



Healthwatch Week

3rd - 7th November 2014

 your voice 



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Forward

During the week of 3rd - 7th November 2014 Healthwatch (HW) made a focussed effort to be out and about across the Borough. Although some areas were not as well attended as we would have liked, it allowed us to recognise that there is a need for a different approach in certain locations.

HW encouraged people to tell us their stories by explaining that we share this information with decision makers and how this, in turn, means that the public can directly influence the design, purchase and delivery of our Care Services.

For the purposes of bringing this report to life, we have used what we learned from People who have Hearing Loss in some of the examples. Their problems were often staggering and yet the solutions often very simple.

Aims, Feedback and Actions

Aims:

- 1) To find out if people knew about HW
- 2) To raise awareness of HW
- 3) to promote HW week (which we will do annually)
- 4) to support the “5 ways to wellbeing”
Give - Take Notice - Be Active - Keep learning - Connect
- 5) to find out what really matters to people in their daily lives

Feedback:

1) *Do people know about Healthwatch?*

Although a lot of people knew of HW, they didn't fully understand what HW does or how HW can influence services based on what they tell us.

Data suggests that it was 50/50, of those we spoke to, who knew about HW and some, in fact, were extremely well informed. Younger people, people with sensory impairment, people with a physical disability and those without English as their first language were the least informed.

Some areas across Wirral we found that people were keen to talk to us and share their experiences because the location, and the staff, made them feel comfortable and confident.

To promote HW to everyone in Wirral in all of the different formats and locations that would be needed would take larger resources than are available to local HWs.

Enthusiasm and involvement by Staff within public sector agencies in supporting and promoting HW, internally and externally, would assist in the sharing of resources.

Staff within the public sector, in the main, new about HW but did not fully understand the role and statutory functions.

Actions:

To hold more face to face, and one to one, work. It is evident from our experience during HW week that people need to feel listened to and given the time, and opportunity, to share their views/concerns. There is a need to find an environment where people feel confident to do so.

Promote HW to public sector. Enlist the support of senior managers within the public sector to encourage their teams to learn more about HW. Then for those team members to signpost, the people they come into contact with, to HW.

2) *How we raise Awareness of Healthwatch?*

Healthwatch planned to use the 5 ways to wellbeing during Healthwatch Week as a focus for encouraging people to talk to us and also for sharing information about our communities.

We ensured that HW week was promoted within our communications as far back as January 2014. An action plan was produced and staff aligned tasks and deadlines and there was a small dedicated budget.

It was decided that we would design and print car stickers, flyers and “Your Voice” feedback forms and develop a short survey around the 5 ways to wellbeing. Tesco's donated 3 gifts for HW to give as prizes, so we were able to encourage people to fill in the “Your Voice” flyer and use these as an incentive.

The plan for HW Week 3rd to 7th November 2014:

Monday 3 rd	a.m. p.m.	Birkenhead Library St. Catherines (Stein Centre)
Tuesday 4 th		Hoylake Community Centre
Wednesday 5 th	a.m. p.m.	Merseyside Society for Deaf People Wirral Met College
Thursday 6 th	a.m. p.m.	Birkenhead Park Pavilion / St Johns Church, Hoylake Wirral University Teaching Hospital NHS Foundation Trust (WUTHFT)
Friday 7 th	a.m. p.m.	Tesco's - Bidston Wirral University Teaching Hospital NHS Foundation Trust (WUTHFT)

During the sessions we spent in Wirral University Teaching Hospital NHS Foundation Trust (WUTHFT) we compiled a survey which asked Patients, Staff and Visitors about their view of services in the hospital. The survey told us that there were three main issues which the Trust need to address:- parking, staffing levels and communications.

Actions:-

We asked HW England if they would support the suggestion of HW Week becoming an annual event. However, there was little appetite at this point. HW Wirral will be hosting HW Week again next year, around the same time, and we will utilise the lessons we have learned from this year's event to help us plan. Any ideas to support HW Week would be welcomed and we would encourage you to get involved.

We will also be sharing this report with a wide audience to share the findings and as part of the promotion for HW Week.

A Communications Strategy is in place and a dedicated Communications Sub-group (called the Consultation and Engagement Group) has been developed. If you would like to get involved within this sub-group, or indeed any other work that HW has prioritised, please contact us for more information.

3) *Why have a Healthwatch Week?*

We gathered the views of people we spoke to about the possibility of having a HW Week. Generally, the reaction was positive and people answered "yes, but why would you want to have a HW week?"

HW has a huge remit but is basically a mechanism for capturing patient's experiences of care services, as an independent organisation, and sharing them with Decision Makers. We felt that Carers Week, Volunteer Week, Dying Matters Week etc. are recognised and well attended and that this was a good model. To build on that would be to get out and about within our communities instead of hosting one event and asking people to go out of their area.

The communities within our communities, such as People with Hearing Loss, were very receptive to this approach and we gained some extremely valuable information by hosting a meeting within Merseyside Society for Deaf People offices in Birkenhead. With the support of Janice Connolly, a Deaf Health Champion, this event was really successful and we will be holding further monthly meetings for the foreseeable future.

4) *Why support the 5 ways to wellbeing*

Give, Connect, Take Action, Be active and Keep learning.

The 5 ways to wellbeing is a message for everyone. If you feel alone or unwell, for whatever reason, you may be a full time worker, a person with a disability, someone who lives alone, a person who looks after someone or a new mum or dad, the 5 ways to wellbeing can be utilised to support you and to improve your health and wellbeing. Some examples of how this worked for us during HW Week:-



5) *What really happens to people?*

At the event held in Merseyside Society for Deaf People (MSDP) we spoke on a one to one basis, accompanied by an interpreter, to people with hearing loss. Their stories and experiences were quite a revelation and very basic at the same time.

People with hearing loss have some obvious barriers to communication. How these are managed is a basic human right and is very important. If someone does not understand why or what is happening to them this could leave them very frightened and anxious or, more seriously, handling their care wrongly leading to further complications.

We asked the people who attended to tell us, not only what they found difficult but, what they would suggest could be done to improve things. They told us:-

- Have a full time interpreter on sites such as hospitals
- The use of laminated cards to indicate need eg. I'm in pain, I'm cold, I'm hungry, I don't understand, I'm afraid

HW shared these suggestions with the appropriate agency and they have agreed to attend the next meeting to feedback on these suggestions.

Actions :

HW will ask the agency :-

- How much was spent on interpreters per annum, and why can't a full time interpreter be recruited for larger providers?
- and, could the use of the laminate cards be implemented?

We will replicate the approach used working with MSDP by having insight meetings and using research and common sense. We will also host these meetings by :-

- finding appropriate venues
- having reasonable timeframes
- informality
- understanding the audience

Expected Outcomes

- Younger people, people with sensory impairment, people with a physical disability and those without English as their first language were the least informed about HW.
- Different approaches are needed to engage with the residents of Wirral.

Unexpected outcomes

- The breadth of barriers that people with hearing loss cope with
- The lack of awareness of services, about which NHS agency does what.
- How low the moral of staff, who deliver the services, is

Recommendations:

- All partners should share, and use, resources better and plan jointly
- The use of Laminated Cards for communication with people with hearing loss
- On site interpreters

¹ The Five Ways to Wellbeing

Give

Do something nice for a friend or stranger ... help out in your local community. Or even just give a smile at someone!

Be Active

Find something suitable for your level of fitness and, most importantly, which you enjoy; anything from gardening to walking to work.

Keep Learning

Trying something different such as learning a new instrument or language will set a challenge and increase motivation and confidence.

Take Notice - of the world around you

Noticing the simple things whilst going about your daily routine, such as a change in season or a piece of artwork and savouring the moment will help put things in perspective and allow you to be more appreciative.

Connect - with others

Whether it is at home, work, school or within the local community. Taking the time to develop relationships can enhance everyday life.

We conducted a survey relating to the “Five Ways to Wellbeing”. Overleaf are the results of this survey.

What did we find that people told us really mattered to them?

Using the different ways of talking with people about what really matters to them, we concluded that people want to feel that they have been communicated with and listened to. Generally, the experience of “clinical” treatment was good but people often felt that they had not been treated with dignity and respect.

Receiving an appointment which was convenient to the patient, or loved one, was also deemed very important relieving stress and anxiety which are big contributors to wellbeing.

Talking with staff in all areas of the NHS we learned that staffing levels is a big issue. Also, that staff did not fully understand the internal structures or pathways for sharing information.

Parking at hospitals, the need to improve communication and low staffing levels were the 3 main areas of concern for the public. We have shared this information with the NHS Trusts identified. We have also shared this with the Joint Strategic Needs Assessment (JSNA), which supports the Health and Wellbeing strategy, and commissioning decisions, for the Borough.

¹ Wirral : Health and Wellbeing strategy 2013/14

Five Ways to Wellbeing Mini Survey

Section One: Connect

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

How would you know if you were connecting or just making contact? What makes the difference?



67%

Two Way Conversation



33%

Eye Contact



33%

Something happens as a result of the conversation/an outcome from contact

If being well connected is good for your mental wellbeing is there anything you'd like to do more of and is there anything you'd like to do less of?



89%

More socialising



33%

Getting to know the people around you



22%

Face to face communication

Can you think of connections that you would like to make, or remake?



22%

Community



22%

Distant Friends



22%

Family



22%

Neighbours



22%

Old Friends

Section Two: Keep Learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Learning new things will make you more confident as well as being fun.

What do I think about 'Learning'? Would I like to learn something new each day?



78%

Yes, should try to learn something everyday



22%

Learn new skills



22%

Keep up to date on latest news and events

What would I like to learn about? What interests me, what do I value, what would be useful?



44%

Health & Wellbeing



33%

Cooking



22%

IT Skills

What do I need to do to make learning fun and something I look forward to?



44%

Learn something that interests me



22%

Social learning/Learning with people



22%

Light hearted/Fun learning

Section Three: Be Active

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

What activities do I engage in on a regular basis? How would I like to develop this?



78%

Health & fitness



44%

Walking



22%

Dancing

Who can support me to be more active at home/work?



56%

Family



44%

Work colleagues



22%

Friends

Are there any minor adjustments I can make in my life that can help me be more active? (Remember, 'small changes can make a big difference')



44%

More exercise



11%

Eat more healthily



11%

Get out more



11%

Relax more

Section Four: Take Notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

If noticing enhances wellbeing, what opportunities can I take or make to take notice more often?



33%

Get out more



33%

Pay more attention to surroundings



22%

Visit green spaces more often

How can I practice slowing down and pausing more often?



33%

Relax/Meditate/Take a deep breaths



22%

Set time aside for yourself



22%

No working Lunches

What difference will incorporating this in my day to day life make?



56%

More stress free and calm



22%

Healthier



11%

Mental wellbeing improved



11%

More time to self

Section Five: Give

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.

What do you give others on a regular basis?



67%

Giving Time



44%

Help/Assistance/Support



22%

Advice/Thought

What else could you give others that you hadn't thought of before?
What small gifts can you offer that you will feel good about?



33%

Giving more time



22%

A smile or a friendly gesture



22%

Gifts to those less fortunate

What do you give yourself? How can you be more generous and appreciative to yourself? What 'treats' would really improve your experience of life?



44%

Do things that I enjoy



33%

Treat self to
gift/massage/haircut



22%

Pat on the back/Self esteem

Glossary

- HW - Healthwatch Wirral CIC
- Local Independent organisation set up to gather the views and experiences of the public about our health and social care services. This information is then shared with decision makers to influence how the services are designed and delivered.
- HWE - Healthwatch England
- The local Healthwatch umbrella organisation. Set up to support local HWs by providing marketing support, IT support and training. HWE also brings together regional HWs to share experiences and best practices.
- NHS - National Health Service
- Publicly funded healthcare system providing services from GP practices and Hospitals to community services.
- MSDP - Merseyside Society for Deaf People
- An organisation set up to address the many barriers and inequalities experienced by Deaf people

Acknowledgements :-

During the HW week we were supported by:

- The NHS Community Trust (health checks)
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- David Parker
- Tesco
- Merseyside Society for Deaf People
- Janice Connolly
- HW Staff and Volunteers