

healthwatch

North Somerset

your
voice
counts

Have your say on health
and social care in North Somerset

Healthwatch
North Somerset

Annual Report 2018-19

Contents

Message from our Chair	3
About Healthwatch England	5
Highlights from Our Year	7
How We Have Made a Difference	11
Helping You Find Answers	19
Our Volunteers	22
Our Finances	27
Our Plans for Next Year	29



Message from our Chair

The last 12 months have seen considerable changes for Healthwatch North Somerset and for our local health and social care systems, so we have had to stay focused on listening to the public and service users and ensuring their voice is heard at all levels. Our connections with the voluntary sector and community groups have helped us directly reach service users who can relate their experiences and contribute to service changes. Examples are in this report and we are particularly pleased with the outcomes for a key piece of work for pregnant women who smoke and the changes that have been made as a result of our work. We also worked with The Diversity Trust who's report has shaped the way providers have committed to delivering their services. We have recruited new members to our Board and long term staff have moved into new roles. Eileen Jacques, our Chief Officer left the organization to further her ambitions in new areas of work and Karen MacVean our Engagement Officer moved to North Somerset Council to further her interest in children's services.

Following public consultation on the future of Healthwatch locally we made the decision to make ourselves ready to bid for any new commissioned contract and recruited Rowan Williams as Strategy Manager. Rowan is experienced in bidding for contracts and as Healthwatch North Somerset was set up to deliver local Healthwatch and this is our only area of work, we wanted to continue as an organisation rather than be 'out of business'. Our grant funding was extended to the end of September 2019 with Vicky Marriott as Operations Manager leading a small but very enthusiastic new team. This team includes Charlotte who joined us for work experience and our volunteers, supported

by Julia, who are vital to our work, whilst we prepared for our bid.

I would like to thank the Board of Trustees, the staff and volunteers for the enormous amount of commitment that ensures Healthwatch North Somerset has a voice at all levels, from key strategic meetings, commissioning new services and meeting members of the public on a day to day basis.



Georgie Bigg Chair of Trustees, Healthwatch North Somerset



Healthwatch England (HWE) is the umbrella organisation for 151 local Healthwatch organisations. HWE has drawn up an ambitious business strategy, which outlines 3 overarching aims for the next 5 years:

1. Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.

By 2023 we want over one million people to share their views or seek information from us each year.

2. Providing a high quality service to you

We want everyone who shares an experience or

seeks advice from us to get a high quality service and to understand the difference their views make.

By 2023 we want to be able to tell you the difference your views have made.

3. Ensure your views help improve health and care

We want more services to use your views to shape the health and care support you need today and in the future.

By 2023 we want twice the number of our recommendations implemented by services.

Changes you want to see

Last year in North Somerset we heard from 789 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



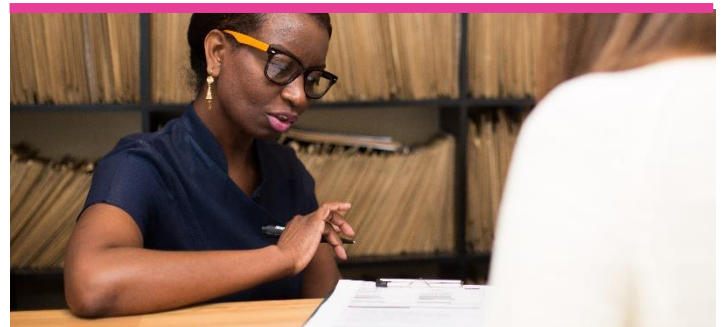
+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch North Somerset thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our mission is simple

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



Our purpose

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



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role in bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations
- + Promoting co-production in service planning, implementation and evaluation

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



'Bob & Anne Skinner at the Volunteers' Tea Party 2018.'





Highlights from

our year

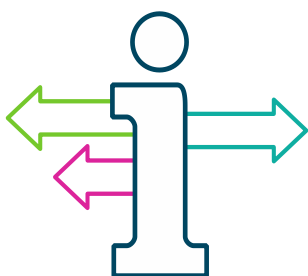
We have been involved in many different activities to help shape and evaluate health and social care services during 2018-19 including:



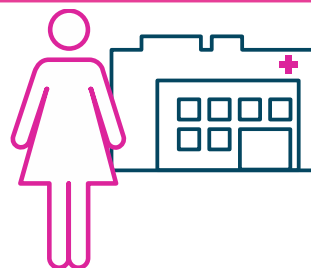
789 people shared their health and social care feedback with us, slightly fewer than last year



16 volunteers currently help carry out our work. In total, volunteers contributed 4,166 hours during the year and took part in 163 activities to gather feedback on people's experience of care



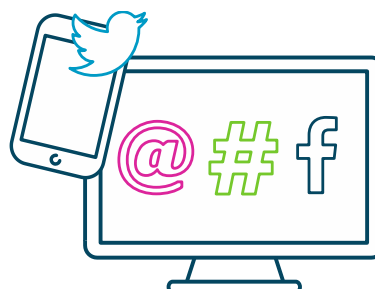
75 people who contacted us were signposted to local health and social care services. Our members were kept up-to-date with information about local activities and events. Content was posted in our bi-monthly newsletter and in over 1893 emails



We Enter and Viewed 5 GP services. From these visits 33 recommendations for improvement were made and 12 were actioned straight away. In 2019 we are re-visiting 28 GP surgeries we originally visited last year to assess whether our recommendations have been implemented.



We took part in 2 research projects in partnership with other local Healthwatch teams. We also gathered patient experiences of changes to the Wellbeing Service. We made 3 recommendations to improve care and information in the community



25% more people engaged with us through our website and social media platforms compared to last year

Working in partnership

Healthwatch North Somerset has excellent working relationships with the organisations that shape local health and care services. We network with a large number of individuals, groups and organisations (statutory and voluntary) and represent the local perspective at all levels. Early in 2019 we conducted a meeting mapping exercise to ensure that we had representation at relevant local meetings.

North Somerset Council

Public Health MECC Training
 North Somerset People and Communities Board (Health and Wellbeing Board)
 North Somerset People and Communities Board Strategic Commissioning Group
 Adult Services and Housing
 Health Overview and Scrutiny Panel
 Early Years Strategy Group
 Whole Systems Area Leadership Group
 Future in Mind - Mental Health Young People
 Safeguarding Adults Board
 Contract monitoring meeting

People and Communities Board (Health and Wellbeing Board)

We have a statutory right to a seat on the Health and Wellbeing Board. It has a duty to 'encourage integrated working' among health, care, police and other public services in order to improve wellbeing in North Somerset. It is also responsible for the delivery of the Joint Strategic Needs Assessment and the county's Joint Health and Wellbeing Strategy. Our representative on the Board in 2018/19 continued to be Georgie Bigg.

Patient Experience Groups

University Hospitals Bristol NHS Trust
 North Bristol Trust

Patient Experience Review Group

Weston Area Health Trust

Safeguarding Adults Board

We have a seat on the Safeguarding Adults Board. We take our responsibility to protect people in North Somerset from harm very seriously. All staff and volunteers have received training on safeguarding issues and procedures.

Care Quality Commission (CQC)

The CQC monitors, inspects and regulates services to make sure that they meet fundamental standards of quality and safety. We inform the work of the CQC with the experiences of local people. We work proactively with the CQC to share information and intelligence about people's experience of services. We have regular meetings and support CQC inspections.

Bristol, North Somerset, and South Gloucestershire Clinical Commissioning Group (BNSSG CCG)

Joint Commissioning Committee
 Quality Surveillance Group

Local Healthwatch

We attend meetings with other Healthwatch organisations based in South West England

North Somerset PPG Chairs meetings

North Somerset Healthwatch has chaired the Chairs meeting since its inception.

Healthwatch England

South West Engagement Event
 Healthwatch conference

Healthier Together (BNSSG STP)

We sit on a large number of groups supporting the development of Healthier Together including:
 Sponsoring Board
 Patient and Public Involvement Forums (North Somerset and BNSSG-wide)
 Communications and Engagement (Leads and Practitioners Groups)
 Citizens' Panel Steering Group

Voluntary Sector

NSCP Community Forum
 Voluntary Sector and Community Enterprise Leader's Forum



We have seen big changes in our team. Two long-standing members of staff, Eileen and Karen, left HWNS this year. Bar one, the whole team changed in 2018-19, bringing new and fresh ideas to the organisation.



Vicky Marriott - has a background in journalism and professional qualifications in public health. Vicky is the HWNS Operations Manager.



Charlotte Ansell - has joined the team on a part-time basis to gain insight into communications. She has a wealth of personal experience in local health and social care.



Debbie Smith joined us as Engagement Lead in early 2019. Debbie is leading our work speaking to community organisations and is keen to hear views from the harder-to-reach groups.



Rowan Williams joined us as Strategy Manager. She is helping us develop our organisation and is writing a bid for us to run three Healthwatch areas as part of a new contract.



Julia Senior-Smith joined us in October 2018 as our Volunteer and Outreach Support Officer to support our volunteers so they make the most of opportunities to talk to people and gain their views on health and social care.



Rebecca Jones joined us as Communications Lead in early 2019. Rebecca is developing our website, updating our newsletter and overseeing all social media.



How we've made

a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in North Somerset. We are pleased to be able to show that when people speak up about what's important, care is improved for all. We ensure those providing services listen to the points raised. Here are some examples of how Healthwatch North Somerset has made a difference in our community.

Promoting public involvement

Healthy Weston is our local Sustainability Transformation Partnership, joining up services for better care in and around Weston-super-Mare. This includes changes to services at Weston General Hospital for Frailty, Critical Care, A & E (which has been closed 10pm-8am since 2017) and urgent care, paediatrics, mental health crisis and planned surgery.

HWNS has been supporting the local Clinical Commissioning Group (CCG) with public involvement by promoting the public consultation events that have been held across North Somerset. A survey has been used to obtain local views.

Staff have been involved in the consultation in various ways, including attending events and regular Communications and Engagement meetings, chairing a voluntary sector public

involvement forum and reading through publication material to ensure accuracy and readability.

The substantial service changes that are proposed, will be rolled out over five years. We will be monitoring the delivery of Healthy Weston changes at our General Hospital and in Primary Care and Community Care. Final decisions will be made in the Autumn and developments implemented in late 2019 over five stages.

CQC Inspections at a GP Surgery Group

Our proactive relationship with the CQC and our Enter & View work in early 2018 with local surgeries led to us being asked to be involved in a CQC Inspection. Our staff and volunteers captured the user experience during their inspections at Langford, St George's, Yatton and Congresbury Surgeries in the Mendip Vale Group using anonymised questionnaires.



Communicating via our website and social media



HWNS's website and social media campaigns in 2018 and 2019 have been driven by the release of our public reports on Enter and View visits, publication of work we have completed with partners, our involvement in engagement events, meetings with organisations and projects such as our Understanding Young People's Mental Health Support. We launched a video-led post on Facebook which had more than 800 views. A HWNS YouTube channel is now being set up to help boost the use of video for campaigns, with links from our website and social media platforms.

HWNS WEBSITE

There has been an upward trend to March 2019. Page views have gone up, due to the Trans Health, Care and Wellbeing report in 2018, our survey on 'Understanding Young People's Mental Health Support' and the WhatWouldYouDo? campaign. Our video interview with a volunteer made it onto the Healthwatch England website during Volunteers' week. During the latter part of the report period, page views doubled from 260 per month to nearly 530, which shows we made an impact on visitor traffic.

SOCIAL MEDIA

HWNS had an excellent reach - particularly with Facebook and Twitter where we saw a huge increase in engaging a monthly audience. Activity on Twitter earned 14.9K impressions (post reach) over the 30 day period for March 2019 and an average of nearly 330 people seeing our posts per day. On Facebook we have been sending out pictures of all our engagement activities and updates on our WhatWouldYouDo? Campaign. At the end of this period our figures for Facebook went up hugely from a post reach of 441 to 12,600. On Instagram we have attracted nearly 30 new followers and likes from Healthwatch England, Healthwatch Southampton as well as the Healthwatch Youth Board and Young Healthwatch South Tyneside - which seems to show we are extending our demographic to reach a younger audience too.

Outcomes from our partnership work with The Diversity Trust

We were among 8 local Healthwatch to fund a programme of community based work in the South West led by The Diversity Trust. The project focused on the health inequalities and discrimination experienced by Trans and/or non-binary people and communities. Headline findings from their survey were that 71% of participants had sought help for anxiety or depression, 57% had self harmed or injured themselves and 40% had planned suicide. The Trust recommended training on equality, diversity and inclusion be mandatory for all staff working in health, care and wellbeing services, including transgender awareness. They suggested this training should become part of 'Continuing Professional Development'. We sent the findings of this report to all providers. In light of the findings, University Hospitals Bristol Trust has decided to review the content of its mandatory training for staff, and its Equality and Diversity Group will review relevant policies including human resources procedures and guidance for managers. The Trust is focussing on workforce training and a commitment to tackling bullying and harassment in the workplace.



Healthwatch England Engagement Project - the NHS Long Term Plan



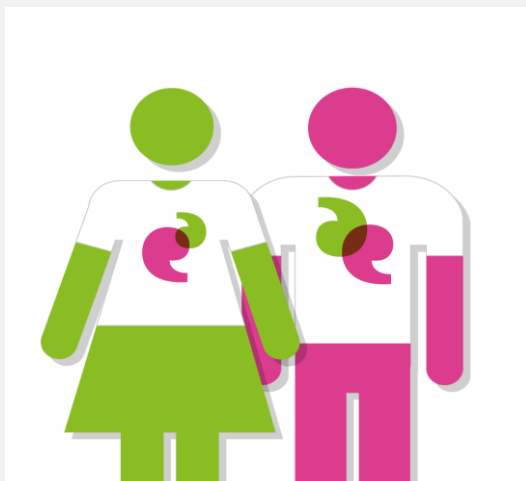
Debbie discussing results from the Long Term Plan project with Vicky

Healthwatch North Somerset collected 289 completed surveys during our Engagement Project on the NHS Long Term Plan. We identified people with certain conditions who could tell us about their all-important experiences of services they use - patients with cancer, learning disabilities or those with autism spectrum conditions.

These are the themes we have prioritised in our work plan.

The aim of this project was to find out how people thought the NHS should spend its government funding and we worked in partnership with Healthwatch in Bristol and South Gloucestershire to help reach more people and get their views. We added local questions about the future of Weston Hospital and about carers' experiences. The project report will be published in July 2019.

Understanding young people's access to mental health support at school and college



In 2018-19 HWNS spoke to 89 young people about their experience of accessing mental health and emotional wellbeing support services at their school or college.

Project outputs will support the planning being undertaken by the Bristol, North Somerset and South Gloucestershire CCG on Mental Health Transformation.

We asked young people who they approached and what support they received, to see what provision is there from early intervention and prevention services. The report is due to be published in July 2019.

Planning local services that suit local people

Tricia Godfrey (Volunteer) and Rowan Williams (Strategy Manager) are currently involved in a procurement process for the Clinical Commissioning Group to award a billion pound 10-year contract to deliver Community Health Services across Bristol, North Somerset and South Gloucestershire.

Both have been involved in assessing two questions in the bid specification - one on social value and the other on engagement.

This exercise involved a series of training webinars to ensure they had an overview of the commissioning process and understood how to input their responses to the bidders' questions into the procurement portal. They attended a series of meetings for moderators to discuss the right way to mark the questions with other

assessors and to agree final scores for each question. This has been an involved piece of work that has given us an invaluable insight into the commissioning process for local services. At Healthwatch North Somerset we believe that effective user involvement in commissioning will lead to:

- + Responsive services
- + Accessible provision
- + User-focused staff teams

“It is great that we have been invited to contribute to the setting up of such an important service across the area we live in.” (Tricia Godfrey)

Our Patient Participation Group Chairs meeting, every two months, gives us a valuable perspective on primary care services at a time of enormous change in this sector



Enter and Views

The Enter and View Team conducted five visits during the year, including Harbourside Family Practice in Portishead, Riverbank Medical Centre in Worle, Clarence Park Surgery, Horizon (formerly Locality Health Centre) and Graham Road. Many of the recommendations made by the team were actioned on, or just after, the day at the practices visited, including:

- + Adding signs for baby changing facilities
- + More comment box forms to be made available
- + Displaying the practice mission statement
- + Water to be made available at reception
- + Sanitizing gel to be easily accessible

- + Translator services to be advertised

Some suggestions could not be actioned on the day of the visit. These suggestions were in relation to staffing shortages, imminent practice mergers or closure and council related issues such as not having enough disabled car parking spaces available in the residential area nearby.

The suggestions were noted by the practices and we are following up with a project update, one year on, to see whether they have been implemented.



Championing improvements

We spoke to The local BBC news programme Points West in early 2019 about service developments planned for the Central ward of Weston-super-Mare. HWNS completed a project in this ward in 2017, and recommended a review of access to GPs as a third of respondents had said this was a core issue for them.

Our Chair of Trustees said she welcomes the Department of Health's £3.2 million investment into a new GP surgery in this deprived part of the county

Improving 'Support to Stop smoking' for mums

In summer 2018 our team worked in partnership with two nearby local Healthwatch organisations on an engagement project commissioned by the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group. The brief was to recruit and engage with women who smoked at some point during their pregnancy about their experience of the stop smoking service provided by Public Health. We recruited 24 women and interviewed them over the phone.



Recommendations based on this feedback, and from women using the service in Bristol, suggested the service could be better co-ordinated and more effective.

Smokefree North Somerset Public Health Manager, Chris Miles told us *'the findings of this survey accelerated the need to make changes to the service.'*

They have employed a pregnancy lifestyle advisor to tailor this support service to women and their families to maximise its take-up and success.



Charlotte with Healthwatch fluffies made by her nan: our Instagram stars!

Championing diversity and inclusion

We began providing training and employment skills to a young person on a six month paid work experience. We spread the word amongst the voluntary sector in particular with organisations working in the areas we had identified as strands of work in 2019. We were contacted by an unemployed young woman from Weston-super-Mare who has faced challenges both physical and mental. Her life-changing illness meant she left college early and could not complete her course. She began working with us early in 2019 to learn media skills. Charlotte writes a weekly blog for the website, helps with engagement events and has taken over our Instagram account under the guidance of our Communications Lead. She is championing young people's issues and is helping with content for our social media on a range of issues including mental health, IBS and Autism.

"I was offered this amazing opportunity at Healthwatch North Somerset through my volunteering with autism awareness charity Bridging The Gap Together. As a young person, being offered this work experience was a chance to further my skillset and put them to use with both of these charities. I have gained qualifications in public speaking and customer service as I took a level 3 in Travel and Tourism whilst at college. By working with Healthwatch North Somerset, I can put all of this into practice, and use my pre-existing skills for the greater good. I have spent time in hospital and received help and treatment on the NHS. It is important for me to share my experiences with other people and give something back to the health services of this county."



Have your say

Share your ideas and experiences and help those running services hear what works, what doesn't, and what you want from care in the future.
 w: www.healthwatchnorthsomer.set.co.uk
 t: 01275 851400
 e: contact@healthwatchnorthsomer.set.co.uk



Helping you find

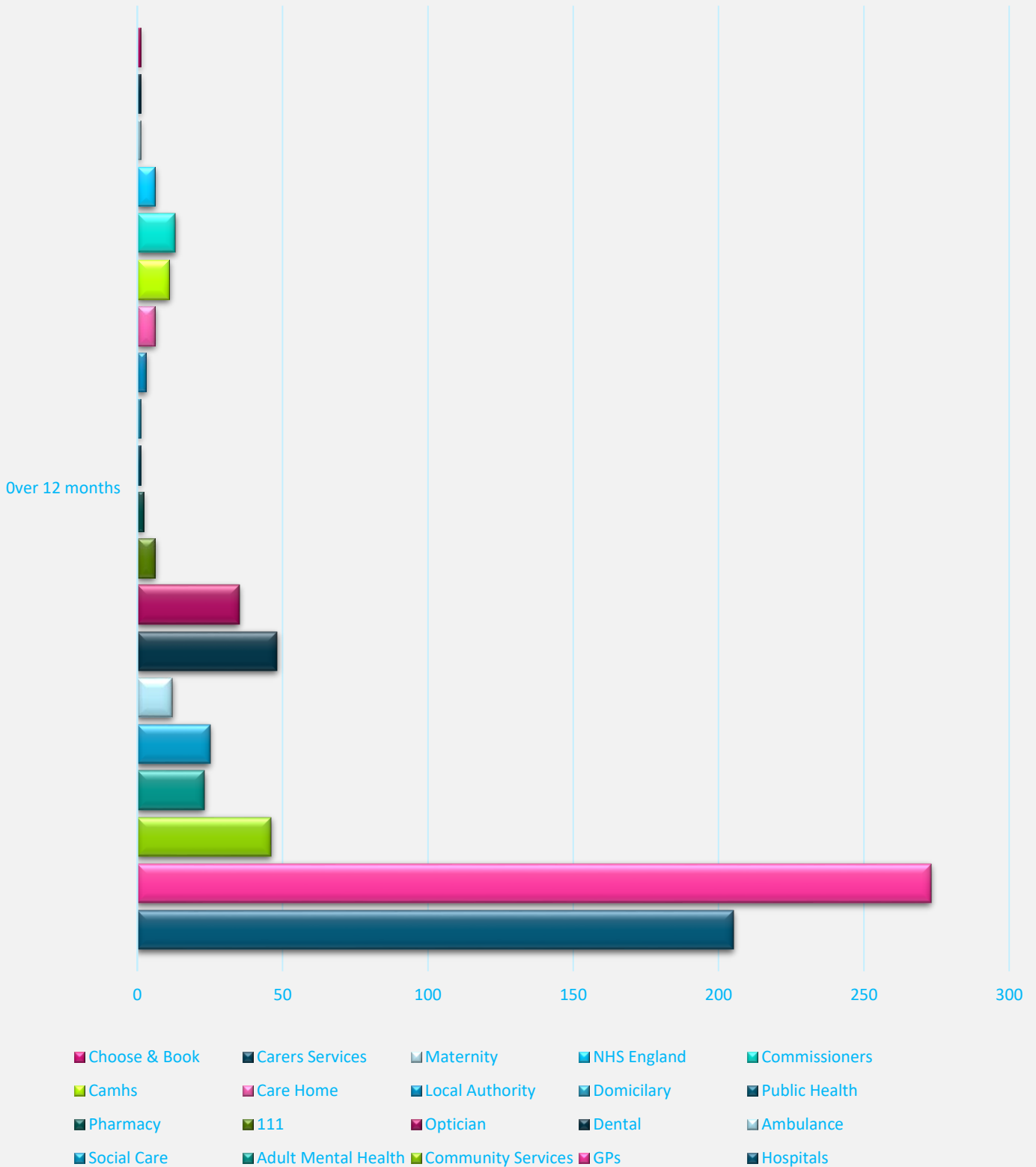
the answers

What services do people tell us about?

People shared their experience of services and the most common feedback was about GPs and hospital services in the region.

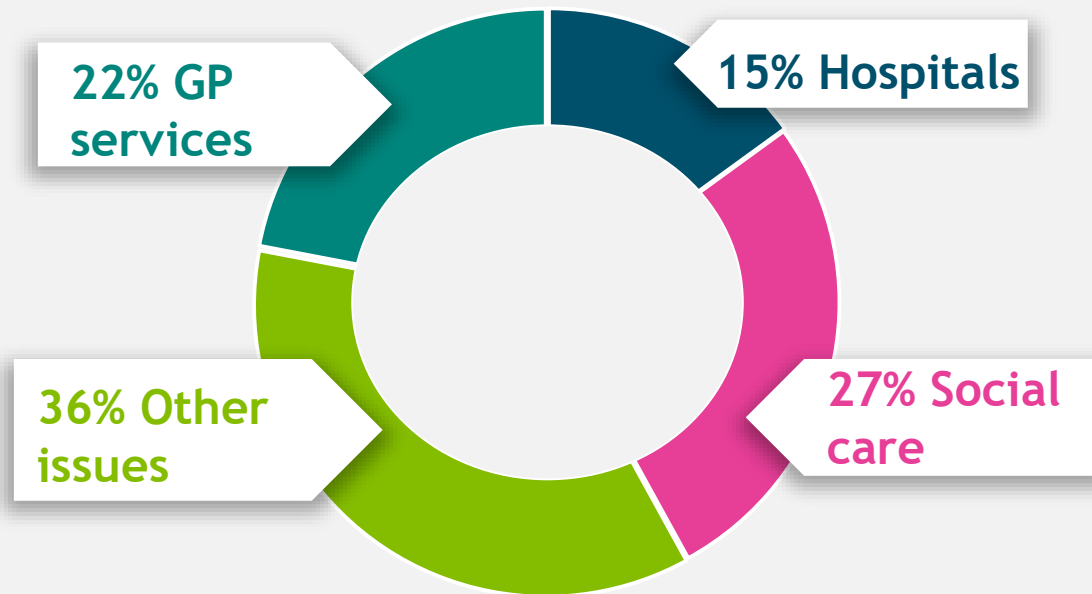
The chart below gives a breakdown of this feedback.

services people told us about



Signposting patients, carers and families

We provided advice and information to 75 people about a variety of services. We signposted them to advocacy, citizens advice and patient complaints. The queries about other services were as follows;



People received information from us in a number of ways including:

- + Through our news alerts, our events calendar and our other website platforms
- + By sending an email using our 'contact us' form
- + By speaking to us at community events
- + From the promotion of helpful services in our newsletter
- + Over the phone
- + Using our twitter handle, Facebook page, Instagram page or Review a Service site



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchnorthsomerset.co.uk

t: 01275 851400

e: contact@healthwatchnorthsomerset.co.uk



Our volunteers

How do our volunteers help us?

At Healthwatch North Somerset we couldn't be as effective as we are without the support of our 16 volunteers that work with us to help make care better for their communities. This is what they do...



- + Administration support
- + Chairs or contributing members of meetings and forums
- + Enter and View
- + Quality Assurance (and Quality Accounts)
- + Investors in Volunteers
- + Digital Champions
- + Involved in CCG Procurement processes
- + Board of Trustees - providing governance and oversight
- + Patient Experience Groups at hospitals
- + Service co-design groups
- + Speak to the public at libraries and leisure centres
- + Head up Patient Participation Group networks

« *Some of our Volunteers at a lunch during Volunteer Week to say 'thank you for all your hard work'* »

Two of our volunteers are part of the South West Clinical Senate; Citizens' Assembly

Clinical Senates are non-statutory entities that bring together a range of professionals to take an overview of health and healthcare for local populations and provide a source of independent advice for commissioners of services.

A Citizens' Assembly has been part of the South West Clinical Senate (SWCS) since these Senates were created in 2013. There are 12 Clinical Senates across England and the South West is unique in having established a Citizens' Assembly to give patients and the public a strong voice in helping health communities make effective decisions about the best overall care and outcomes for patients

The Citizens' Assembly brings together two representatives from each of the 13 local Healthwatch areas across the South West and it is considered an integral part of the Clinical Senate. The Citizens' Assembly debates issues of strategic importance; champions the diversity of patient and public views and provides a strong independent citizen voice to Senate Council debates and to Clinical Reviews. Through linking to local Healthwatch via the Citizens' Assembly, the Clinical Senate is able to access Healthwatch networks and lay-person expertise. This expertise feeds into Senate debates and is considered to be of great value in helping to determine the recommendations that the Senate makes. Recent debates have included topics such as; the role of Community Pharmacy; Networked Delivery of Urgent Treatment Centres; Workforce in the South West and Colorectal Cancer National Guidance. For more information about the Citizens' Assembly and the work of the Clinical Senate please visit their website <https://www.swsenate.org.uk>

Our Board of Directors;

We recruited two new board members in 2018/19, Karen Whitaker and Tim Evans. Pictured from top left, Chair Georgie Bigg, Treasurer Dick Whittington, Raquel Benzal, Tim Evans. Bottom row from left Shaun Fitzpatrick, Lance Allen, Gerry Wadham and Karen Whitaker.



- Our Board is our governing body and oversees our financial, strategic and operational activities. Its overall responsibilities are to:-
- Establish our vision, mission and values
- Set company policy, strategy and structure
- Monitor progress towards achieving goals
- Seek assurance that our systems are reliable
- Promote a positive and productive environment

Quarterly board meetings are held in public. The minutes are posted on our website. This year invited speakers at our public boards provided information and advice on a range of service pathways.

We invited speakers from the Memory Service and Alzheimer's Society to our Public Board meeting in February 2019.



Meet some of our volunteers

A few of our volunteers say how their work truly makes a difference to the lives of people in our area.



Raquel

“I was born in Spain and came to North Somerset with my family, 12 years ago. Being from an ethnic minority means I have an understanding of equality issues. I want to assist Healthwatch North Somerset with getting under-represented groups to share their views on healthcare. More recently I was appointed as a director for Healthwatch North Somerset and this, and my capacity as a volunteer, is giving me an all-important view of the changes and challenges that our local health system is facing.”

Terry

“After applying to join HWNS as a volunteer, the induction was well planned and I was given advice on the roles available. I was invited to a Volunteer Connect Meeting giving me a great opportunity to meet other volunteers. My background is in education where I have worked with teachers and governors and later volunteered for Age UK as a befriender. Volunteering for Healthwatch has been very positive, especially the IT support I have received. I now chair the HWNS Patient Participation Group Chairs’ network.”



Jackie

“I saw Healthwatch North Somerset’s advert in the North Somerset Times for a volunteer office support worker. I have done some secretarial work for the NHS, so I thought it was a good choice for me. The whole recruitment process was very efficient and when I came in for an informal chat, I found the staff very friendly. I’m looking forward to joining the team.”

Volunteers add social value to our work. We recognise and appreciate their contribution and aim to ensure they feel valued, rewarded and supported in their roles and also get something back from us. We ask volunteers what they want to gain from volunteering when they are recruited and keep the conversation alive through close support and supervision. Wherever practical, we offer flexible working options regarding hours and we are committed to volunteering, work bases and working hours to suit.



Manuela

“My work as a Healthwatch North Somerset volunteer has included helping to plan a new service in Weston-super-Mare called the ‘crisis recovery café’.

It is being set up to help those having an emotional crisis or who are in distress, so they don’t need to contact emergency services. I, myself, have had episodes of crisis, once ending up in hospital. I was also taken to a police station prison cell, making me feel like I was a criminal. I hope once the service opens later this year it will be an important asset.”

“After having a road accident in 2009, I was left with progressive and degenerative nerve damage, classing me as disabled. This also prompted me to join Voices for Health which later became part of Healthwatch. I have experienced discrimination and I feel no-one should be left out just because of the costs involved with supporting people who need a bit of extra help. A voice to the silent and knowing that someone cares - that is what Healthwatch is to me.”



Tim



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with Julia (pictured left).

w: www.healthwatchnorthsomerset.co.uk

t: 01275 851400

e: julia@healthwatchnorthsomerset.co.uk



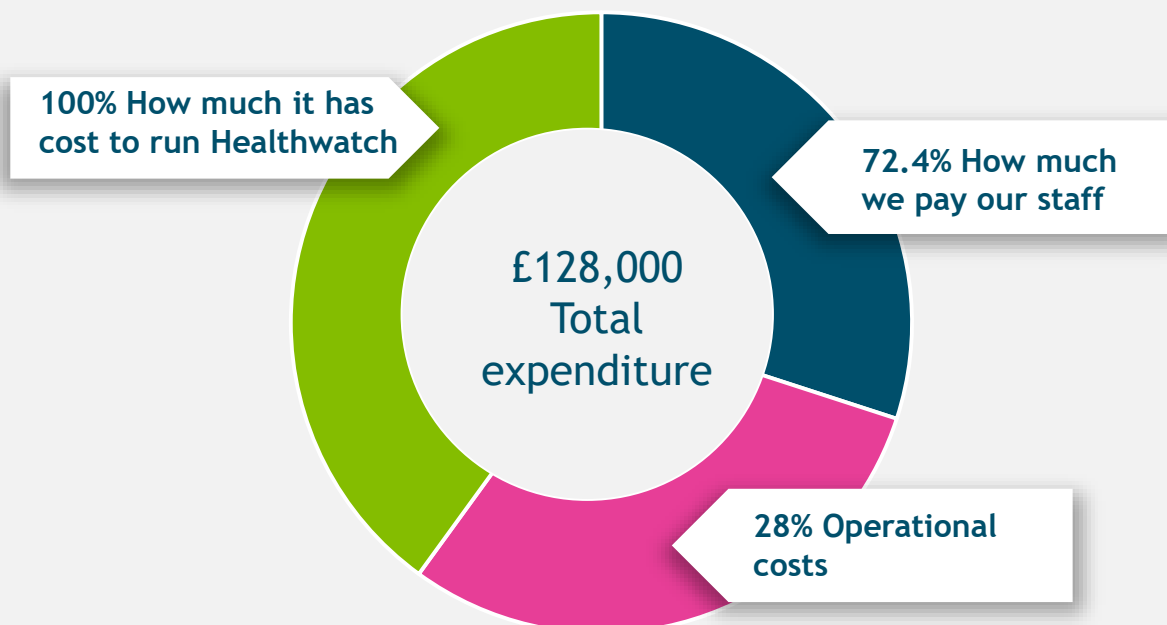
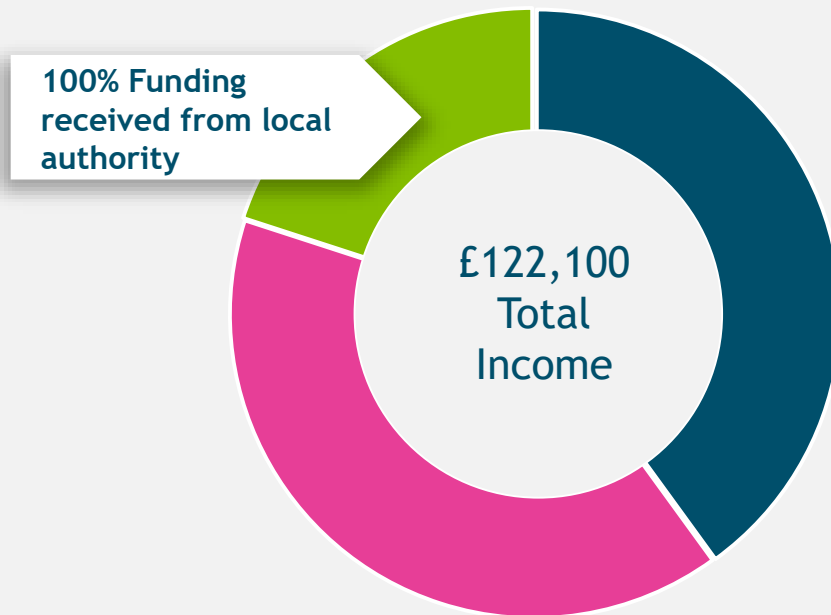
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £128,000. We also received £2,500 of

additional income from Healthwatch England to deliver the Engagement Project on the NHS Long Term Plan.





**Our plans for
next year**

In December 2018 HWNS started setting its strategic priorities for the year ahead. Four priorities were identified (set out in the diagram below) from intelligence received from patients, the priorities recommended by our Prioritisation Panel, Healthwatch England and the STP priorities of the merged CCG of Bristol, North Somerset & South Gloucestershire (BNSSG).

Our other overarching priority will be to prepare a winning bid to deliver a wider contract in response to the upcoming tender for Healthwatch areas covering Bristol, North Somerset and South Gloucestershire.

Our strategic priorities 2019

Digital Innovation

Cancer Services

Mental Health

Adult Social Care

Informed by priorities identified nationally and locally;

Healthwatch North Somerset

Healthwatch England

Prioritisation Panel

Healthier Together

Acute care collaboration

Maternity

Integrated community localities

General Practice resilience & transformation

Prevention

Mental health

Urgent care

Healthy Weston

Workforce

Digital

HWNS Workplan 2019:

- Young people and mental health – survey on access to services via school or college
- NHS 10 Year Plan – engagement project with Healthwatch South Gloucestershire and Bristol
- Healthy Weston Programme – consultation and input to service developments
- Enter and View GP surgeries – assess implementation of recommendations—one year on HWNS revisiting project
- Wellbeing services – evaluation of transition to new service and HWNS to employ apprentices
- Community health services – input to procurement and oversee implementation of new service provision

BID 2019

Message from our Strategy Manager

Rowan Williams joined HWNS as Strategy Manager in November 2018

Looking back

Initially this was a four month position to assist the team in setting strategic plans and to compile a bid to deliver services across a wider contract area to include Bristol and South Gloucestershire. The role was extended by six months when the Healthwatch contract was extended

Looking ahead

We aim to submit a winning bid and deliver a larger service over a broader area which will include Bristol and South Gloucestershire

Barriers and opportunities

If we are unsuccessful in our bid we will have to wind down the organisation as this is our sole contract.

• Thank you

I would like to thank the HWNS Board, staff and volunteer team for their patience in explaining all the TCLs (Three Letter Acronyms) in this new vocational language I have recently learned - NHS speak, their attention to detail when proof-reading and hard work and dedication in getting through a heavy workload in these unsettling times of change.

During December 2018 in addition to settling into the organisation, I met with the Board, HWNS volunteers and staff team to agree

strategic priorities for 2019-2020. We assessed information from the Prioritisation Panel, responses we were receiving from the Long Term Plan Engagement project and utilised local area knowledge to agree four priority areas: Digital Innovation, Adult Social Care, Cancer Services and Mental Health. These are the areas in which we will focus our efforts in the year ahead.



'I have really enjoyed working with this new and dedicated staff and volunteer team and finding my feet in North Somerset.'

Rowan Williams
HWNS Strategy Manager

Thank you

Thank you to everyone who is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Our membership
- + Our active and engaged Board of Directors
- + Staff in the Sustainability and Transformation Partnership and Clinical Commissioning Group covering Bristol, North Somerset and South Gloucestershire and North Somerset Council
- + Patient groups and activists

“Giving a voice to the silent and knowing that someone cares - that is what Healthwatch is to me.”

Tim Evans, Healthwatch North Somerset Volunteer

The team celebrating having reached their target number of respondents for the Long Term Plan survey



Contact us

Healthwatch North Somerset

- + 01275 851400
- + contact@healthwatchnorthsomerset.co.uk
- + Twitter @HealthwatchNS
- + Facebook
<https://www.facebook.com/HealthwatchNorthSomerset/>
- + Instagram [healthwatchnorthsomerset](#)
- + Website
www.healthwatchnorthsomerset.co.uk

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.

Registered Charity no: 1158487
Company Limited by Guarantee,
Registered in England and Wales No: 08187141

Health and wellbeing



choice courts
healthwatch
From the Somerset and Devon Healthwatch

NHS
Services
and

Marie Curie Helper
Somerset and Devon



Someone who's
here to help you

Support when you need it - you or someone you care about is living with a terminal illness

Care and support through terminal illness
Marie Curie

Wise Guide 2 Extra help at home - essential advice for over-65s to live independently
Wise Guide 1 Advice for later life - Support and entitlements for over-65s
Wise Guide 3 Healthy, happy, connected - Support and advice for older people living alone
Wise Guide 4 Choosing a care home - Support and advice to get the best from your choice

GOOD FOR NOTHING
ABIGAIL MAFF
155, 232

Ask Me His Name
Elle Wigg
155, 937

NOTES ON A NERVOUS PLANET
Matti Ha
158

JAMES GANN
158

Neuro-linguistic Programming
DR DUMMI
158
Healy Barton

QUIET IMPACT
Sylvia Leithen
158

DR HARRY BARRY
EMOTIONAL RESILIENCE
158

THE FLAG CODES
158