“...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.”
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Our year...

10 reports to influence local services

31% connected with loads of people on Twitter

No1 Healthwatch for media coverage in England

6 services to talk to people about their care

94 volunteers have helped us to reach local people

11,000 people at over 1,000 events

We have visited 6 services to talk to people about their care.

We have connected with loads of people on Twitter.

We are still the top local Healthwatch for media coverage in England.

We have written 10 reports to influence local services.

94 volunteers have helped us to reach local people.

We engaged with 11,000 people at over 1,000 events.

We have visited 6 services to talk to people about their care.

We launched new technology to help us listen to local views.

We had 2,748 comments from people using services.

We have moved to a new office in Claydon.

We engaged with 11,000 people at over 1,000 events.

We had 2,748 comments from people using services.
Talking to people in local communities

Our role is to find out what local people think about health and social care services in Suffolk.

That means that we must be around in local communities to let people know about us and listen to their experiences of using local services.

We have a team of people that visit local communities to hear your views.

They have been active this year going to lots of events, meetings and community groups across Suffolk.
Raising our profile by reaching out into local communities

By reaching out into local communities we hope to encourage more people to share their views with us.

We also talk to specific groups for their views on health and social care services including:

- Young people who are under the age of 21
- Older people over the age of 65
- Vulnerable groups
- People who live outside of Suffolk but use Suffolk services
Embracing technology to get views on services

We believe that by helping you to tell us your views, we can improve health and social care in the county.

That is why, we launched a new website where you can tell us about your last visits to local care services.
Embracing technology to get views on services

You can use the Healthwatch Suffolk Website on mobile phones, laptops/desktop computers and tablets.

You can use it to rate the care that you or a friend or a family member has received.
We had 2,778 comments recorded from people using health and social care services in Suffolk.

550 comments logged in research projects.

266 services rated by people using our website.

People rated services in Suffolk 4 out of 5 stars on our online Feedback Centre. Many people said they were treated well.
A snapshot of your feedback...

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 go to our website:

www.healthwatchsuffolk.co.uk/services
Visiting Local Services

In 2015/16, we visited 7 local care and nursing homes to talk to people using the services and watch the care provided.

We made reports that included our view on what could be improved.

Outcomes from our visits

The people who run the services made changes to make things better.

These were things like having keyworkers, decorating rooms and increasing support to people using the service.
Our sub-groups

Our Black and Minority Ethnic (BME) and Diversity Sub-Group

Its aim is to listen to the people from all the communities about their views on care.

We ran a Small Grants Scheme through which community groups and organisations could apply for funding to support their development.

7 projects were chosen to receive funding from the following organisations:

- St Elizabeth Hospice
- Oasis Community Centre
- 4YP
- Ipswich and Suffolk Council for Racial Equality and Community Praxis
- Translation and Interpreting Provider Ltd (TIP)
- The Bury St Edmunds International Women’s Group
- Suffolk Refugee Support
Our Mental Health Focus Group

The Mental Health Focus Group links mental health professionals and service users/carers to help change the way mental health services run for the better.
2 Giving people advice and information

Our Information and Signposting service

A free, friendly and confidential service that is independent from the NHS and social care services.

We will give you the contact details for a range of services that could support you.

Most people ask us about how they could complain to NHS Services.
Suffolk Information Standard

We work with others to **improve information available to people in Suffolk.**

Lots of organisations produce information about health, care and wellbeing in Suffolk.

*Some is good, and some not so good, which means that it can be confusing for the public.*

To help make this better, we are working to deliver a local Standard.
It will make people feel happier that there is good information being made across Suffolk.

What is the Suffolk Information Partnership?

The Suffolk Information Partnership is made up of key organisations in Suffolk. It created the Suffolk Information Standard

10 organisations are accredited:

- Suffolk Age UK
- Alzheimer’s Society
- Suffolk County Council
- Suffolk Family Carers
- Suffolk Services
- mind
- Suffolk Libraries
- Healthwatch Suffolk
- Clarke Care
- Hope Trust
- Sue Ryder
How we have made a difference

Reports and recommendations
We can have some influence over our local health and social care services we must first be able to show things need to change or the need to maintain service satisfaction.

We use reports to influence decision makers in health and social care with the views of our local people.

In 2015/16 a number of research projects were published about things like accessing transport, the Ambulance Service and working with a local school.
Reports and recommendations

Care Quality Commission used our report about Ambulance Services to make decisions about how well the service meets people needs.

Norfolk and Suffolk Foundation Trust used our report to improve access to mental health care for all communities.

Ipswich Hospital will help mums by letting their birthing partner stay with them overnight.

A local school used our report to improve its wellbeing support to young people.
Here are a few examples of where your feedback has made a difference.

Support to Live at Home

Suffolk County Council changed how it organises home care and developed a new service called ‘Support to Live at Home’.

We received comments from people who were worried about the new services and the way it was being managed.

We were pleased to get an answer from the Director of Adult Social Care who told us our feedback encouraged them to slow down the service roll-out.
Making your voice count

This meant that service users and their families would have the time and information they needed to make better decisions about their care.

Suffolk County Council said it would not change care until people have their needs checked.

Individual Service Funds were not discussed with people as part of the first roll-out.

But Suffolk County Council said it would change this and make sure it as an option for people.
We received feedback from a cancer patient who had not received good care.

The person had been left in pain and no one had answered call bells to help them or to use the toilet.

Staff had shown little kindness and the person had been left without fluids for long periods of time.

The hospital has written learning points and actions for Ward staff.
We raised concerns that care for patients at the end of life could be better.

There have been issues with poor communication and a lack of support for carers about patients going home.

The hospital has written lots of learning points and actions for ward staff.

Things like more family carer awareness training and nominating Carer’s Champions.
Working with other organisations

The Care Quality Commission (CQC)
Throughout 2015/16, we have worked with the CQC to develop an effective working relationship, which checks local services.

We share information about residential care and our Enter and View reports.

Sharing your feedback has helped CQC inspect services including:

- West Suffolk NHS Foundation Trust (inspected in March 2016)
- East of England Ambulance NHS Trust (inspected April 2016)
- James Paget University Hospitals NHS Foundation Trust (inspected in August 2015).
In 2015/16 we have helped Healthwatch England by taking part in:

- National Communications
- Enter and View Training
- The Healthwatch England Conference
- East region Local Healthwatch network

The Yammer social media network for all Local Healthwatch
How we have been working with GP’s in 2015/16

Most people first experience contact with NHS services through their GP practice.

That is why we do our best to talk to GPs about Healthwatch Suffolk and the importance of listening to feedback from patients.

We have more feedback about GP practices than any other service, we have more than 1,000 reviews.
Working with the Suffolk Health and Wellbeing Board

We have a right to a seat on the Health and Wellbeing Board.

The Board helps services to work better together and ways to improve the wellbeing of our communities.

Our Chair, Tony Rollo, is the person who sits on the Board.

Your feedback helps us to take part in conversations about wellbeing in Suffolk at the Board.
All of our staff and some volunteers have had appropriate training.

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.
Safeguarding

We take our responsibility to protect people in Suffolk from harm very seriously.

All of our staff and some volunteers have had Safeguarding training.

Throughout the year we have made a number of safeguarding alerts.

It is not our role to investigate such issues but we will always seek feedback on any service improvements.
In 2015/16, we aimed to make some of these relationships more formal with agreements that include promises to work together.

We have agreements with:

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

Survivors in Transition
Rural Coffee Caravan (RCC)
The Rural Coffee Caravan is a mobile community cafe and information centre.

We have a agreement with Rural Coffee Caravan.

It means that the Rural Coffee Caravan helps us to reach out into some of our small communities to get feedback from people.
Throughout 2015/16, we have worked to develop and maintain relationships with our local hospitals. We have also reminded them that they have a duty to make sure people know how to contact their local Healthwatch.

The West Suffolk NHS Foundation Trust (West Suffolk Hospital)

At the West Suffolk Hospital, we have regularly spoken to people using the hospital.
We have raised some issues with:

Ipswich Hospital

James Paget Hospital

West Suffolk Hospital

They have all used your feedback to make things better for patients.
Involving people in our work

Our volunteers

To be effective, Healthwatch Suffolk relies on volunteers who support us.

We have plans to change our volunteer strategy.

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

- Supporting us at community events
- Visiting local services
- Sitting on our groups
Our plans for next year

Our 3 year strategy

We are working on a 3 year strategy that will talk about things we want to achieve.

We have asked people what they want.

We will publish the strategy later in 2016/17.
Future research projects

Your experiences of diabetic foot care in Suffolk
Our project is exploring your experiences of using diabetic foot care services in Suffolk.

Our analysis of all feedback about GP practices in Suffolk
Since we launched our website, more than 1,000 people have shared their experience of GP practices across Suffolk.

Our project about mental health care in prisons
We will be working with others to find out what people who have spent time within the prison system need.

Informing plans to transform the services that support children and young people’s emotional wellbeing
Our project will help schools to look for the needs of pupils around mental health and wellbeing.
Future research projects

Pupils will have the chance to talk about their views on mental health and wellbeing and about how their school could improve its support.

Making use of all feedback submitted to us

We have had 3000 reviews of services. We will use them to make services better.

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

We have two levels of membership (friends and members). Members have the right to vote at our AGM and elect the Board of Directors. Friends get updates from us.

Our Board of Directors

Our Board has 10 volunteer directors and our Chief Executive.

All Board meetings are held in public. Minutes and agendas for the meetings are on our website.
Recruitment of Directors in 2016/17

During the Summer and Autumn of 2016, we will be looking to talk to 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.
Our finances

Turnover £497,274
This means the money we have received.

Administrative Expenses £523,901.
Things we've spent money on.

Other operating income £46,003
Other money we've received.

Operating Surplus/ (Deficit) £19,376
The amount we had left over.
6. Our finances

Interest receivable & similar income £599

Interest that we’ve earned, but haven’t received in cash.

Surplus/(Deficit) on ordinary activities before tax £19,975

Tax on surplus/(Deficit) on ordinary activities £120

Surplus/(Deficit) for the financial year £19,855
Get in touch

In April 2016, we moved to our office in Claydon.

Our address is:
Freepost RTY-CEUT-LCRH
Healthwatch Suffolk
Unit 14, Hill View Business Park
Old Ipswich Road
Claydon
Ipswich
IP6 0AJ

Our old office address was:
Unit 12 & 13 Norfolk House
Williamsport Way
Needham Market
Suffolk
IP6 8RW

You can follow on us on Twitter @HWSuffolk
Get in touch

Our e-mail address is:

info@healthwatchsuffolk.co.uk

Our website is:

www.healthwatchsuffolk.co.uk

Our phone number is:

01449 703949

We have a signposting service. The number is free to call.

080 0448 8234