...for the first time, I actually feel valued as a person with something to contribute rather than someone who had no choice. I thank you Healthwatch for that.

## Welcome

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**Annual Report | 2015/16**
Visit www.healthwatchsuffolk.co.uk/services to rate and review health and social care services in Suffolk. You can also call 01449 703949 or send us an email to info@healthwatchsuffolk.co.uk.
Welcome

Hello!

We are Healthwatch Suffolk. Our aim is to shape influence and improve health and social care services in Suffolk by listening to your experiences and making them known in the places that matter.

In this report, we will showcase all of the work we have been doing to ensure local services are shaped by your views and experiences. We will also demonstrate how we have worked with others to shape local services, involved people in our work and how we have helped people to find services to maintain their own health and wellbeing.

For more information about this report or to ask for an alternative format, please contact our Information Team on 01449 703949 or send an email to info@healthwatchsuffolk.co.uk.

Welcome from our Chair and Chief Executive

We would like to welcome you to our third Annual Report.

This year has seen us consolidate and strengthen our role as the independent voice of the people of Suffolk in matters concerning health and social care. It has also been a year in which we have recruited a new Chief Executive.

We continue to receive large numbers of stories from people using our health or social care services. These stories are important to us. It is our job to use them to influence commissioners and providers of care, to collaborate with key decision makers, and to report on the changes that we help to bring about. You will see several good examples in this report where we have managed to do just that.

Without a large number of stories as evidence we have less chance of improving care for people. Ideally, we would like you to send us a story or a brief comment whenever you have seen a health or carer professional, such as your doctor, a nurse or carer. We should emphasise that good stories of excellent care

A little something extra...
Look out for our green video, report download and digital content icons throughout the report. Click on them to launch extra content on your smartphone, tablet or computer.
are as important to us as stories that are of care that is less good because these allow an organisation to learn and improve. We also get involved in such learning scenarios.

On behalf of our Board of Directors, we would like to thank our staff, who quite simply excel at what they do. They are truly passionate about wishing to bring about the best possible outcomes for the people of Suffolk. You may have at some point had an opportunity to talk to or meet with a member of our team.

We would also like to thank our volunteers, without whom we could not possibly hope to reach the 11,500+ people we have had contact with over the year. We now have over 90 volunteers and nearly a third of them are trained to carry out statutory Enter and View function. They have the right to access any care provider, whether a care home, a hospital, a GP practice, or other publicly funded care service.

Thank you to all who have expressed an interest in Healthwatch Suffolk. Your shared stories are reflected in this annual report and for the first time, you can access our report in its different formats. The full electronic version has numerous film, voice and other links from it. The executive summary will also be available in Easy Read.

Finally, austerity measures will continue to impact on social care and health care. This means that your stories are even more important in influencing providers and commissioners in Suffolk.

Andy Yacoub (Chief Executive)
Tony Rollo (Chair)

Feeding back is easy.

Email, call us or visit our website to rate and review your care. You can also request a feedback postcard or pick one up from many locations in the county.

Your voice counts

This is your opportunity to influence your health and social care services. Your feedback (whether anonymous or not), will be featured on www.healthwatchsuffolk.co.uk and used to make recommendations for change to local providers, commissioners and NHS. You can also call 01449 703949 with your feedback.

Leave feedback

Name of Service

Rate this service provider by circling the appropriate number

Poor 1 2 3 4 5 Outstanding
Our year...

10 reports produced to influence local services (see from page 41).

Approaching 500,000 Twitter impressions and a 31% increase in our network.

We remain the top Local Healthwatch for media coverage in England.

We have visited six services to talk to people about their care and make recommendations (see page 27).

94 volunteers have helped us to reach local people and to complete various tasks (see page 79).

We engaged 11,500 people at over 1,000 events, meetings and groups across the county (see page 10).

We moved to new premises in Claydon.

We launched new technology to help us obtain local views (see page 15).

We obtained 2,748 logged comments from people using services.
May 15
We launched our new platform for obtaining local views (see page 15).

June 15
We launched our BME Small Grants scheme (see page 19).

July 15
We launched our ongoing maternity project (see page 51).

August 15
We published our report about transport to care in Suffolk (see page 43).

September 15
Our first Enter and View visit report was published (see page 27).

October 15
We held our second Annual General Meeting (see page 92).

November 15
Published report about mental health and BME communities (see page 45).

December 15
Our new Chief Executive joined the team (Andy Yacoub).

January 16
We launched our diabetic foot care project with Ipswich Hospital (see page 86).

February 16
We launched our #My999Story campaign (see page 41).

March 16
We held a showcase event at a school in Sudbury (see page 49).
Everyone uses a health or a social care at some point in their lives. That is why it is so important that those services (e.g. GP practices, hospitals and care homes) are shaped by your needs and experiences.

We make sure that your voice is heard to improve services in Suffolk. We are independent and that means you can be honest with us about your experiences.

We have the strength of the law behind us. It means that the people who run and pay for health and social care services must respond to our requests explaining what action they will take or why they are not taking action.

We can visit local services to talk to people using them and observe the care being provided. We make recommendations to improve the services based on our observations and make these known to you and to the people responsible for the services. You can read more about this work from page 28.

Our vision:
Championing the views of local people to achieve excellent health and social care services in Suffolk.

Working with others to influence the health and social care economy
We work with many people, groups and partners to influence health and care in Suffolk. That includes regulators of services, groups of local people and those who run or pay for local services.

The Care Quality Commission has a legal duty to listen to things we say about services. It means that we are best placed to inform its work with your views and experiences within the services it checks. You can read about how we work with others from page 64.

Evidence based approaches to improving local services
We challenge local services using evidence from local communities. This includes extensive research projects (see page 40) and investment in technology to capture your views and experiences (see page 15).

Information and signposting to support your health and wellbeing
NHS and social care services can be confusing. We can give you information about choices you have with regard to where you might get help in relation to your health, social care and wellbeing needs.

We will signpost to a range of services that best support your request so that you can contact those organisations yourself. We can also give you information about what to do when things go wrong in services and you are unsure about how you can make your voice heard.

You can read more about how we have supported local people to find local services from page 35.
Read about our work to engage young people in Sudbury from page 50.
1. Listening to people who use health and social care services
Our Community Development Team...

Our core role is to find out what local people think about health and social care services in Suffolk. That means that we must be present within communities to let people know about us and obtain their experiences of using local services.

We have a team of three Community Development Officers and one Senior Community Development Officer. They have been active this year attending many events, meetings and community groups across the county.

Each team member has a nominated geographical area (determined by the county district borders) within which they operate. This means that communities have a named person through which they can link into our work or receive support.

The team:

- Recruits and trains volunteers.
- Encourages participation in our research and projects.
- Develops relationships with key partners who work in the voluntary, private and statutory sectors.
- Develops mutual partnerships with organisations that support our work.
- Signposts people to information that can help them to get the best out of local services.
- Encourages people to become members.
- Raises awareness of Healthwatch Suffolk.
- Obtains feedback from communities.

Our Community Development Team have visited many communities and venues to talk to people about their experience of local services including libraries, GP practices and lunch clubs.
Raising our profile by reaching out into local communities

Our team have worked hard to reach as many people and communities as possible throughout the year. This engagement can be defined as both targeted and broad in approach.

By reaching out into local communities, we hope to encourage more people to share their views with us. Our team attend many large events to talk to the public about how we can make a difference. This year, such events have included:

- The Suffolk Show
- The Indian Summer Mela
- Time to Change Village and Christmas Lights Switch On in Bury St Edmunds

In addition to general public events we are expected to engage with some specific groups for their views on health and social care services. We have listed some of these below.

Young people who are under the age of 21

In addition to our work within the Thomas Gainsborough School informing plans for the future of child and adolescent health and wellbeing services (see page 49), we have spoken with young people across the county. These opportunities have included (selected examples):

- **Primary schools:** Schools in Bildeston, Bramford and Combs Ford agreed to share information about Healthwatch Suffolk within the children’s school bags.
- **The Mid Suffolk Holiday Opportunity Play Scheme (HOPS):** HOPS provides a wide range of specialist staffing, play equipment, activities and facilities, to enable children and young people with disabilities and additional needs to access activities. It gave information about us to its young volunteers and family members.
- **Year of the Sheep Festival in Hadleigh:** We attended the Bo Peep Picnic event for children and were able to talk to children and their families.
- **Home Start:** Home Start supports families that find it difficult to cope with the challenges of life because of poverty, isolation, illness or many other reasons. We spoke to families attending groups at Home Start centres.
- **Baby groups:** We attended a range of baby groups and children’s centres to talk to parents about our maternity project (see page 51).
- **The Dyslexia Shop in Felixstowe,** which offers resources to help children with additional needs.

Information about us is also available to young people who visit The Source website managed by Suffolk County Council.

Visit [http://www.thesource.me.uk](http://www.thesource.me.uk) and search for “Healthwatch Suffolk”.

We work closely with the Young People’s Health Ambassador (YPHA) for Suffolk to ensure that children and young people know all about Healthwatch Suffolk, have the opportunity to engage with us and have their voice heard.

The YPHA joined our team for one day at the Suffolk Show.
Older people over the age of 65

This year we have visited several services that provide care to older people in Suffolk (see page 27). We have also spoken with many older people as part of our regular engagement sessions at all three of the county’s acute Hospitals. This includes the Ipswich Hospital Eye Clinic and Orthopaedics department.

Some examples of where our Community Development Team has reached older people for their views are as follows:

- The Together Thursday group in Hadleigh for people with dementia and their carers.
- The Stowmarket Salvation Army Over 60’s Group
- Church coffee mornings
- Leading Lives wellbeing groups
- Rural Coffee Caravan Golden Age Fairs
- Sue Ryder Synergy Cafés for over 65’s

In addition to the above, our team has continued to support the development of Dementia Action Alliances across the county including in Hadleigh, Stowmarket, Bury St Edmunds and Felixstowe. They bring together regional and local members to improve the lives of people with dementia in their area. They are seen as the local vehicle to develop dementia friendly communities. Members of local alliances sign up to the National Dementia Declaration (www.dementiaaction.org.uk/nationaldementiadeclaration) and complete an action plan describing what they will do to meet these outcomes.

All of our community team members have attended Dementia Friends awareness sessions, which is a national Alzheimer’s Society initiative. The programme aims to change people’s perceptions of dementia and transform the way the nation thinks, acts and talks about the condition.

Vulnerable groups

Our team engage with many individuals and groups that we may perceive to be “vulnerable” to obtain views and experiences. Some examples of note include:

- **Suffolk Voluntary and Statutory Partnerships for mental health (VASP):** The VASP is a local network for anyone with an interest in mental health. Meetings take place across Suffolk to enable local organisations across the voluntary and statutory sectors to share information, identify gaps in services and reduce stigma. The VASP has a strategically focussed county group, which is currently chaired by our Senior Community Development officer (Gill Jones).

Other engagement has included:

- Leading Lives have assisted us to obtain the views of people with a learning disability.
- Suffolk Family Carers invited us to talk to members of their mental health group.
- The Bridge Project in Sudbury invited us to share information at its lunch clubs.
- We attended events coordinated by Ace People First with a specific focus on supporting people with a learning disability.

11,500+ people reached at over 1,000 events, groups and meetings
• We attended the Avenues East Disability First Conference to share information about us and our work.
• We spoke to Cognitive Behavioural Therapists, Psychologists and Link Workers at the team meeting for the Suffolk Wellbeing Service.
• We attend Avenues East Disability Forums around the county and contribute to the agenda.
• We attend the Suffolk Neurological Network.
• We attend the Suffolk Low Vision Group.
• Attend Domestic Abuse Forums run by Ipswich Borough Council.

In particular, our work to obtain views on East of England Ambulance Services from across the East of England is an excellent example of partnership working with other Local Healthwatch. We have also launched a new campaign for 2016/17 called “Let’s Talk”, which involves close working with Healthwatch Norfolk to obtain views on the local mental health Trust which serves both county’s.

People who live outside of Suffolk but use Suffolk services

We are always conscious that people from other counties use our local services. That is why we work closely with other Local Healthwatch and in communities close to county boundaries to obtain views from people.

They shared their story... Now share yours...

Watch our video to find out what people told us about their experiences within NHS and care services at the Suffolk Show 2016. Click the camera below or search “Healthwatch Suffolk” on YouTube.
Embracing technology to obtain views on services

We believe that, by helping people to more easily express their views, we can improve health and social care in the county. That is why, in May 2015, we launched a whole new approach to obtaining and analysing the feedback we receive from local people.

The Healthwatch Suffolk Feedback Centre is accessible via a variety of devices including mobile phones, laptop/desktop computers and tablets. This means that people can easily and anonymously rate the care that they or a friend or family member has received.

Our core function is to make sure that the patient voice comes through loud and clear to the professionals who make decisions about health and social care in this county. That is why we have developed a simple yet powerful system which is accessible to the widest possible group of people from wherever they are.

Hundreds of thousands of people every day use online review systems to give their opinion about services or products they have bought or used. We want to harness that behaviour to encourage patients, users and their families to give us vital information about the NHS and social care.

As an independent organisation, we want to gain the trust of the public to tell us their full experiences of local services. We hope that by creating a familiar tool, we will be able to engage many more people in celebrating and improving health and social care in Suffolk.

Visit our website to rate and review health and social care services in Suffolk.

Listening to people who use health and social care services...
Look out for the Browsealoud icon on our website

For the second year running, we have continued use of the Browsealoud accessibility tool on our website.

- Text-to-speech enables people to listen to our website content.
- Translation technology enables people to translate our web pages into 78 languages and speak translated text aloud in 35 languages.
- The on-screen text magnifier helps users with visual impairments.
- An MP3 generator converts text to audio files for offline listening.
- Screen mask blocks on-screen clutter, letting readers focus on web page text.
- The web page simplifier removes all content for easier reading.

Visit www.healthwatchsuffolk.co.uk and select the Browsealoud icon to give it a try.

Accessed 449 times by our website users with 299 speech requests.

Helping providers to demonstrate transparency

Our new website offers fantastic opportunities for closer working with providers of health and social care services in Suffolk. One of these is for providers to feature our Feedback Centre widget on their website home page (pictured right).

The widget displays the service star rating as currently visible on our website. It can also include some example reviews. People simply hit the “Leave your feedback” button to be taken directly to our website where they can rate and review their care.

The widget enables services to meet important requirements as follows:

- It enables organisations to demonstrate close working with us.
- Hospitals can demonstrate that they are meeting their duties under the NHS Standard contract to prominently display information about how local people can feedback to us.
- The Care Quality Commission would view it as a sign of good practice.
- West Suffolk Hospital (Not yet active)
- James Paget Hospital (Not yet active)
- Norfolk and Suffolk NHS Foundation Trust (Not yet active)

We have been talking to providers about the widget and the following services have agreed to launch it:

- East Coast Community Healthcare (Active)

We will continue to encourage these providers and others to launch the widget as soon as possible.
A snapshot of your feedback...

2,778

Individual comments recorded from people using health and social care services in Suffolk

550 comments logged as part of our research projects.

266 services rated by people using our online Feedback Centre.

People rated services in Suffolk with 4 out of 5 stars on our online Feedback Centre. Many people rated the quality of care provided highly.

Whilst people are generally positive about services, there was significant variation in ratings.

GP practices were rated 3 out of 5 stars.

Mental health care received just 2 out of 5 stars.

Rate and review your local services now. Simply visit www.healthwatchsuffolk.co.uk/services
Themes: Our systems enable us to track themes with the feedback people share with us. This enables us to keep watch of how well services are meeting the needs of local people and to monitor developing concerns. We have listed a few main themes below.

The theme of ‘Access to Services’ incorporates feedback about waiting for services, patient choice, inequalities and whether people have been prevented from receiving a service. Feedback varies from service to service. For example, comments attributed to the mental health trust indicated a recorded sentiment of 91% negativity relating to access to services.

This theme encompasses several sub-themes including staff attitude, capacity and general feedback about staff within services. Again, feedback varied across different services. People were strongly positive about ambulance staff attitude (91%) but less positive about staff within GP practices and, in particular, receptionists (51%).

It is clear from our data that people have been generally positive about the treatment and care they have received within our local services. Negativity within this overall theme relates to the extent to how well carers have been involved in people’s care (40% negative) and the effectiveness of treatments (40% negative).

Continuity of care within local services is an issue of concern to people in Suffolk. Comments attributed to this theme often relate to an ability to see a named doctor within surgeries or poorly coordinated care within hospital services.
We currently support three sub-groups, which feed directly into our Board of Directors (read from page 90 for more information about our Governance arrangements). These are:

- Our Mental Health Focus Group
- Black and Minority Ethnic (BME) and Diversity Group
- Enter and View Management Group

**Our Mental Health Focus Group brings people together to challenge mental health care in the county. Read about its work from page 22.**

**Our BME and Diversity Sub-Group**

Our BME and Diversity sub-group is one of the most productive means through which we are able to engage diverse communities in Suffolk.

It is a forum for sharing information, networking, and gathering feedback from different communities about local health and care services. A range of voluntary organisations are members as well as statutory partners including acute hospitals, Clinical Commissioning Groups and the Mental Health Trust.

Members of the group enjoy regular meetings in which they have the opportunity to discuss important issues and to learn of local support and events they may not hear of otherwise.

2015/16 has seen the group continue its support to the Thalassemia and Sickle Cell Support Suffolk group and its aim to improve the services available to people attending the Ipswich Hospital NHS Trust.

It has also held discussions with Public Health Suffolk representatives about the Groups at Risk of Disadvantage Needs Assessment, which includes recommendations about support for people who have Sickle Cell in Suffolk.

Finally, the group has taken the time during the year to review its Terms of Reference, aims and purpose. These are almost agreed and will shape the work of the group throughout the coming year.

**Our BME and Diversity Small Grants Scheme**

It has been historically challenging to gather ongoing and meaningful feedback from diverse communities in Suffolk.
That is why we devised a Small Grants Scheme through which community groups and organisations could apply for funding to support the development of their efforts to engage diverse communities and obtain feedback about their experiences of health and social care services. The Small Grants Scheme was available to organisations from all over the county and partnerships were actively encouraged.

Our panel met in August and agreed to fund seven projects as follows:

- **Ipswich and Suffolk Council for Racial Equality (ISCRE) and Community Praxis** have worked to obtain the views of the BME community in Newmarket and, in particular, people who work within the local horse racing industry. A draft report has been completed about the barriers people face when accessing services. ISCRE and Unity and Diversity are currently discussing next steps and how we could support the work.

- **4YP** has been conducting research through which it hopes to better understand the health and wellbeing needs of children and young people aged 12-25 within all communities of Suffolk. A survey has been distributed to young people attending groups and online. This initial survey will soon be followed by a second survey which will explore issues in greater depth.

- **Translation and Interpreting Provider Ltd (TIP)** asked its interpreters to share a survey with clients about health and social care services. Over 100 responses have been obtained, with all feedback recorded in the native language of the participants. The project has been inclusive of a number of cultures including people from Romanian, Chinese, Polish and Turkish communities.

- **The Bury St Edmunds International Women’s Group** ran a Taste of Culture event, which was well attended. People from all communities had the opportunity to obtain information about local support and to feedback to us about their health and social care experiences. The event is a part of our ongoing engagement with the group and their peers on experiences of using health and social care services in the county.

- **St Elizabeth Hospice** will be reaching out to BME communities in East Suffolk and Waveney using Community Ambassadors to talk about hospice services. It will identify ambassadors within communities and use them to share information about Healthwatch Suffolk and to determine why differing cultures tend not to access the services of the hospice. This project was delayed due to changes with staff arrangements at the hospice.

- **Oasis Community Centre** will gather information from students attending courses through a survey about health and care. It will be targeted to people who are students learning English within the centre. A report will be produced to summarise the findings in due course.

- **Suffolk Refugee Support** has been working with refugees and asylum seekers to determine their experiences of accessing health services in Suffolk. It has been recording these on our online Feedback Centre Postcards through contact with clients and during support group meetings. We will report on the outcomes from each of the projects throughout 2016/17.
The Healthwatch Suffolk Mental Health Focus Group

The Mental Health Focus Group met at approximately five weekly intervals throughout 2015/16 and continues to attract a good mix of senior health and social care professionals, people who use mental health services and support organisations. It facilitates a dialogue between mental health professionals and service users/carers as a means to bring about change in the way mental health services are provided.

This year, the group has focused on monitoring the performance of the Norfolk and Suffolk NHS Foundation Trust, which provided mental health and learning disability services across Norfolk and Suffolk. This has been particularly important following the decision by the Care Quality Commission to place the Trust into Special Measures because it felt care provided by the Trust was not of a good standard.

The group has also worked with people responsible for arranging and funding mental health care in the county to help shape a five year Mental Health Strategy and develop a Crisis Concordat Plan for Suffolk. This includes Suffolk Clinical Commissioning Groups (CCGs) and Suffolk County Council lead commissioners for Mental Health.

Discussion covers a wide range of other issues that are important to people using mental health services in the county. This has included services for Children and Young People, dementia and many other subjects of interest to the group’s future work programme.

Some particular work of note has included:

1. **Norfolk and Suffolk NHS Foundation Trust (NSFT):** A joint Healthwatch/ Suffolk User Forum report was produced about mental health services. It summarised the results of a survey and workshop event (see page 53). Key problems identified, impacting both Access & Assessment and all the stages of Care Planning for service users, were found to relate to poor continuity of care and gaps in service provision experienced by some of NSFT’s service users. NSFT has accepted the general validity of the messages contained in the report and has committed to open and transparent dialogue with Healthwatch Suffolk and Suffolk User Forum at a senior level to explore all of the issues raised.

The group has also discussed with NSFT, the level of Serious Untoward Incidents (SUIs) within the Trust, which has received media attention in the year and issues related to the impact of the Trusts new IT system called Lorenzo on people using services and on the productivity of staff.

2. **Commissioning:** The group has worked pro-actively to shape the Mental Health Strategy for Suffolk and other important documents used by those who have responsibility to fund and arrange care in the county (commissioners). Additionally, the Chair of the Group (Jeff Stern) has regularly attended external meetings convened by Commissioners to inform plans wherever possible.

Initially, work was successful in staging a series of service user friendly ‘Mental Health Conversations’ around the county which enabled people to input their views on priorities. Later however, commissioners failed to develop adequate methods for continuing co-production with people using services and their carers. This meant that people did not understand the documentation and felt unable to support it.

Despite this, a number of areas identified by service users and carers early on in the process have been successfully taken on board by commissioners, and even partially brought into service, notably in the area of improvements to Crisis Care.
The MHFG has been a massive help in my personal recovery, in that it accepted me as an equal meaningful person when I felt the exact opposite. It has allowed me a voice to express what I felt was working or not working in mental health care be that in commissioning or providing care. It has also educated me about mental health and Social Care to the point that I am now valued as a Service User Expert of Lived Experience by commissioners and providers alike.

The MHFG has (but not solely) helped me escape isolation and fear to the extent that I was able to co-design mental health conversation days in the county and write follow up reports. I have also written reports on the link between mental health wellbeing and Housing Related Support as well as convey a link to suicide prevention which is ongoing work. Without the support of the MHFG, and the platform it provides, none of this would have been possible.

We (as that is how I now feel about the MHFG) and I have changed commissioners and providers understanding of the need for a holistic approach to mental health and that it must be ever evolving. Although we cannot claim to have directly changed any one thing, we can claim to be changing everything by changing culture through dialogue at our MHFG meetings.

Given all the above, it has culminated in me Chairing the Suffolk Continual Improvement Partnership meeting as a service user. I was able to be completely neutral and fair to everyone present, be they service user, provider or commissioner. This would have been unthinkable three years ago.

Carl Coughlin (Mental Health Focus Group member)

Looking ahead, the group will focus on continuing to monitor the performance of NSFT and will also seek to develop detailed co-production work with service users/carers to address problems identified under the joint report with Suffolk User Forum. Such work is likely to focus on care planning to support better awareness amongst NSFT staff and ensure a more person-centred approach to mental health care in Suffolk.

The group will also continue to encourage commissioners to work better with people using services so that services are shaped by their needs and experiences as they are being planned and implemented. A Public Health Suffolk driven Suicide Prevention Strategy and action plan is also likely to be a focus in 2016/17. The group will seek to ensure that people with ‘lived experience’ are adequately involved in the setting of county priorities.

We bring people together to shape and improve services
Our communications impact

Feeding back to people about our work and impact is essential to keeping people engaged in improving health and social care services with us.

We know that not every person likes to communicate with us in the same way. That is why our Communications Strategy includes many channels through which we feedback on our work and encourage people to share their views on local services. This includes online media, press coverage, newsletters to name a few.

In 2015/16:

- Our social media footprint has continued to grow at a steady rate. We now have 2,164 followers on Twitter and achieved almost 500,000 impressions. People watched videos on our YouTube account for 1,816 minutes.

- We have continued to produce a quarterly newsletter, which is circulated to all of our friends and members. We also produce MailChimp e-updates on a regular basis. The update is circulated to our network and much wider.

- Our website was changed at the start of the year as part of our upgrade to a new information system. The website now includes the Healthwatch Suffolk Feedback Centre, which enables people to rate and review their care.

- We have nearly doubled the activity on our website
Tweets and mentions:
Many of our Tweets were re-tweeted to other networks. In total we achieved 956 re-tweets of our content and were mentioned by others 524 times.
We continued to be the top Local Healthwatch for media coverage in England (Advertisement Equivalent Value of more than £162,000).

We were also featured on television and BBC Radio Suffolk a number of times.

Our database of community newsletter editors enables us to reach many homes in communities across Suffolk.

We reached between 30,000 and 50,000 households with information about our work and impacts.

Accessible Information

We are committed to providing information in a range of formats so that nobody is prevented from accessing our service.

In addition to use of the Browsealoud accessibility tool on our website (see page 16). We produce information in a range of formats, including easyread and large print. Translated materials are available on request.

We are Suffolk Information Standard Accredited

It means that we have demonstrated a commitment to providing information that is based on well-founded internal processes, consistent with other information providers in the county.

Read more about the Suffolk Information Standard from page 38.
Our newsletter is produced four times a year and circulated to all friends and members of Healthwatch Suffolk. We produce copies of the newsletter in both electronic and hardcopy formats. Alternative formats are available on request.
Enter and view is one of our statutory functions. It is a useful tool that enables us to talk to people using services. It helps us to understand what people think about their care and to make recommendations about how services could be improved.

Providers of publicly funded health and social care services (with the exception of services provided to people under the age of 18) have a duty to allow entry to our Authorised Representatives.

In the year 2015/16, we continued to develop our programme of visits to local services. In total, we have recruited 22 people who volunteer as our Authorised Representatives. It is their job to visit care premises on our behalf, make observations about the care and treatment of people and, most importantly, to talk to people using the service to ask them about their experiences and care.

Each of our volunteers have received bespoke Enter and View training as well as important training in safeguarding, dementia awareness and report writing.

Following each visit, our volunteers will compile a formal report with recommendations which is sent to the provider and shared with the following stakeholders, commissioners and regulatory bodies (not exhaustive):

- The Care Quality Commission
- Suffolk County Council
- NHS West Suffolk Clinical Commissioning Group
- NHS Ipswich and East Clinical Commissioning Group
- NHS Great Yarmouth and Waveney Clinical Commissioning Group
- NHS England
- Healthwatch England

Providers have twenty working days in which to respond to our recommendations.

Our reports include comments from the provider concerned as supplied to us. This includes any action taken in response to our recommendations. We will usually follow-up each report after a period of time to ask providers what they have done since the visit to make their service better.

Visits to local services in 2015/16...

@HWsuffolk - Follow us
Visit our reports page on www.healthwatchsuffolk.co.uk to download and read our Enter and View reports about local services.

Where did we visit and why?

We visited six services in 2015/16. It is our intention to write to all of the providers visited during the year to ask for an update on any action taken following receipt of our recommendations. We will make their responses known on our website in due course.

Our visits were made to the following services providing publicly funded care to people in Suffolk.

• Chilton Croft Nursing Home in Sudbury (July 2015)

This visit was announced. We made the visit because we wanted to gather information about the extent of resident choice, their involvement in the care delivered and in care planning.

The provider has submitted an action plan outlining improvements made following the visit, including:

1. A clearly documented rota will be in place to evidence the out of hours management cover available to the home.
2. The management team has continued with the development of a more clearly defined model of social activity.
3. Improvements made to care planning review and involving residents in the process.
4. The homes training administrator has worked with Suffolk Brokerage to develop its internal staff training. It will deliver formal dementia awareness training for all staff.
• **Mildenhall Lodge Residential Home in Mildenhall (September 2015)**

This visit was announced. The purpose of the visit was to gather information about the choices offered to residents in their daily lives, their involvement in care planning and to learn about staff recruitment, retention and training as they all impact on the care provided.

The provider (Care UK) has submitted an action plan outlining several improvements made following the visit.

1. It will implement a keyworker system that benefits the residents in the home. It will advertise this information to the residents and relatives by putting up this information in residents rooms.
2. It has confirmed that there are now plans in place to improve the current environment on the dementia suite to include appropriate colours, corners of interest, sensory items and themed areas.
3. Some residents have said that they do not like to use the lift to the cinema room. The provider has now covered the mirror in the lift as this was thought to have been an issue for some residents. It will also look into hosting movie events in a more accessible location.

• **Davers Court in Bury St Edmunds (October 2015)**

This visit was not announced. The purpose of the visit was to ascertain whether or not Davers Court has made the “Improvement” required by CQC in their report of 10 June 2015 and to explore the background to and response from Care UK to three serious complaints received by Healthwatch Suffolk from resident’s relatives which highlighted a range of concerns including:

- A lack of care and dignity
- Lack of sufficient staffing
- Unsafe practices regarding moving and handling
- Resident access to fluids/poor quality food for those on puréed food
- A lack of cleanliness
- Compliance with Deprivation of Liberty Safeguards (DoLS) in relation to individual care plans

The provider (Care UK) responded to our request for information following receipt of the complaints. It had conducted an investigation and reported the following improvements:

- Reports of dirty pads being left in residents rooms will be addressed by a daily walk round conducted by the housekeeper and manager. We are pleased to hear that this will ensure all rooms are at a standard that should be expected before the residents leave their room to take part in activities or to visit the dining area. We are also pleased to hear that staff have been made aware they must not leave dirty pads on the floor and hope that this advice will be adhered to in future.
- That teams will be more vigilant to check catheter bags are emptied more frequently.
- We recognise the difficulties of care staff working with residents who may be challenging and were encouraged to learn of work with families to try to achieve the best outcome for the resident.
- We were encouraged to hear that Care UK has recognised the poor quality of housekeeping as noted by us and by complainants. It is pleasing to hear that steps are being taken to appoint a full complement of housekeeping staff.
- The provider also noted further specific areas of improvement with regard to closer general monitoring of food and fluids charts and more direct supervision of staff.
You can join our Enter and View team to help us improve local services. Just call us on 01449 703949 and we will talk to you about what is involved and our expectations.
• Woodfield Court in Stowmarket (October 2015)

This visit was announced. The purpose of the visit was to gather feedback and make observations regarding staff recruitment, retention and training, choices offered to residents in respect of daily activities and their involvement in care, food/menu choices and engagement with the local community.

The provider (Stowcare Ltd) has informed us that some points raised will be explored including recommendations regarding menu choices and home decor.

• Drummond Court in Bury St Edmunds (December 2015)

We were aware that unannounced CQC visits had taken place on 3rd and 10th December 2014 (published 12th May 2015) and also on 26th and 28th August 2015. At both of these visits, aspects of the service had been described as inadequate and the most recent report had placed the service in “Special Measures”.

The E&V team entered a room marked reception, however there was no bell to ring. It was unclear how a visitor arriving after office hours would gain entrance. A bell has now been fitted to both the office door and the reception window.

The complaints procedure will be issued to all families in response to feedback from relatives, who told us they were not aware of a complaints procedure.

Our visit also influenced the implementation of IT facilities that will enable people to work across the services at Drummond Court more effectively than at the time of our visit. The provider has also told us that all managers now spend one day of their week working alongside their staff teams.

We asked that, where residents have difficulty reaching alarm pull cords, consideration should be given to finding an alternative means of alert. The provider told us that it will review the pull call system to ensure that it meets the needs of people it supports.

The provider has reinforced the importance of the ongoing need to monitor and inspect the cleanliness of all houses. It is also setting up an activities committee involving staff and people we support to look at the organising of activities throughout the year for all the people we support and families, should they choose to attend.

We believe that people have the right to receive information from services in a form that they can understand. That is why we are supporting the NHS Accessible Information Standard and will encourage providers to meet the needs of people using services in Suffolk.
Leopold Nursing Home in Felixstowe (February 2016)

The purpose of the visit was to establish what progress Leopold Nursing Home had made following the Care Quality Commission (CQC) inspection in September 2015. At the time of the inspection, the CQC assessed Leopold Nursing Home to be "Inadequate".

The provider has responded to the recommendations made within our report outlining a number of actions taken to improve the service. This includes ensuring steps are taken to improve safety measures (e.g. fire safety signage and tidying loose cables away).

The provider has committed to monthly premises audits through which it is making improvements to decor and ensuring improved maintenance of the building.

Mills Meadow Care Home (March 2016)

The purpose of the visit was to gather information about the choices offered to residents in their daily lives, their involvement in care planning and to learn about staff recruitment, retention and training as they all impact on the care provided.

One of our recommendations was that the good practices observed in the ground floor dining room could be duplicated in the first floor dining room to improve the mealtime experience for those residents.

The provider responded to state that mealtimes are different for residents located upstairs because the Dementia Unit is located downstairs. The provider is aware that service provision for residents located upstairs is a little task orientated and has taken steps to address this.

Recommendations for Suffolk County Council

Two visits in 2015/16 have identified that there is a need for Suffolk County Council to process Deprivation of Liberty Safeguards (DOLS) assessments in a more timely manner. We are challenging it on this issue and will report on any outcomes once a response has been received.

Patient Led Assessments of the Care Environment (PLACE)

PLACE assessments involve local people going into hospitals as part of teams to assess how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. They focus entirely on the care environment and do not cover clinical care provision or how well staff are doing their job.

The assessments take place every year, and results are reported publicly to drive improvements in the care environment. In 2014/15 we were invited to participate in the following visits:

- Ipswich Hospital NHS Trust
- West Suffolk NHS Foundation Trust
- James Paget University Hospitals NHS Foundation Trust
- Norfolk and Suffolk NHS Foundation Trust

Mock Care Quality Commission visits

In 2015/16, we were invited by the Ipswich Hospital NHS Trust and the Norfolk and Suffolk NHS Foundation Trust to take part in mock Care Quality Commission inspections.

The mock inspections help providers to prepare for their formal inspections by the CQC. They also offer our trained Authorised Representatives the opportunity to gain experience of visiting environments where care is provided to people.
2. Giving people advice and information
Many thanks for the invaluable help you gave in a recent CAB case involving a very vulnerable teenager with serious mental health issues. This young lady had been turned down for orthodontic treatment. As a result of you signposting very precisely who should be contacted, there was a speedy resolution to the issue. The family could never have afforded the treatment privately (at a cost of £3,500 - £5,000). The family were delighted and very relieved at the outcome. Their daughter suffers from very low self-esteem and they were very concerned that the refusal of the treatment could have set back the progress she is making in dealing with her mental health issues.

Our Information and Signposting Service

Our service is:

- A free, friendly and confidential service that is independent from the NHS and social care services.
- We will perform a signposting role only. This means that we will give you the contact details for a range of services that best supports your request. You will then need to contact those organisations yourself.
- We can give you information about choices you have with regard to where you might get help in relation to your health, social care and wellbeing needs.
- We can put you in touch with sources of information on NHS and social care services in Suffolk.
- We can give you information about what to do when things go wrong and you don’t understand how to make a complaint.

Our service is not...

- Supported by trained clinicians or health and care professionals. It means that we cannot offer advice on clinical matters. This might include advise and information about medication, queries about a diagnosis made by a doctor or recommendations about a choice over a particular treatment pathway.
- Part of the NHS or Suffolk County Council. Whilst we will use your feedback to improve services, we have no powers to investigate individual formal complaints about them.

Logged enquiries to our Information and Signposting

- We cannot offer advice as to the ‘best’ place to go to receive a service or offer an opinion as which service you should choose for treatment, care or further information.
- We are not an advocacy service and so cannot make a complaint to a service on your behalf.
- We are not able to offer financial, relationship, legal or similar specialist advice. This form of advice should always be sought from a trained specialist such as a solicitor, counsellor or financial advisor.

Call us for free on:

0800 448 82 34
Why did people contact us?

The majority of queries related to people who wanted to know how they could complain about the care they, or a relative, had received within our local services. We signposted many of these people either to NHS Patient Advice and Liaison Services or to a service called Total Voice Suffolk, which has the responsibility to deliver free independent NHS complaints advocacy in Suffolk.

People came to us with a range of queries about anything related to their health, care and wellbeing. Queries are often highly complex, challenging and emotive, requiring detailed work to ensure an appropriate offer of help and support.

Some examples of queries are highlighted below:

Example 1: Mr P had been unable to find information about how he could obtain a wheelchair to support his wife, who has severely reduced mobility. The lack of wheelchair support was making it difficult for his wife to get to her appointments. We provided the contact details for wheelchair hire services as an immediate solution and advised on the correct process for self referral into wheelchair services.

Example 2: One of our Community Development Officers met Ms R at an event. She had multiple concerns which required us to signpost to a variety of organisations. This included organisations that could advise on bus passes, benefit entitlements, support them to manage their Epilepsy, offer advice and support on alcohol dependency, advise on dealing with domestic abuse and obtaining advocacy support to engage better with social services.

Example 3: Many people, including Mr S, contacted us for advice about challenging commissioners on their decision to remove gluten free products on prescription in Suffolk. We were able to signpost people to Patient Advice and Liaison Services, where their case was considered individually. We are aware that some people were able to negotiate alternative arrangements to minimise the impact of this sudden decision on their quality of life.
Many thanks for all the time you gave me yesterday morning, it has been a great help to me and opened up a number of doors. I am as a result of the St. Elizabeth Hospice link you gave me hoping to do a bit of voluntary work with them. Tomorrow I am taking my Mother for an assessment regarding her memory and will be contacting Age UK for advice having looked at their web site.

**Example 4:** We received a call from Mrs D who wanted to introduce an Otago Exercise Programme at her sheltered housing accommodation. The Otago Exercise Programme is a muscle strengthening and balance retraining programme delivered at home by a trained instructor and aims to reduce falls in older people. We were able to source the details of two instructors used by Mid Suffolk District Council and share them with the enquirer.

**Example 5:** Our staff met Mr L at an event. He had been signed off work by his doctor due to problems with anxiety. He felt the issues had not been properly addressed so we signposted him to the Suffolk Wellbeing Service, Suffolk MIND (which runs an allotment project close to where he lives) and also his local library where he could obtain internet access to look at the Ready to Change website.

**Example 6:** Mrs T called us because she was concerned about interim care arrangements made for her 93 year old mother, who was receiving domiciliary care. Confusion had occurred as a direct result of new arrangements made for care at home in Suffolk (Support to Live at Home). We signposted Mrs T to our dedicated contact for Support to Live at Home at the time so that their case could be considered and a solution sought.
We work in partnership to improve information available to people accessing services in Suffolk.

Many organisations produce information about health, care and wellbeing in Suffolk. It can vary greatly in quality, which means that it can be confusing for the public.

To help improve this, Healthwatch Suffolk is working with the Suffolk Information Partnership to deliver a local Standard. It will give the public confidence in information available in the county and show that adequate processes are in place to ensure that standards to promote quality information are maintained.

What is the Suffolk Information Partnership?

The Suffolk Information Partnership is made up of key voluntary and statutory sector organisations in Suffolk. As a member of the partnership, we are helping it to facilitate the delivery of joined up ways of working.

In particular the Partnership is helping to provide a range of clear, quality information for people that enables them to make informed choices and improves the experience and outcomes for those needing to access services. It also provides a network of equals to strategically influence local organisations’ thinking about the importance of effective, quality information.

The Suffolk Information Partnership has offered the Suffolk Information Standard to Healthwatch Suffolk and we have responsibility for implementing the process of accreditation.

Accreditation with the Suffolk Information Standard shows that organisations have demonstrated that they:

- Provide information based on well-founded internal processes; consistent with other information providers in the county.
- Provide reliable up-to-date information and is part of an accreditation scheme.
- Are committed to giving trustworthy information about services.
- Follow good practice by having a review procedure for information giving.
- Train staff and/or volunteers to provide quality information.
- Have fulfilled criteria and eligible to display the Suffolk Information Standard logo.

The Suffolk Information Standard is available to all organisations producing health and care information in Suffolk. There is no cost to apply for or receive the accreditation.

Our process for accrediting information partners consists of a peer review panel that is supported by Healthwatch Suffolk staff. To date, a total of ten organisations are accredited with the Suffolk Information Standard.

These are:

- Age UK Suffolk
- Alzheimer’s Society (Suffolk Services)
- Clarke Care Ltd
- Healthwatch Suffolk
- Sue Ryder
- Suffolk County Council, Adult and Community Services (ACS)
- Suffolk Family Carers
- Suffolk Libraries
- Suffolk Mind
- The Hope Trust
A further six applications have been considered by our Information Panel, which has requested some additional evidence from the organisations concerned. Once the seven outstanding applications have completed the process, the total number of accredited partners will be 16.

**Plans for 2016/17**

Our plans for 2016/17 are to continue to develop this important work. We will raise awareness with a promotional video and ensure any organisations that work in partnership with us have submitted an application.

All partners that have ongoing projects as a part of the Healthwatch Suffolk Black and Minority Ethnic Small Grants Scheme (see page 19) are expected to submit an application for the Standard. Furthermore, all organisations that contribute to the Suffolk Information Partnership will be required to have achieved accreditation or be in the process of making an application. This must be achieved within six months of joining the Partnership.

Some partners that are currently accredited may need to submit for re-accreditation in 2016/17 because they have held the Standard for two years.
3. How we have made a difference

@HWSuffolk - Follow us
We can exert influence over our local health and social care services but in order to do so effectively we must first be able to evidence the need for change or indeed the need to maintain service satisfaction.

We use reports to influence decision makers in health and social care with the views of our local communities. This includes reports published following our visits to local services (see page 27) and also reports that follow extensive research projects.

In 2015/16 a total of five research projects were published and this includes:

- Our report on the problems people face when accessing transport to healthcare services in Suffolk (see page 43).
- Our written submission to support the Health Select Committee inquiry on the challenges affecting primary care services in England.
- Inspiring progress: Improving mental health services for Black and Minority Ethnic (BME) communities in Norfolk and Suffolk (see page 45).
- Stepping Forward: Our joint report with Suffolk User Forum (see page 53).
- #My999Story: Our briefing created to inform the first ever inspection of the East of England Ambulance Service NHS Trust by the Care Quality Commission (see page 41).
- The final report following our engagement at the Thomas Gainsborough School in Sudbury (see page 49).

Some projects were launched within the year but the final reports will be published within 2016/17. These include:

- Our project exploring the views and experiences of new mums and birthing partners (see page 51).
- Our project exploring the views and experiences of people accessing diabetic foot care services in the county (see page 86).

We have included a breakdown of the key findings and outcomes from each of these projects within this section.

Copies of our research reports are available to download from our website. Visit:

http://www.healthwatchsuffolk.co.uk/our-reports-2/

Alternative formats are available on request. Please call 01449 703949.
The Care Quality Commission (CQC) monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. It has a legal duty to listen to the things Local Healthwatch say about services. It means Local Healthwatch are best placed to inform the work of the CQC with the experiences of local people.

In April 2016, the CQC inspected the East of England Ambulance NHS Trust for the first time. As lead Local Healthwatch for this particular service, we were keen to ensure that a significant body of evidence could be presented to the CQC on patient and carer experience.

We developed the #My999Story campaign, which successfully encouraged people to share their experiences with Local Healthwatch. In total, over 140 stories were obtained from people across the region and three research projects have been completed by Local Healthwatch (during the year 2014/15). Within the research projects, over 750 comments were made in response to Local Healthwatch surveys.

What did people share?
We found that patient experience of the Trust is generally positive in sentiment. In particular, analysis of the feedback obtained confirms an established understanding that people tend to be strongly positive about ambulance crews. People often described them as professional, reassuring and kind.

The conflict between service performance and patient/relative expectations remains an issue. Issues with communication indicate that more could be done to keep those waiting for an ambulance updated on when their designated ambulance is likely to arrive. This may help people to feel reassured and to understand why an ambulance may not be immediately available.

You can find out more by downloading our briefing from our website. It was produced to bring together all of the feedback shared with us.

The briefing has been shared with the CQC to inform its inspection. The report has also been made available to Local Healthwatch in the East of England. The CQC has made use of the data to inform its overall understanding of the experiences people have when accessing services provided by the Trust.
“The Care Quality Commission is committed to including service user's views when we inspect health and social care services. Healthwatch has been instrumental in ensuring we understand patients’ use of and opinion of East of England Ambulance Service NHS Trust (EEAST).

“The nature of ambulance services makes obtaining the views of patients more difficult whilst on inspection. This valuable and important information will be given to the inspection team (inspectors and specialist advisors) to inform inspection planning and for focusing on any areas of concern as well as areas of good performance and will be used to give the patients' perspective in the final report of EEAST.”

Mark Heath (Care Quality Commission Inspection Manager East Anglia team)
Our report about transport to healthcare services in Suffolk

In August 2015, we published the findings from our project exploring the issues people face when trying to access transport to healthcare services in Suffolk.

Our report examined the difficulty people face when trying to access transport to get to healthcare appointments. It draws together feedback from patients and community transport operators to highlight impact across the system and where problems exist. The report also highlights the consequences that shortcomings in transport have on local people.

- Over 1 in 4 people with a disability missed a hospital or GP appointment due to a lack of transport.
- 1 in 3 respondents with disabilities had an appointment changed at short notice which meant that they could not access transport to a rearranged appointment.
- Only 6% of respondents knew how they may get their transport costs reimbursed.

Many people rely on making their own way to hospital or on the good will of a friend or family member. Those without access to a car often rely on public transport, which can mean facing a lengthy and complex journey because bus routes are not always direct to hospitals. With an aging population and increasing immobility, this must be a concern for the future wellbeing of people in Suffolk.

Problems with transport are compounded by conditions that limit the options available to people. For example, one of the most common costs people living with cancer face is getting to and from their appointments, which can often total eight visits per month. Moreover, susceptibility to infection means that public transport is often unsuitable, forcing people to rely on travel by car or taxi.

Our report demonstrates that the criteria for eligibility to access Non-Emergency Patient Transport Services is inconsistently applied in Suffolk. Several of the people we spoke with had severe mobility issues but were refused transport.

The findings indicate most people are unaware that they may be able to claim a refund of the cost of travelling to NHS services. It is important therefore that steps are taken to raise public awareness of the Healthcare Travel Cost Scheme.

We know that poor access to health services due to a lack of public transport or high transport costs is a significant barrier to accessing local services and amenities. It can have a major impact on the most vulnerable people in our communities and is a factor in rural isolation - a key focus of the Suffolk
Health and Wellbeing Board. This situation is unacceptable and should be prioritised by decision makers in Suffolk.

Fundamentally, Non-Emergency Patient Transport and other transport services ensure that people leave hospital safely as soon as they are fit to do so. This has been a key focus of the Healthwatch network as highlighted in its national report that revealed the human and financial cost of getting discharge wrong. Ensuring appropriate and well administered access to transport services will go some way to alleviating such problems.

We believe simple steps could be taken to lessen some of the problems that people face and this includes improved communication between transport providers, changes in eligibility criteria to improve the experience of those who face lengthy ongoing treatments and improved signposting across services so that people know where they can find alternative help and support.

The report has been distributed to key stakeholders across the system and recommendations were made to specific organisations including the NHS West Suffolk and Ipswich and East Suffolk Clinical Commissioning Groups, East of England Ambulance Service NHS Trust and Suffolk County Council.

The State of Suffolk report published by the Suffolk Health and Wellbeing Board highlights improved access to transport solutions and community engagement as a key element in the prevention of social isolation and loneliness. As a statutory member of the Board, Healthwatch Suffolk will use its influence to ensure that the voice of local people highlighted in the report is heard and used to inform any future discussions about what services are needed to help keep people healthy for longer within their own communities.

An early outcome was that Suffolk County Council agreed to establish a Health workstream of its Public Transport Forum, which led to the ongoing development of improved information for people about accessing transport services in the county to their healthcare appointments.

A lead within the NHS Ipswich and East and West Suffolk Clinical Commissioning Groups met with representatives from Age UK Suffolk with a view to updating existing information and to seek feedback from older people who are using the services so that the information can be co-produced with local people.
How we have made a difference...
Norfolk and Suffolk NHS Foundation Trust (NSFT) commissioned us to carry out a survey on the experiences of diverse communities and their perceptions of mental health services in the county.

In response to the survey, the Trust pledged to do more to publicise the help and support available to black and minority ethnic people with mental health difficulties because some communities were not aware of the services on offer.

As well as better publicity, NSFT committed to carry out more training with staff to ensure services are culturally sensitive as well as continuing to organise seminars to promote mental health to faith leaders.

Nearly 775 people were asked for their views. The results were showcased at a half-day conference in Ipswich. Findings include:

- The majority of communities find mental health difficult to talk about.
- Faith and belief is important for 40% of white respondents when thinking about their mental wellbeing. This rises to 80 – 100% for most BME respondents.
- 90% of BME respondents said it was not easy to find information about mental health services.
- Almost half of BME services users said that mental health services were not culturally sensitive.
- Almost a third said that they had experienced racial discrimination, especially people aged 35 or younger.

The Trust will be taking the following actions to improve its services:

- It will use insights from the project to inform training for staff, including use of the video produced to support the report (click the camera icon overleaf).
- It will check that this training improves people’s experience of services.
• It will measure whether people say services are more culturally sensitive.
• It will improve the way it publicises services to a wider range of communities.
• It will continue to run information seminars about mental wellbeing for the public and publicise these to BME and diverse communities.
• It recognises the importance of faith and belief and will commit to run more seminars for faith leaders on mental wellbeing.
• It will refresh its Spirituality Strategy (2013-2016) to include the insights of the project.
• It will hold another event in 2017 to tell people what it has achieved.

Working in collaboration with Healthwatch Suffolk has been very beneficial in raising the Trust’s profile across the local communities that it serves. It has helped us connect with the local diverse population and strengthen our work in improving services for BME communities.

So far we have been able to use the findings to inform staff training in relation to cultural competency. It has helped us to paint a clearer picture about the potential obstacles acting as barriers that prevent people accessing services.

Our spirituality strategy is also currently being revised and we will now be able to take into account some of the important points that were raised from the survey such as for example how significant it is for services to address spiritual and religious needs of service users as part of improving mental health services for BME communities and all.

Robert Nesbitt (Norfolk and Suffolk NHS Foundation Trust Secretary) and Ravi Seenan (Equality and Diversity Manager for Norfolk and Suffolk NHS Foundation Trust)
Engaging young people in Sudbury

The Children and Young People’s Emotional Wellbeing Plan (EWB 2020) will aim to transform local services to establish an integrated, family-focused response to the needs of young people in Suffolk with emotional, behavioural and mental health needs.

In May 2016, we published our report following a pilot project in partnership with the Thomas Gainsborough School in Sudbury and Unity and Diversity, through which we collected the views of pupils about their use of services as well as the ambitions of the EWB2020.

The project gave over 400 young people the opportunity to take part in a live interactive survey and share their feedback about using services. We also ran sessions with GCSE students about the importance of speaking up and to ask for their views on key areas identified within the EWB2020.

Findings from the project indicated that:

• Generally, students did not know how to access services.
• Students expressed fear in seeking help.
• Students noted that they do not have enough Personal, Social, Health and Economic (PSHE) education lessons.
• Pupils wanted to hear real stories of people that have suffered poor mental health to breakdown stigma and increase students’ awareness of services throughout Suffolk.

Overall, pupils were dissatisfied with their PSHE lesson content and wanted the school to run mental health awareness workshops. An outcome has been that staff and students at the Thomas Gainsborough School will now receive mental health awareness training from Suffolk MIND, which will go some way to addressing this important need.

The final report and findings have been shared with health and social care decision makers to support the continued development of the EWB2020. You can download it now from www.healthwatchsuffolk.co.uk.

Each stage of the project, including mental health and wellbeing based short dramas performed by students, has been filmed. It is hoped that the process will inform other initiatives in the county while also giving the students involved a short film to reflect on and share throughout the community. The film is available to view on the Healthwatch Suffolk website.
“My Health, Our Future” – What do young people in Suffolk think about their mental health and wellbeing?

Following the Thomas Gainsborough School pilot, we will soon begin a new project called “My Health, Our Future” with a number of schools across Suffolk. The aim will be to obtain the views of young people and their teachers about mental health and wellbeing support in school and at home.

The project will help schools to identify the needs of pupils in respect of mental health and wellbeing so that steps can be taken to increase support and promote healthy psychological development. Pupils will have the opportunity to talk about their views on mental health and wellbeing and about how their school could improve its approach to maintaining the wellbeing of pupils.

Throughout the project, Healthwatch Suffolk will be working with Public Health Suffolk County Council and the Norfolk and Suffolk NHS Foundation Trust Youth Council to ensure that the work informs plans to develop services for children and young people in the future as part of the EWB2020.

For more information, please contact Healthwatch Suffolk on 01449 703949 or by email to info@healthwatchsuffolk.co.uk.
We believe that the views of birthing partners are under-represented. That is why we have been working with our local acute hospitals to give fathers and birthing partners a say in the maternity pathway.

Initially, Ipswich Hospital NHS Trust Maternity Services approached us to consider how the experiences for women’s partners could be improved and an innovative engagement project was launched.

This has been an important project as there is a lack of engagement research locally and nationally for birthing partners to share their experiences. To our knowledge, this is the first time that engagement work has been conducted with birthing partners within the Healthwatch network and in Suffolk.

We received an excellent response to our initial engagement with the Ipswich Hospital and so took a decision to open the research to responses from mothers and birthing partners who had experiences of maternity services provided in West Suffolk and James Paget Hospital.

Two reports have been produced. One that covers our work specifically with the Ipswich Hospital NHS Trust and a second larger report that brings together feedback from across the county.
What has changed?

We are delighted to have achieved an immediate outcome from this project.

The Ipswich Hospital, upon receipt of our final report and recommendations, announced that partners of women who are having their babies at Ipswich Hospital are now able to stay overnight so that they can offer vital support to their partner while bonding as a family.

This development has been introduced on all three of the hospital’s maternity wards - Orwell, Brook and Deben - and aims to help reduce any anxiety or stress for mums-to-be while giving partners the chance to bond with their newborn.

Partners are welcome to stay throughout the admission, and will be offered a reclining chair, blanket and pillow to make them comfortable. Previously, they needed to leave at 9pm, which meant that anyone whose baby was born in the evening could only spend a short time with them before having to go home.

Extra support can help women to feel relaxed during labour and throughout their hospital stay. Giving partners the chance to be by the bedside can also help them feel actively involved in the birth while encouraging them to bond with their baby in those all-important first few hours of life.

We know from our conversations with new parents and their families that this decision will make a big difference to the experience of mums and also birthing partners, who have a vital role to support mum while on the maternity wards.

Not only will this have benefits for the mother but we also consider that it will be beneficial for maternity staff as allowing a partner to stay overnight means that the birthing partner can help with baby care.

We look forward to working with all of the hospitals in Suffolk to take forward the recommendations we have made on the basis of what birthing partners and mums told us they would like from local services before and after their baby is born.

44% of birthing partners would have liked the opportunity to stay overnight with mum and baby.
Our joint project with Suffolk User Forum

In February 2016, we were pleased to publish the final report from our partnership working with Suffolk User Forum, through which we engaged Norfolk and Suffolk Foundation Trust (NSFT) service users for their views and experiences.

The Trust provides mental health, substance misuse and learning disability services across Norfolk and Suffolk.

It is important to note that we cannot claim our results to be representative of the entire population of NSFT service users however the findings raise some interesting themes and are worthy of attention.

Results of note include:

• 32% of people who had been referred to NSFT did not receive their first contact from the Trust for over one month.
• Over 1 in 3 respondents considered that they did not have a care plan in place.
• 44% said that they would have liked family or friends involved in reviews of their care but they were not.
• Over half of our respondents were not told about medication side effects during appointments.
Half of the respondents did not think they had a discharge plan.

To support the project, in November 2015, we ran an event with Suffolk User Forum that was attended by 48 people who have used the services, professionals and carers. The event consisted of four workshops in which people shared their experiences of referral and access to assessment, care planning, care reviews and discharge planning.

The findings from the event have been incorporated into the final report and include:

- The role of Link workers is essential and there needs to be widespread availability.
- Professionals must always talk with service users to produce a care plan that the service user can understand and that is personal to them.
- Professionals need to recognise that the service user, family and/or other carers are the experts in the service users experience and must be part of a care plan review.
- Professionals must understand that service users/patients often fear discharge which can seem an abyss into the unknown.

The Trust has committed to open and transparent dialogue with Healthwatch Suffolk and Suffolk User Forum at a senior level to explore all of the issues raised both in terms of practical improvements and to increase staff awareness of the perspectives of service users. It responded to the report as follows:

- NSFT acknowledged that, although the response numbers were relatively small, the findings are nonetheless significant and highlight important areas for it to focus on.
- The Trust would welcome an extension of the initial survey. It considers that it would be particularly useful to look at what is needed for people to remain resilient and well in communities.
- The Trust believes that this partnership approach will serve to improve clinical care, support recovery and communications.
- It will also commit to sharing the report with managers and frontline staff via their quality governance meetings, ensuring discussion, learning and reflection. The summary outcomes of this will be shared with us by the Director of Operations for NSFT in June 2016.
- To address the differing perceptions of what constitutes a “care plan” amongst service users, carers and mental health professionals, the Trust will explore the development of further information that it can send out to people who use its services and their carers. This would help people to know what to expect in respect of care planning and support from the Trust.

Were your family or friends involved in the review process?

23% Yes
44% No, but I would have liked them to be
33% No, but I didn’t want them to be
Making your voice count

Our core function is to capture your views and experiences of local NHS and social care services in Suffolk. We use your experiences to shape, influence and improve local services.

Support to Live at Home

Home care provides services for people living at home who have personal care and other support needs. Suffolk County Council has changed how it organises home care and has developed a new home care service called ‘Support to Live at Home’.

We received many comments from people that were expressing serious anxieties about the roll-out of the new services and the way in which it was being managed by Suffolk County Council. We became concerned about the impact these changes may be having on some people receiving care.

People told us:

- Service users were being coerced regarding the choice of home care agency that provided care for them. Mention was made of ‘rogue practitioners’.
- Service users were being misinformed about the nature of the choices open to them.
- Service users were not being advised accurately about their choices regarding personal budgets and the opportunity to use an “Individual Service Fund”.
- Service users had concerns about the perceived lack of choice to retain the services of their existing provider.
- People (providers/service users and the public) were unclear about how the StLH transformation was being delivered.

We wrote to the Director for Adult Social Care and shared all of the feedback received.

We were pleased that the response from Anna McCreadie indicated the feedback received had influenced a decision to slow down the implementation of the StLH roll-out. This meant that service users and their families would have the time and information they needed to make decisions about how they wanted their home care to be delivered.

We were assured that people who wanted to remain with their current provider of home care would continue to have that care arranged by Suffolk County Council until such a time that their needs and choices had been reviewed.

Individual Service Funds were not discussed with people as part of the initial StLH roll-out but following our feedback, and feedback from other stakeholders, a decision was taken to ensure this and direct payments were included as options available to people that wanted to remain with their current provider of care.
Is it just the tip of the iceberg?

We are still interested to receive feedback from people about how well the new home care services are caring for people in the county.

We understand that concerns remain, in particular about the need for service users to pay out of their own pocket should they have chosen to remain with their current provider of care. However, because of the nature of the service, we have found it very difficult to reach people accessing domiciliary care in the county for their views and experiences.

You can rate and review your experiences of care at home using our website. Simply click the website icon below. Alternatively, please contact us on 01449 703949 or by email to info@healthwatchsuffolk.co.uk.
Your feedback is keeping A+E patients in James Paget University Hospitals better informed

Patients in the Accident and Emergency Department of James Paget University Hospitals NHS Foundation Trust told us that it would be better to have information about the anticipated waiting times they faced so that they could judge how much time was available for drinks or to use the toilet and to keep friends and family better informed.

The Service Manager responsible for A&E at the hospital, looked into our feedback.

There is a television screen that should display the anticipated waiting times direct from the Emergency Department Information System. Unfortunately, on the day we visited, this was not switched on.

Our feedback highlighted this error and indeed, the requirement for staff to be more vigilant in their daily checking processes to ensure the screen is activated. The Service Manager escalated the issue to the relevant staff responsible for the daily checks to ensure that this will be actioned to improve patient experience by keeping them well informed at all times.

Ipswich Hospital NHS Trust

We received feedback from somebody about the Ipswich Hospital NHS Trust. It described the care somebody suffering from end-term cancer had received on one of the hospital wards and indicated this person had not received good care.

The feedback indicated the person had been left in pain and that no one had answered call bells on the ward for pain or to use the toilet. The comment also highlighted that staff had shown little kindness or compassion and that the person had been left without fluids for long periods.

We knew that the comment raised a number of important issues and so took an immediate decision to escalate it to the Chief Executive (Nick Hulme) for a formal response and any relevant actions that could be taken to improve patient experience for other patients in the future. At the same time, we provided information to assist the person to complain directly to the hospital should they wish to do so.

The hospital took the feedback from us very seriously and conducted a thorough investigation which resulted in a number of improvements.

“I would like to thank Healthwatch Suffolk for bringing this case to my attention and for enabling the hospital to investigate. As a result of Healthwatch raising these issues with us we have shared the case with relevant ward staff and have agreed actions with the ward team to ensure shared learning and reflection.”

The following learning points and actions for ward staff have been identified:

• To conduct a weekly audit to ensure call bells are being answered in a timely manner to provide assurance that bell answering is not unduly delayed.
• Consider referral to psychiatric liaison team for any patient with long standing mental health needs and ensure that the consideration is documented.
• To discuss with the palliative care team and acute pain team the need to introduce a different pain assessment tool for palliative patients or those with complex needs which is more sensitive.
• To liaise closely with visiting professionals so they are aware of the treatment plans and any complexities which may exist.
• To ensure that all staff are practicing at all times according to the trusts values and behaviours.”

Nick Hulme (Chief Executive of Ipswich Hospital NHS Trust)
Just one review can make a big difference to care in Suffolk. Visit www.healthwatchsuffolk.co.uk/services to rate and review your last experience now.
West Suffolk NHS Foundation Trust

Carers of patients within West Suffolk Hospital will receive more support after we raised concerns about feedback regarding the care for patients at the end of life and the support available to carers.

The feedback we received indicated that care for patients could be coordinated better from within the hospital. In particular, there were issues with regard to poor communication, continuity of care and a lack of support for carers. Information that should be given to families about support had not been made immediately available and there were significant problems with discharge planning.

The hospital will now support its staff to identify carers earlier. This includes:

• Placing envelopes in outpatient areas containing support information.
• Updating information contained in carer packs, which will be added to the carer’s webpage on the hospital’s website.
• Further family carer awareness training will be delivered to wards to emphasise the benefit of packs for carers.
• Carers champions have been nominated across wards and departments.
• The detail of the case we raised with the hospital will be used as a learning tool for staff training.

We are pleased to hear of the steps that the hospital has taken and will be monitoring patient experience with continued interest.

As a result of our letter and other episodes of poor communication between the NHS West Suffolk Clinical Commissioning Group and West Suffolk Hospital discharge planning team, a daily teleconference has been established to discuss all cases awarded continuing healthcare funding and waiting for care packages to be started or care placements to be found. This will, in turn, improve communication between the discharge planning team, patients and their families and carers.

The hospital has also informed us that it is currently reviewing how it can improve continuity of care for unplanned admissions to Oncology by focusing on whether patients admitted to the Macmillan Unit can bypass the emergency assessment unit to be admitted straight to a medical ward. A poster has been developed as a reminder for patients to contact the Macmillan Unit (MACU) if a patient becomes unwell.

With regard to end of life care within the Trust, an action plan that was in development prior to our contact with the hospital, highlights the following outcomes:

• A new end of life care champion has been identified for ward F7.
• Focussed staff training sessions are planned regarding end of life care issues and the referral process.
• An end of life care review was completed on ward F7 in March 2016.

Did you know?

We have a statutory right to a response from the people who run and pay for health and social care services within twenty working days.

Your spotlight on local services

Statutory requests for information made in 2015/16
Improving local Orthotics Services

In November 2015, we reported that people in England are being affected by a lack of access to orthotics services. Orthotics help to improve quality of life by reducing pain, keeping people mobile and preventing more invasive and expensive interventions like surgery or the need for social care.

NHS England issued a call for local commissioners to improve how orthoses are provided to people, alongside a suite of guidance and resources to help them do so. As a Local Healthwatch, we welcomed this report, which followed work undertaken as a result of concerns raised by our wider national network.

Not getting things right first time for people who need orthoses is resulting in avoidable inequalities in access, worse outcomes, poor patient experience as well as poor value for money. The new guidance from NHS England aims to help local Clinical Commissioning Groups address this variation.

We contacted our local commissioning groups in Suffolk to ask them to respond to the recommendations with any improvements they can make for people accessing the services in Suffolk.

We are pleased that NHS Great Yarmouth and Waveney Clinical Commissioning Group responded to state that it has been reviewing the current service provided to patients against the guidance. It is in discussions with the provider of orthotics services (James Paget University Hospital Foundation Trust) and is developing a service specification that will take account of the recommendations set out in the new guidance.

The NHS Ipswich and East Suffolk and West Suffolk Clinical Commissioning Groups Executive will consider the recommendations to decide on whether orthotics is an area to review in the future.

The guidance will be referenced in service specifications in order to ensure those managing the Musculoskeletal system are aware of the learning opportunities highlighted by our wider network. We continue to challenge commissioners on this issue.
Why not leave a review while you wait?
Visit [www.healthwatchsuffolk.co.uk/services](http://www.healthwatchsuffolk.co.uk/services) to rate and review your last experience now.
East of England Ambulance Service NHS Trust and NHS 111

In August 2014, we published our joint report with the East of England Ambulance Service NHS Trust. We asked the ambulance service to update us on any progress made since we published our report and it responded in July 2015.

We highlighted examples where people had considered that an ambulance had been dispatched by NHS 111 inappropriately. We considered that improvements in this area would ensure that people have knowledge and resources available that help them to self-care and ensure better use of services.

We are pleased to report that the service agreed with our recommendation and put in place a dedicated local champion working with NHS 111. The champion collated 111 reviews from staff via the data terminal in the vehicle, and these were sent to the Ipswich 111 team for review. The Trust found that, on average, 70% of reviewed calls have been considered inappropriate and would have benefited from clinical input.

In July 2015, the Trust told us that after the reviews took place, the referral rate dropped from 13% to 10% (of calls answered by 111 that are referred to 999).

An additional outcome is that the 111 team assessed its call takers. Those with the highest referral rates at the time were given master classes, which resulted in their individual referrals dropping by half. The provider also committed to making an assessment as to whether the triage system could be enhanced to reduce unnecessary referrals.

The Haverhill Family Practice

Following the merger of two local surgeries the Haverhill Family Practice officially opened and is the new name for the merged practices formerly known as The Stourview Medical Centre and the Christmas Maltings Surgery. The practice operates from two buildings, Christmas Maltings and Stourview.

The decision to keep both buildings open follows feedback received from a patient survey carried out when the merger was first announced. This includes information that we provided as part of our research regarding practices in the town to which 627 people responded.

One of our key findings was that a majority of patients expressed the view that they would like the merged practice to run from two sites in the town. The Haverhill Family Practice continues to offer the full range of services that Christmas Maltings and Stourview provided.

The Hawthorn Drive Surgery

A GP practice in Ipswich has arranged staff training to help its clinical staff engage patients more positively. The Hawthorn Drive Surgery agreed to implement the training following comments submitted to us via our Feedback Centre.

We would like to thank the surgery for responding so positively to the feedback, which we hope will improve the experience of all patients.

Sexual Health Clinics in Suffolk

We asked Public Health Suffolk to review the practice within a sexual health clinic of using pink and blue forms for patients that corresponded with the patients’ gender. We were concerned about the potential impact of this on patients from the transgender community as the forms are used as part of medical examinations.

The Provider has raised the issue internally and it will be resolved by the introduction of Electronic Patient Records which is currently being rolled out. The Provider has also been in discussions with the Terence Higgins Trust about delivering transgender training to staff, as a result of our feedback and feedback it has received from patients who are transgender.
Working with other organisations and bodies

The Care Quality Commission (CQC)

The CQC, monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. It has a legal duty to listen to the things Local Healthwatch say about services. It means we are best placed to inform the work of the CQC with the experiences of local people.

Throughout 2015/16, we have worked pro-actively with the CQC to develop an effective working relationship through which information and intelligence about people's experiences of using health and social care services can be shared. This information exchange has often been targeted at informing CQC inspections of services used by Suffolk residents.

As described on page 42, in March 2016, we compiled a briefing following a successful campaign to obtain feedback about the East of England Ambulance Service NHS Trust from across the East of England. The purpose was to inform the first ever CQC inspection of the service which was due to commence in April 2016.

The briefing was welcomed by the Lead Inspector of the service, who assured us that the data would be used to give the patients perspective in the final report following the inspection. The work was of particular value as the CQC’s own engagement of patients was very limited.

We have also shared patient experience data with the CQC about the West Suffolk NHS Foundation Trust (inspected in March 2016) and the James Paget University Hospitals NHS Foundation Trust (inspected in August 2015).

Another excellent example of where our feedback has assisted the CQC to make judgements about local services is our collaborative work with the Constable Country Rural Medical practice.

Earlier in the year, the Constable Country Medical Practice was removed from special measures by the CQC and rated as “Good” overall. The decision was made following our pro-active work with the practice to listen to the views of patients about what could be changed to improve their experience of using the services.

“Following our CQC inspection in March this year we held an open evening for patients with the objective of sharing our plans for the future and recruiting a new PPG which would enable us to fully engage with our patient base and understand their needs. Healthwatch supported us at the event and manned a PPG recruitment stand.

“...Healthwatch helped us with the election process and with establishing the structure of new PPG, including drafting terms of reference. Since then, the PPG has met on half a dozen occasions, initially bi-weekly and more lately monthly. We have open discussions about how to take the practice forward and a shared objective of improving not only the service we deliver to patients but also the environment in which our staff work. Healthwatch continue to offer advice and an independent view which helps to manage expectations.

“Engaging with patients to understand their frustrations and needs is key to improving the service we offer. Healthwatch has helped...
Suffolk and CQC are participating members of Suffolk Adult Services Information Sharing Meetings.

Led by Suffolk County Council, they bring together local partners including Suffolk Clinical Commissioning Groups, Environmental Health, and the Fire Service to share information about adult social care.

“Sitting round the table with other partners sharing information means they have engrained themselves locally which has been good.”

**CQC Inspection Manager**

The CQC National Review of End of Life Care:

This review found that people from certain groups in society are experiencing poorer quality care at the end of their lives than others because providers and commissioners do not always understand or fully consider their specific needs.

In “A different ending: Addressing inequalities in end of life care”, CQC reports that only 67% of the 40 clinical commissioning groups (CCGs) it surveyed said that they had assessed the end of life care needs of their local populations - meaning that one in three had not.

We submitted experiences shared with us by local people about their relatives care to inform the review. We have also contacted system leaders to ask for a formal response to the implications of the report and details of improvements that can be made to improve the experience of patients and carers in Suffolk.

We will publish the responses we receive in due course.
Working with Healthwatch England

Contributing to national conversations

As a part of the Local Healthwatch network, we continue to support Healthwatch England, as the national consumer champion, in its wider engagement.

In 2015/16, we have actively circulated requests for intelligence to our members and networks. We have also contributed to numerous conversations coordinated by Healthwatch England and these include:

- The National Healthwatch Communications Network
- Enter and View Training
- The national Healthwatch conference
- East region Local Healthwatch network
- The Yammer social media network for all Local Healthwatch

Safely Home - What happens when people leave hospitals and care settings?

In May 2014, Healthwatch England launched a special inquiry to find out why things go wrong when people are sent home from services. We supported this work in 2014/15 by obtaining views online and at community groups including over 60s clubs, Suffolk MIND and the Suffolk Family Carers Forum. Sessions were also run in partnership with the Salvation Army and YMCA Ipswich.

We focused on the views of homeless people, mental health service users and older people. In November 2014, we published our local report and submitted data to Healthwatch England.

We found:

- Patients are not receiving suitable information upon discharge.
- At times, assessment prior to discharge has been insufficient. Examples of negative impacts on the condition of patients where support is not offered after discharge.
- Some patients did not feel ready to leave the care of the service.

We have continued to encourage providers to take greater care when sending people home. Healthwatch England published the final special inquiry report in the early part of 2015/16.

You can download the report from: http://www.healthwatch.co.uk/safely-home

Guidance for ratings systems

As part of the launch of our new system for obtaining feedback from local people, we have developed operational guidance to assist our staff in making informed decisions when moderating feedback from the public.

Many other Local Healthwatch have sought to use similar systems so we shared our knowledge and policies with Healthwatch England so that it could develop guidance for all Local Healthwatch across England.
Safely Home:

We informed a national report about people’s experiences of being sent home from NHS and social care services that Healthwatch England published early in 2015/16.
Care UK Healthwatch Suffolk Ambassadors

It is challenging to obtain the views of people that live within our county’s care and nursing homes. In particular, it is difficult for us to reach people that may be vulnerable or find it difficult to speak out about the standard of their care.

That is why we took the decision to launch a scheme with Care UK through which we hoped to increase the amount of feedback we receive from people about their use of all services including those provided by Care UK.

The arrangements enable Care UK staff to feedback on the health and social care experiences that impact on their residents' care. This feedback might be about the Care Home itself, but could just as easily be feedback about, for example, GP visits, hospital admissions/discharge, dental appointments or district nurse care.

There will usually be four Healthwatch Ambassadors in each Care UK home. We have developed a toolkit for them to use and each home has a named Healthwatch Suffolk Community Development Officer (CDO) who will provide support where needed. This includes an offer to attend relatives meetings and to share thinking on how Ambassadors can be proactive in talking to residents/relatives about sharing their experiences.

Our Senior Community Development Officer has regular quarterly meetings with the Care UK Operations Director for the Eastern Region and the Director for Residential Services in Suffolk. We also keep in regular contact with its Regional Sales and Development Manager. These relationships help us to monitor progress and ensure continued development of the scheme at all levels.

How we have been working with General Practitioners in 2015/16

Most people experience contact with NHS services through their GP practice initially. That is why it is so important that we work pro-actively to educate GPs about Healthwatch Suffolk and the importance of listening and responding to feedback from patients and their families or carers.

We hold more feedback about GP practices than any other service. In total, we have in excess of 1,000 individual reviews. This is largely a result of important work completed by our Community Development Team throughout 2015/16. In particular, our team has developed positive and ongoing relationships with several practices that have enabled us to talk to patients using their services.

This includes:

- **Combs Ford Surgery:** Our team were invited to visit the surgery regularly so that we might engage with patients in the waiting room. This has resulted in a total of 118 individual reviews being logged about the practice on our website and a four star rating from patients.

- **Constable Country Medical Practice:** We have helped the practice to establish a new Patient Participation Group (PPG), which has supported the practice to improve its services after it was placed in special measures by the Care Quality Commission (CQC).

  The practice was re-inspected in November 2015 and it received a rating of “Good” overall. Our work with the practice was contributed significantly to this change in stance by the CQC because the practice was able to demonstrate that it was taking real steps to engage with patients and consider feedback.

  We continue to engage openly with
patients about their experience of this practice. This has recently indicated that patient experience is unfortunately becoming increasingly negative in sentiment. We are working with the practice so that steps can be taken to address this as soon as possible.

- **Hopton and Stanton Surgery**: We have carried out engagement sessions with patients in both practices to gauge what concerns they might have concerning the transfer of Hopton services to Stanton. In addition, we are working with some patients to evaluate the potential for a genuine Patient Participation Group to be created alongside the current virtual group.

- **StowHealth**: Similar to our engagement within the Combs Ford Surgery, StowHealth also invited us to engage with patients within its waiting room. This has resulted in a total of 155 individual reviews about the practice and a four and a half star rating from patients.

We would like to congratulate both Combs Ford and StowHealth practices on their positive ratings from patients. We will continue to engage with primary care settings as much as possible and this includes talks to patient groups and seeking to develop new positive relationships with other practices in the county.

**Looking ahead: Our analysis of all GP Primary Care Feedback**

Effective engagement means that we have been able to obtain well over 1,000 individual reviews of GP practices across the county. We will be analysing the trends contained within the feedback and compiling a report that will be shared with system leaders to challenge service provision in the county.
Working with the Suffolk Health and Wellbeing Board

The Healthwatch Suffolk team has an active role in numerous strategic, community, partnership, provider, commissioner and other boards/groups/committees responsible for health and social care related subjects, quite simply too many to list here. The Health and Wellbeing Board is probably the most important of these decision making bodies.

We have a statutory right to a seat on the Health and Wellbeing Board. It has a duty to ‘encourage integrated working’ between health, care, police and other public services in order to improve wellbeing in Suffolk. It is also responsible for delivery of the Joint Strategic Needs Assessment and the county’s Joint Health and Wellbeing Strategy.

Our representative on the Board in 2015/16 continued to be our Chair, Tony Rollo. We have supported him throughout the year with the information required to be an active participant on the Board.

As a member of the Board, we have been able to influence the latest refresh of the Joint Health and Wellbeing Strategy for Suffolk, which re-sets the outcomes for 2016-19. The revised outcomes are as follows:

- Every child in Suffolk has the best start in life;
- Improving independent life for people with physical and learning disabilities;
- Older people in Suffolk have a good quality of life;
- People in Suffolk have the opportunity to improve their mental health and wellbeing.

We have also been able to contribute to several other discussions about improving the health and wellbeing of our local population. These include:

- Prevention Strategy for Suffolk, to reduce demand in the health and care sector by improving health 2016-21
- Annual Public Health Report for Suffolk 2015, ‘Is prevention better than the cure?’
- The Learning Disability Commissioning Strategy and Implementation Plan
- The Mental Health Commissioning Strategy and Implementation Plan

Every health and care system in England will produce a Sustainability and Transformation Plan (STP), showing how local services will evolve and become sustainable over the next five years; ultimately delivering the national NHS Five Year Forward View vision.

Healthwatch Suffolk is involved as the independent body on the Suffolk and North East Essex STP Steering Group, representing the views of patients and carers. The development of this and other STPs from across the country will start in earnest during the summer and autumn of 2016.

Joint Strategic Needs Assessments (JSNA)

The purpose of the county’s JSNA is to improve the health and wellbeing of the local community and reduce inequalities for all ages.

It is not an end in itself, but a continuous process of strategic assessment and planning. It is used to help to determine what actions local authorities, the NHS and other partners
need to take to meet health and social care needs and to address the wider issues that impact on health and wellbeing. As a member of the JSNA task group in Suffolk we are able to influence important decisions about new needs assessments and contribute to the evidence base on health and wellbeing.

To read more about the work of the Health and Wellbeing Board, please visit the Healthy Suffolk website:

www.healthy Suffolk.org.uk/

We don’t know what the future holds but we are well placed to influence the future of health and care through our involvement with the Health and Wellbeing Board.
Health and Overview Scrutiny Committee (HOSC)

Suffolk County Council is required to have a Health Scrutiny Committee made up of local councillors. It has responsibility for scrutinising health and care services across the county.

We have the right to refer any issues of concern to the committee and should be kept informed of progress and outcomes. Ultimately, if it considers that proposals for service changes are not in the interests of the local population, the committee can refer to the Secretary of State for Health for a decision.

We have an agreed working protocol with the Committee, which includes commitments to work closely together in a way that will achieve the best outcomes for people in Suffolk.

Throughout the year, we have continued dialogue with the Committee on matters of importance to our local communities and contributed where possible to inform the work programme of the Committee.

The HOSC now receives an update from us for each of its meetings that covers items of mutual interest and any matters that we would like it to investigate. Please visit our website to download our latest reports.

Quality Accounts

The Trusts that provide health services in Suffolk must produce a Quality Account that sets out information about the quality of care they provide and identifies priorities to improve quality for patients.

In 2015/16, a small group of our volunteers worked together to produce response statements on our behalf for all of the main providers of NHS services in Suffolk. Our statements must be included in the appendix of the reports unchanged.

The HOSC, which also has the right of response to QA reports, took the view that it would be appropriate for us to consider the content of the Quality Accounts for this year, and comment accordingly.

Safeguarding

We take our responsibility to protect people in Suffolk from harm very seriously. All of our staff and some volunteers (role dependent) have received appropriate training. We have also developed policies to guide us in what constitutes appropriate responses to matters of safeguarding.

Throughout the year we have made a number of safeguarding alerts to appropriate authorities where we have concerns about specific services because somebody has disclosed information to us.

It is not our role to investigate such issues but we will always seek feedback on any service improvements implemented in response and have noted several across the year.

The People’s Panel

The People’s Panel is a sub group of the Suffolk Safeguarding Adults Board’s (SAB) and is co-chaired by our Operations Manager and the Community Development Lead from Suffolk Community Advocacy.

The SAB has a clear commitment to engaging communities in safeguarding and in promoting the welfare of vulnerable adults. The role of the People’s Panel is to ensure that communities in Suffolk are represented.

To help us achieve this more effectively, the People’s Panel will be appointing Lay Advisors who will bring a community perspective to the work of the Board, to think as a member of the public, to play a part in offering challenge, oversight and scrutiny to the decisions and policies made and produced by the Board.
We help to keep people safe in services by working closely with other partners who pay for and regulate services. This includes the Care Quality Commission who have a specific role to check that services are safe and effective (see page 63).

We also inform the work of the Suffolk Safeguarding Adults Board and raise alerts whenever we feel someone may be at risk on the basis of information we have received (either limited or detailed in content).

Suffolk Health Scrutiny Committee and Healthwatch Suffolk have been working in partnership for the past three years, sharing information and intelligence in the interests of the residents of Suffolk. Healthwatch Suffolk has provided valuable insight to scrutiny reviews during this time and continues to play an important role in capturing the views and experiences of patients in Suffolk, helping to shape the Committee’s agenda and inform its recommendations. The Committee is keen that this relationship should continue, to ensure that patient experience is an integral part of the Health Scrutiny function in Suffolk.

Councillor Michael Ladd (Chairman, Suffolk Health Scrutiny Committee)
**Hospitals in Suffolk**

Throughout 2015/16, we have worked to develop and maintain relationships with our local acute hospitals.

We have also reminded them that, as of April 2015, all healthcare services except GP services, opticians, dentists and chemists, have to provide clear information to patients, their carers and representatives about how to contact their Local Healthwatch. This rule has come about as part of the NHS Standard Contract for 2015/16 mandated by NHS England.

This means that more people will know where to go to share their experiences and how they can help healthcare services learn and improve.

**The West Suffolk NHS Foundation Trust (West Suffolk Hospital)**

At the West Suffolk Hospital, we have regularly spoken to people using the hospital. This includes the opportunity to attend the Trusts Freedom to Speak Up feedback day. We are also members of the hospital’s Patient and Carer Experience Group at which we are able to contribute to discussions about patient experience matters and share our data.

Where we have raised issues, the Trust has responded well with a number of actions taken to improve services.

Working with Healthwatch Suffolk has been invaluable in obtaining the views of our local community. Its friendly Community Development Officer has regularly attended the hospital to speak with service users, helping us to understand what they think of the care and service we provide, as well as getting involved in our organisation-wide ‘freedom to speak up’ feedback day where Healthwatch Suffolk took pride of place in our entrance foyer.

We have also hugely appreciated the support from Healthwatch Suffolk in reviewing our complaints process and compliance with the ‘my expectations for raising concerns and complaints’ document co-produced by the Local Government Ombudsman, Parliamentary & Health Service Ombudsman and Healthwatch England. Through a multi-agency task and finish group, we were able to make positive changes to ensure complaints are handled with maximum competence and sensitivity.

With the development of our Patient Experience Team, we look forward to working more closely with Healthwatch Suffolk over the coming year.

Cassia Nice (Patient Advice and Liaison Service Manager)

**What do people think of care provided by West Suffolk NHS Foundation Trust?**

★★★★☆

Overall, people rated their experience within the hospital four out of five stars (based on 240 individual reviews). In addition, many were positive about staff attitude within the Trust and also the quality of care provided. Both of these categories received ratings of four and a half out of five stars.

Trends analysis indicates that communication is an issue within the hospital with people not being informed of cancelled appointments or issues with communication across wards. Furthermore, we are aware that some people have experienced problems with being discharged from the services at times.

**Ipswich Hospital NHS Trust**

Throughout the year, we have had the opportunity to engage patients using the hospitals Accident and Emergency Department and also the Eye Clinic. This has enabled us to collate feedback on the
services, and pass it onto the hospital for service improvement.

With a couple of exceptions, the hospital has responded to our requests for information in a timely manner and has taken action to improve the services where possible (see page 57).

Listening to how people feel about their hospital and what improvements are needed is a huge part of my job as Chief Executive. I am helped enormously by Healthwatch Suffolk, who in many instances make a real difference to the care we provide, by giving a platform to patients who would not otherwise have raised their concerns with us. Every issue raised is an opportunity for us to improve the experience of patients going forward.

As well as being patient advocates, Healthwatch offer a wide range of opportunities including social media and face to face events, for us all to listen and understand more about how we can really deliver safe, high quality, compassionate care for the communities we serve.

It has been great to welcome Andy Yacoub as Chief Executive of Healthwatch Suffolk and to see the organisation work with even more passion and commitment.

Nick Hulme (Chief Executive of Ipswich Hospital NHS Trust)

What do people think of care provided by the Ipswich Hospital NHS Trust?

Overall, people rated their experiences within the hospital four out of five stars (based on 332 reviews).

Similarly to West Suffolk Hospital, many people were positive about staff attitude within the Trust and also the quality of care provided. Both of these categories received ratings of four and a half out of five stars.

Trends analysis indicates that waiting times are an issue for patients, particularly within the Eye Clinic within which we have spoken to patients. People have also highlighted concerns related to the care of patients with dementia, which we have raised with the hospital and will continue to monitor.

James Paget University Hospitals NHS Foundation Trust

As with Ipswich and West Suffolk hospitals, we have been pleased to engage with patients and their visitors on a regular basis when they are visiting the hospital for treatment. Feedback has been made available to the Trust and it has always responded in a timely and appropriate manner to our requests for information.

What do people think of care provided by the James Paget University Hospitals NHS Foundation Trust?

Overall, people rated their experiences within the hospital four out of five stars (based on 52 reviews).

Interestingly, despite the high number of positive reviews we have received about the Trust, people have rated staff attitude, quality of care and treatment explanations as three out of five stars.

There are currently no particular themes evident within our feedback about this service but there are some emerging concerns related to waiting times and communication within hospital departments.

We consider that all hospitals in Suffolk could do more to pro-actively inform patients about their option to feedback independently to Healthwatch Suffolk. Agreement and follow through to launch our online widget would be a significant step in the right direction.
Partnerships with other organisations

We work with many organisations, both within the voluntary and statutory sectors. In 2015/16, we aimed to formalise some of these relationships with partnership agreements.

The agreements include mutual commitments to work together with regard to sharing information and feedback on local services, the opportunity for organisations to take part in Enter and View activity (see page 27) and also to achieve Suffolk Information Standard Accreditation (see page 37).

Partnership agreements are in place with:

- Activ Lives
- Age UK Suffolk
- Gatehouse Bury St Edmunds
- Sue Ryder
- Suffolk Refugee Support
- Suffolk User Forum
- Survivors in Transition

In 2016/17, we will be taking this work forward and increasing both the number of partnerships and the amount of collaborative working within them to ensure maximum benefit from the process.

Rural Coffee Caravan (RCC)

The RCC is a mobile community cafe and information centre. The information provided by the Coffee Caravan has helped many people gain access to the benefits, services and information they need.

We have a Service Level Agreement (SLA) with the Rural Coffee Caravan. It means that the RCC help us to reach out into some of our county’s most isolated and small communities to obtain feedback and raise our profile.

Representatives of the RCC, talk to people in rural communities about Healthwatch and about the issues they face on a daily basis. This information is shared with us so that we can monitor feedback about the needs of rural communities with regard to their health, care and wellbeing.

In addition to our SLA, we also continue to ensure that we have a presence at the RCC events (e.g. Golden Age Fairs) to support and celebrate the work we complete together.

We have an agreement with the Rural Coffee Caravan that enables us to obtain feedback and raise profile within Suffolk’s smallest and most isolated communities.
Collaborative work between Community Action Suffolk and Healthwatch Suffolk has further strengthened this year. Community Action Suffolk brings people and Voluntary and Community Sector groups together through its volunteer and locality networking events. Healthwatch Suffolk regularly support these events. The organisations value the chance to share their views as Suffolk residents and the concerns of their service users around health and social care issues. In a time of fast paced changes to local health and social care services Healthwatch Suffolk and Community Action Suffolk with Suffolk Congress play an ever important role in keeping the needs of Suffolk communities in sharp focus.

Janice Banks (Chief Executive of Community Action Suffolk)

We have been working with Healthwatch Suffolk to enable rural residents on our visit rounds, the opportunity to 'have their say' in regard to the health services they use in Suffolk. Rural residents are the 'hard to reach' audience and being able to explain face to face what Healthwatch actually can do with their comments is empowering for them when they realise that they actually have a voice that will be listened to. It's a very positive experience for both us and our service users and it's gratifying to see them take the trouble to write positive comments as well as constructive criticism. Healthwatch are also always invited to be present at our Golden Age Fairs as this gives them the valuable opportunity to talk to visitors in person. Healthwatch Suffolk are a pleasure to work with and we look forward to continuing this partnership into the future.

Ann Osborn (Director of Rural Coffee Caravan)

Working with Voluntary and Community Sector Organisations

We know that many voluntary and community organisations work with people that have experiences within our local health and social care services.

By working closely with such partners, we are able to better understand the issues and challenges that our local services face and what people need from the system.

We have established formal partnership agreements with some organisations but these are not always appropriate.

We have therefore continued to seek opportunities throughout the year at which our teams can network with other organisations and talk to professionals about our role and why it is important that we capture the views of people they support on a day to day basis.

@HWSuffolk - Follow us
In October 2015, we were pleased to work closely with Survivors in Transition (SiT) and University Campus Suffolk (UCS) on the launch of “Focus on Survivors”. It is an important research project about the experiences of adult survivors of childhood sexual abuse.

Our role was to find ways of ensuring the report was engaging, impactful and that it has the best chance to connect with people - particularly survivors. In essence, this meant ensuring that the report featured interesting ways of showing the data collected and that this was presented in a sensitive way.

Launched by SiT and UCS at an emotive high profile event on 28th October 2015, the report has been well received. It highlights many findings that are shocking and have wide ranging implications.

They include that:

- Most abuse took place within the immediate or extended family and 51% of respondents were abused by more than one person.

- The average duration of abuse is directly influenced by the age the abuse starts.

- Survivors did not always feel heard, believed or respected by support services and there are clear differences between survivors stated experience of statutory and voluntary services.

- 20% of survivors continued to be abused for almost 6 years after disclosing to someone.

- The emphasis is on the child to disclose - Nobody asks.

- 90% have never seen their abuser brought to justice.

It is hoped that the report will be used to engender change in the system and genuinely improve support for survivors. As indicated in the wheel graphic right, the Focus on Survivors report has found there is a sharp distinction in service satisfaction. Survivors were less satisfied with statutory services and more satisfied with voluntary sector services measured by whether survivors had felt heard, believed or respected within the service.

Over 80% said that they had a good service from voluntary sector counselling. To build on strengths, the report recommends voluntary sector organisations need to have the lead role in future strategies to support survivors of childhood sexual abuse.

You can also contact Survivors in Transition for further details using the contact information listed below.

**Survivors in Transition (SiT)**
84 Fore Street
Ipswich
Suffolk
IP4 1LB

www.survivorsintransition.co.uk

You can also call SIT on 07765052282 or send an email to info@survivorsintransition.co.uk.

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**Are you a survivor?**

The research is about support available to people who have survived child sexual abuse. Whatever your circumstances, if you feel that you need advice or support please contact:

**Survivors in Transition (SiT)**
84 Fore Street
Ipswich
Suffolk
IP4 1LB

www.survivorsintransition.co.uk

You can also call SIT on 07765052282 or send an email to info@survivorsintransition.co.uk.
Our volunteers

To be the independent effective voice of local people, Healthwatch Suffolk relies on a network of volunteers who support us to check local services are meeting the needs of the people using them and to gather feedback from communities.

We are reviewing our approach to the recruitment of volunteers and have plans to amend our volunteer strategy.

Some people have experience of services as a patient or a service user and some have useful knowledge from previous professional roles. We know that much of our strength is rooted in their passion.

Our volunteers support us in a range of roles and this includes:

- Supporting our Community Development Team at community events.
- Visiting local services on our behalf (see page 27).
- Sitting on our governance groups such as our Board of Directors.
- Contributing to our sub-groups.
- Helping us in the office with day to day administration.

Our Volunteers in Numbers

<table>
<thead>
<tr>
<th>Type of Volunteer</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Support volunteers</td>
<td>54</td>
</tr>
<tr>
<td>Enter and View Authorised Representatives</td>
<td>24</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>6</td>
</tr>
<tr>
<td>Sub-groups</td>
<td>6</td>
</tr>
<tr>
<td>Office support volunteers</td>
<td>4</td>
</tr>
</tbody>
</table>

"As a senior citizen, I enjoy volunteering at Healthwatch Suffolk because everyone is friendly. I do this because the sense of being useful and for being part of something worthwhile is important to me."

Teri
(Office volunteer)
I was appointed Chair of the Enter and View management team. Volunteering is, for me, an interesting and rewarding thing to do because I meet interesting people, make new friends and have become involved in interesting activities.

I have been retired since 1999 so volunteering has become very important to me. My role within Healthwatch Suffolk has helped to keep me mentally and physically alert and, at the same time, offers me the opportunity to make a very genuine difference to the lives of people who are receiving care within the county.

Within the current state of the health and care system, I feel the fundamental role volunteers fulfil within organisations such as Healthwatch cannot be understated. Our Enter and View teams have undertaken a number of visits to health and social care providers and have found both good and indifferent practice, the latter being acted upon by the provider to improve the service provided.

Tony Godden  
(Enter and View Management Group Chair and Enter and View Authorised Representative)
Volunteering for Healthwatch Suffolk has been a real eye opener into the way care homes and other care facilities function. I have found volunteering to be most rewarding. I have been able to make a contribution to the care sector by being able, as part of a team, to highlight shortfalls in the provision of care within services. Care providers are willing to take on board our comments and react to provide a better environment for their clients, which is beneficial to all service users. Without my Healthwatch experience, I would probably never have realised how difficult it is out there for care providers to continue to give a first class service to those in need.

Bob Hawkes
(Healthwatch Suffolk Enter and View Authorised Representative)
When I retired, my boss recommended Healthwatch Suffolk to me as she knew I liked challenging what was happening in Health and Social Care and that I have no hesitation in talking to people.

I enjoy events where we aim to ask people for feedback on various services and build up a rapport. I enjoyed the event at Woodbridge Library where we were in the foyer and approached people as they entered.

Being retired, it pays to keep active and mixing with the public. It also allows me to keep up with health trends. I also feel well informed on what is out there.

Bernadette
(Healthwatch Suffolk Community Development Volunteer)
4. Our plans for next year

2016/17

Jan  Feb  Mar  Apr
May  Jun  Jul  Aug
Sep  Oct  Nov  Dec

@HWSuffolk - Follow us
Our three year strategy

In preparation for the introduction of a three year strategy we have taken several steps in order to be as well informed as possible, before setting out the objectives, priorities and the outcomes we aspire to achieve.

Preparations commenced in December 2015 and these will close in June 2016, when we will have also completed our first ever Stakeholder Survey. Information taken into account will be sourced from the following:

1. Statutory requirements of a Local Healthwatch (Care Act 2012);
2. Suffolk County Council service specifications attributed to Healthwatch Suffolk;
3. Healthwatch Suffolk Annual Report 2015-16;
4. Suffolk Health & Wellbeing Strategy 2016-19 refresh;
5. Healthwatch Suffolk Communication and Engagement Strategy;
6. National Healthwatch trends and themes that are relevant to Suffolk;
7. Outcomes of Healthwatch Suffolk’s use of business analysis and self-reflection tools - SWOT (Strengths Weaknesses Opportunities Threats) and PESTLE (Political Economic Sociological Technological Legal Environmental);
8. Healthwatch Suffolk Board skills gap analysis;
9. A recognition of developments and continued investment in the Team’s combined skills and competencies;
10. Healthwatch Suffolk Stakeholder Survey 2016, incorporating the views of both non-professional and professional stakeholders;
11. Healthwatch Suffolk Annual [financial] Accounts 2015-16 and forecasts for 2016-17 - Suffolk County Council has to-date set the funding of its Local Healthwatch on a year-to-year basis;
12. Healthwatch Suffolk Risk Register 2016;

We anticipate that our 2016-19 Strategy will be published in time for our October 2016 Annual General Meeting.

Asking people to help shape our service in the future: The feedback that people provide in response to our Stakeholder Survey 2016 will inform our strategy for the next three years. We will also draw upon other sources of information (e.g. the county’s Health and Wellbeing Strategy) and instruction (e.g. what the law tells us we must do). For more information, please contact us on 01449 703949 or send an email to info@healthwatchsuffolk.co.uk.
The clinical commissioning groups in Suffolk have valued Healthwatch Suffolk team members’ sage and energetic input. It has helped us make improvements to health services without losing the quality services we have in Suffolk.

Our strategic partnerships will be vital in the next few years as we develop plans for more sustainable and simpler services for everyone across the health and care system. Healthwatch Suffolk offer a level of challenge that will make sure system leaders are pragmatic and remain focused on people we serve as we tackle the cultural and organisational change needed to make radical improvements for the better.

Ed Garratt (Accountable Officer for Ipswich and East Suffolk Clinical Commissioning Group and West Suffolk Clinical Commissioning Group)

We are particularly involved in the Suffolk and North East Essex STP and our colleagues from Healthwatch Norfolk are covering developments concerning Norfolk and Waveney. We are also directly engaged with Healthwatch England on national STP developments, providing feedback and receiving national news.

Watch our website and newsletters for full details of how we will ensure people are heard at this time of potentially major changes to our local services.

Nick Hulme (Chief Executive of Ipswich Hospital NHS Trust and Lead for the Suffolk and North East Essex Sustainability and Transformation Plan)
Future research projects

Your experiences of diabetic foot care in Suffolk

We are working with Dr. Gerry Rayman (Consultant Physician of Diabetes and Endocrinology at the Ipswich Hospital Diabetic Centre) on research exploring your experiences of using diabetic foot care services in Suffolk. We are keen to explore whether people at high risk of developing complications are receiving appropriate care in line with national guidelines. Our ultimate aim is to ensure that these vital services are informed by the experiences of the people using them.

Our analysis of all feedback obtained about GP practices in Suffolk

Since we launched our online Feedback Centre, well in excess of 1,000 people have shared their experience of GP practices across the county. It is important that we give due consideration to the feedback shared with us and use it to help services provide better care or to engage better with patients.

Our Research Team will analyse all of the feedback shared with us to determine any trends and themes. We will use our report to work with GPs, NHS England and Clinical Commissioning Groups on improving services where possible.

Our project about mental health care in prisons

We will be working with several agencies in order to focus our efforts for the benefit of Suffolk residents who have spent time within the prison system. Our aim is to identify improvements around continuity of care for people who have a mental illness.

We will announce new projects throughout the year... Our programme of research work is under constant review. We are currently talking to other organisations about potential research projects that will make a difference to people using services in Suffolk. Please watch for updates on our website and in our newsletters for more information on new projects.
Informing plans to transform the services that support young people's emotional wellbeing

Our project will help schools to identify the needs of pupils in respect of mental health and wellbeing so that steps can be taken to increase support and promote healthy psychological development. Pupils will have the opportunity to talk about their views and about how their school could improve its approach to maintaining the wellbeing of pupils.

Throughout the project, Healthwatch Suffolk will be working with Public Health Suffolk County Council and the Norfolk and Suffolk NHS Foundation Trust Youth Council to ensure that the work informs plans to develop services for children and young people in the future as part of the Suffolk Children and Young People’s Emotional Wellbeing Plan (EWB 2020).

Making use of all feedback submitted to us

We expect that by the middle of 2016, our Information System will have amassed over 3,000 individual reviews about over 250 different health and social care services.

In 2016/17, we will undertake a full analysis of all the feedback logged onto our system during the year and respond to any significant issues and trends. That is not to say that we have not followed up on notable themes as comments have been collected but we want to ensure that we give due consideration to all of the feedback shared with us.

It is important that people know their feedback will be used to inform our work and to improve services.

Our Memorandum of Understanding with University Campus Suffolk (UCS)

From August 2016, University Campus Suffolk will be called the University of Suffolk. We have a two year reviewable agreement with the university that will lead to joint working on research projects and increase the status of our own projects through collaboration with an academic partner. Look out for more details about this work on our website and in our newsletters.

Visit www.healthwatchsuffolk.co.uk for full details about our research projects throughout 2016/17.

All of our research reports are available to download from our reports page. If you require them in an alternative format then please contact us on 01449 703949 or by email to info@healthwatchsuffolk.
We want to influence changes to the way support is delivered to children and young people and their families.
5. Our people and governance
We have two levels of membership (friends and members). Members receive our annual report and accounts, have the right to vote at our AGM and elect the Board of Directors. Friends receive updates from us and are welcome to participate in our events and activities.

Our Board of Directors

Our Board is comprised of up to 10 volunteer directors and the Chief Executive. It is our governing body, and oversees our 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 our objectives
- Seek assurance that systems are robust and reliable
- Promote a positive culture

All Board meetings are held in public. Minutes and agendas for the meetings are posted to our website.

Healthwatch Suffolk Directors 2015/16

<table>
<thead>
<tr>
<th>Name</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andy Yacoub (Chief Executive)</td>
<td>Member since December 2015</td>
</tr>
<tr>
<td>Dr Tony Rollo (Chair)</td>
<td>Member since April 2013</td>
</tr>
<tr>
<td>Fiona Ellis</td>
<td>Member since July 2013</td>
</tr>
<tr>
<td>David Evans</td>
<td>Member since April 2013</td>
</tr>
<tr>
<td>Elaine Aylott</td>
<td>Member since January 2015</td>
</tr>
<tr>
<td>Barbara Richardson Todd</td>
<td>Member since March 2014</td>
</tr>
<tr>
<td>Reg McKenna</td>
<td>Resigned</td>
</tr>
<tr>
<td>Karen Turner</td>
<td>Resigned</td>
</tr>
<tr>
<td>Annie Topping (Chief Executive)</td>
<td>Resigned</td>
</tr>
</tbody>
</table>

We regularly communicate with over 3,000 people that have signed up as either friends (2,232) or members (1,049) of Healthwatch Suffolk. You can sign-up online or by calling us on 01449 703949. Visit: Http://www.healthwatchsuffolk.co.uk/membership/

Newsletters are sent quarterly to friends and members. Comments from individuals and groups are always welcomed on all of our activity and the decisions we take in the interest of Suffolk residents.
Streamlining our governance structure

2015/16 saw our Board take the decision to streamline our governance by closing what was the Operational Delivery Group. The ODG had been essential at the time that Healthwatch Suffolk was being formed but did not make sense within our established structure.

We would like to express our sincere gratitude to all those who were involved in helping to create the foundations for our organisation.

Our Stakeholder Survey 2016

As a further opportunity for people to influence our strategic and planning decisions for the next three years, we launched a Stakeholder Survey in April 2016.

It has now closed and we will be taking account of the opinions people have shared with us to inform our strategy going forward. Look out for more details in our regular communications.

Looking ahead: Recruitment of Directors in 2016/17

During the Summer and Autumn of 2016, we will be looking to consult our members as part of the recruitment of new Directors to our Board.

If you would like to have a say in this process then you must make sure you are signed up as a member of Healthwatch Suffolk.

We have two levels of membership (friends and members). Only members have voting rights within the organisation. If you are uncertain about your membership status, please contact us on 01449 703949 or email info@healthwatchsuffolk.co.uk.
One of the best ways to influence our decision making is to attend our Annual General Meeting (AGM) at which you may have the opportunity to vote on important matters that affect our company such as those relating to our Board of Directors.

We were pleased that nearly 70 people attended our second Annual General Meeting in 2015.

There was an emotive and captivating live panel discussion with Netta (pictured below), who shared her journey through health and care services. She explained that, through us, she has been enabling the Ipswich Hospital to take action to improve services for people living with Sickle Cell disorder in Suffolk.

This has included a meeting with the Ipswich Hospital board last year that led to the introduction of new measures to identify people living with Sickle Cell, improved treatment pathways and a number of other outcomes.

This was followed by an interesting talk from Nick Hulme (Chief Executive of Ipswich Hospital NHS Trust) who emphasised the importance of local people sharing their views and asked patients and carers to test new plans for community healthcare through regular feedback.

Throughout the day, people were informed about how we have been making a difference. The day ended with our formal AGM, at which people had the chance to hear about our decision making and ask us about our financial accounts.

Our AGM for 2015/16, will be held on 27th October 2016. More details will be available on our website and in our newsletters.
6. Our finances
Please see our abbreviated accounts below.

Our full accounts are available on request. Please call 01449 703949 or send an email to info@healthwatchsuffolk.co.uk to request a copy.

<table>
<thead>
<tr>
<th>Turnover</th>
<th>£497,274</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Expenses</td>
<td>£523,901</td>
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<tr>
<td>Other operating income</td>
<td>£46,003</td>
</tr>
<tr>
<td>Operating Surplus/ (Deficit)</td>
<td>£19,376</td>
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<tr>
<td>Interest receivable &amp; similar income</td>
<td>£599</td>
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<tr>
<td>Surplus/(Deficit) on ordinary activities before taxation</td>
<td>£19,975</td>
</tr>
<tr>
<td>Tax on surplus/(Deficit) on ordinary activities</td>
<td>£120</td>
</tr>
<tr>
<td>Surplus/(Deficit) for the financial year</td>
<td>£19,855</td>
</tr>
</tbody>
</table>

Our accounts will also be presented at our third Annual General Meetings (AGM), which is currently due to take place 27th October 2016. Please see our website and newsletters for more information and to book your space.
Contact us
Getting in touch

As of 1st April 2016, we have relocated to offices in Claydon. The move will mean that we are located closer to some of our key partners including Age UK Suffolk (with whom we are sharing a building) and Suffolk Family Carers. It will also mean that we can save money, have more accessible parking for our visitors and a greater focus on linking into Voluntary and Community Sector networks.

There is no change to the services that we provide, although there are some changes in the way you can contact us.

Our new and current contact details are:

| Address | Freepost RTTY-CEUT-LCRH  
| Healthwatch Suffolk  
| Unit 14, Hill View Business Park  
| Old Ipswich Road  
| Claydon  
| Ipswich  
| IP6 0AJ |
| Telephone | 01449 703949 / 08004488234 (Freephone for Signposting Service) |
| Email | info@healthwatchsuffolk.co.uk |
| Website | www.healthwatchsuffolk.co.uk |

Our previous registered office and contact details, up till 31/3/2016, were:

| Address | Healthwatch Suffolk  
| Unit 12 & 13, Norfolk House  
| Williamsport Way  
| Needham Market  
| Suffolk  
| IP6 8RW |
| Telephone | 01449 703949 |
| Email | info@healthwatchsuffolk.co.uk |
| Website | www.healthwatchsuffolk.co.uk |
We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, the Care Quality Commission, NHS England, Suffolk Clinical Commissioning Groups, the Suffolk Health and Overview Scrutiny Committee, the Suffolk Health and Wellbeing Board and our local authority (Suffolk County Council).

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us on 01449 703949 or by email to info@healthwatchsuffolk.co.uk

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We are accredited with the Suffolk Information Standard...

See inside for more information and details about how we have been working with partners to improve information available to people in the county.