



Healthwatch Bucks
Annual Report 2013/14

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Message from the Chair



I feel privileged to have been appointed as Chair of Healthwatch Bucks in August 2013 and now to be presenting our first Annual Report.



As well as meeting a statutory need this report illustrates how Healthwatch Bucks has progressed since we started from scratch in April 2013. By the end of March 2014, our new Board, team of staff and volunteers and delivery partners were in place to implement an initial strategy and engagement plan.

Constructive relations were established with a range of stakeholders including statutory and local government partners. Other important collaborations were formed with voluntary and community sector groups



“..we will learn from our experiences and continue to build on the growing strength and impact of Healthwatch Bucks through a mixture of support, engagement and influencing.”

Jenny Baker OBE, Chair of Healthwatch Bucks

to help reach out to seldom heard groups and make change happen. Foundations were solidly laid to enable anyone in Buckinghamshire to tell their stories and shape their local and national health and social care services.

In our second year, we will learn from our experiences and continue to build on the growing strength and impact of Healthwatch Bucks through a mixture of support, engagement and influencing. We will deliver our operational plan for the year and collect evidence, using our enter and view powers as needed, to uncover trends, identify areas for improvement, and make recommendations for change based on grass roots experiences.

On behalf of the Directors of Healthwatch Bucks I gratefully acknowledge our foundation grant from our commissioners, Bucks County Council, for the financial years 2013-2014 and 2014-2015.

I also warmly thank our dedicated team of directors, staff, volunteers and partner organisations for their steadfast support during our first year. Ours is a virtuous circle and we look forward to stepping up activity together in the second year of Healthwatch Bucks to unlock the potential of a loud and effective voice for everyone who lives in Bucks.



Easy read summary



Healthwatch Bucks helps you say what you think about health and social care services. We pass on your views to the people in charge so they can make services better.

We started Healthwatch Bucks from scratch in April 2013 and this is our first Annual Report. We are funded by a grant from Buckinghamshire County Council but work independently in the best interests of everyone who lives in the county.

Why this report matters

In this report we tell you what we have done in our first year and how we intend to do more in 2014/15 to make health and social care better for the people of Buckinghamshire. Many people and groups are helping us to do this so we tell you all about us and our partners. We also tell you about how Healthwatch Bucks is run and how we spend our money.



Some of the things we have done



We introduced Healthwatch Bucks at public meetings in February and March 2013 and were ready to start within two months of being appointed by the County Council.



We have attracted directors, panel members and volunteers from all parts of the county to support a small staff team.



We have helped shape the way services are designed by playing our full part in the county's Health and Wellbeing Board as well as working closely with many of those who plan and run services here.



Our Helpline provides free and impartial advice to anyone who needs it. Over 600 people have called or emailed us in our first year.



Through our partnership with Patient Opinion and Care Opinion, we have heard directly from those who have used health and social care services and passed on their views and ideas to those in charge.



We have personally visited and heard the opinions of local communities all over the county including those who may find it hard to get their views across.



Through our partners at Community Impact Bucks, we brought together people from charities and community groups to show how they could help improve services.



We worked with people with learning disabilities to help them have a real say about the way services are provided to them.



In partnership with Child Bereavement UK we supported young people who have lost someone close to them to talk about their experiences with health professionals.



We have trained volunteers to carry out 'Enter & View' visits to hospitals and care homes. Their first task will be to work with us on the 'Dignity in Care' project about people's experiences in care homes across the county.



We have started a number of projects which will be completed in 2014/15 including work about transport, urgent care, looked after children, gypsy and traveller communities as well as helping to ensure that the hospitals live up to their promises to improve in the months ahead.

The context in which we work

Healthwatch Bucks came into being at a time of major changes in the health services. Its first year has been one of considerable challenge for our local hospitals.

The national picture

Healthwatch Bucks was formed on 1 April 2013 on the same day as the launch of widespread changes in the NHS.

At the centre of these reforms was the intent to put the voice of the public at the heart of health care in England by adopting a new approach built around the rights of those who use the services.

Nationally, Healthwatch was established by the Health and Social Care Act 2012 to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided.

Healthwatch England has the national leadership role and is accountable to the Care Quality Commission. Locally across England, unitary authorities have commissioned 152 local Healthwatch organisations, including ours here in Buckinghamshire.

The Healthwatch idea came about because a number of health and care issues had arisen in recent years but there was no strong voice to represent the voice of individuals.

This gap was being made worse by the separation between health and care services which meant that individuals often fell through the cracks between services.

At the same time, there were many other changes:

- Clinical Commissioning Groups replaced Primary Care Groups
- Responsibility for Public Health moved from the NHS to Local Authorities
- The Care Quality Commission was given increased inspection powers.

Each of these bodies has set up 'patient' or 'service user' panels and routes to collect information and learn from experiences. In some ways, these new panels cover part of the role intended for Healthwatch but they still don't talk to one another.

New ways of collecting the evidence have also been developed nationally using on-line portals to collect and publish individuals' stories that can be seen by area or by hospital.

New ways of providing care, with Personal Budgets being more widely used, mean that Care Advocates now provide signposting routes, with increased information to carers with the result that information about what is available is more easily found by those who need it. In Buckinghamshire the Prevention Matters programme adds further to the dissemination of information.

There were also other important national developments in the period leading up to and soon after the time of our launch:

- Funding pressures on all public services
- NHS England's review and recommendations to improve the NHS 111 service in May 2013
- Publication of important reports pointing up challenges for NHS hospitals such as the Francis Report and Keogh Review in June 2013
- NHS England's Urgent & Emergency Care review in July 2013
- State of Health of Black And Other Minority Groups, published by the BHA in July 2012
- New inspection regime announced by the new Chief Inspector of Hospitals in July 2013.



Buckinghamshire

The national changes impacted the planning and delivery of health and social care services in our county.

1 April 2013 was also the date when Buckinghamshire County Council assumed responsibility for public health in the county.

In Buckinghamshire, as in other local authority areas, The Health and Wellbeing Board, which had been in shadow form for a year, became a statutory body where key leaders from 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 the local community's needs, agree priorities and encourage commissioners to work in a more co-ordinated way. As a result, patients and

the public should experience more joined-up services from the NHS and local councils in the future. Healthwatch Bucks has a seat on the Buckinghamshire Health and Wellbeing Board.

On the same day as Healthwatch Bucks started, responsibility for commissioning, planning, designing and paying for health services was transferred to two new Clinical Commissioning Groups (CCGs): Chiltern CCG in the south of the county and Aylesbury Vale CCG in the centre and north.

At the same time, Bucks Healthcare Trust (BHT), which manages Stoke Mandeville, Wycombe, Buckingham and Amersham Hospitals, was under investigation by the Keogh Mortality Review which set out to review the quality of care and treatment provided by those NHS hospital trusts with the least satisfactory mortality indicators.

On 16 July 2013, the Keogh Review identified a number of shortcomings and agreed with the Trust a comprehensive action plan for



improvement including a more effective approach to gathering and reviewing patients' views about their experiences of care.

Following the Keogh review, the Trust was put into special measures by the Secretary of State for Health.

In the same month, the Care Quality Commission issued a formal warning to Wexham Park Hospital following its inspection of the hospital in May. Following further inspections, Heatherwood & Wexham Park NHS Foundation was also put into special measures.

The pressure on the health services in the county was intensified by the decision by NHS Direct on 29 July 2013 to withdraw

from its contract to provide the service in Buckinghamshire and 10 other areas.

This decision from NHS Direct followed considerable levels of criticism aimed at the 111 service in the media and from the British Medical Association. The contract was subsequently awarded to South Central Ambulance Services.

More positively, Oxford NHS Health Trust which is responsible for mental healthcare services in Buckinghamshire opened the doors of its well-equipped and extensive centre at Whiteleaf in Aylesbury in March 2014.

Strategic plan 2014 -17



Our Vision is that everyone who needs them experiences high quality health and care services in Bucks

Our Vision statement was the starting point for the Healthwatch Bucks Strategic Plan 2014 - 17 which was issued in January 2014. Here are some of the other main elements in the plan which has been published in full on our website.

Our Mission

To ensure that the collective voice of people accessing health and care services is heard, considered and acted upon to improve the quality of health and care services.

Our Values

- Place people's experiences and needs at the heart of all that we do
- Be open, helpful and positive in our dealings to influence service development
- Be supportive, enabling, empowering and inclusive to give any person a voice about health and care services
- Uphold independence whilst working collaboratively
- Decision-making and priority setting processes will be clear and transparent.

Our Aims

Healthwatch Bucks has five specific aims:

- To influence - use people's experiences and observations to improve health and care service design, commissioning and delivery of services to individual recipients
- To signpost - respond to people's enquires about health and care services
- To hold to account - feedback to service providers and commissioners on quality, standards and delivery based on people's experiences and Enter and View investigations
- To celebrate - recognise and credit good practice, sharing what we find and using these examples to improve practice
- To develop - Healthwatch Buckinghamshire to be effective and sustainable.

Activities

Our activities to meet these aims will include:

- **To influence**
 - Analyse people's experiences to inform commissioning strategies, service provision and areas for Healthwatch Buckinghamshire investigation
 - Map engagement activities undertaken by Bucks health and care services and identify gaps and underrepresented groups in those activities
 - Target promotional activity towards underrepresented groups, specific services being commissioned and/or implementation of recommendations from previous inspections seeking people's experiences.
- **To signpost**
 - Enable access to information about health and care services via our website, telephone and email or through intermediaries.
- **To celebrate**
 - Capture and acknowledge good practice when identified from people's experience or Enter and View
 - Disseminate and encourage the incorporation of identified good practice.
- **To hold to account**
 - Analyse people's experiences to inform commissioners, service deliverers and others
 - Use Enter and View powers to seek information about service delivery - adopting a coordinated approach with other inspectors when appropriate.
 - Target priority areas for re-commissioning and services that have been required to make improvements following previous inspections as highlighted by people's experiences.
- **To develop**
 - Develop a strong Board and Advisory Panel to govern and support the work of Healthwatch Bucks
 - Progress value for money for our funders, partners and county wide health and service users
 - Develop a sustainability plan for year 3 onwards.

Our Priorities

Allocation of available resources will be determined by annual priorities agreed by the Board. These decisions will be informed by the Panel, Strategic Partnerships, Care Quality Commission / Healthwatch England but primarily from people's experiences.

Priorities agreed for 2014-15 include:-

- Building strong partnerships with key stakeholders
- Target the collection of experiences from people using mental health services
- Target the collection of experiences from children and young people's experience of health and care
- Target hard-to-reach groups for their experiences of health and social care services
- Investigate access to health services.

The activities will be planned to meet these priorities and detailed in annual Operational Plans and reflected in the budget and human resource allocation.



Our work in year one



Healthwatch Bucks has reached out to all sections of the public in the county. It provides essential information and has started work on a number of important issues.

Our first year has been all about setting up an effective organisation from scratch. After a competitive tender, Bucks County Council commissioned Community Impact Bucks in February 2013 to set up the local Healthwatch which had to be up and running within two months in order to have the organisation in place by 1 April. Healthwatch Bucks Ltd was set up as a not-for-profit company, registered number 08426201.

Healthwatch Bucks is part of a national network of independent local Healthwatch organisations, guided by the national body, Healthwatch England. Healthwatch Bucks has a statutory seat on the Buckinghamshire Health and Wellbeing Board. It is required to provide information and advice about local health and social care services as the independent consumer champion for health and social care in the county.

All of our work is based on evidence. By collecting data and stories of people's experiences from a variety of sources, we can give everyone a say in influencing the way health and social care services are designed and delivered in the county.

Unlike predecessor organisations, Healthwatch Bucks has the legal right to "enter and view" health and social care services to see and talk to those are giving and receiving those services. The previous organisation, the Buckinghamshire Local Information Network (LINK) produced a report 'The LINK Legacy' which provided us with initial evidence to inform planning.

Our Partners

Community Impact Bucks put together the bid to launch Healthwatch Bucks. It has provided support with implementation, governance, process, policies and back-office administration as well as community engagement work during the first year.

Community Impact Bucks is the Rural Community Council, Council for Voluntary Services and Volunteer Centre for Buckinghamshire. It delivers comprehensive support and a strategic voice for the voluntary and community sector and rural communities across Buckinghamshire and rural Milton Keynes.

Community Impact Bucks was supported in the bid by partner organisations with specific interests and capabilities in various aspects of health and social care across the county. The other partners in Healthwatch Bucks are:

Buckinghamshire Citizens Advice Bureau, (CAB) which provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Age UK Buckinghamshire, which has been caring for vulnerable and isolated older people throughout the county for nearly 70 years.

Carers Bucks, which supports carers of all ages and in different caring roles, including young carers, parents of children with a physical or learning disability, older carers,

carers from the black and minority ethnic community and those looking after someone with mental health problems.

Action4Youth, the leading coordinating body for voluntary organisations that work with children and young people in Buckinghamshire and Milton Keynes.

People's Voices, which offers a range of advice and information services for people with disabilities, mental health service users and older people.

The partners used pre-launch meetings to explain the shift from the previous **Local Involvement Network (LINK)** to the new national and local Healthwatch structure and to attract interest from volunteers to govern and support the new organisation.

Advocacy Services are provided to individuals in Buckinghamshire by SEAP and POhWER under a separate contract. We have developed productive working relationships with these organisations.

SEAP provides advocacy services to help resolve issues or concerns people may have about their health and well-being or their health and social care services.

POhWER provides independent mental capacity advocacy including deprivation of liberty safeguards and paid relevant persons representative services.

Getting started

Healthwatch Bucks was introduced at public meetings and through an information campaign managed by Community Impact Bucks during February and March 2013. These meetings explained the shift from the previous Buckinghamshire Local Involvement Network (LINK) to the new national and local Healthwatch structure and were a successful way to attract interest from volunteers.

By the launch date, Healthwatch Bucks had in place a founding Board of three directors from Community Impact Bucks. The founding directors gave early attention to the recruitment of additional board members through an open and transparent process.

Early work of the Board included:

- review of the work carried out by Buckinghamshire LINK
- adoption of a Code of Conduct and a comprehensive set of policies and procedures
- definition of the responsibilities of the Board and individual directors
- selection of a chief executive to lead a small staff team.

Alex Hannaford was appointed as the chief executive in March 2013.

An Advisory Panel was also recruited and began to form as an active body in July 2013. Communications, Finance and Strategy Groups were also appointed as Board sub-committees, with an advisory role in each area.

A number of people from a variety of backgrounds have become Healthwatch Bucks volunteers in different roles such as Enter & View, Administration and Marketing and Communications.

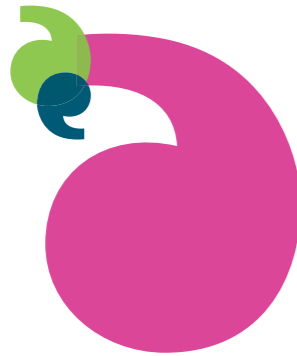
To read more about the people who make Healthwatch Bucks work please see the section in this report entitled **Who we are**.

Through 2013/2014, we focused on identifying the most valuable contributions which Healthwatch Bucks could make within the complex and fast-changing provision of health and social care in the county.

We have been determined not to duplicate the work of other organisations and to ensure that Healthwatch Bucks provides additional or complementary services to other publicly funded initiatives to gather feedback from local users of health and social care services.

We have worked within the principle that our work should be based on evidence and consistent with our agreed strategy.

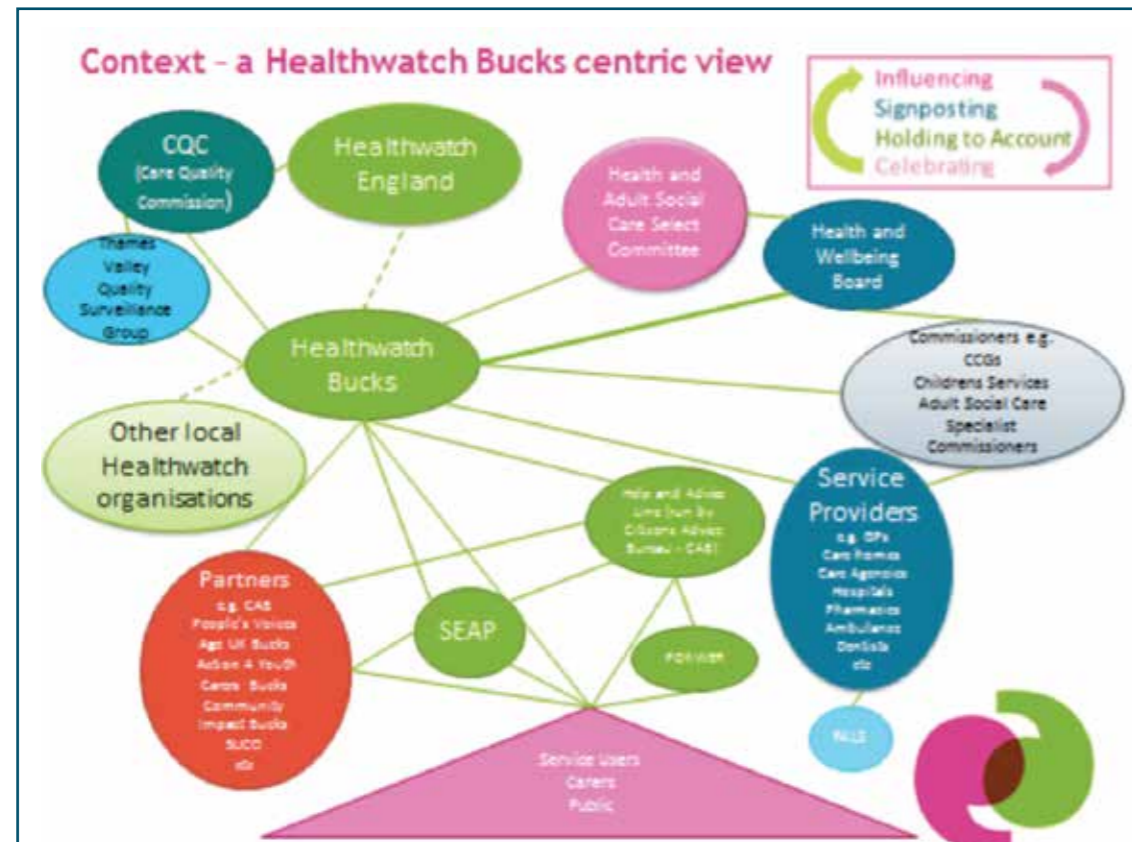




Stakeholder Engagement:

The pre-launch meetings with stakeholders enabled the development of the strategic plan for Healthwatch Bucks which included this stakeholder map to clarify the role of Healthwatch Bucks.

Figure 1: The context for Healthwatch Bucks



Regular review meetings between the manager of Healthwatch Bucks and its County Council commissioner have ensured that Healthwatch Bucks is fulfilling the contract requirements.

These meetings have contributed to the development of the Healthwatch England Outcomes and Impacts Tool which is designed to provide a framework for best practice and sustainable development over several years. It also establishes the criteria against which Healthwatch Bucks will be measured.



Health and Wellbeing Board

As a member of the Buckinghamshire Health and Wellbeing Board, we aim to support its strategic aims:

- Every child has the best start in life
- Everyone takes greater responsibility for their own health and wellbeing and that of others
- Everyone has the best opportunity to fulfil their potential
- Adding years to life and life to years

We have begun outreach work with children and young people to ensure they can make their voices heard, through the establishment of an outreach worker and by working with partners who are specialists in working with young people.

We have developed our website and regular e-bulletins to enable sharing of useful information about events and services.

Our outreach work targets seldom-heard groups

We have talked about the work of Healthwatch Bucks to many groups who represent older people.

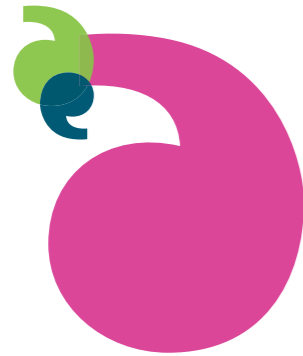
We have developed our 'Partners' network, and engaged with the voluntary and community sector about the Better Care Fund.

Influencing

One of the aims of Healthwatch Bucks is to influence and shape the design of health and social care services and in our first year we have done this through our active engagement with a number of bodies with leading roles in making policy and monitoring performance.

This work has included:

- Feedback on the 2013 Quality Accounts of Heatherwood & Wexham Park NHS Foundation Trust
- Feedback on the 2013 Quality Accounts of Buckinghamshire Healthcare NHS Trust
- Contribution to the commissioning specification of a new continuing care service in Oct 2013
- Contribution to the tender evaluation for an orthodontics service in Jan 2104
- Response to consultation on Objectives for the NHS: April 2014 - March 2015
- Joint work with the Buckinghamshire County Council Health & Social Care select committee (HASC)
- Contribution to the Buckinghamshire Health and Wellbeing Board (HWB)
- Active engagement with Healthwatch England (HWE).



Advice and information

Healthwatch Bucks operates an information helpline to give people the opportunity to contact us for advice and signposting as well as raising concerns. We log people's experiences to help identify common issues we can action and to discover problem trends in the Health and Social Care in Buckinghamshire.

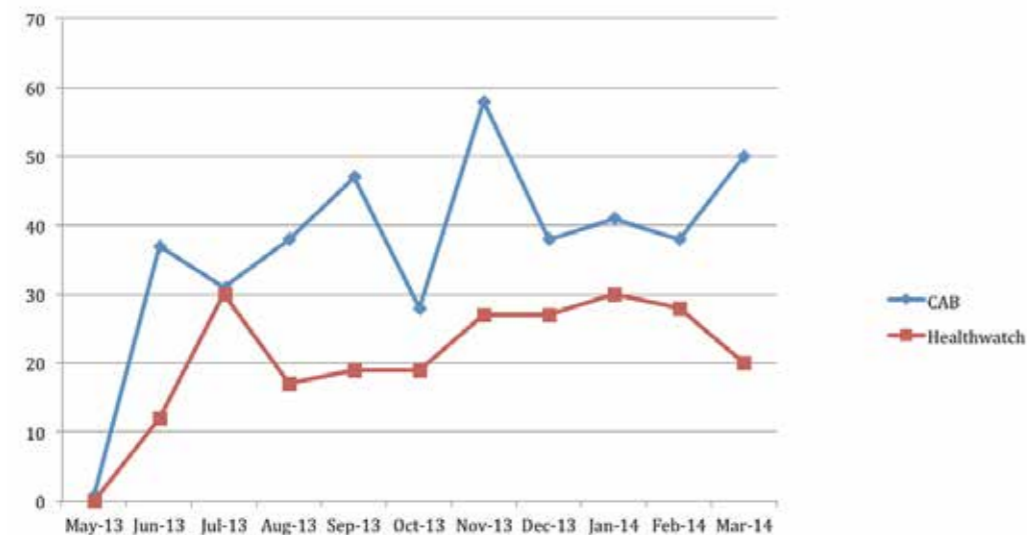
Our information line is staffed by people from High Wycombe & District Citizens Advice Bureau (CAB). As part of our contract with CAB we have access to their information systems to identify concerns or questions relating to the Health and Social Care systems which have been raised in the calls they receive.

Here's one example:

"Mrs E found the helpline most useful as she wanted to know whether she could stay with her GP if she moves to the other side of town. She found out that if you live outside the practice boundary, the GP has reasonable grounds to refuse you, but that this is changing from October 2014 when you will have the right to register with a practice that is most convenient for you, subject to the practice participating in this scheme." (Helpline Assessor)

We recorded 636 contacts from people either by telephone or email between May 2013 when the service began and 31 March 2014. The numbers of contacts per month is shown in Figure 2.

Figure 2 Numbers of contacts per month: May 2013 - March 2014



"Healthwatch Bucks and the Citizens Advice Bureau (CAB) have a great synergy in terms of evidence gathering and social policy work which are fundamental to both organisations."

Mary Nash CAB Development Manager

The top five issues raised by callers to Healthwatch Bucks and CAB in this first year of joint work were:

- 1. Residential Care**
Residential/nursing home charges
Availability of care/treatment
- 2. Community Care (non-Mental Health)**
Availability of care/treatment
Charges & payments
- 3. Hospital Services (non-Mental Health)**
Complaints
Quality: diagnosis/care/treatment
- 4. Community Care - Mental Health**
Availability of care/treatment
Liaison with other agencies
- 5. NHS costs/charges**
NHS Low Income Scheme
NHS Dental charges

Figures 3 and 4 show the percentage analysis of issues raised by those calling the separate Healthwatch Bucks and CAB numbers. Both are managed by High Wycombe & District CAB.

The practical collaboration between CAB and Healthwatch Bucks has built a firm basis for collecting and making use of the experience of people across the country. Here's what Mary Nash, the CAB Development Manager, has to say about our partnership:

"Healthwatch Bucks and the Citizens Advice Bureau (CAB) have a great synergy in terms of evidence gathering and social policy work which are fundamental

Figure 3: Calls to Healthwatch Bucks May 2013 - March 2014

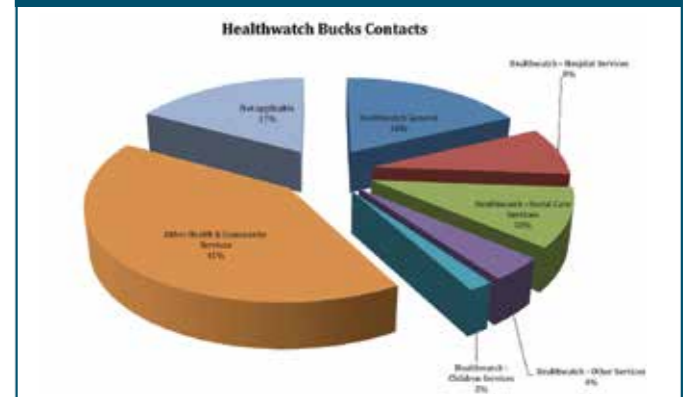
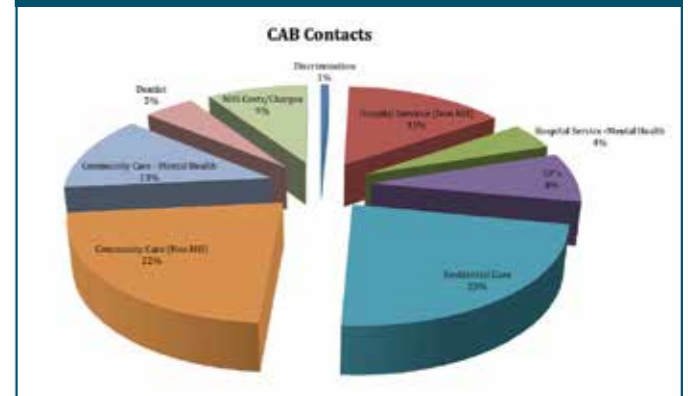


Figure 4: Calls related to health and social care to CAB May 2013 - March 2014



to both organisations. In my role as manager of the CAB partnership with Healthwatch Bucks, it has been very exciting to see how CAB workers are able to engage with Healthwatch activities as we recognise the value of getting grass roots evidence and stories about issues affecting people's lives, and then being able to take action to change policies and practices to improve people's health and wellbeing."

Gathering evidence

To assist us in gathering evidence about patients' experience of health service and to capture individual stories, Healthwatch Bucks has partnered with Patient Opinion, the UK's leading independent non-profit feedback platform for health services. We also benefit from the use of Care Opinion, the newer service from the same organisation. Together, these websites enable people to share their experiences of the Health and Social Care system.



Each story received by Patient Opinion and Care Opinion is sent by its moderators to the staff or group involved in the service who may reply to the person direct or take other appropriate action.

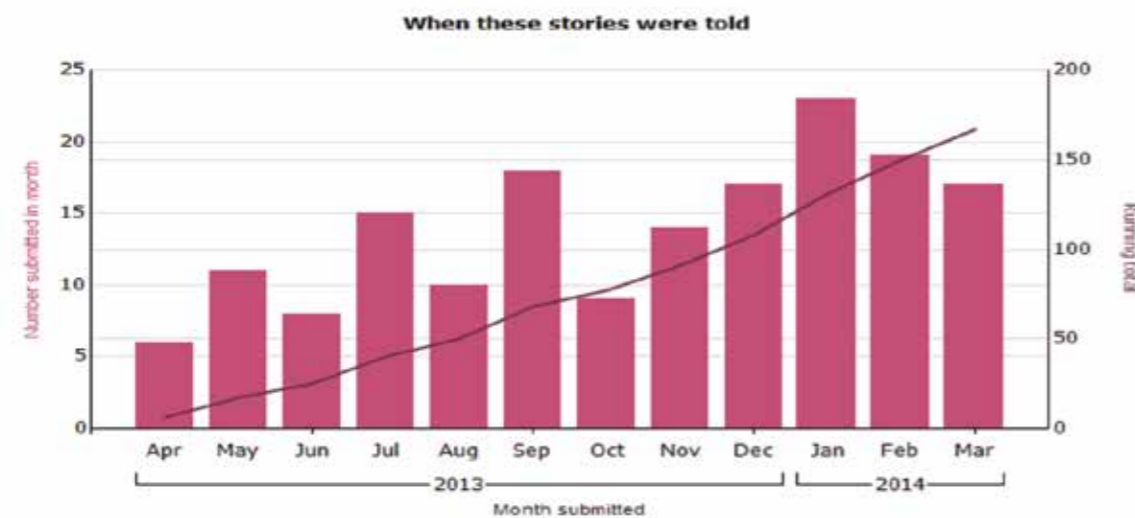
We introduced Patient Opinion on our website in September 2013 so people could easily access the service via our Speak Out tab. In 2013/14 167 stories from people in Buckinghamshire were posted to Patient Opinion.

The numbers of stories posted was evenly split between Aylesbury Vale Clinical Commissioning Group (CCG) (84) and Chiltern CCG (83)

- Of the 167 stories posted about hospitals, approximately three-quarters were positive
- 84 were about Stoke Mandeville Hospital of which 74% were positive.
 - 83 were about High Wycombe Hospital of which 81% were positive.

Figure 5 shows the number of posts to the Speak Out section of our website and Patient Opinion through the year.

Figure 5: Patient experiences submitted through the Healthwatch Bucks website and Patient Opinion



Collecting all this data has been a large part of our work in 2013/4. It has been used to feed into Care Quality Commission reviews, risk summit meetings and the Health and Wellbeing Board to inform decision makers.

In 2014/5 a paid data analyst will produce monthly evidence reports for escalation and to inform the Healthwatch Bucks work programme.

Meeting people

As part of our partnership work with the Citizens Advice Bureau, which also runs our Help, Advice and Information service, a programme of outreach work began in January 2014.

The Healthwatch Bucks outreach workers have specific targets to engage with children and young people, the homeless, people with mental health issues and with under-represented ethnic groups including gypsies and travellers. They are regularly out and about to meet with Buckinghamshire residents and collect stories about their health and social care experiences.

They made a great start in 2013/14. In the first three months. They visited 80 different places, told 529 people about Healthwatch Bucks and collected 61 stories about individual experiences of the health and social care services. This work continues and we'll use these stories as part of our evidence base to decide on key issues to investigate further in year two. The table below shows the groups they met between joining us in January 2014 and the end of the year being reported.

Table 1: Healthwatch Bucks outreach Jan - March 2014

DATE	LOCATION	MEETING/EVENT
28/01/2014	HIGH WYCOMBE	ACTION4YOUTH
31/01/2014	AYLESBURY	DIGNITY AND WELLBEING EVENT
04/02/2014	BURNHAM LIBRARY	HEALTHY LIVING EVENT
05/02/2014	BURNHAM LIBRARY	HEALTHY LIVING EVENT
07/02/2014	HAZLEMERE LIBRARY	ACTION ON HEARING LOSS
12/02/2014	AYLESBURY	HEALTHWATCH CONFERENCE
14/02/2014	BURNHAM	PADSTONES
18/02/2014	HIGH WYCOMBE	JOB CENTRE PLUS
18/02/2014	HIGH WYCOMBE	NHS HEALTH CHECK
19/02/2014	MICKLEFIELD LIBRARY	HEALTHY LIVING EVENT
21/02/2014	HIGH WYCOMBE	YES
24/02/2014	HIGH WYCOMBE	YMCA
24/02/2014	HIGH WYCOMBE	PADSTONES
25/02/2014	BUCKINGHAM LIBRARY	HEALTHY LIVING EVENT
26/02/2014	CHRIST THE SERVANT CHURCH, HIGH WYCOMBE	HEALTHY LIVING EVENT
26/02/2014	HIGH WYCOMBE	YOUTH SERVICES FORUM
28/02/2014	HIGH WYCOMBE	BRITISH LEGION
04/03/2014	HIGH WYCOMBE	SHEILA BEES
04/03/2014	HIGH WYCOMBE	CHILD BEREAVEMENT UK
07/03/2014	AYLESBURY	OASIS
10/03/2014	AYLESBURY	HEALTHY LIVING CENTRE
10/03/2014	HIGH WYCOMBE	WYCOMBE MIND
11/03/2014	CHESHAM LIBRARY	NHS HEALTH CHECK
13/03/2014	HIGH WYCOMBE	WYCOMBE YOUTH ACTION
14/03/2014	HIGH WYCOMBE LIBRARY	HEALTHY LIVING EVENT
17/03/2014	AYLESBURY LIBRARY	NHS HEALTH CHECK
18/03/2014	HIGH WYCOMBE	WYCOMBE HOMELESS CONNECTION NIGHT SHELTER
19/03/2014	AYLESBURY	LYNN MADDOCKS
19/03/2014	HIGH WYCOMBE	TERRANCE HIGGINS TRUST
21/03/2014	HIGH WYCOMBE	CONNEXIONS
26/03/2014	AYLESBURY	OVER 50s INFORMATION FAIR
29/03/2014	AYLESBURY	FACT BUCKS TRANSITIONS INFORMATION FAIR

Project work

Although much of the first year has been dedicated to identifying how we can most effectively champion the rights of everyone in our county to receive the health and social care they deserve, we have also been active in delivering a considerable amount of work, particularly in the second half of the year.

The outcomes from much of work in Year 1 will be achieved in 2014/15 but here are examples of where Healthwatch Bucks has been active in 2013/14.

Voluntary & Community Sector (VCS)

We work collaboratively with the voluntary & community sector and that's why we asked Community Impact Bucks to organise a conference for voluntary sector organisations to engage with us and explore where connections could be made for the benefit of Buckinghamshire residents.



VCS Conference February 2014

The Conference attracted around 40 senior managers, volunteers and practitioners from across the voluntary sector in Buckinghamshire on 12 February 2014. The event covered a wide range of topics which could lead to greater effectiveness and cost efficiency in delivering care:

- Exploring VCS user issues and priorities
- How VCS can contribute to the delivery of integrated services
- How Healthwatch Bucks can help VCS organisations achieve their aims and objectives
- Experiences of VCS organisations in reaching the key decision-makers.

This conference proved important in beginning work to develop ways in which the voluntary sector can collaborate with national and local care providers by offering additional skills and specialist services.

We have also used the work of the conference to grow our 'Partners network' of organisations we work with, and have held quarterly partners meetings. These meetings have enabled networking, awareness of other organisations and their roles, sharing of information about health and social care in Buckinghamshire and explaining the work of Healthwatch Bucks.



"Healthwatch Bucks has been really helpful and supportive in establishing Lindengate as a Social and Therapeutic Horticulture (STH) charity in the county. Opportunities to network with other charities/organisations has been invaluable and Healthwatch Bucks is fully supporting a fundamental aim of Lindengate, which is to change attitudes of GPs so that STH becomes a first stage intervention in the treatment of people with mental health issues."

Sian Chattle - Lindengate Trustee

People with learning disabilities

Healthwatch Bucks worked with Talkback to commission a report about the experiences of people with learning disabilities of health & social care services

The project ran as a series of three focus groups with people with learning disabilities. It will report in June 2014 and the outcomes will be included in our 2014/15 annual report.

The project has provided insights into what people with learning disabilities need from local health and social care services and learning about their experiences of the services, particularly with regard to urgent care.

The work will enable this group of people to have a real say about the services that are provided for them and to give them confidence that they are part of their local community and that their ideas and opinions do count.

Bereaved young people

Working with Child Bereavement UK (CBUK), we commissioned a short film entitled 'Supporting bereaved young people: What health professionals need to know'

CBUK's Young People's Advisory Group (YPAG) in Buckinghamshire is attended by 16 young people aged between 11 and 25, who have been bereaved of a parent, sibling, friend or someone important in their life.

This group used their experience of contact with health professionals during the illness, around the time of death, or since the death of the person who died, to feedback their views.

The film resulting from the project is in production for distribution early in 2014/2015.

Projects planned in 2013/14 for following year

Through the last quarter of 2013/14, the Board considered and approved a number of projects proposed by its partners and by its Panel. Among those which will be carried out in the first half of 2014:

- Transport: to help improve people's access to services from those parts of the county from where it is most difficult to travel to doctors, hospitals or other health services
- Urgent Care: to assess patient and carer views on emergency, urgent care and out-of-hours services for residents of Bucks
- Dignity in Care: to assess service users and their carers' experiences of Dignity in Care and to share feedback with care providers and the Council.
- Report on Looked After Children: to obtain the views of looked after children about their needs for and experience of local care services.
- Collecting the voices of gypsies and travellers around health issues and access to health services in Buckinghamshire.



Engagement and Communications

From the very beginning, it has been our intention to work in closely with the many different organisations with an interest in improving health and social care services in Buckinghamshire.

Rather than duplicate existing services, we prefer to work in partnership with others to achieve the best results for the people of this county.

In Table 2 below we set out a list of the many organisations with whom we have engaged during our first year. Here's what one of them says about our approach:

"I think you should be very proud of your Healthwatch partners group as it has certainly brought some useful partners and dialogue together and it's always a good thing when people get to actually talk to each other and learn more about what each other does. It's been really valuable and thank you for letting me be a visitor to the group."
Tracy Underhill, Bucks Healthcare NHS Trust.

Table 2: Healthwatch Bucks engagement with stakeholders 2013/2014

NATURE OF INVOLVEMENT	PURPOSE	KEY STAKEHOLDERS
HEALTH AND WELLBEING BOARD (HWB)	STRATEGIC MEETING OF COMMISSIONERS	HWB MEMBERS
HEALTH OVERVIEW AND SCRUTINY COMMITTEE (HASC)	LOCAL AUTHORITY SCRUTINY FUNCTION FOR HEALTH AND SOCIAL CARE	HASC COMMITTEE
THAMES VALLEY QUALITY SURVEILLANCE GROUP (QSG)	COLLATE EARLY INTELLIGENCE ABOUT CONCERNS ABOUT QUALITY OF NHS COMMISSIONED SERVICES	THAMES VALLEY QSG MEMBERS
PARTNERS FORUM	SHARE INFORMATION ON ISSUES AND TRENDS FOR INFLUENCING FUNCTION	HEALTHWATCH BUCKS VCS PARTNERS
DIGNITY IN CARE STRATEGIC GROUP	TO PROMOTE A 'DIGNIFIED' HEALTH AND SOCIAL CARE ECONOMY FOR BUCKS	PEOPLE IN CARE; RELATIVES
OXFORD NHS TRUST AGM	AGM	OXFORD NHS TRUST
AYLESBURY VALE CLINICAL COMMISSIONING GROUP (AVCCG)	STAKEHOLDER INPUT TO HEALTHWATCH PLANS AND VICE-VERSA	AVCCG; PATIENTS
BUCKINGHAMSHIRE HEALTHCARE TRUST (BHT)	STAKEHOLDER INPUT TO HEALTHWATCH PLANS AND VICE-VERSA	BHT; PATIENTS
CHILTERN CLINICAL COMMISSIONING GROUP (CCCG)	STAKEHOLDER INPUT TO HEALTHWATCH PLANS AND VICE-VERSA	CCCG; PATIENTS
BUCKS QUALITY SURVEILLANCE GROUP	AVCCG AND CHILTERN CCG REVIEW OF THE QUALITY OF SERVICES THEY COMMISSION	CCGs
LOCAL ACCOUNT PLAN MEETINGS	KEY PRIORITIES FOR ADULT SOCIAL CARE	ADULT SOCIAL CARE
CARE QUALITY COMMISSION (CQC) TELECONFERENCES	UPDATE AND INFO SHARING	LOCAL HEALTHWATCH
REGIONAL HEALTHWATCH CONFERENCES	NETWORKING, BENCHMARKING, BEST PRACTICE SHARING	LOCAL HEALTHWATCH
MEETING WITH LOCAL AREA FORUM (LAF) LOCALITIES MANAGERS	INFO SHARING AND COLLATION OF HEALTH AND SOCIAL CARE ISSUES HIGHLIGHTED BY THE LAFs	LAFs
MEETING WITH DISTRICT COUNCIL COMMUNITY ENGAGEMENT OFFICERS AND COMMUNITY LINKS OFFICERS (CLOs)	UPDATE AND INFO SHARING	CLOs
PATIENT LED ASSESSMENTS OF THE CARE ENVIRONMENT	PATIENT LED ASSESSMENTS OF THE CARE ENVIRONMENT (WORKING WITH BUCKINGHAMSHIRE NHS HOSPITAL TRUST)	BHT
ACTION4YOUTH CONFERENCE	INFO SHARING	YOUNG PEOPLE
CCG/BHS AND CQC OPEN MEETINGS	INFORMATION SHARING	BUCKS RESIDENTS
OUT OF HOURS PATHWAY	INPUT TO COMMISSIONERS	CCGs
SAFEGUARDING VULNERABLE ADULTS BOARD	INFORMATION SHARING	ADULT SAFEGUARDING BOARD
LONG TERM CONDITION WORKSHOP	AYLESBURY VALE CLINICAL COMMISSIONING GROUP IS DEVELOPING NEW APPROACHES TO SUPPORT PEOPLE LIVING WITH LONG TERM CONDITIONS	CCGs
THAMES VALLEY PROFESSIONAL NURSING NETWORK	THAMES VALLEY PROFESSIONAL NURSING NETWORK WORKSHOP ABOUT PATIENT EXPERIENCE IN THE THAMES VALLEY, FRI 6 SEP, 09.30-12.30 IN OXFORD.	NHS
QUALITY REVIEW OF SOUTHERN HEALTHCARE SERVICES FOR PEOPLE WITH LEARNING DISABILITIES	17 SEP 13, AMERSHAM	CCGs
BHT BEING OPEN POLICY REVIEW INPUT	6 SEP, FEEDBACK FROM THE PANEL SENT TO BHT	BHT
PHYSICAL ACTIVITY STRATEGY WORKSHOP	STRATEGY DEVELOPMENT	BUCKS RESIDENTS
AVDC TRANSPORT MEETING	MEETING TO DISCUSS COUNTY TRANSPORT ISSUES	BUCKS RESIDENTS
OLDER PEOPLE'S PARTNERSHIP BOARD	HEALTHWATCH BUCKS INPUT	OPPB
GIVE A LIFT WEEK	COMBINED WORK WITH COMMUNITY IMPACT BUCKS, HEALTHWATCH BUCKS TRANSPORT SURVEY AT VARIOUS LOCATIONS AROUND THE COUNTY	BUCKS RESIDENTS
FLU CLINIC BUCKINGHAM	STAND TO SHARE INFO ABOUT HEALTHWATCH BUCKS WITH PUBLIC	BUCKS RESIDENTS
INTEGRATED PUBLIC ACCESS TO CARE AND TREATMENT (INPACT)	NHS CENTRAL SOUTHERN COMMISSIONING SUPPORT UNIT	NHS
EQUALITY AND HUMAN RIGHTS COMMISSION (EHRC)	HOW EHRC CAN SUPPORT EQUALITY AND HUMAN RIGHTS OBLIGATIONS	EHRC
OLDER PEOPLE'S ACTION GROUP (OPAG)	CHALFONT ST PETER	BUCKS RESIDENTS
BHT PATIENT ENGAGEMENT GROUP	SMH	PATIENT REPS, VOLUNTARY ORGANISATIONS, BHT STAFF
CHILTERN CCG PATIENT ENGAGEMENT STEERING GROUP	CDC CHAMBERS	LAUNCH EVENT
CQC VCS MEETING	HIGH WYCOMBE	CQC LISTENING EVENTS WITH VOLUNTARY GROUPS
AYLESBURY CCG SCHOOLS COMPETITION	AYLESBURY VALE CCG, AYLESBURY	AYLESBURY CCG SCHOOLS COMPETITION
NATIONAL SURVIVOR USER NETWORK FOR MENTAL HEALTH	LAUNCH OF HANDBOOK - IMPROVING MENTAL HEALTH WITH YOUR COMMUNITY.	BUCKS RESIDENTS



Website

Our website went live on our first day at www.healthwatchbucks.co.uk. It is regularly updated and is under constant development as a source of up-to-date information on the latest news about Health and Social Care in Buckinghamshire.

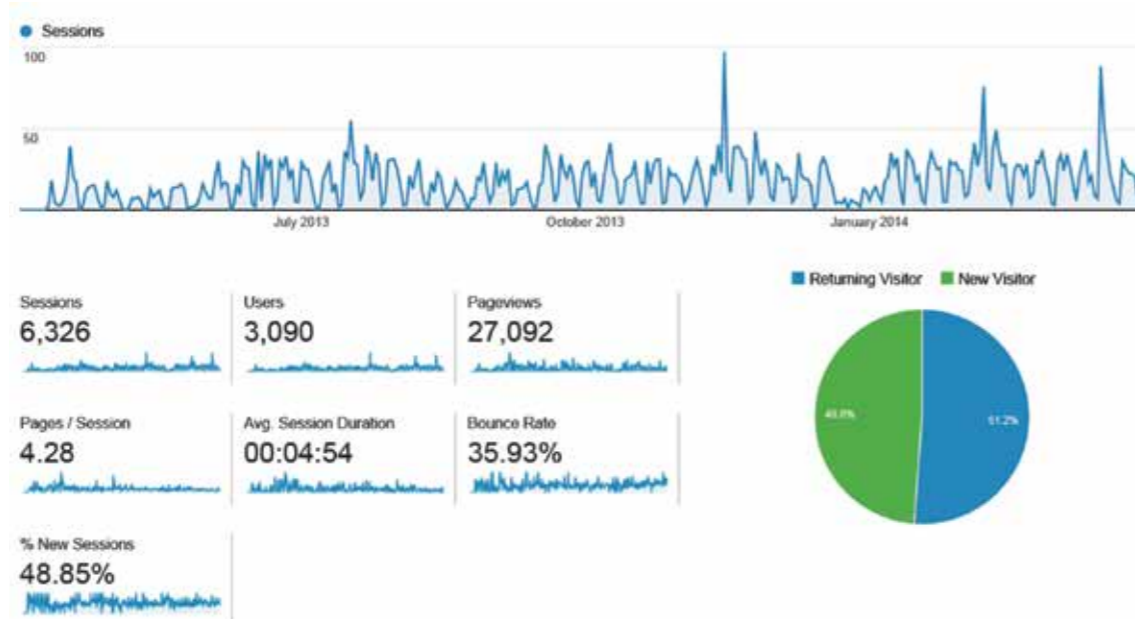
The site provides readers with:

- Frequent updates on news related to health and social care in Buckinghamshire
- A directory of services provided by NHS Choices, the online 'front door' to the NHS. It is the country's biggest health website and provides all the information which our readers need to make choices about their health. It gives information about hospitals, urgent care, pharmacies, and dentists as well as providers of social care and support.
- A calendar of events related to health and social care
- A Speak Out space where readers can post their comments and opinions about services they have used as a patient, carer, friend or relative
- Advice on how to complain
- Volunteer opportunities and recruitment.

In its first year, the Healthwatch Bucks website had 3,090 visitors, split almost evenly between new and returning visitors.

On average people spent nearly five minutes per session each viewing just over four pages. In total there were 27,092 page views.

Figure 6: Numbers of contacts per month: May 2013 - March 2014



Media

Healthwatch Bucks has developed its communications through digital and traditional media throughout the year.

Regular update newsletters were sent to members of the public who had previously registered an interest in receiving LINK newsletters. In February 2014, we changed to an e-bulletin format to allow people to interact with our articles and news items. At present we have 1340 people on our mailing list.

Our Twitter account was launched in July 2013 and since then we have attracted 582 followers and are following 139 other Twitter users. We set up a Facebook page during the year and are currently reviewing its development.

Our limited budget has restricted our investment in paid advertising but we have established relationships with local broadcast and print media. We have been interviewed on BBC 3 Counties Radio to publicise Healthwatch and discuss issues of importance such as the change of service provider for the NHS 111 service and the Keogh report.

Our press releases have led to wide coverage in the county's largest circulation newspapers including the Bucks Free Press and the Bucks Herald as well as community and parish magazines serving local areas.

Healthwatch Bucks is advertised in council offices, GP surgeries and some car parks.





Plans for 2014/15

The plans and priorities for 2014/15 were developed in the previous year and aim to deliver work in those aspects of health and social care where Healthwatch Bucks can make a real difference.



Training volunteers for their work in 2014/15

Operational Plan

The development of the Operational Plan for 2014/15 has been based on the Healthwatch Bucks Strategic Plan 2014 - 2017 which was agreed by Board in January 2013. It takes into account the statutory requirements for all local Healthwatch organisations and on the evidence that we and our partners have gathered and analysed through our first year.

This Operational Plan describes the planned delivery of the key outcomes and measures for the year ahead. It is a living document which will be regularly updated and used as a tool for monitoring progress and ensuring effectiveness. It also aims to be flexible to allow for new priorities within the context of the overall strategic aims.

2014/15 Healthwatch Bucks' priorities have been refreshed to align with the evidence

gathered from Healthwatch England's emerging work and priorities, local strategic plans such as the Health and Wellbeing Board's strategy and the plans of local commissioning groups and local strategic Health Trusts. In addition, the inclusion of feedback through data capture, projects and intelligence is aiding the scoping of future priorities.

Much of the work envisaged in the Operational Plan was begun in 2013/2014 and we describe briefly below some of the projects initiated before the end of our reporting year on 31 March 2014 to be completed in 2014/15. The outcomes of this work will be provided in subsequent annual reports.

Planned projects

Urgent care

This project aims to assess patient views on emergency, urgent care and out-of-hours services for residents of Bucks.

This should complement other reviews conducted by Chiltern Clinical Commissioning Group and the Buckinghamshire County Council Health and Adult Services Select Committee (HASC).

Working closely with the NHS England South Central Commissioning Support Unit, we will

Transport for healthcare

We have seen considerable evidence to suggest that transport to and from hospital, doctors and other healthcare appointments can be a challenge for some of us in Buckinghamshire, particularly for vulnerable people in need of health care.

There are various transport options but these are often difficult to access, not well publicised or are only available within a small locality.

Our work in 2014/15 will explore the views and experiences of service users in respect of their travel experiences to health appointments.

This project will enable us to understand the availability of suitable schemes of transport

Discharge Procedures

We will participate in the Healthwatch England Discharge Inquiry, through running a survey which we will publicize widely through our voluntary, community and statutory group partners.

Although the emphasis will be on the views and experiences of older people, the homeless and those with mental health conditions, we will also reflect the views of all

also attempt to obtain and review data on appropriate patient usage of the services where applicable and possible.

The outcome from this work is intended to be a report and recommendations on ways to both improve the services and to increase awareness of patients on the appropriate provider. We aim to make recommendations in the third quarter of 2014.

and to identify those areas of the county that are not covered by a recognisable form of public transport and where difficulty may be experienced in using health care services.

Our work will also cover issues that may exist within volunteer/community transport schemes. We also aim to understand and report on how missed appointments impact on the cost of service delivery.

We'll use what we learn to provide guidance to service users during the third quarter of 2014 and make practical recommendations for improvement to the County Council and to the Health and Adult Social Care Select Committee.

Buckinghamshire residents who contact us.

We will produce a report with recommendations for hospitals, commissioners and the Healthwatch England Inquiry. During the fourth quarter of the year, we'll discuss those findings and recommendations with those who can bring about change for the better.



Dignity in care

In the second half of 2013/14, Healthwatch Bucks was pleased to be invited to join the Buckinghamshire County Council Dignity in Care Strategy Group.

The purpose of this group is to promote a dignified health and social care culture for Buckinghamshire, by championing the rights of service users to expect high standards of dignity and respect across the services and care they receive.

In 2011, a Bucks Older People's Champions Forum carried out a small scale research project with 26 social care service users in a variety of settings in Buckinghamshire to learn about their experience of being treated with dignity and respect. Building on the findings of this work, Healthwatch Bucks has successfully bid for funding to run a three-year project on a larger scale.

It is intended that more than 150 service users, their carers and care professionals will be interviewed over the life of the project. The outcomes from this work will be shared

widely across the sector as well as with the public and with national bodies such as Healthwatch England.

We'll be partnering with Bucks New University on this project. We aim to engage Bucks postgraduate students to work with our Enter and View volunteers as a means of contributing to systemic, long-term service improvements in Care homes in the county.

The findings will be used to improve the experience for service users, improve practice across care settings and inform commissioning decisions. Details of progress will be reported in the 2014-15 and subsequent annual reports

The project will evaluate the standard of Dignity in Care provided by Buckinghamshire's Care Providers during 2014 and 2015 by engaging directly with those who use the services as well as their families and carers. We'll be able to do this by using our enter and view powers to visit care homes and have private conversations with those who are there.

Hospitals

Both of the county's acute hospital trusts are in special measures and have been subject to intensive scrutiny by the Care Quality Commission (CQC). As a consequence, Buckinghamshire Healthcare Trust and Heatherwood and Wexham Park Foundation Trust are each committed to comprehensive improvement plans to be delivered through 2014/15.

We do not intend to duplicate the work of the CQC but we will focus on the specific areas where we can provide a distinctive patient viewpoint though the work of our volunteers who are being trained to enter hospitals and interview patients and their carers to find out what is happening in the wards.

Partner projects

We will continue our successful approach of supporting our partners with small grants that can make a big difference for people in our county who are sometimes considered hard to reach to talk about health and social care.

Among those in progress before the end of 2013/2014:

- Looked after children, carried out by Action4Youth: to obtain the views of looked-after children and their youth workers/ carers on needs/ experiences of H&SC services.
- People with learning difficulties, carried out by Talkback: to obtain views of people with learning disabilities on their experiences of H&SC services
- Bereaved young people, carried out by Child Bereavement UK's Young People's Action Group: to create a short film 'Supporting bereaved young people: what health professionals need to know'.
- Gypsy & Traveller community work, carried out by SEAP: to provide advocacy support for health and social care work with gypsies and travellers from two Bucks sites to understand and report on their experiences of local H&SC services This report from our Outreach Worker, Kieran O'Connor, explains why we regarded this as a priority:

"When I visited a local Gypsy and Traveller site in April, I discovered that they have been suffering from health problems such as headaches and nausea, due to increased odours from the neighbouring landfill site

caused by the heavy rains. This was affecting adults and many young children.

A local forum on the matter had taken place, but the residents from the site, who are the people closest to the landfill and most likely to be affected by it, were not invited. We took up this issue with the Bucks health protection team, who contacted Environmental Health and the Environment Agency, and as a result, residents on the local site are now being included in communications about the issue, so they have better access to services to help improve their health."

We will report on this and all our partnership projects in our Annual Report 2014/15.

We have also reserved up to £21,000 in the 2014/15 Operational Plan to support and report on projects to help improve services for those whose opinions are seldom heard with regard to the way services are planned or provided. We want to work with qualified partners in the voluntary and community sector in our county and are particularly interested in those who are involved with mental health, black and ethnic minorities and young people.

We spent a great deal of time during 2013/2014 getting to know the people most actively involved in trying to make a difference in health and social care in Buckinghamshire. We now plan to develop some of those relationships in order to achieve better outcomes for the people of this county.



We want to work more closely with the two Clinical Commissioning Groups to develop an effective joint communications network with Patient Participation Groups across all doctors' surgeries in Buckinghamshire.

We also plan to work with voluntary and community organisations to hear what their supporters and clients have to say about their experiences of health and social care services. Our Voluntary & Community Sector Conference in February 2014 laid the foundations on which the public sector could draw value and expertise from closer involvement with the voluntary sector.

At the same time, we will have to make calculated judgements about which partnerships are most likely to help us achieve our aims for the people who live here. We'll focus our efforts where we have most to contribute.

Learning from experience

We are setting out to achieve a great deal with limited resources and so there is much more we can do to become more effective as we gain experience. During this year, we have to build on the learning of our first year.

In addition to the project work described above we will need to:

- work hard to attract, train and make good use of a sufficient number of volunteers
- ensure diversity in our board and panel
- continually develop our access to information so that we have reliable evidence on which to base our work and that of those who provide social and health care services in Buckinghamshire
- continually improve the way we are organised and the way we work.

Who we are



Enter & View training for volunteers

Getting started

Healthwatch Bucks was formed by Community Impact Bucks on 1 April 2013 as a not-for-profit limited company.

We are funded by Buckinghamshire County Council. However, other than having scrutiny over our operational procedures and ensuring compliance with legal requirements, the Council fully respects our position as an organisation representing the best interests of Buckinghamshire people.

The structure of the company has been appropriate to its responsibilities and resources. There are four main groups of people responsible for the work of Healthwatch Bucks:

- Staff team: we started with the appointment of a manager and have increased staff to the equivalent of 2.6 full time people

- The Board of directors: nine individuals from across the county with a wide mix of skills and experience who come together to set policy, determine strategy and monitor performance
- Panel: six experts in specific aspects of health and social care who identify needs, lead key projects and provide guidance to the Board
- Volunteers: by the end of the year, we had recruited 38 volunteers, 16 of whom are trained Enter and View volunteers
- Citizens Advice Bureau (CAB): through our contract with the CAB, staff and volunteers employed by the CAB manage our helpline, carry out outreach work for Healthwatch Bucks and in 2014/5 will also provide a data analysis function.

Staff team 2013/14

One of the first pre-launch priorities was to advertise for, interview and recruit our first Chief Executive and only member of staff in position at the beginning of the year.



Alex Hannaford Chief Executive

Alex has led the organisation through the year and has worked hard to build awareness of Healthwatch Bucks and to design the plans that will enable us to meet the needs of the people of Buckinghamshire.

Alex's background includes programme and project management experience in global communications companies. She has also worked as a science teacher and an engineer in the Armed Forces. She has a keen interest in supporting young people and is also a governor at a local academy school.



Bill Dempsey Administrator

Bill joined Healthwatch Bucks from Community Impact Bucks with responsibility for administration and communications.

Bill had a long career in BT starting as an engineer and finally in account management for their global sales operations. With the formation of Community Impact Bucks Bill became the Volunteering Brokerage Manager matching people's interests in volunteering with organisations looking for volunteers



Alison Holloway Volunteer Coordinator /Relationship Manager

Alison helps recruit the volunteers who are essential for Healthwatch Bucks to achieve its goals and also manages our relationships with the partners which work with us to make a difference in the county.

Alison joined Healthwatch Bucks from Community Impact Bucks where she encouraged people with business skills to volunteer their expertise for the benefit of not-for-profit organisations in Buckinghamshire.

Board of directors

We recruited directors before and soon after the launch of Healthwatch Bucks and had built the following leadership team by the end of our first quarter.



Jenny Baker OBE: Chair

After a life-long career as a senior manager in the voluntary sector, Jenny retired in 2013 as Chief Executive of the national charity, Brain Tumour UK. With a keen interest in public health and patient involvement, Jenny is passionate about quality standards and people receiving best possible treatment and care. Previously working for the National Trust as its national lead on volunteering, community and diversity, Jenny was appointed OBE in 2005 in recognition of her services to voluntary action in the heritage and environment sector. Jenny is also a trustee of Community Impact Bucks.



Andrew Walker

Andrew is a Trustee of Community Impact Bucks, Governor of a primary Academy and a special primary school for children with behavioural, emotional and social difficulties. He is currently Chairman of Buckinghamshire Association of School Governors and represents Special Schools on the Policy Committee of the National Governors Association. With a background in the motor industry, Andrew has worked at local, national and international level in a variety of organisations before becoming the Managing Director of a consulting firm.



Barry Clarke OBE

Barry is the Vice-Chair of Community Impact Bucks and was one of the team which contributed to the launch of Healthwatch Bucks. He has served on the board of Community Impact since its inception and is a governor of John Hampden Grammar School. In his business career, Barry is a strategic consultant working primarily on sustainability initiatives. His voluntary work has included serving on the International Advisory Group for Innovations in Maternal, Newborn and Child Health and two terms as chair of Save the Children, for which he was appointed OBE in 1999.



David Pugh

David is a member of the Employment Tribunal, sitting mainly on cases brought under the Equality Act. He is also vice-chair of Buckinghamshire Mind and a member of the Independent Monitoring Board, Aylesbury Prison, monitoring fairness and respect for people in custody. Since retiring from his role as a trade union official, he has developed his interest and activities in disability policy and advised on mental health and employment to the Prime Minister's Strategy Unit. He was the Chair of a national mental health charity for some years.



Howard Mordue: Chair of Finance Committee

Howard Mordue chairs the Healthwatch Bucks board committee responsible for finance and business development. He is a District Councillor on Aylesbury Vale Council and a Buckingham Town Councillor. For many years he has been involved with charity organisations including the Citizens Advice Bureau and its fundraising arm BACAB of which he is a Vice President. He is also Chair of the Swan Community Hub and supports many other charity groups. His work experience has been at director level within the printing industry.



Jonathan Fairley

Nottingham born, Jonathan has lived in Marlow, South Bucks, for almost 20 years; both daughters working in the voluntary sector. His career includes Managing Director roles in pharmaceutical and medical device companies, more recently working with start-up organisations. His philosophy has always been to put the consumer at the centre and then deliver what they want, how and when they want it.



Katharine Woods

Recently retired from a long career in local government, Katharine has worked in the fields of adult learning, human resources and policy development. Most recently she was responsible for corporate policy and organisational development. Her early voluntary work with adults has given her insight into the difficulties facing people in making their voices heard and ensuring their views are taken into account when accessing services. Katharine is also a trustee of Community Impact Bucks.



Mike Coote

Mike has been chair of Community Impact Bucks since its beginning. He was previously CEO of Fujitsu's defence business and later of its UK service organisation. He is active in the local community and has been a school governor for the last five years at St Bernard's Catholic Secondary School, High Wycombe. He chaired the steering group that managed the merger of St Bernard's with the adjacent primary school in September 2011. He is now Vice Chair of the resulting school (St Michael's Catholic School) which has 1100 students aged between 4 and 18. He is also chair of the school's Personnel and Resources Committee.



Shade Adoh

Shade is a registered nurse who has lived in Wycombe District since 1996. She has been a full time mother, the chair of a parent teachers association and parent governor at a local school. She volunteered her time for almost two years at the Citizens Advice Bureau where she learnt a lot about local residents' issues and where to refer people for support. Shade is a member of a local Patients Experience Group and volunteers as a lay assessor visiting local practices and is a local Parish Councillor.

Healthwatch Bucks Panel

The Panel is a group of representatives and interested people who volunteer to oversee the work of Healthwatch Bucks. The Panel members may be drawn from service users, partner organisations or stakeholder groups. The Panel's main responsibility is for driving and monitoring Healthwatch Bucks work programme, ensuring that the data captured is used to inform the work programme and that the public is properly engaged in the monitoring the health and social care services in the area.



Barbara Poole

Barbara Poole has been working in user and carer involvement and advocacy for over 20 years. She has worked for national and local voluntary organisations including MIND, Contact a Family, Carers UK and the MS Society, providing training for service users and for carers. For the last eight years she has been Chief Executive of a local voluntary organisation providing advocacy, advice and information for people with disabilities in Buckinghamshire and Milton Keynes.



Deborah Sanders

Deborah Sanders has lived in Beaconsfield for 30 years and has been involved with many community groups. Over the last 14 years she has been active in a number of patient involvement groups including the PPI Forum and Buckinghamshire LINK. Her particular interests within Healthwatch are care of the elderly and maintaining links with Wexham Park Hospital and Clinical Commissioning Groups (CCGs). Deborah works part time as a radiographer in local hospitals and is president of a new Women's Institute branch.



Janice Campbell

In her career Janice had extensive experience of working in social care services in a number of roles, from social worker and psychotherapist up to Chief Executive level. She has been a member of a number of NHS and Local Authority strategic groups and managed integrated health and social care services. Janice is chair of a self-advocacy organisation for people with learning disability and of a joint venture social enterprise providing domiciliary care. She is a board member of Relate and a volunteer for Rennie Grove Hospice Care.



Jenese Joseph

Jenese Joseph comes from a human resources background and is a licensed Member of the Chartered Institute of Personnel and Development. She is active as a performance coach working with schools and the private sector on building leadership, confidence and self-management. She is currently the Chairman of Amersham & Wycombe College; a governor at one of the local Academy schools; a management committee member of HM Jaguar Sea Cadet unit in High Wycombe. She recently served as as Ward Councillor for Totteridge in High Wycombe.



John White

John White has lived in Buckingham for 30 years. He is now retired but previously worked for BT. He has a significant amount of general management experience derived from the numerous change management scenarios of a major communications provider. His knowledge of social care and health has been obtained from various administrations in obtaining help and support for an elderly relative. He is a Parish Councillor and was a School Governor for many years.



Ron Newall

Ron is a retired medical scientist, having spent many years working in NHS and academic laboratories before moving to a major international healthcare company, where he stayed for almost 30 years. A passionate advocate of patient and public involvement in health since the early 1980s, Ron has progressed locally through the Community Health Council (CHC), Patient and Public Involvement in Health Forum (PPIF) and Local Involvement Network (LINK), having served as Chair and Vice-Chair in the latter two.

Volunteers

Healthwatch Bucks attracted 38 volunteers in 2013/14 and will need many more in 2014/25. We asked them to tell us how much voluntary time they had given during the year and it amounted to over 3,100 hours or 443 days. Even at quite a modest day rate, this 'free' time was worth over £155,000 across the year - a really important addition to our income of £210,000. Here's how the volunteer time was spread among the different types of volunteer:

Table 3: Volunteer time analysis 2013/14

	HOURS	DAYS
DIRECTORS	1315	188
PANEL MEMBERS	1242	178
ADMINISTRATION	200	29
OTHER VOLUNTEERS	295	42

Figure 7: Ethnic background of Healthwatch Bucks volunteers

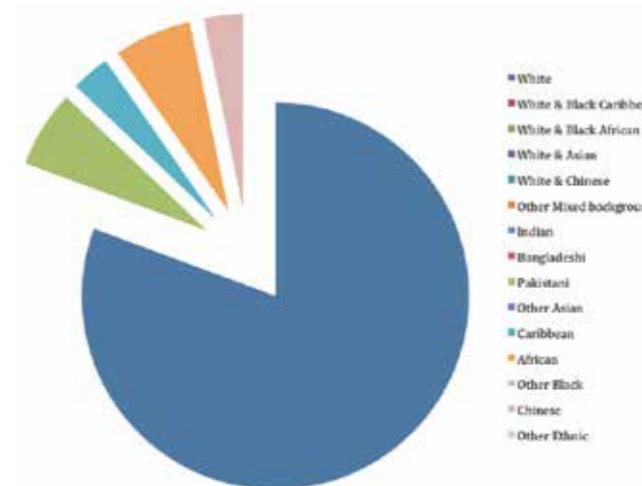
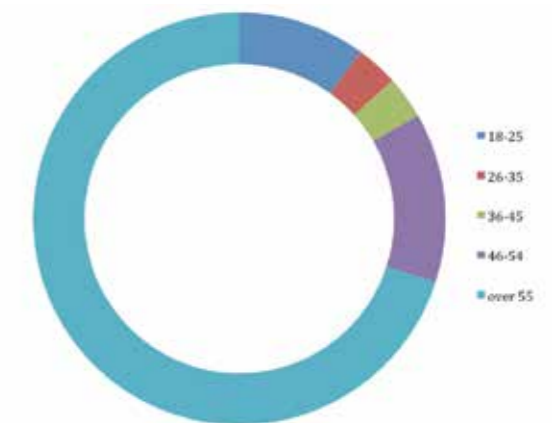


Figure 8: Age profile of 30 Healthwatch Bucks volunteers



With regard to age, two-thirds of our volunteers said they were over 55 but we have attracted volunteers in the other ranges as well. We also have a reasonable gender balance among the volunteers who responded to our survey with 13 male and 18 female.

Healthwatch Bucks could not function without its skilled and energetic volunteers. We would like you to know about three of them: why they have supported Healthwatch Bucks and what it means to them.

MP's Support



Steve Baker

We were very pleased to welcome Steve Baker, MP for High Wycombe, as one of our Enter and View volunteers. Steve has a great interest in health and social care and his support at both local and national levels for Healthwatch is greatly appreciated.

Jan: administration volunteer



Jan Atkins

Jan Atkins was one of our first volunteers and started very soon after Healthwatch Bucks was created in 2013. She has volunteered over 250 hours for us.

“Initially, I thought I would be practising my IT knowledge but I soon realised that in such a small organisation, everyone needed to get stuck in to whatever needed doing that day.”

Jan has undertaken a range of activities from helping with surveys to undergoing Enter & View training.

Raising the profile of Healthwatch Bucks by phoning GPs and contacting the local press was just one area of her involvement at the start.

“It was a challenge to get some people interested in what Healthwatch does but it has been satisfying to see how, through perseverance, surgeries have put out our leaflets and partners have linked to our website to publicise our activities.

I am proud of the part I have played to increase awareness in Buckinghamshire.”

We have appreciated all of Jan's efforts about which she says “I have enjoyed making a difference using my skills. I feel valued and love coming into the office...it's like my little family. I work to the best of my ability and feel what I do helps others feedback their views about their health and social care.

After several years of self-employment, this role has boosted my confidence and enabled me to get back into employment. It has made me feel useful again. I would not have got my new job without my volunteering experience. I would definitely recommend others volunteer for Healthwatch Bucks”.

Emma: communications volunteer



Emma Low

I have volunteered for Healthwatch Bucks pretty much since its inception. Having worked for national and international charities in a fundraising and marketing capacity for the past twenty years, I felt it was time to make a commitment closer to home and get involved with making a difference in Buckinghamshire.

I chose Healthwatch Bucks specifically because I'm passionate about patient engagement. Having worked for a range of specialist health charities (including Asthma UK, Diabetes UK and The British Society for Haematology) and listened to the stories of people who have suffered or lost loved ones unnecessarily, I have learnt that health and social care can only be serving its beneficiaries well, if it is listening to its 'customers' effectively and practically responding to and building improvements based on feedback.

I have also seen the evidence that, when a healthcare professional performs brilliantly well and in excess of expectations, the power of the resulting positive patient feedback can shift attitudes, increase motivation and re-energise staff across entire hospital departments.

The NHS structural changes which were implemented in 2013 intended to put 'users' at the heart of service delivery. I think that a chance to air your view, whether a great experience or a terrible one - just like TripAdvisor for the leisure industry - is an absolutely essential ingredient to optimising health and social care. Without it, services are likely to be falling short of beneficiary needs and expectations.

Gone are the days of being 'grateful and subservient' to one's GP. If hospitals are failing to meet our needs, we can make choices and express our concerns freely. Healthcare and Social Care users are an equal partner in their care planning and all the evidence points to improved health outcomes where this equality exists. These are the things I believe in, hence my commitment to Healthwatch Bucks.

Healthwatch, as a champion for the consumer voice in health and social care provides an invaluable bridge between people navigating the complex web of local services but like most engagement devices, feedback forms and evaluation questionnaire, users need to be cajoled and encouraged to take up opportunities to share their view.

This is where I hope I have been useful to Healthwatch Bucks. I offered the organisation my experience of generating engagement and building support for a host of charities and volunteered for the Communications Group. This has resulted in providing the team with support for a range of tasks, such as writing magazine articles, generating press and publicity, speaking about the role that Healthwatch Bucks plays to different stakeholders and getting involved with some of projects to support with maximising outcomes.

I'm particularly proud to have introduced Healthwatch Bucks to one of my charitable clients in the region, Child Bereavement UK, resulting in a very significant piece of work engaging young people bereaved of a parent or sibling, about how health and social care professionals should best support them in grief.

As well as working with a great team of skilled and dynamic individuals, the key benefit I receive from volunteering with Healthwatch Bucks is seeing my skills contribute to the organisation's effectiveness, which in turn results in giving people a forum for their views which will directly improve local services and make a different to people's health and welfare in Buckinghamshire.

Well done Healthwatch Bucks for a great first year and I'm looking forward to working with you all to continue amplifying the voices of even more people who want to give an opinion - whether about their parent's care home, their sibling's weekly transport to hospital, or their child's experience in A+E - in the coming twelve months.



Managing scarce resources

Healthwatch Bucks manages its scarce resources through careful planning, rigorous controls and involving partners and volunteers to achieve our aims.

Through careful management of resources and in order to build capacity for a well-considered but ambitious plan for 2014/15, total expenditure in 2013/14 was lower than income and consistent with our financial plans. The Finance and Business Development Committee of the Board, chaired by Howard Mordue, meets regularly to review income, expenditure and forecasts, ensure compliance with the financial policies and to advise the Board on financial issues.

Total income for the year was £230,000 made up solely of funding from Buckinghamshire County Council for statutory Healthwatch functions. Total expenditure for the year was nearly £200,000 with more than half of the total costs allocated to the advice line, outreach activities and volunteer and community engagement. The summary financial information presented below in Table 4 is taken from the full financial statements which are subject to approval by the Board of Directors in September 2014 and appropriate company audit requirements



Howard Mordue, Chair of Finance & Business Development Committee

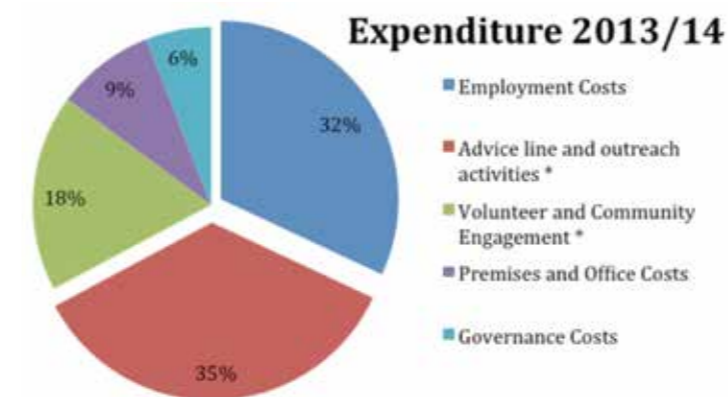
Table 4: Healthwatch Bucks expenditure 2013/14

HOURS	AMOUNT
Employment Costs	£63,397.56
Advice line and outreach activities *	£69,929.00
Volunteer and Community Engagement *	£35,459.98
Premises and Office Costs	£17,814.20
Governance Costs	£11,776.14
Total expenditure 2013/14	£198,376.88

*These comprise payments to partner organisations of £95,046, principally to the Bucks CAB Consortium and Community Impact Bucks.

Figure 8 below illustrates this expenditure by activity through 2013/14

Figure 9: Expenditure analysis 2013/14



Through the year, the average number of full and part time employees was 2.6, and no employee earned more than £40,000. Employment costs represented approximately 35% of total expenditure for the year.

Healthwatch Bucks also depended to a considerable degree from the unpaid services provided by its 38 volunteers who contributed more than 400 days of their time through the course of the year.

In order to gain a full understanding of the financial affairs of Healthwatch Bucks Ltd the full audited financial statements and auditor's report should be consulted when they are available. Copies of the financial statements will be available from our website www.healthwatchbucks.co.uk



Healthwatch Bucks has met the statutory requirements set by Bucks County Council

Meeting our commitments

Healthwatch Bucks is required to account for its performance with regard to its statutory activities. Here's how we performed in our first year.

Involving Local People

What's required: promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.

What we've done so far:

- Set up a Helpline accessible by phone or on-line from day one
- Set up, managed and regularly updated a fully interactive website which provides information, guidance and access to any member of the public who wants to share their experiences or opinions
- Made our services fully accessible to the public by phone, e-mail and social media
- Promoted the importance of hearing the views of service users in media releases, public meetings and by working with commissioners to promote patient engagement in commissioning activities e.g. continuing healthcare, orthodontics
- Worked as a member of the Buckinghamshire Health and Wellbeing Board.

Monitoring standards

What's required: 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.

What we've done so far:

- Worked with the service providers to publicise and promote public engagement in a wide variety of events
- Begun work on mapping the different ways in which members of the public can feedback about health and social care services in order to make it easier for Bucks residents to make use of the different ways to express their satisfaction, concerns and questions
- Published relevant Patient Opinion details on our website
- Regularly published on our website reports on Care Quality Commission inspections of our hospitals
- Initiated several partner projects to hear the ideas and opinions of 'seldom heard' groups whose views we will report to the commissioners during the first half of our second year.

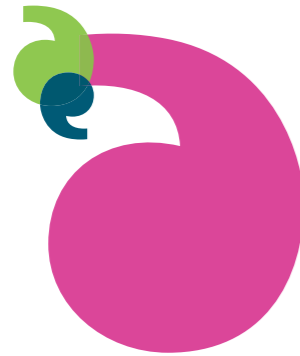


Views of local people

What's required: obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

What we've done so far:

- Talked personally and directly to community groups all over the county to ensure we can gather information face-to-face about what's working well for them and what's not
- Set up a telephone and on-line Helpline to gather opinions and evidence on which to base future work or guide that of those commission or deliver services
- Set up a productive partnership with the Citizens Advice Bureau which enables us to share and combine their learning from calls to them about health and social care issues
- Worked with commissioners to promote patient engagement in commissioning activities
- Contributed the views of local people as a member of the Health and Wellbeing Board.



Recommendations for improvement

What's required: 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.

What we've done so far:

Healthwatch Bucks, like all local Healthwatch organisations, is required to base all its recommendations on evidence. Our focus during year one has been on identifying the issues that are within our mandate and which really matter to the people who live and work in this county.

Our work in our first year has been gathering the evidence on which we can make soundly based recommendations in 2014/2015. These will include topics such as:

- Care in residential homes
- Transport to hospitals
- Hospital discharge procedures
- Improving access to health and social care for groups who, for different reasons, feel that the services do not adequately meet their needs.

Advice and information

What's required: providing advice and information about access to local care services so choices can be made about local care services.

What we've done so far:

We have been delivering on this requirement since our very first day.

- Our website contains a comprehensive guide to health and care services throughout the county and draws on the resources of NHS Choices
- We provide information by phone or e-mail through the Helpline facility on our website and the personal service provided by our partners at the Citizens Advice Bureau.
- The constantly updated News service on our website brings our readers up-to-date on national and local issues that may be important to them e.g. dementia services, travel to hospitals, free healthchecks, prescription costs etc...

Views on local standards and making recommendations

What's required: 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; 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;

What we've done so far:

- As with our requirement to make recommendations for improvement, we see this is a priority for our second year based on solid evidence gained in our first twelve months.
- There are significant questions about the standards of care in our two NHS hospital trusts and the full-scale Keogh and Care Quality Commission investigations have resulted in extensive improvement programmes. Rather than duplicate the inspectors' comprehensive work with our limited resources, we believe our best role will be to monitor delivery of the improvement plans from the point of the patients and to use our enter and view powers to focus on specific issues as they arise.
- Thanks to careful preparatory work in Year 1, we expect to formulate views and share them with commissioners and Healthwatch England during 2014/2015.

Providing Healthwatch England with intelligence and insight

What's required: providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

What we've done so far:

Healthwatch Bucks has collaborated with and contributed to the national organisation from the pre-launch stage. Examples of our engagement with Healthwatch England include:

- Participation of three founding directors in a pre-launch workshop
- Detailed feedback on the draft Healthwatch England strategy
- Active participation by one of our directors in the Thames Valley Healthwatch and Quality Support Group meeting
- Attendance by our chair and/or chief executive in Healthwatch England national, regional and online conference
- Appointment of our chair, Jenny Baker, to the National Committee of Healthwatch England early in 2014/15.



Healthwatch Bucks and its partners are easy to reach - in person, over the phone, through social media or online. We want to hear from you in the way that suits you best.

Getting in touch

This Annual Report is freely available to anyone with an interest in what we do as a downloadable pdf document through our website. Printed copies are available on request to Healthwatch Bucks by phone or e-mail to the number and address given below.

Healthwatch Bucks wants to hear from anyone in the county with ideas and opinions about health or social services.

Our office is easy to reach from Wycombe or Aylesbury at the heart of a local community. We are out and about in Bucks throughout the year at public events and for meetings with community groups.

You can reach us by phone, through Facebook and Twitter, through the Speak Out page of our website or by posting your experience on the Patient Opinion site. Here's everything you need to know about how to reach us and our partners.

Recognising us

We are one of 152 Local Healthwatch affiliated to the national body, Healthwatch England. That's why we use the Healthwatch Trademark (which covers the logo and

the Healthwatch brand) when undertaking work on our statutory activities as covered by our licence agreement with Healthwatch England.

How to reach us

Our office


6 Centre Parade
Place Farm Way
Monks Risborough
PRINCES RISBOROUGH
HP27 9JS

Write to us:

Freepost RTHU-UKBE-YELG
Healthwatch Bucks Ltd
6 Centre Parade,
Place Farm Way,
Monks Risborough,
PRNCES RISBOROUGH
HP27 9J

Send us an email

info@healthwatchbucks.co.uk
Call us
0845 260 6216 or 01844 348849
Our website
www.healthwatchbucks.co.uk

 @HW_Bucks

Our main partners

Community Impact Bucks

6 Centre Parade, Place Farm Way,
Monks Risborough, Bucks, HP27 9JS
Tel: 0845 3890389
info@communityimpactbucks.org.uk
www.communityimpactbucks.org.uk

Buckinghamshire Citizens Advice

8 Easton Street, High Wycombe,
Buckinghamshire, HP11 1NJ
Tel: 0844 2451289

For a full current list of all the partner organisations we are working with, please see the 'Partners' section on our website.

Officially

Healthwatch Bucks

Healthwatch Bucks is registered in England as a Company Limited by Guarantee no. 08426201. Our VAT Registration number is 166 3949 69

Community Impact Bucks

Community Impact Bucks is registered as Charity no 1070267 and as a Company Limited by Guarantee no. 3508718

Citizens Advice Bureau

High Wycombe & District Citizens Advice Bureau is registered in the UK as a Company Limited by Guarantee no. 3931507 and as a Charity no. 1080161



Healthwatch Bucks

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Healthwatch Bucks Ltd is a
company limited by guarantee
No.08426201 registered in England