategic Needs Assessment (JSNA) where detailed work is collated and reviewed to provide a database for the needs of the population across North Somerset. Healthwatch, along with other representatives, provides a 'reality check' from its access to public feedback.

Healthwatch North Somerset has been working closely with the North Somerset public health team, encouraging a new 'asset based' approach to communities both in Weston-super-Mare, South Ward and in Central Ward.

Healthwatch North Somerset has been co-opted to the North Somerset Council Health Overview and Scrutiny Panel and Adult Social Services and Housing Policy Scrutiny Panel. The Scrutiny role of the Panels aligns well with the work of Healthwatch and recommendations within our reports are utilised to assist their work. The pressure on services at all hospitals and particularly at Weston Hospital has seen Healthwatch

involved in a number of special events and our representatives continue to have ongoing input to represent the public at all levels.

**Georgie Bigg**

*Chair*

*Healthwatch North Somerset*

*June 2016*

## Message from our Chief Officer



**Eileen Jacques**

**This report reviews our achievements and the impact of our work in 2015-2016. It is useful to take time to look back at the huge amount of work achieved in just one year.**

At the end of a successful and very busy year, this is my opportunity to thank everyone who has worked with us to ensure that the people of North Somerset have the opportunity for their voice to be heard.

We have worked hard to further develop the organisation and raise our profile across North Somerset. We have made real progress with a committed and hard-working staff team, volunteers and Board.

A key factor for our success is the level and standard of our engagement work. Over the last year, we have carried out extensive engagement throughout the North Somerset Community, generating feedback on matters as diverse as GP services, stroke discharge and young people's mental health.

We are pleased to have an increasing quantity of feedback from the public and we

are equally pleased to see increasing evidence that health and social care service providers incorporate that feedback into their decision making. Your voice really does count!

There are many examples in this report of Healthwatch North Somerset having a significant impact in our influencing role.

We look forward to the challenges of the year ahead in the ever-changing world of health and social care, both locally and nationally. We will continue to work hard to ensure that local people's voices are heard to influence service provision.

We are proud of our achievements this year and will continue to ensure that we use the views and experiences of members of the public to improve services locally. I'm sure you will agree there is no doubt that Healthwatch North Somerset is making an effective impact on behalf of local people.

I would like to give a huge thanks to the Healthwatch North Somerset team who work tirelessly to reach out to the people of North Somerset; the Board of Directors who in a voluntary capacity have provided excellent support, leadership and guidance for the Chief Officer and the organisation through the year and of course to all our volunteers and members who continue to give their time and expertise to ensure that our work influences local health and social care.

And finally I would like to thank the people of North Somerset who take the time to feed back their views and experiences and enable us to work towards ensuring health and social care services in North Somerset meet the needs of local people.

We reached 122 Facebook Friends and 822 Twitter followers



Our volunteers gave us 700 hours of their time



Our work has been highlighted in local papers 29 times, on the radio (BBC and local) 6 times and on BBC TV twice.



We've had 11,783 visits to our website



We've published 14 reports



We engaged with 3000 local people



## Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

### About us

Healthwatch North Somerset is a Charity (no: 1158487) and a Company Limited by Guarantee (no: 8187141) contracted by North Somerset Council to carry out particular activities (Section 221(2) of The Local Government and Public Involvement in Health Act 2007).



### Our Mission Statement

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

### Our Team

In 2015-16 Healthwatch North Somerset employed 1 full time and 4 part-time staff.

The full time staff roles are:

Chief Officer

The part time staff roles are:

Operations Coordinator

Community Engagement Worker

Volunteer Coordinator

Information and Signposting Officer

We are supported by a Board of Directors and a team of volunteers.

Further information about the team can be found in the 'Our People' section of this report.



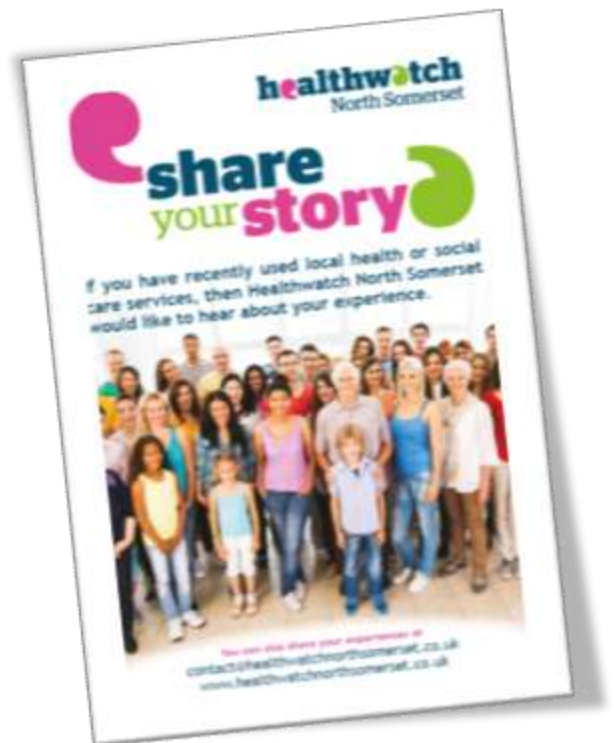
## Statutory functions

The legislative requirements of The Health and Social Care Act 2012 outline a number of statutory functions on which the activities below are based:

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 Health and Social Care services, and people responsible for managing or scrutinising local services and shared with Healthwatch England group structure.
5. Providing advice and information about access to local Health and Social Care services so choices can be made about local services.
6. Formulating views on the standard of provision and whether and how the local Health and Social 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.



# Listening to people who use health and social care services



## Gathering experiences and understanding people's needs

The purpose of gathering the views of the public in North Somerset is to make sure that they are heard by those in charge of health and social care locally and nationally and to ensure the views and experiences are taken in to account to improve services.

The role of Healthwatch North Somerset is to act as a 'critical friend' and hold the commissioners and providers of services to account on behalf of local people.

We influence decision makers in a variety of ways:

We record each piece of feedback received from the public on a database and we look for themes and patterns. When we recognise a theme or pattern we seek to look further into the issue.

When we look further into issues we often create a report and within the report we will offer recommendations.

We take into consideration whether the recommendations we make are achievable, affordable and evidence based. We ask all stakeholders relevant to the report for comments on the report before it is made available to the public. The law says that service providers must have regard to our views, reports and

recommendations and respond explaining what action they will take, or why they are not taking action.

We receive details about some issues formally from individuals and we acknowledge these, request agreement that we can forward on details of the issue to the appropriate body.

We produce monthly intelligence reports of the public feedback and experiences and these are distributed widely to providers and commissioners including North Somerset Council, North Somerset Clinical Commissioning Group, Care Quality Commission, North Somerset Community Partnership, NHS England South West, Quality Surveillance Group, Healthwatch England, Weston Area Health Trust, North Bristol NHS Trust and University Hospitals Bristol NHS Trust.



Gathering feedback from the public at an event

## Engaging with our communities

Wherever 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 for meetings wherever possible.

We provide a monthly newsletter and circulate it widely to approximately 300 people each month.

The Board held five Board meetings in public during 2015-16. Preceding these meetings, we seek to have speakers on key issues to provide the public with the opportunity to hear from key speakers, ask questions and tell us about their experiences. The reports of all our public meetings are made available to the public.



Sharing views at a meeting

The Healthwatch North Somerset team, Board and volunteers attend relevant 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 and informs our work.



Engaging with local people at our public meetings

We 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.

We seek local people's views and experiences of health and social care services through:

- Bulk emailing
- Newsletters
- Speaking at meetings
- Stalls at events
- Setting up our own events
- Community Groups
- Voluntary sector
- Projects
- Twitter
- Facebook
- Website

We ensure we engage with hard to reach and seldom-heard groups and embed our relationships with these groups through the development of a rolling programme of engagement ensuring we reach each of the following groups each quarter:

- Children and Young People
- Older People
- BME communities
- LGBT communities
- PSI
- Learning disabilities
- Parents of children with disabilities
- Mental health
- Homeless and vulnerably housed
- Travellers
- Substance abuse
- Carers
- Refugees and asylum seekers
- Maternity
- Care and nursing home residents

A list of all our engagement events through the year can be found in the Appendix.

All of our public engagement work seeks the views of not only those who are resident in North Somerset but also of those who work, volunteer and visit North Somerset and who may use local health and social care services.

Last year though our engagement activities we spoke to a diverse range of people in excess of 3000 and gathered approximately 1000 pieces of intelligence

which has been recorded and disseminated in our intelligence reports through the year.

These reports were provided to the commissioners and service providers to influence the provision of local services and provided to Healthwatch England.

We continue to increase our community engagement activities, as this is the most effective way of speaking to local people.

We continually seek new ways of engaging and broadening our reach in order to gain a greater variety of feedback and to reach all parts of the county.

Having undertaken more than 150 engagement activities through the year, the team with volunteer support ensured wide exposure and promotion of Healthwatch North Somerset in a range of settings. This has resulted in an increase in the quantity and quality of feedback.



Our stall at the Weston PRIDE 2015 event

We have worked particularly hard this year to make connections and engage with those whose voices are often unheard, including young people, older people and those who are disadvantaged through lack of confidence, opportunity or circumstance and a rolling programme has been developed to ensure this continues.



Working together to develop relationships

We have taken the opportunity to build sustainable relationships and trust, resulting in groups becoming more actively engaged with us over the year.

Whilst major progress has been made, we understand that these relationships in particular need to be developed and sustained in order to maintain trust and involvement in the long term.



Some North Somerset residents live on the boundaries of North Somerset and use services such as GP Practices in other

counties. When we receive feedback about out of county services we forward them to our cross county Healthwatch colleagues.

Many North Somerset residents also use other out of county services such as hospitals and GPs. We therefore ensure that any intelligence we receive for services in other counties is provided to the relevant service provider and commissioner.

We have developed good working relationships with Weston Area Health Trust and North Bristol NHS Trust and University Hospital Bristol NHS Trust who provide the services for Southmead, BRI and other Bristol Hospitals.

North Somerset also has a population of tourists who use the health and social care services in North Somerset; we have a duty to ensure that Healthwatch North Somerset is accessible to this population. We have distributed leaflets and posters and undertake engagement throughout North Somerset as well as having posters and leaflets displayed through Weston Hospital.



## Enter and View

Under the Healthwatch regulations, local Healthwatch organisations have the power to Enter and View providers so that our authorised representatives can observe matters relating to health and social care services.

Service providers must allow an authorised representative to Enter and View and observe activities on premises as long as this does not affect the provision of care or the privacy and dignity of the people using services.

These powers do not extend to Enter and View of services relating to local authorities' social services functions for people under the age of 18.



Providers do not have to allow entry to parts of a Care Home that are not communal areas or allow entry to premises if their work on the premises relates to children's social services.

We can make the decision to Enter and View a service based on the intelligence received about a service or at the request of a statutory organisation.

During 2015-16 we recruited and trained six Enter and View volunteers:

Lottie Enser

Patricia Godfrey

David Pearce

Bob Skinner

Anne Skinner

Jane Towler

Only our Authorised Representatives can undertake Enter and View and only for the purpose of carrying out the activities of Healthwatch North Somerset. All our Enter & View Authorised Representatives have been DBS checked and have undergone specialist training including adult safeguarding, to visit and observe health and social care services in a range of NHS and social care premises, in accordance with Healthwatch North Somerset guidelines.

We designed and distributed a leaflet for care providers explaining about the Enter and View process. We produced another for distribution to residents and their families.

We sent copies of both leaflets to the managers of all the Care Homes registered in North Somerset asking that they are displayed and made accessible for residents and their families.

## What we've learnt from visiting services

### During 2015-16 we Entered and Viewed three Care Homes in North Somerset.

These Care Homes were selected as they had been participating in the Dementia Care Matters Butterfly programme and were considered to be a providers of good practice and therefore a useful starting point for our newly trained volunteers. The purpose of the visits was to identify good practice that could be shared with others, and to identify any issues about which service users feel concerned.

#### 1. Earlfield Lodge, Weston-super-Mare

Recommendations for improvement:

- i. There was no complaints procedure displayed and it was recommended that it should be displayed in a prominent area for residents and visitors to access.
- ii. The Butterfly philosophy was not implemented throughout the Home. It was recommended that this occur for the benefit of all residents.
- iii. A list of activities was not displayed and it was recommended that details of social activities are displayed to ensure all residents had the opportunity to be participate.

#### 2. Manor Park Residential Care Home, Weston-super-Mare

Recommendations for improvement:

- i. One resident had not taken medication which was loose on the table; it was recommended that staff ensure that residents take their medication at the time it is given to them.
- ii. Due to concerns about the use of fibre optic lights for sensory stimulation it was recommended that the Manager ensure that all staff are aware of potential risks to eye safety.

#### 3. Haven Lodge Care Centre, Portishead

Recommendations for improvement

- There was no complaints procedure displayed and it was recommended that it should be displayed in a prominent area for residents and visitors to access.

Enter and View visits are a brief snapshot view of a Care Home at a particular point in time, undertaken by lay people, offering a useful lay perspective, looking particularly at the 'dignity and care' of residents.

Full inspections of all Care Homes are undertaken by the Care Quality Commission (CQC) and their reports can be accessed on the CQC website.

All our reports are forwarded to the Local Authority, the CQC and the Clinical Commissioning Group (CCG). These and subsequent Enter and View reports are available on our website and are available in other formats on request.

*We recommend that a thorough check, review and visit is carried out before making decisions about any residential care.*



## Helping people get what they need from local health and care services

Healthwatch North Somerset has a statutory function to provide an information and signposting service to help local people get what they need from local health and social care services.

In order to fulfil this function, we have developed a whole range of ways to help local people access the kind of information they need. We offer a free, friendly and confidential service that is independent from the NHS and social care services providing a signposting role only.

This means that we will give the contact details for a range of services that best supports the enquiry. We offer information about the choices people have with regard to where they might get help in relation to their health, social care and wellbeing needs. People then need to contact those organisations themselves.

We offer information about the choices people have.

The provision of information resources for people in North Somerset is well supported by existing advice and information services. We offer an additional resource specifically for health and social care making use of existing directories of health and social care services and do not seek to duplicate information already available.

Our website has a 'Useful Links' page which provides links to all kinds of local and national information. The feedback function of the website provides an easy way for people to provide quick feedback about a local service.



Providing signposting information leaflets to the public

Our enquiry line enables any caller to ask for information and advice on any health or social care topic. We offer help to local people get the answers they need - this will often be through referring them to the relevant service.

The line is open Monday to Thursday 9.30am-2.30pm. We receive an average of six calls per week for signposting information but several more are received during our engagement activities.

We produced a Local Health and Social Care Information Directory which was distributed free throughout North Somerset.



## Public Consultations

We email our contacts with details of public consultations and other pieces of useful information to encourage participation. This information is added to our website. For those that don't have access to electronic resources, we mail printed versions of our newsletter.

## Complaints

We provide information about what to do when things go wrong and the information needed to instigate a complaint about a service. We have a complaints section on our website and we respond to emails, letters and phone calls from the public who request information about how to proceed with a complaint.

We provide information about what to do when things go wrong and the information needed to instigate a complaint about a service.

If necessary, we refer people to our partner the independent health complaints advocacy service, SEAP, who provide the service for North Somerset. We share information on a regular basis to identify themes and common trends.



There were 54 new complaints advocacy cases in North Somerset during 2015-16 of which, we referred eight people.

67% of the clients that accessed the service reported vulnerability/disability.

The majority of reported concerns were with regard to:

- Attitude of staff - widely reported but not attributable to a single organisation.
- Quality of Treatment - reported across a number of organisations.
- Patient Pathway - relating to communication and processes between primary and secondary healthcare.

There were also a number of out of area complaints mostly with regard to the Bristol based Trusts, across an assortment of issues. Including complaints handling at North Bristol NHS Trust, particularly with regard to delays and poor responses.



Supporting and signposting local people

## Our newsletter

Our monthly e-bulletin is sent to nearly 500 contacts. It helps local people to keep in touch with our activities.

It lists developments in the North Somerset Health and Social Care sector and flags up ways in which local people can have their say on the issues that matter to them.

How we have made a difference



## Our reports and recommendations

Healthwatch North Somerset has published 14 reports during 2015-16 as a result of public engagement activities, with a view to influencing decision making and service provision through evidence provided by local people.

Of these, seven reports are of specific investigations and are detailed in the following pages; these reports incorporate recommendations to stakeholders who are offered an opportunity to respond to the reports before they are made available to the public.

There have been varied responses to our recommendations, some stakeholders have chosen not to respond, whereas others have taken the reports positively and incorporated the findings to improve services.

Three reports relate to the Enter and View of premises and four are round-ups of feedback received on GP and Hospital services through the year. All our reports are available to the public and can be accessed on our website or in other formats on request.

A synopsis of each of our reports is presented in the following pages

All our reports are provided to North Somerset Council, North Somerset Clinical Commissioning Group, NHS England, the Care Quality Commission, and Healthwatch England.

We work collaboratively with the Care Quality Commission (CQC) providing

monthly intelligence and other reports. When we were advised of a CQC inspection, (in 2015-16 these included GP surgeries, Weston General Hospital and dentists) we provided the information we have gathered on that organisation to complement and support local CQC monitoring, inspection and regulatory activity.

We work closely with Healthwatch England (HWE) and have provided information, local evidence and insight. This information has been utilised by HWE to build up a valuable national picture. Our research on discharge was incorporated into the HWE national report on discharge 'Safely Home'.

## Health and Wellbeing Board

Healthwatch North Somerset has a statutory seat on the Health and Wellbeing Board (known as the People and Communities Board in North Somerset).

The Health and Social Care Act 2012 established Health and Wellbeing Boards 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.

The Healthwatch North Somerset Chair is our representative on the Board and is updated on an ongoing basis on the work and issues raised which enables effective representation of the feedback, views and experiences of the public.

We know from extensive public feedback for local people the most important and valued health and social care service is the primary care service provided by GPs. We asked local people to share their experiences of their GP Practice.

#### This is what they told us:

The majority of people surveyed rated their GP Surgery, GPs and staff highly and were happy overall with their care, treatment and services received.

- More than a third of people surveyed did not find it easy to make an appointment with their GP.
- Just over a quarter of people told us they are unable to see a GP of their choice and felt they did not have enough time with the GP.
- 28% told us they avoid certain GPs at their surgery.
- There were concerns about a lack of privacy to talk at reception in confidence.
- Only 1% of respondents told us their appointments are always on time.
- Two thirds of eligible adults had not taken the opportunity to have a free NHS Health Check.
- Half of respondents did not understand the difference between the 111 service and the out of hours GP service.
- 29% told us they would not feel comfortable making a complaint against the GP service.



“It is incredibly difficult and frustrating trying to get an appointment.”

“Clearly need more “allocated” time per appointment. Always feel guilty if you need more than the allotted 10 minutes.”

” In the main they are excellent and we appreciate the care they have given us but there are problems with getting an appointment to see the doctor you prefer”.

Healthwatch North Somerset made recommendations based on feedback received.

#### Outcomes

The report was presented at the North Somerset Health Overview and Scrutiny Panel who acknowledged the useful contribution of the report to improving health services for the public with a recommendation that the GP response to the report be raised at the CCG GP Membership Forum.

One of the key issues that people in North Somerset discuss with Healthwatch North Somerset is difficulties experienced accessing NHS dental services, in particular in areas outside of Weston-super-Mare.

It was also highlighted that there are particular difficulties in accessing treatment for people who have disabilities and are unable to leave their homes. As a result of intelligence received from the public, Healthwatch North Somerset decided to investigate and evaluate access to NHS dental service provision in North Somerset.

We undertook a secret shopper 'Review of Access to North Somerset NHS Dental Services'.

#### This is what we found out:

- The information on the NHS Choices website was inaccurate and was not kept up to date.
- Nearly half of all the dentists who advertised as taking NHS patients stated when contacted that they did not.
- NHS 111 provided information on available NHS dentists that was not accurate.
- The majority of dental practice websites did not display the correct NHS 111 contact details for out-of-hours dentists.
- There was a lack of clarity at NHS 111 about disabled access to NHS dental services including home visits for house-bound people.



“I have an illness that means I cannot leave the house, when I phoned 111 due to dental pain, I was advised I must attend at a dental surgery.”

“I cannot find an NHS Dentist who will take my family.”

Healthwatch North Somerset made recommendations based on feedback received.

#### Outcomes

The issues were escalated by NHS England Dental Team to Heads of Primary Care for the South West.

NHS England became aware of difficulties caused by inaccurate information on NHS Choices and undertook discussions with the Health and Social Care Information Centre and the Commissioning Support Unit to review data quality issues in NHS Choices

NHS 111 inaccuracies in their Directory of Service were raised with the PCIS user group to enable the creation of more accurate reporting of changes to service to NHS 111.

NHS England put in place processes to ensure that all dental practices were reminded of the Primary Care Dental Service for housebound patients.

## Your Voice Counts: Young People

### Young People's Positive Mental Health

We received feedback from young people regarding the stigma attached to mental health and the difficulties in accessing and awareness of services.

We worked in partnership with Weston College students to hold a positive mental health event for young people in North Somerset with the aims of:

1. Raising awareness of mental health issues.
2. Challenging the stigma associated with mental ill health.
3. Providing the opportunity for young people to share feedback and opinions about health and social care services and have their voice heard.
4. Empowering young people to access services and understand their rights.

#### This is what they told us:

- They wanted to know more about the different mental health challenges that young people may face.
- More than half the young people had suffered or knew someone who had suffered with poor mental health.
- Their first ports of call, if they needed mental health support, would be the College Welfare Service and then their GP.
- They want to have more information on where to go if they need help and would like that help available in an easily accessible place and format.



“We think the event was valuable because as more people know about mental health they won't judge sufferers.”

“Now we know the signs, we think we can be useful in helping spot them in other people and offer them advice.”

**Healthwatch North Somerset made recommendations based on feedback received.**

#### Outcomes

The Report was taken into consideration by CAMHS (Child and Adolescent Mental Health Services) and in the procurement of Childrens and Young People's mental health services.

North Somerset CCG carried out an evidence review and needs analysis to improve links with young people.

The Report was included in a wider Healthwatch England national report on young people's mental health.

The Children's Commissioner, Anne Longfield, publically acknowledged the report.

The evaluation of access to maternity services in North Somerset was undertaken in response to feedback received from the public. It is the culmination of a period of engagement work in which we accessed mother's views at Children's Centres, Mothercare outlets and other engagement opportunities.



### This is what you told us:

- 8 out of 10 people had positive experiences of their local maternity services.
- 16% reported a negative experience but there were no overarching common themes.
- You told us that although you have your antenatal care in North Somerset most of you choose to birth in one of the larger hospitals in Bristol.
- You told us you would like access to more information and support when pregnant and as new mothers.
- You told us you would like more support when breastfeeding.
- You told us you wanted to know more about home birthing.

“Friendly and caring with excellent knowledge.”

“...health visitor...supportive but not actually able to offer in-depth advice.”

“Very supportive GP.”

“Friendly and caring midwife with excellent knowledge.”

“Slow discharge, waited all day”.

Healthwatch North Somerset made recommendations based on feedback received.

### Outcomes

The Maternity services report fed into the BNSSG Maternity Voices Group and was complimented for its findings and information.

The report was provided to local providers and commissioners, NHS England and the CQC.

North Somerset CCG committed to follow up the issues raised in the recommendations.



## Your Voice Counts: Community Services

### Community Stroke Services - Special Enquiry

Services to stroke patients after discharge was an issue highlighted to Healthwatch North Somerset by local people and on which we received a large amount of public feedback.

#### This is what you told us:

- There was a delay between discharge and the provision of community support and therapy.
- There was a lack of relevant information provided on discharge when leaving Bristol hospitals.
- There was a lack of follow up after discharge by local health and social care services.

“Having a stroke was terrifying. When I was sent home from hospital I didn’t have any information.”

“I was given six weeks of physiotherapy, and then discharged, even though I couldn’t walk. The amount of physio you get should be based on need - they shouldn’t just tell you you’ve had six weeks and that’s that.”



Healthwatch North Somerset made recommendations based on feedback received.

#### Outcomes

The report was acknowledged by North Somerset Clinical Commissioning Group with a commitment to work closely with Bristol Hospitals to ensure North Somerset Patients are ‘...better linked to local services on discharge, and are supported throughout with consistent local information throughout their stay in hospital and beyond.’

The concerns about access to stroke rehabilitation services in the community were acknowledged and assurances were provided that adjustments would be made to the Community Services contract from April 2016 to focus on a person’s individual outcomes and that the provider will be given greater flexibility to ensure needs are met.

The gaps in the service provision were acknowledged by North Somerset Community Partnership and the recognition of the need to review stroke ‘pathways for rehabilitation’ to ensure that ‘referrals are dealt with consistently and at the earliest opportunity, rather than just at the point of discharge...’.

University Hospitals Bristol NHS Trust made a commitment to ‘ensure that all discharged stroke patients ... take a personal hand held copy of their discharge summary home...’ and that ‘...a supply of the North Somerset Stroke Passport and North Somerset Home

from Hospital information ...' is available in hard copy for all patients on discharge.

The Trust also made a commitment to refer carers before discharge to the Carer Support Liaison team to ensure they have any support they require. Staff were given a Safety Briefing about safe discharge into North Somerset.

The Report was taken to North Somerset Clinical Commissioning Leaders Group for consideration.



All our full reports are available on our website and in other formats on request.

### Our website

Our website is utilised to keep local people and our partners updated with our engagement activities, our meetings and events, Health and Social Care news, our reports, information and other items of interest.

In 2015-16 we had 11,783 visits to our website showing a good level of interest in our work.

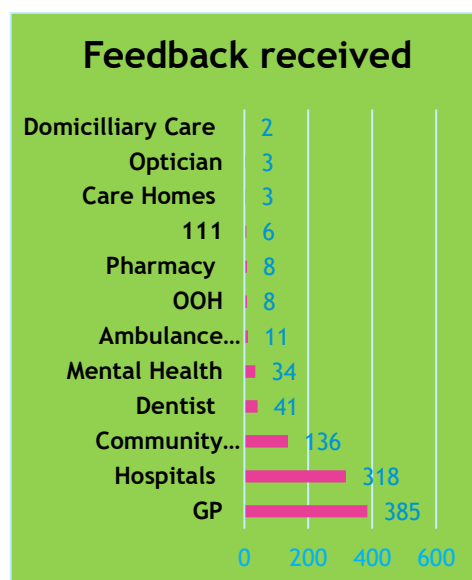
Our website has a unique feedback facility, which enables local people to share their experiences of local health and social care services. The information from the website is collated into our reports and shared with service providers.

### What you told us

You provided us with almost a thousand pieces of feedback through the year. All your feedback has been forwarded to providers of services to ensure that your local services are suitable for your needs.

Because Healthwatch North Somerset has statutory functions this means that providers and commissioners must take the information you provide us into consideration. **Your voice counts!**

The services that you told us about most were GPs and Hospitals, followed by Community Services.



You praised your local services regularly and approximately 48% of your feedback to us complimented your local services.

### What we did

Each month we share the feedback you give us to the local hospitals, the Clinical Commissioning Group, North Somerset Community Partnership and other service providers. We also share your feedback with the CQC, NHS England and Healthwatch England.

## Making a difference: You said ... We did ...

**You told us** that you had concerns about specific issues and we looked deeper into some of those issues and created reports and recommendations; these are outlined above. We also contact local services providers about issues that you raise with us and some of these are outlined below.

**You told us** you had concerns about the changes made to the Bristol Eye Hospital Pharmacy including signage in the BRI.

We contacted the hospital and informed them of the difficulties you were having. They told us they have facilitated a drop box in the hospital for prescriptions but it was placed where it was not easily accessible and they were going to now move it closer to the reception desk. They also advised that they will promote more actively that patients can request to have their prescriptions made up locally.

The Hospital agreed the signage was inadequate and improved high contrast signage and posters will be now be used.

**You told us** that the timetable for pre procurement engagement phase of the BNSSG procurement of specialist childrens services was too short and not far reaching enough.

We raised this with North Somerset CCG and they agreed to increase the engagement phase by an additional six weeks to enable

local people to have the opportunity to feedback their views.

**You told us** that you had long delay at Weston General Hospital A&E.

We raised this with the hospital who advised they would discuss this with staff at the next staff meeting.

**You told us** that you wait a long time for responses from PALS at Southmead Hospital.

We told the hospital and they are now focusing on decreasing the time it takes to respond to you.

**You told us** about your experiences with GP Practices, mental health services, SW Ambulance Service and Weston Hospital.

We worked with the Care Quality Commission prior to their inspection of these services in North Somerset. We passed the feedback (anonymised) to them to be used alongside the CQC's other intelligence.

**You told us** of a concern that patients under the 'Violent Patient Scheme' needed to travel to Bristol to see a GP.

We raised this with NHS England who advised they were seeking to procure the services and that access may be easier as a result and invited HWNS onto the Violent Patient Scheme Panel.

## Your Voice Counts: Social Care

### Taking Control: You and your personal budget

Healthwatch North Somerset became aware that some members of the public were having difficulty accessing their budgets and administering the scheme.

We considered it was an appropriate time to offer an opportunity for the public to hear an update from the key stakeholders and ask questions.

The meeting was attended by approximately 30 members of the public who had the opportunity view the presentations and to ask questions of the seven expert speakers in attendance.

The audience heard about the differences between Personal Budgets and Personal Health Budgets; how the budgets worked and a service user provided insight into how access to personal budgets had provided independence. There were many questions from the audience who left the meeting much better informed.



Engaging with the community



## Our volunteers

**Our volunteers provide us with invaluable expertise and support.**

At the end of 2015-16 we were supported by 26 volunteers (excluding the Board of Directors) who provided almost 700 hours of their time to seek and represent the voice of the local people on health and social care.

All of our volunteers have undertaken induction training and many of them support us in more than one role.

### Volunteer roles

**Community Outreach volunteers** gather views from local people in a variety of settings.

**Healthwatch Representatives** represent Healthwatch North Somerset on health and social care related Boards and meetings.

**Enter and View volunteers** visit, observe and report back on NHS funded services.

**Office Support volunteers** provide us with administrative support in the office.

**Events Team volunteers** - join us at events to 'man' the stall and engage with people.



Our volunteers

## A Spotlight on Kryz

### Community Outreach and Admin volunteer

Kryz heard about Healthwatch North Somerset at a Senior Community Links meeting. Both Kryz and her husband have chronic health conditions and mobility issues but this didn't deter her from joining our team of volunteers.

Kryz is a member of the

Macular

Society and is a trained speaker and she brought her expertise in engaging with people with her.

Kryz runs a monthly stand gathering feedback from people who visit Yatton library - she had support from a member of staff to begin with but soon recruited a friend to help her out at the session!

Kryz, along with all our new volunteers, attended Induction Training and has a very good grasp of the remit and role of Healthwatch. Kryz also represents Healthwatch North Somerset on the Local Eye Health Network.

Recently Kryz has been supporting our office based projects and comes in regularly to update our Signposting database.

Kryz says "**Volunteering with Healthwatch North Somerset is relaxed and straightforward**".

She enjoys meeting people and "having a laugh" as she talks to them.

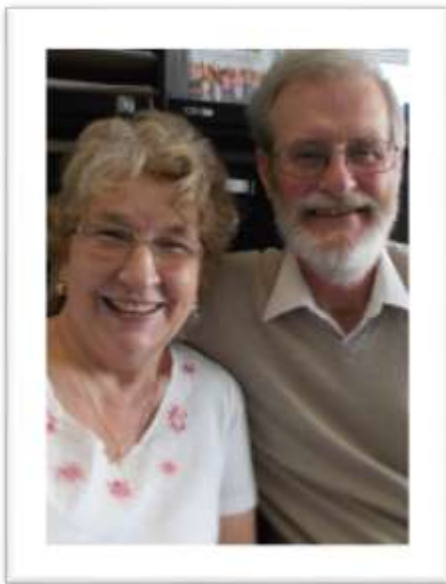


## A Spotlight on Anne and Bob

### Enter and View volunteers

Anne and Bob were already members of Healthwatch North Somerset when they responded to a request for volunteers to be involved in the Enter and View programme.

They joined the training day in November have successfully completed induction training, DBS checks and safeguarding training.



Their first Enter and View visit was supported by staff alongside other volunteers.

Anne and Bob visited a Care Home and subsequently Bob collated the information gathered during the visit and wrote up the report. They have since conducted a visit to a small care home on their own.



## A Spotlight on Nick

### Community Contact volunteer

Nick has been volunteering for Healthwatch North Somerset for only six months but he has really put Clevedon on the map!

Nick joined us as a Community Contact volunteer. His role is to identify places in his area where Healthwatch information can be displayed.



Nick went over and above his brief visiting a variety of businesses, shops and venues in Clevedon and chatted to them about Healthwatch North Somerset.

Many of his contacts hadn't previously been aware of Healthwatch North Somerset so Nick's time and effort are invaluable. Nick revisits his contacts regularly to replenish supplies of our publicity materials.

Nick also runs a monthly information session at Clevedon library. He chats to local people about their experiences, records the feedback provided and emails it to the office.

**If you would like to find out more about volunteering opportunities with Healthwatch North Somerset please get in touch.**

**We welcome all offers of support.**

### Healthwatch North Somerset represented the lay voice in the procurement of community services in North Somerset.

An email to our members asking for volunteers resulted in eleven Healthwatch members volunteering to participate in the procurement of community services.

In doing so they agreed to undertake representation of the lay voice over a number of months giving many hours of their time.

The volunteers undertook training provided by North Somerset Clinical Commissioning Group and the South West Commissioning Support Unit and began an interesting journey of involvement in the design and marking of critical factor questions and co-designing the next phase of involvement as well as attendance at consensus and project meetings.

**“It was really interesting, I’m glad I agreed to be involved.”**

Not all volunteers were able to commit for a long period and the numbers dwindled until we had a core of six volunteers who remained in the process until the end.

For each of the three stages of the process, the volunteers received large packages of confidential paperwork to mark against set criteria. The lay volunteers marked questions on Social Value and Engagement and attended

lengthy discussion (consensus) meetings to agree group marks.

The CCG had a duty to ‘make arrangements’ to involve the public in the commissioning of services. The involvement of the volunteers provided the CCG with a valuable insight into issues that were of importance to lay people and an equally useful insight for the volunteers into the complex process of commissioning as well as the important opportunity to embed the lay voice in the commissioning of services.

Working alongside the volunteers Eileen, HWNS Chief Officer, marked the papers and attended the consensus meetings, she also represented the public voice on the Board and at other meetings - attending more than 100 meetings during the year.

By the end of the process, when the contract was signed six volunteers remained and will continue to be involved in the transition process.



Contributing to meetings

## Patient participation

**Healthwatch North Somerset, supporting local Patient Participation Groups to link together.**

We received two separate phone calls from Patient Participation Group (PPG) Chairs asking if we could do something to help the PPG's link together. There was a feeling of isolation and need for peer support.

PPGs are representative voices in GP Practices for patients, this function is similar to that of Healthwatch North Somerset.

We decided to set up two exploratory meetings for PPG Chairs, one in the North of the county and the other in the South and contacted each GP Practice to invite their PPG Chair to attend.

Nine Chairs attended the first meetings, representing almost a third of the GP practices in North Somerset.

The Chairs agreed they wanted to continue to meet and we set up the next meetings to occur every two months.

The meetings are supported and Chaired by Healthwatch North Somerset. More than two thirds of PPG chairs attend the lively meetings at which a local speaker attends to talk with the group, expanding their knowledge of the local Health system. They provide a good opportunity for PPG Chairs to gather and exchange views, experiences and support.

Through the meetings, we have developed strong key relationships with an important representative group.

## Special Inquiry

**In July 2014 we produced a report called 'Discharge: Special Enquiry' which fed into the Healthwatch England national report on hospital discharge entitled 'Safely Home'.**

We were delighted to support North Somerset Council's bid, based on the Healthwatch Discharge Reports, to the Centre for Public Scrutiny for funding for a National Learning Project Stakeholder Inquiry Day. North Somerset Council were one of only three successful bids nationally to receive funding for an inquiry event.

Councillors, providers, strategic leaders, commissioners and patient groups were invited to attend the day, along with Healthwatch North Somerset.

On 31st March 2016, Healthwatch North Somerset participated in the 'Piecing It Together 2016' Inquiry Day along with key stakeholders in North Somerset including North Somerset Council's Health Overview and Scrutiny Panel (HOSP).

The inquiry day focused on Hospital Discharge and the workshop was based upon Healthwatch England's five key findings.

The feedback from the workshop provided HOSP with a number of proposals to enable the drafting of an action plan for consultation.





**We worked collaboratively with North Somerset Public Health to set up the Central Ward steering group with a view to engage with one of the most deprived communities in North Somerset.**

We wanted to undertake engagement work in the Central Ward area to identify key health and wellbeing issues and whether there were any barriers to health and social care.

In order to achieve this effectively we recognised that we needed to involve local people. Public Health wanted to undertake ABCD (Asset Based Community Development) and working together would enable both organisations to achieve its aims whilst working with the community.



Recording feedback

The Steering Group consisted of Healthwatch North Somerset, North Somerset Public Health, the local Councillor and a local voluntary sector group. It was

agreed that the steering group would be enhanced by the addition of people from the local community as soon as possible.



Engaging with local residents in the Heart of Weston

In November 2015 the first engagement day was set up for people living or working in the Ward, it was attended by more than 50 people who provided an insight into the community, identifying existing assets. Links were made and key local people were invited onto the Steering Group; the Group was renamed 'Heart of Weston'.

We recruited an engagement worker for an intensive three months of engagement work with local people to determine if there were any the barriers to health and wellbeing in their area.

The report of our engagement work was published in May 2016. Key findings included difficulty accessing GP and mental health services and a lack of community cohesion.

The report will influence future engagement and development in the area. Further ABCD work is continuing aided by the steering group

**We undertook a pilot project, coproduced with the voluntary sector and North Somerset Clinical Commissioning Group (CCG) which aimed to affirm the expert knowledge of patients living with a long term condition by co-designing a course specifically around their needs.**

The pilot aimed to identify whether a unique approach undertaken by patients with long term conditions would help patients become empowered to self-manage their condition, increase patient confidence and quality of life and reduce the frequency of primary care appointments.



Patient in Control Steering Group and participants

A local Fibromyalgia support group was identified and agreed to participate in the pilot. This group of patients have progressive, acute health problems which can flare up, vary in intensity and present differently for each sufferer.

A steering group was set up to meet monthly consisting of Healthwatch North Somerset,

North Somerset CCG, the Chair of the Fibromyalgia Support Group and an independent trainer, experienced in long term conditions, was recruited to develop the course.

The course was developed as a self-management approach to fibromyalgia, providing a holistic package of educational support to people to enable them live more easily with a long term condition. Thirteen participants were recruited to the course which took place over seven consecutive weeks.

Unique to the course was the recruitment of volunteer buddies to support the participants for the duration.

The participants underwent evaluation several times, before, during and after the course using a robust evaluation tool.

The evaluation data, which is being analysed independently, will form the basis of the conclusions of the pilot.

If the data supports the theory it is hoped that the course programme can be rolled out to support groups of people with long term conditions.

At the time of writing, the final data is being prepared for analysis for the final report.



## Future priorities

### Through 2016-17 we will continue to:

- Engage with all sections of the local population including those that are hard to reach or whose voice is seldom heard
- Gather the public views and experiences of local health and social care services.
- Recruit volunteers who reflect the local community.
- Ensure we are a welcoming, inclusive and listening organisation.
- Provide accessible Information.
- Present local views based on credible evidence, presented in an accessible, relevant way.
- Provide constructive challenge on behalf of local people when required.
- Develop informed, robust relationships based on mutual respect and an appreciation of the different roles each organisation plays.
- Provide judicious use of enter and view powers by collaborative working with other inspection regimes.
- Collect, analyse and share information.



### The key areas identified for the year are:

- Adult Mental Health
- Enter and View
- Social, domiciliary and day care
- Health inequalities
- Obesity
- Dental services
- Hospitals
- Children and Young People's Services reprocurement
- Sustainability and Transformation Plans



Engaging with the community

Our Prioritisation Panel meets quarterly and identify issues for further action based upon intelligence feedback received from the public.

## Decision making

### Our Governance and decision making

Healthwatch North Somerset acts with the authority of Parliament granted by the provisions of Local Government and Public Involvement in Health Act 2007 and the Health and Social Care Act 2012.

Healthwatch North Somerset is commissioned by North Somerset Council to undertake the statutory functions outlined in the Acts above. The functions are detailed in Statutory Functions section of this report.

Healthwatch North Somerset is a charity governed by a Board of Directors who are unpaid and act in a voluntary capacity. The Board meets in public through the year and decisions are made in the public domain.

Healthwatch North Somerset is a membership organisation and has made provision for decisions on behalf of the charity to be agreed by lay members.

The decision making processes are included in the Healthwatch North Somerset governing documents (Articles of Association) which include details about how activities are undertaken.

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 processes to ensure local accountability:

- an annual general meeting, which is open and accessible to local stakeholders
- a published annual report
- accounts available for public inspection
- organisational governance structures
- public Board meetings.

## Safeguarding

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to creating high-quality health and social care (ref: CQC [www.cqc.org.uk/content/safeguardingpeople](http://www.cqc.org.uk/content/safeguardingpeople)).

We have a Safeguarding policy and the team and volunteers have undertaken Adult Safeguarding Training.

Healthwatch North Somerset has a place on the Adult Safeguarding Board.

During 2015/2016 we referred five contacts to the adult safeguarding team.

## Our team

### Our Board of Directors

Lance Allen *(from May 2015)*

Georgie Bigg *(Chair)*

Graham Briscoe *(until October 2015)*

Michelle Burnett *(until October 2015)*

Craig Eddy *(until March 2016)*

Tim Evans *(from July 2015)*

Tom Foot *(until August 2015)*

Celia Henshall

Joanna Pritchett *(from November 2015)*

Dick Whittington *(Treasurer)*

Nikki Williams *(until June 2015)*

### Our staff team

Eileen Jacques

*Chief Officer*

Sophia Jones

*Volunteer Coordinator*

Karen MacVean

*Community Engagement Worker (from August 2015)*

Claire Malton

*(Temporary Admin support until June 2016)*

Vicky Marriot

*Freelance Community Worker (from January 2016)*

Kerry McDermott

*Information and Communications Officer (maternity leave from July 2015)*

Tamar Sutton

*Community Engagement Worker (until December 2015)*

Janice Walsh

*Operations Coordinator (from August 2015)*



Kerry McDermott; Eileen Jacques; Vicky Marriot



Janice Walsh; Karen MacVean; Sophia Jones

## Our finances



<b>INCOME</b>		<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities		147,000
Additional income		2,503
Funding from local authority in prior year brought forward to fund agreed projects		32,900
Total income		182,403
<b>EXPENDITURE</b>		
Operational costs		55,916
Staffing costs		96,769
Office costs		29,120
Total expenditure		181,805
Balance brought forward		£598

## Appendix 1: Engagement Activities

### Engagement activities during 2015-2016

During 2015 /2016 we engaged with more than 150 groups and spoke to almost 3000 people.

#### Learning disabilities

Alliance Learning Disability Group

North Somerset Learning Disability Event

#### Older people

Older peoples advisory group

Senior Lawns group Backwell

Leg club Nailsea

Good Companions Blagdon

Daylight Plus Group

Backwell Seniors Group

Senior Community Links

#### BOME

Multicultural Friendship Association

#### Children and Young People

Weston College Freshers Fayre

Portishead Youth Club

The Barn Youth Club

LGBT HERO Youth Group

Portishead Leisure Centre

Long Ashton Playgroup

Nailsea Childrens Centre

Worle Play and Stay

Worle Childrens Centre

Mothercare

Little Possums Parent and Baby Café

Avon Maternity Voices Forum

Our Voice Counts

Supportive Parents

Toddlers Group Yatton

#### LGBT

HERO Youth Group

PRIDE festival Weston

#### Carers

Stroke Association Groups Weston and Nailsea

Alzheimers Support Service Team

Carers Trust Phoenix

#### Older People

Shaw Health Care

Petersfield Care Home event

Senior Community Links

#### Mental Health

Mental Health Network

Portishead Lighthouse Café

North Somerset Alzheimer's Team

#### Others

Stroke Association Survivors and Carers Groups

Diabetes Support Groups Nailsea and Portishead

North Somerset Alzheimers Team

Addaction

1in4

Homestart

Somewhere To Go

Macular Group Backwell

Diabetes UK

Dementia Support Group Weston

Heart of Weston Stakeholder Event

Diabetes Transformation Group

Join the Dots Workshop

Nailsea market

Libraries: Weston, Clevedon, Nailsea, Yatton

Ploughing Match

Wrighton Parish Council

Long Ashton Parish Council

Crossroads Carers Conference Stall

Asda Weston

Retired NHS Fellowship Group

Portishead Rotary Club

North Somerset Show

Portishead Leisure Centre

Asda

Street Walkabouts Yatton and Clevedon

Village Agent Event



## Appendix 2: Meetings Attended by Staff, Board and Volunteers

NSC ABCD training
Adult Services & Housing Policy and Scrutiny Panel
Advice North Somerset Conference
Appreciative Enquiry
AWP
Breathe Easy Group Weston
BRI Patient Experience Group
Bristol Eye Health Network
Carers Partnership Group
Central Ward - 'Heart of Weston' Forum
Central Ward Forum event
Chief Inspector of Hospitals Quality Improvement Group
Chief Inspector of Hospitals Quality Improvement Group AWP
Children's Obesity Strategy Steering Group
Children's Oral Health
Childrens Service Consultation
Clinical Commissioners Group Joint Commissioning
Clinical Commissioners Leadership Group
Commissioning and Reconfiguring
Community Services Children's Stakeholders
CQC
CQC re Weston Area Health Trust
CQC Strategy Workshop
Crossroads Care
Crossroads Care Conference
CSIG
Dental Local Professional Network
Discharge to Assess Implementation Working Group
Equality and Diversity Group
Equality Delivery Group
Equality Impact Assessment
Equality Scheme Implementation Group
Evaluation workshop
FAHLC
Future in Mind Strategy Group
Health and Safety

Health Group
Health Overview & Scrutiny Panel Agenda Setting Meeting
Health Overview & Scrutiny Panel, Hospital Discharge Inquiry
Health Overview & Scrutiny Panel, Weston Area Health Trust working group
Health Overview and Scrutiny Panel
Health Overview and Scrutiny Panel - sub-committee
Healthwatch Leaders
Healthwatch North Somerset AGM
Healthwatch NS public meeting - 111 service presentation and discussion
Healthwatch NS public meeting Ambulance Service presentation and discussion
Healthwatch SW Network
HWE Briefing
HWE Quality Stakeholders SW
HWNS Board Meetings
Informal Adult Social Care & Housing Policy Scrutiny Panel
Informal Health Overview and Scrutiny meeting re winter pressures
Interim Joint Commissioning Committee
Join the Dots Event launch On-line Directory
Joint Commissioning Committee
Joint Strategic Needs Assessment meeting
Learning Disabilities Partnership Board
MADE Event Weston Hospital
Mental Health Network
NHS England
NHS SW Meeting
North Somerset CCG Governing Body Annual Public Meeting
North Somerset Clinical Commissioning Group /NSCP Stakeholder presentation
North Somerset Community Partnership Nominations Committee
North Somerset Council Provider Event
North Somerset Male Health Group
NS Adult Safeguarding Partnership Board
NS Adult Safeguarding Partnership Board development workshop

NS CCG Mobilisation Board
NS CCG Advisory group
NS CCG Assurance and Negotiation
NS CCG Communications and Engagement
NS CCG Community Procurement Board
NS CCG Community Services Projects
NS CCG Consensus Meetings
NS CCG Equality Delivery Group
NS CCG Governing Body & CCLG Seminar
NS CCG Involvement in Social Value
NS CCG KPI and Quality Outcomes
NS CCG Negotiation Meeting
NS CCG Patient Led Outcomes
NS CCG PPE
NS CCG Pre Negotiation Meeting
NS CCG Reconfiguration Assurance
NS CCG Reprourement Advisory
NS CCG Reprourement Negotiation
NS CCG Reprourement Stakeholder Event
NS CCG Stakeholders Presentation
NS CCG Using Patient's Stories
NS Dementia Strategy Group
NS Leaders forum
NSC
NSC Commissioner
NSC Discharge Inquiry Workshop
NSC Domiciliary Care Tender
NSC Live at Home Contract
NSC Supporting People
NSCCG Joint Commissioning Group
NSCP
NSCP AGM
NSCP Community Forum
Obesity Group
Older Peoples Advisory Group
Patient Experience Review Group
Patients in Control
People & Communities Board
People & Communities Board, Commissioning Group
People and Communities Seminar
People in Health
Patient Experience Review Group
PLUM PR
PPG Chairs

Quality Surveillance Groups
Safeguarding Providers Event
South Ward 'Your Neighbourhood' Project
Southmead Hospital Patient Experience Group
Strategy Board meeting
SW Ambulance Service
SW Impact
South West Age Partnership
South West Impact Network
South West Strategic Clinical Network Annual Conference
Systems Thinking Workshop
Voluntary Action North Somerset
VANS Health and Wellbeing Forum
VANS Voluntray Sector Conference
Voluntary Sector & Healthwatch training for Health & Well Being Boards
Voscur Volunteers Forum
VPS Steering Group
Weston Area Health Trust meeting
Weston Hospital
Weston Hospital Summit
Working Together CCG and the Voluntary Sector
Your Neighbourhood Steering Group Meeting

### Glossary:

AWP Avon and Wiltshire Partnership  
CQC Care Quality Commission  
NS North Somerset  
NSC North Somerset Council  
NSCCG North Somerset Clinical Commissioning Group  
NSCP North Somerset Community Partnership  
PPG Patient Participation Group  
SW South West

Contact us



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 **Healthwatch North Somerset**

 **healthwatchns**

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, North Somerset Clinical Commissioning Group, North Somerset Health Overview and Scrutiny Committee, 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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