



Who Cares



The health & social care Local Involvement
Network for North Lincolnshire
Annual Report April 2010 - March 2011

The Third Year: Transition - towards the next chapter

 **Voluntary Action**
North Lincolnshire
Advancing Local Voluntary Action



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Who Cares is hosted by Voluntary Action North Lincolnshire. To become a member or to take part in any of our activities please contact us using the details below.

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THE EXECUTIVE GROUP

Roni Wilson – Chair – Enter and View Member

Hilary Kitchen – Vice Chair

Richard Leach – Mental Health Lead

Tony Scrase-Walters – Enter and View Lead

Alonghir Ali

Les Barrett – Enter and View Member

Anne Dunkerley

Jim Harding

Colin Hornsby

Sunil Kapil

Julian Kidd

Sandra Lingard – Enter and View Member

Susan Marrison – Enter and View Member

Carole Phillips

Susan Pridmore – Enter and View Member

Guy Reynolds – Enter and View Member

Stuart Wilson

**Three places on the Executive Group remain open for nominations as of March 2011.*

HOST STAFF

Lindsay Barnett – Administrator

Helen Kirk – Research and Communications Officer

Kristian Reed – Coordinator

CHAIR'S REPORT

Who Cares has had another successful year, completing two significant pieces of work on sexual health and mental health provision in North Lincolnshire. As chair, I feel that we are fulfilling our statutory role as the voice of the people of this area. I personally must congratulate the three members of staff for the professional presentation and methodology of all of the completed work.

Who Cares is dependent on its membership and we are keen to recruit new members in what will be a key year. Under the proposals, LINK's such as *Who Cares* will become Local Health Watch from 2012. As well as carrying on with the public engagement and

investigation which we currently carry out, Healthwatch will expand our role.

It is fitting to mark the loss of Ian McPherson, who sadly passed away in January 2011. Ian was a real supporter of *Who Cares* and a valued member of the Executive Group.



Roni Wilson
Chair of the *Who Cares* executive group.

THE STRUCTURE OF WHO CARES

The members are the true owners of *Who Cares*, it is the members who make key decisions, carry out investigations and contribute to reports. Any person who lives in North Lincolnshire or who is registered for primary care services in North Lincolnshire can join *Who Cares*. There is no charge to membership and no minimum term of commitment or minimum level of involvement.

The objective of *Who Cares* is to empower the people of North Lincolnshire to become involved in creating positive impacts to local health and social care services. Achieving this objective requires engagement, integration and a collaborative approach.

Who Cares prides itself on openness, integrity, inclusivity, accountability, objectivity and being member led. The values of dignity and respect and honesty are also maintained through all our working practices.

- *Who Cares* has a membership of 334 people from all walks of life throughout North Lincolnshire.
- There are 196 voluntary and community sector organisations who receive our publications and offer their views on relevant topics and send representatives to our events and meetings. Coupled with the individual members this gives *Who Cares* access to a vast array of people across the area.

- The executive group is a body of 20 members who were elected by the ordinary members. It has the authority to make key decisions on behalf of *Who Cares* and meets every month.
- *Who Cares* has task and finish groups which investigate particular work topics. Members are not obliged to take part in group activity and can join the groups or activities that interest them and can leave when these activities are concluded.
- The performance group receive performance and financial reports from VANL relating to host activity, as well as taking a leading role in putting together reports and assisting in the marketing activities of *Who Cares*.
- One of the legal powers LINKs have is to Enter and View any property where health and adult social care is delivered which is wholly or partly funded by public money. The role of Enter and View is not to inspect but to observe. Authorised *Who Cares* Enter and View representatives are selected from the membership through an application and interview process by a panel from the executive group. They must be fully trained and Criminal Records Bureau (CRB) checked before they can carry out a visit. Task and finish groups may request the Enter and View team to conduct visits. We also work collaboratively with statutory partners, and look for opportunities to utilise the enter and view team for the benefit of seeking patient views and contributing to ongoing service improvement.

- Voluntary Action North Lincolnshire is the host for *Who Cares*. This means that it is responsible for providing a range of support services including as admin support and volunteer training that enable *Who Cares* to fulfil its functions and responsibilities as the LINK for North Lincolnshire.

OUR COMMUNITY/ENGAGEMENT OVER THE YEAR

Who Cares is committed to continually engaging with our members and the wider public. To do this we try to be as accessible as possible. We are always open to hearing the views of anyone either by phone, email, through our website, or face to face at the events we hold. Below is a sample of the things which we do in order to consult our members, as well as promoting the work of the LINK.

Research Sessions Held	24
Focus Groups Held	29
External Events Participated In	17
Presentations Given To External Groups	4
Events Held	3
External Decision Making Meetings Attended	12
External Consultations From Statutory Organisations Participated In	29
Training Sessions Delivered	7
Newsletters Produced	6

For the research/consultation stages of our work projects we held 24 separate outreach research sessions out in the communities of North Lincolnshire and 29 focus groups. This figure does not include paper/electronic responses to our work.

To help facilitate or promote our work, as well as providing opportunity for other health and social care organisations. We ran 3 events, including one on Personalisation, whilst also delivering 4 presentations to other groups. To increase our profile and engage with members of the public, we participated at 17 externally arranged events.

Due to our extremely good working relationship with statutory organisations and groups we have been invited to decision making meetings 12 times. This included aiding the tendering process for pharmacy provision at the new health and social care centre in Scunthorpe.

We have also taken part in 29 external consultations from statutory organisations relating to health and social care. These include national consultations, such as the Government's proposals for health, as well as local consultations.

To increase the skills and knowledge of our members we have also delivered 7 training sessions, including Enter and View training, as well as NAVCA Skilling Up accredited training.



WHAT WE DID

Our research

All our work and investigations are based on evidence. Our reports and recommendations are filled with solutions which have come from service users, carers, support groups and the wider public. This work informs commissioning strategies and enables commissioners to have an opportunity to implement outcomes local people suggest through the LINK.

During the past year we have carried out a number of research projects, as well as being involved in consultations and research which have led to changes in services across a wide spectrum of services.

Over the year *Who Cares* has submitted a total of three reports which have included recommendations to commissioners. All three reports have related to health care services, with the recommendations of all the reports being acknowledged within twenty days. Two of the reports have led/leading to service reviews, and at the time of writing these reviews are ongoing.

Details of the reports and a case study can be seen below. For full versions of the reports please visit www.who-cares-online.org.uk

Young People's Access To Sexual Health Services

North Lincolnshire had been red flagged for health inequalities and rates of teenage conceptions for a number of years. Whilst much work was being done, *Who Cares* had received a number of concerns from young people over sexual health services, how accessible they were to those people living in rural areas, or not in full time education, and the quality of information being given to young people on sexual health and relationships.

Young people were involved throughout the project; undertaking tasks, co-running focus groups and helping formulate some of the scenarios that were used in a number of mystery shopping sessions.

Questionnaires were used to gather the views of young people, supplemented by bespoke focus groups, and overall we engaged with over 450 young people. As well as this, we carried out eight mystery shop exercises of sexual health clinics, pharmacies and hospital provision.

Recommendations included

Topic	Recommendations
Access and availability	<ul style="list-style-type: none"> • Extend existing provisions • Extend opening hours (Evening/Weekends). • Provision of a mobile service or through community based settings. • Proactive outreach through Youth and Sports Clubs. • Increased use of the internet and social networking opportunities
Barriers	<ul style="list-style-type: none"> • Mobile health clinic provision • Encourage GP's to promote their services more, particularly for males.
Education	<ul style="list-style-type: none"> • Increased advertising of the range of services to the 18+ range as many young people are simply not aware of the services available to them. • Set up an internet based e-clinic
Knowledge level	<ul style="list-style-type: none"> • Development of an information pack with more information being included about emergency contraception, STIs, family planning including adoption. This would be distributed across all venues/clinics
Types of contraception	<ul style="list-style-type: none"> • Increase awareness on the types of contraception through the aforementioned information packs/online resources etc

These recommendations have been acknowledged by both NHS North Lincolnshire and Northern Lincolnshire and Goole Hospitals NHS Foundation Trust. Both trusts welcomed our work, and recognised the value it had brought to the commissioning process for future service provision.

Service User & Carer Experiences of Mental Health Services

Longstanding concerns from members over mental health services in North Lincolnshire led to a lengthy and intensive piece of work to find out the experience of service users and carers.

Predominantly, research was carried out through one-to-one interviews, as well as the use of questionnaires.

Recommendations Included

Treatments and Therapies - More meaningful therapy sessions during inpatient stays.

Potential activities mentioned included more use of the art room at Great Oaks, and greater use of Sandfield House for arts and crafts based therapies. Photography, cookery and gardening (both on site at Great Oaks, and through community based allotments) were other options offered.

Medication - Ensure that patients have an understanding of what is happening when changes, increases or decreases to medication are introduced. Communicate the information to the service user and their carer.

Psychiatrists - Communication is crucial, patients and carers need to understand the benefits and any side effects of treatment and conversely psychiatrists would benefit from building rapport with patients.

Consistency where practicable and continuity in psychiatrists assigned to patients.

Enter and View - Scunthorpe General Hospital Visit - June 2010

In July 2009, *Who Cares* undertook an Enter and View visit to Scunthorpe General Hospital after concerns had been raised about the standards of cleanliness within a number of the hospital wards. Members felt it was appropriate to carry out a follow up visit 12 months later to see if the high standards observed during the first visit had been maintained. This visit took place in June 2010.

NLaG were informed of the week the visit would take place, and were contacted fifteen minutes before the start of the visit so that ward escorts could be made available. NLaG were not aware of the wards which were to be visited.

As with the previous visit, Enter and View representatives were provided with a checklist observation record, adapted from the hospital's schedule of cleaning responsibilities, to enable them to make written records of their observations during the visit. In total, five wards were visited, as well as the Discharge Lounge.

Through observations and discussions with patients, the team found no evidence of unhygienic practice or unclean conditions in Scunthorpe General Hospital.

Observations were made about the positioning of hand gel dispensers, and a review was undertaken by the hospital following the visit. A further recommendation was made around menu choices for people with varied dietary requirements, this was acknowledged by the Trust, and *Who Cares* have since been invited to carry out some work alongside the trust into nutrition, as well as outpatient clinics.

Substance Misuse Pharmacy Customer Insight

Working alongside the substance misuse support group Freshsteps, *Who Cares* looked into the experiences of substance misuse clients in recovery at Garners Pharmacy in Scunthorpe.

Freshsteps had been approached by Garners to look into the experience of substance misuse clients using the pharmacy.

Who Cares staff helped provide training into research methods for Freshsteps members. Members designed their own questionnaire, and carried out a series of research sessions.

Recommendations Included: Publishing feedback results within the Pharmacy to allow clients to see ongoing customer feedback, showing that the client voice is being listened to and valued.

Further utilisation of the consultation rooms within the Pharmacy to allow support groups/health and social care initiatives to be run from within the pharmacy.

Recommending to statutory service commissioners the value of pharmacy provision and the added benefit that could be gained from further using the facilities to their full potential, particularly for outreach work.

Getting service users more involved in writing the code of conducts which pharmacies must adhere to when dealing with clients.

Winterton Community Research 2010

Who Cares helped conduct community research in Winterton, carried out by Voluntary Action North Lincolnshire during April 2010. The research covered a broad range community issues such as leisure activities, young people, health, volunteering. *Who Cares* primary focus were young people's views, and these were fed into the aforementioned report into sexual health services.



CONSULTATION WORK

Throughout the year *Who Cares* responded to many consultations, as well as assisting many individual members to make their own responses.

We were also invited by statutory providers to respond to their own consultations a total of 29 times in 2010-2011.

Below are a couple of examples of the more in-depth consultation responses undertaken by *Who Cares*.

Mental Health Modernisation Consultation

Running concurrently with *Who Cares* work into mental health was a consultation on the modernization of mental health services in North Lincolnshire. The mental health subgroup made a comprehensive response to this consultation, involving stakeholders from a range of mental health support groups, as well as service users and carers.

Following the consultation, subgroup members felt that the concerns expressed in the response had not been adequately addressed. In light of this, correspondence was made with NHS North

Lincolnshire and RDaSH, with meetings set up to talk through the concerns. As these meetings did not reach a satisfactory conclusion from the point of view of subgroup members, the matter was taken further. Working alongside the North Lincolnshire Council Healthier Communities Overview and Scrutiny Panel, *Who Cares* and the Panel were able to achieve positive outcomes for service users and carers working alongside RDaSH and NHS North Lincolnshire.

Liberating the NHS - Government White Paper

Who Cares helped to facilitate a number of individuals to make their response to Liberating the NHS. This large scale consultation saw a tremendous response from members, and as a LINK, *Who Cares* were able to offer a wide-ranging response on all aspects of the White Paper.

This response was also recognised regionally, and when submitted to the Yorkshire and Humber regional support team, parts were utilised in the regional response.

OUR WORKING RELATIONSHIPS

Who Cares has worked hard to build positive working relationships with statutory partners, as well as groups within the voluntary and community sector, recognising that the most positive results are achieved when working collaboratively.

At our monthly Executive meetings there are representatives from NHS North Lincolnshire, Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG) and East Midlands Ambulance Service (EMAS). These representatives provide updates to members, as well as being able to work with members and take away actions from the meetings which can then be worked on.

Executive Meetings also provide a platform for organisations to give presentation on consultations, new initiatives, or to showcase their service to members. Over the past year we have had presentations on topics such as Cancer Care, Community Services, Ambulance Services, Mental Health Modernisation and the Quality Accounts for East Midlands Ambulance Service and NLaG. Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust (RDaSH) have representatives who come to the monthly mental health task and finish group meetings, again allowing dialogue at these meetings between members and the Trust.

North Lincolnshire Council Adult Social Services provided support and representation for the *Who Cares* Personalisation event held in Autumn 2010, whilst also inviting us to a number of events, including a disability awareness event held at Scunthorpe United Football Club.

Working Protocols - Working protocols have been put in place collaboratively with NLaG and EMAS, and these moves forward have been welcomed by all. Moving forward, it will be important to ensure that solid and productive working relationships are maintained and built upon with all organisations.

Care Quality Commission - Throughout the year, a regional contact from the Care Quality Commission (CQC) was assigned to work with *Who Cares*. Initial meetings with host staff have taken place and regular contact is underway. All published reports are sent to the CQC, with information for members also being sent regularly by the CQC. Throughout the transition towards HealthWatch, it is the aim of *Who Cares* to further strengthen the working relationship with the CQC, both for assisting with our own work topics, whilst also being able to help the Commission with their work.

Health & Wellbeing Board - *Who Cares* have been involved in the first meeting of the shadow North Lincolnshire Health and Wellbeing which took place in March 2011. This is a Board which will become of ever increasing importance and influence throughout 2011-2012 and beyond, with *Who Cares* providing key input for patient and public involvement.

Overview and Scrutiny Panel

Who Cares has a very strong working relationship with North Lincolnshire Council Healthier Communities Overview and Scrutiny Panel. Throughout the year members have attended and contributed to a number of panel meetings. Host staff meet with scrutiny officers every quarter to update each other on work topics, and to flag up any issues of concern either party may have.

With this positive relationship in mind *Who Cares* have made no formal referrals to the Overview and Scrutiny Committee during 2010-2011.

Who Cares and the Overview and Scrutiny Panel have worked particularly closely on addressing concerns over a Mental Health Modernisation Consultation. *Who Cares* representatives were invited to attend panel meetings, where these concerns were discussed with the relevant commissioners and senior staff from NHS North Lincolnshire and RDaSH.

Freedom of Information Act 2000

Who Cares has worked hard to build a strong and constructive relationship with all of the health and adult social care commissioners and partners.

Bearing this in mind we have not had to make any requests under the Freedom of Information Act 2000 because of positive working relationships which have yielded a total of 96 pieces of information which have been requested by *Who Cares*. A breakdown of this appears below.

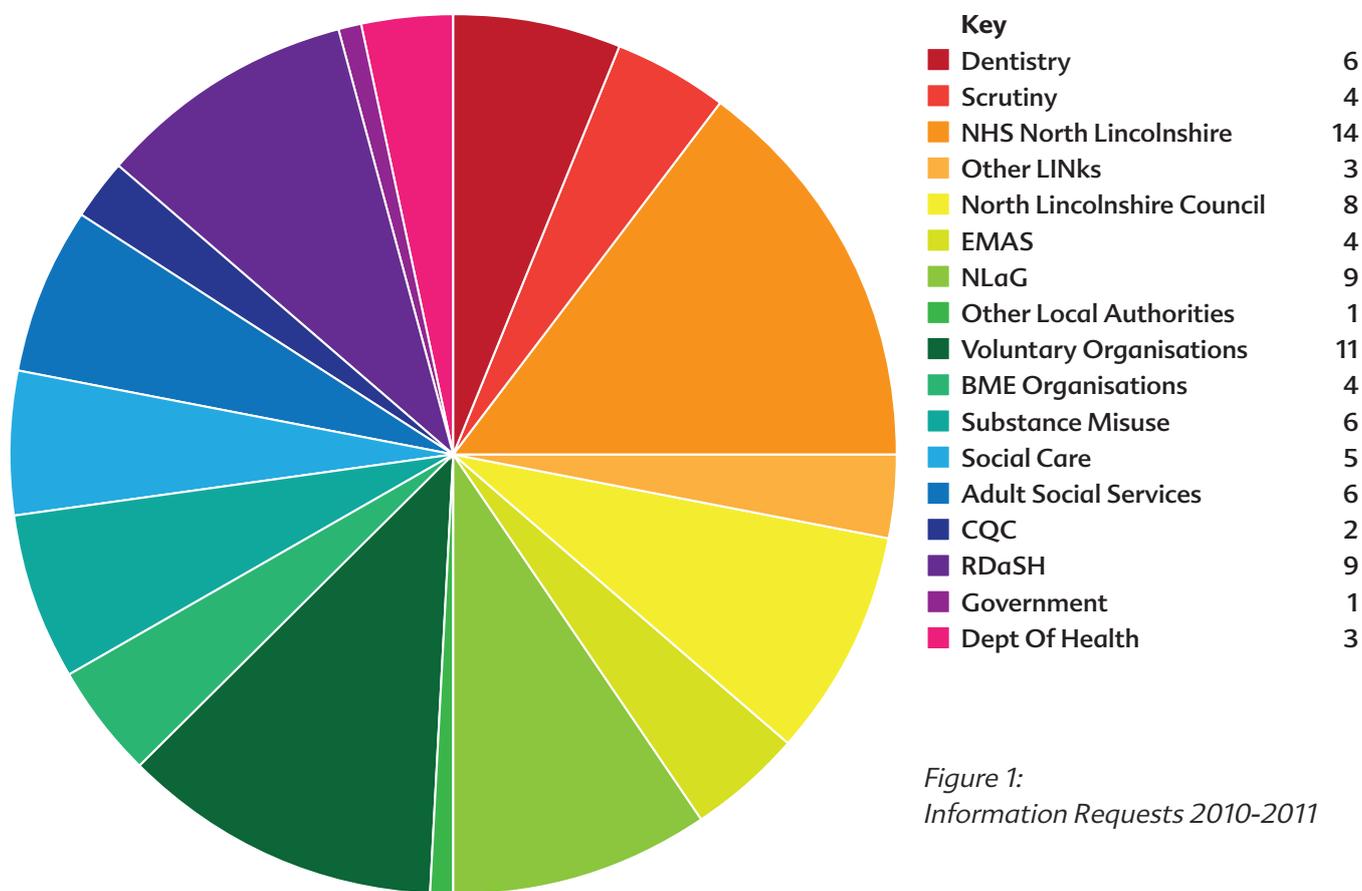


Figure 1:
Information Requests 2010-2011



Local Media

Who Cares have seen increased media coverage due to a fruitful relationship with the local press. Over the past year, comments and articles have appeared in the main daily newspaper in North Lincolnshire, the Scunthorpe Telegraph a total of 28 times. This includes 12 articles which have been written by host staff and appeared directly in the newspaper.

This relationship has blossomed to such an extent that *Who Cares* help to coordinate a Community Voice page which appears weekly. It provides a platform for voluntary and community sector groups to publicise their work to a much wider audience. This has been running since July 2010.

Press coverage has also been in a number of community newsletters across North Lincolnshire, including the Community Interest Group newsletter.

Who Cares publishes its own newsletter, with articles also appearing on our website. We include features on both platforms for contributions from voluntary sector organisations and statutory organisations.

As well as this, there have been three interviews for local radio, two for BBC Radio Humberside, and one with Lincs FM. Subjects discussed include Government proposals for health and social care and GP Commissioning.

WHO CARES BUDGET

1 APRIL 2010 - 31 MARCH 2011

The finances for supporting the work of *Who Cares* come from central government via North Lincolnshire Council and are managed by Voluntary Action North Lincolnshire. The table below illustrates the budget for *Who Cares*:

Who Cares Annual Spend 2010-2011	Spend 2010/11
Staff salaries	£56,110
Activity	£4,886
Central Costs	£29,467
Total costs of project	£90,463
Funding received in the year from North Lincolnshire Council	£102,600
Underspend for the year to 31.3.2011	£12,137
Underspend b/fwd at 1.4.2010	£42,242

Activity costs include:

Meeting venue and transport hire, refreshments, volunteer expenses, research costs, publication printing

Central Costs include:

Management charges, office hire, support services (including IT, in-house printing - including documents and newsletters etc, equipment, stationary, utilities.

MOVING FORWARD

Looking ahead, 2011-2012 is one of transition. During 2012, LINK's will become Local HealthWatch. Local Healthwatch will continue LINK's role of patient and public engagement, whilst also having a number of additional functions.

These new functions will include

- Supporting individuals exercising their choice in health and social care, in particular people that lack the means or capacity to make choices.
 - Be able to report concerns about quality of health and social care services to Healthwatch England.
 - A Local Healthwatch member will sit on the Health and Wellbeing boards which will be formed within each local authority area. *Who Cares* have been involved with the shadow North Lincolnshire health and wellbeing board from its initial meeting in March 2010.

The move towards becoming Local HealthWatch presents a real opportunity for evolution and new work streams.

Some of these work streams are seen below.

- **Dentistry** - A number of people have expressed concern around the way in which the waiting list for getting an NHS Dentist is managed. Some people have not been contacted; others have and still had to wait many months to see a dentist. Others have been contacted and seen a dentist within a few weeks. The system is haphazard at best and *Who Cares* seeks to engage with the public and professionals to look at what areas can be improved and worked on.
 - We will work towards bringing together an expert group involving interested parties of service users and professionals, and obtaining recommendations from all parties to provide recommendations.
 - The substance misuse group Freshsteps has shown an interest in providing evidence and service user experience of the difficulty substance misuse clients have in obtaining treatment from an NHS dentist.

- **GP Services** — *Who Cares* carried out a large scale survey into GP practice services in Scunthorpe in 2009. Whilst some have seen some improvements, we have been told that it would appear these positive changes have not taken place across all practices. It has been suggested that we should look at the practices which, through service user reports, appear not to have improved to see what improvements are required and could be recommended. This work will initially involve members and staff asking patients for their views and ideas for improvement.
 - It is hoped this piece of work will also help to strengthen ties, and build a positive working relationship ahead of GP Consortia taking over commissioning.
- **Care in the Community** — Concerns have been raised in rural areas in particular about the way in which community based services are delivered. Are these services of a high standard? Are care workers visiting at times most appropriate for the individual receiving the care? Are they delivering the right services for the individual?
 - This piece of work will require a collaborative approach will rural groups, particularly Rural Partnerships Plus, as well as third sector organisations such as Carers Support Centre, FreshStart, Independent Living and many other rurally based organisations.
 - The work topic will provide an excellent opportunity for outreach work in rural communities across North Lincolnshire, increasing awareness and benefitting member recruitment activity in rural areas



Partnership working opportunities

The number of opportunities available to work collaboratively with statutory organisations, highlights the excellent working relationships which have been established. Throughout the transition to Local Healthwatch, it is important that these working relationships are strengthened.

- Transforming Community Services Pilot Engagement** - The LINK's involvement with the Community Services Strategic Partnership programme has led to some collaborative work involving engagement with communities involved in a pilot scheme. The pilot, which will take place over summer 2011, will see a number of community based services such as podiatry and district nursing being delivered through a team model approach. At the time of writing, the pilot area had yet to be finalised. The LINK and partners from Adult Social Services, NHS North Lincolnshire, Northern Lincolnshire and Goole Hospitals NHS Foundation Trust, Children's Services, Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust, and GP's are working together, with the LINK taking a lead on a task and finish group to ensure that patients are fully engaged and have the right information throughout the pilot stage, and that feedback is sought from the public and professionals delivering the services.
- Hospital Trust Enter and View Work** — NLaG have invited the Enter and View team to carry out a piece of work around patient experience for a

number of outpatient clinics. These areas include Ophthalmology, Neurology, Cardiology and Audiology. Work will include the team visiting the clinics, speaking to patients and professionals, and producing a report with recommendations.

- NHS North Lincolnshire Pharmacy Work** — Members have been invited to look into patient experience in North Lincolnshire pharmacies which are open for 100 hours a week. Mystery shop visits or phone calls could be undertaken, as well as participatory research with pharmacy customers.

Future work

Increasing membership represents a real opportunity to raise our profile, to increase membership and become truly representative of North Lincolnshire. Addressing local issues needs local people.

With the challenges and changes currently facing health and social care services, the opportunity to work collaboratively is one which will become of greater importance in order to continue to achieve improvements in North Lincolnshire.

Engaging with GP's will also be a challenge to address. With GP's set to become commissioners of a wide range of services, interaction will be key for Local Healthwatch to succeed. Work has already begun on engaging with GP's, but much more engagement is still necessary.



Who Cares



Voluntary Action
North Lincolnshire

Advancing Local Voluntary Action



**NAVCA
Quality
Award**

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