“...Healthwatch were very helpful in signposting me to useful local resources and took forward my concerns to the local commissioners.”

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.

Please note: This document is intended to summarise our work throughout 2016/17. For more detail and examples of how we are working to shape, influence and improve local services, please see our full Annual Report 2016/17.
14 reports produced to influence local services (see from page 9 and page 12).

Over 400,000 Twitter impressions and 442 new followers.

Our reports explore peoples views of services from maternity to diabetes (see page 12).

We have visited eight services to talk to people about their care (see page 9).

83 volunteers have helped us to reach local people and to complete various tasks (see page 21).

We engaged people at 1,000 events, meetings and groups across the county (see page 4).

Over 170 people signposted to local services for support (see page 10).

4,635 responses to our surveys and projects (see page 12).

Comments logged onto our Feedback Centre from people using services.
Talking to people in local communities

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 obtain experiences from people using local services.

Reaching out

Our team attend many large events like the Suffolk Show, to talk to people about how we make a difference and to obtain their views about NHS and care services. We are also expected to engage with some specific groups for their views including:

- Young people under the age of 21
- Older people over the age of 65
- Vulnerable groups
- People that use our service but live out of county

You can read some examples of how we have met these requirements in our full annual report.

Our CDO team attended 1,000 events, meetings and activities in 2016/17.
**Obtaining views about local services**

**Our feedback process**

We have defined a clear process for obtaining and using feedback from the public about their local health and social care services. This can be broken down into six stages, as described in the graphic below. Please read our full report for full details.

Tell us about your experiences today...

[www.healthwatchsuffolk.co.uk/services](http://www.healthwatchsuffolk.co.uk/services)
We want people to tell us about experiences in their own way.

During the year, we revised our approach to social media and launched our Instagram account.

As part of this, we asked people that have visited NHS services to share their story and a selfie with us using the tag #NHSSelfieStar.

So far, over 40 people have shared their story and we love to read them. You can see some of the images below. To see the full selection, please visit our Instagram account: www.instagram.com/healthwatchsuffolk

"I couldn’t have been happier - everyone I came into contact with was so kind and patient. The staff on the day care ward were fantastic, along with the surgeon and the rest of the team who were involved. I cannot fault the care I was given."
How do we tell people about our work and outcomes?

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 year, we revised our approach to using social media because we wanted to make sure that we were using the right platforms. We also wanted people to interact with us in new ways.

We keep track of various metrics in order to understand the success of our communications and are pleased to report that the majority of these have exceeded or are equal to their equivalent figures for 2015/16. All channels have seen continued growth.

Watch: People shared their experiences of using NHS services with us at the Suffolk Show 2017.
Our sub-groups

Our BME and Diversity Sub-group
Our BME and Diversity sub-group is a forum for sharing information and gathering feedback from different communities about health and care in Suffolk.

People who do not speak English as a first language may benefit from additional support after our group encouraged health decision makers to pre-empt people's need for support prior to their contact with secondary health care services.

After a group discussion, a representative from the Ipswich and East Suffolk Clinical Commissioning Group said they would encourage GPs in Suffolk to record the need for language support as a part of their referral letters to consultants.

Mental Health Focus Group
The Mental Health Focus Group 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.

The group's main focus has been on monitoring and seeking improvements to the performance of Norfolk and Suffolk NHS Foundation Trust (NSFT) in key areas relating to its re-inspection by the Care Quality Commission in July 2017.

In addition, the group continues to address and challenge gaps in services as identified by service users. It is also influencing NHS leaders to develop and monitor their services with service users and carers (co-production).

Finally, the group has also been attempting to hold commissioners to account on the delivery of Parity of Esteem for Mental Health services in Suffolk. This means addressing the gap that exists between funding for physical health care and mental health care.

A new Dementia Forum for Suffolk
We have been able to bring about the launch of a new Dementia Forum for Suffolk. Like our Mental Health Focus Group, this new forum will aim to facilitate a dialogue between mental health professionals and service users/carers as a means to bring about real change to dementia support provided in Suffolk.

Whilst this forum will not be coordinated by Healthwatch Suffolk, we have been instrumental in sourcing funding from Suffolk Community Foundation (£1,000) that will be provided to LimeSkills CIC to run and facilitate the forum for the next 12 months.

You can read more about the work of our sub-groups this year in our full report.

Our sub-groups bring people together to improve local services.
What we have learnt from visiting local services

Throughout the year, we have visited local care/nursing homes to talk to people using the services and observe the care provided.

This included:

- Hazeldell Residential Care Home
- Friars Hall Nursing Home
- Alice Grange Care Home
- Anglesea Heights Nursing Home
- Melford Court Care Home
- Highfield Care Home
- Monmouth Court Care Home
- Chilton meadows Care Home

We produced reports following our visits that included recommendations for how we felt services could be improved.

Outcomes from our visits

Providers informed us that they had made a number of improvements as a result of our Enter and View visits, including:

- Improved awareness of the NHS Accessible Information Standard and plans to improve information for people that may need support to understand it.
- Improved environments that will support the wellbeing of residents and particularly people living with dementia.
- Improved activities provision for residents, which is important for maintaining peoples wellbeing and independence.
- Maintenance issues such as frayed cabling, access to emergency pull cords and decor have been addressed or will be explored.
- Initiatives that help to personalise peoples living space (e.g. memory boxes)
- Improved community involvement within care homes.
- The implementation of new door sensors. They can alert staff members responsible for monitoring the movement of vulnerable residents within a home.
- Improved signage to help people navigate their home around their home and to differentiate between personal bedrooms and communal areas.

For more information and detail, please see our full annual report 2015/16.

Watch: Our video about enter and view and how we can use it as a function to improve services.
Our Information and Signposting service is:

- 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 best supports your request. You will then need to contact those organisations yourself.
- We can put you in touch with sources of information on NHS and social care services in Suffolk.
- We can give you information if you don’t understand how to make a complaint.

Our service is not...

- Supported by trained clinicians or health and care professionals.
- We have no powers to investigate complaints about services.
- We cannot say which service you should choose.
- We are not an advocacy service.
- We are not able to offer financial, relationship, legal or similar specialist advice.
Mrs. Y called us because her daughter-in-law, who was visiting from Australia, had run out of a regular medication. She had visited the family GP and was told they could not access the service without payment.

We contacted NHS England to seek clear guidance. Mrs. Y was able to use our advice in a conversation with the Practice Manager, who agreed that her daughter-in-law could see a nurse free of any charge to obtain the medication she needed.

Mrs. Y said: “Thank you Healthwatch Suffolk for your help, without which I wouldn’t have pushed the GP as hard and wouldn’t have got my Daughter in-law seen without paying.”

Mr. M has no fixed address. He called because he needed a repeat prescription of a strong painkiller that he took regularly but was about to run out. Unfortunately Mr. M found that he could not register himself with a GP.

We signposted Mr. M to the Marginalised and Vulnerable Adult service who run clinics. He saw a nurse and advisor. They managed to arrange registration with a local GP practice to resolve the situation regarding his medication needs and to ensure his health care for the future.

Mr. M has called to let us know how he had got on and to thank us for our help.

Working to improve information in Suffolk:
We are responsible for administration of the Suffolk Information Standard, which aims to improve information available to people in the county about health, care and wellbeing. We deliver this on behalf of something called the Suffolk Information Partnership.

To find out more about this important initiative, please read our full annual report.
Our reports

We use reports to influence decision makers with your views. This includes reports published following our visits to local services and those that follow extensive research projects. This includes:

- Feet in Focus: Our report about patient experience of diabetic foot care services in Suffolk (March 2017)
- Supporting mum: A report on patient experience of maternity services in Suffolk (November 2016)
- Lets Talk Mental Health: What did you tell us? (July 2016)

Some projects were launched within the year but the final reports will be published within 2017/18. These include:

- Supporting mum: A report on patient experience of maternity services provided by Ipswich Hospital NHS Trust (June 2016)
- Young people’s views on mental health and wellbeing: A project with the Thomas Gainsborough School and Unity and Diversity
- My999Story: What did you tell us? Full briefing (April 2016)
- My Health, Our Future - Our work with schools across Suffolk to engage young people about their views on mental health and wellbeing
- A Qualitative Evaluation of the Discharge to Assess (D2A) Pilot in the East of Suffolk
- A Qualitative Evaluation of the Discharge to Assess (D2A) Pilot in the West of Suffolk
The Children and Young People's Emotional Wellbeing Plan (EWB 2020) aims to transform services that support young people with emotional, behavioural and mental health needs.

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

An outcome has been that staff and students have received mental health awareness training. Our findings have been shared to influence the EWB2020. Read more in our full annual report.

Talking to young people in Sudbury

The Children and Young People's Emotional Wellbeing Plan (EWB 2020) aims to transform services that support young people with emotional, behavioural and mental health needs.

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

The project gave over 400 young people the opportunity to feedback about using services. We also ran sessions with GCSE students about the EWB2020.

An outcome has been that staff and students have received mental health awareness training. Our findings have been shared to influence the EWB2020. Read more in our full annual report.

We believe that the views of birthing partners are under-represented. That is why we worked with local hospitals to give mums and birthing partners a say in the maternity pathway.

November 2016 saw the publication of our report that analysed peoples views. Our report has encouraged the services to improve their offer of support to new mums and their birthing partners, including the opportunity to stay overnight with mum and baby.

You can read about all of the outcomes from this work in our full annual report.

#FeetinFocus

Working with leading clinician, Dr. Gerry Rayman (Head of Service at the Diabetes and Endocrine Centre, and the Diabetes Research Unit at Ipswich Hospitals NHS Trust), we have explored your views about accessing diabetic foot care in the county.

Three things that have improved since the publication of our report:

1. There will be more information available to help people understand the risks of diabetes to the health of their feet.
2. GPs will be reminded about the specifics of what to check and to make sure that annual foot checks are carried out.
3. In Waveney, NHS leaders will work on the development of co-ordinated appointment booking.

See our full report for more details.
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 and over 750 comments were made in response to Local Healthwatch surveys.

Our briefing was produced to bring together all of the feedback shared with us. It 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.

In July 2016 the CQC inspected the Norfolk and Suffolk NHS Foundation Trust (NSFT). Prior to this, we launched our short #LetsTalkMH campaign, which has been successful in encouraging people to share their experiences with us.

Our report was shared with the Care Quality Commission to inform its inspection planning and outcomes. We also shared the feedback received with the Chief Executive of the Norfolk and Suffolk NHS Foundation Trust.

Our latest work with children and young people in eight schools across Suffolk (My Health, Our Future), developed from our work at the Thomas Gainsborough School.

The project is a part of the plan for transforming young peoples services in the county. It is giving pupils and teachers across Suffolk 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 young people.

You can read more from page 26.
Working with other people and organisations to improve services

It’s a big job - Doing it alone just doesn’t make sense...

Suffolk is a big county and, although we do our very best, it would simply be impossible for us to reach every person that might have contact with an NHS or care service.

That is why we must work in partnership with other people and organisations. It means that we have more potential to shape and influence positive changes to peoples care.

We network with a large number of individuals, groups and organisations (statutory and voluntary) at all levels. This includes at the places where decisions are made about what care should exist in the county.

In this section, we aim to highlight a few of these partnerships and to explain how they are helping us to gather feedback or influence change.

Our local and national network

The role of local Healthwatch in changing health and care for the better is as important as ever. In an increasingly challenged health and care system, it isn’t an easy job. That is why it is important for our local Healthwatch network to work closely together.

Together with four of our other county Healthwatch, we organised a Regional Conference (image below) to let our staff learn from each other to help our network develop and be more effective.

We have also contributed to national discussions led by Healthwatch England online (using the Healthwatch Yammer network) and also at events such as the national Healthwatch conference and communications network.

Read more examples in our full annual report.
Our partnerships with other organisations

We want to work closely with other organisations so that we can influence the shape and quality of local NHS and social care services.

We have signed partnership agreements with a number of organisations that work with people in touch with services in Suffolk. Our agreements outline ways of working and are intended to form a foundation for working together.

We have signed agreements with the following organisations:

- 4YP
- ActivLives
- Age UK Suffolk
- Gatehouse
- Genesis (Orwell Mencap)
- Leading Lives
- Outreach Youth
- Rural Coffee Caravan
- Sue Ryder
- Suffolk Coalition of Disabled People (SCODP)
- Suffolk Libraries
- Suffolk MIND
- Suffolk Refugee Support
- Suffolk User Forum
- Survivors in Transition

For more information about our partnerships and how we can help to support your work, please contact us on 01449 703949.

Watch: Ann Osborn (Director of Rural Coffee Caravan) talks about the value of our partnership.

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.
The Health and Wellbeing Board

We have a statutory right to a seat on the Health and Wellbeing Board. Our representative in 2016/17 continued to be our Chair, Dr. Tony Rollo. We have supported him throughout the year with the information required to be an active participant on the Board. This includes pre-meeting briefings.

As a member of the Board, we have been able to contribute to discussions about improving the health and wellbeing of our local population. One such example, involving the more vulnerable members of our community, concerns the Learning Disability Strategy and its implementation plan.

Public Health Suffolk

We work closely with Public Health Suffolk to inform its programme of work. In 2016/17, we have taken the opportunity to network with its community teams and have presented to one of its Continuing Professional Development sessions about our research work.

We have also worked to inform its “Suffolk Lives Matter” strategy that aspires to reduce the number of people that end their life by suicide. While no single organisation is responsible, a range of professionals from the voluntary and statutory sectors (including us) all play a crucial role. Find out more in our full report.

Members of our team met with Abdul Razaq (Director of Public Health and Protection) when he started his new role.
Suffolk Health and Overview Scrutiny Committee

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

We have an agreed working protocol with the Committee. Some examples of work this year include:

• Poor engagement with communities in Hopton and Stanton regarding local changes to GP services led to calls by the committee for guidance that can help GPs making similar changes in the future. We proposed producing a guide jointly with the NHS and this was accepted (see below).

• The committee have asked that we keep it informed about our work to engage young people (see page 26). It will use our report to influence its own thinking about proposals to transform mental health services in the county.

Safeguarding vulnerable people

Throughout the year we have made a number of safeguarding alerts where we have concerns about specific services.

In one case, we received feedback that a deaf blind person was receiving poor treatment within their care home. The comment indicated that staff within the service were not able to communicate with the individual and that their post and phone messages were not being communicated. The person was unaware of what was being said about them during doctors visits because an interpreter was not available.

We have been informed that the care home concerned is now receiving support and training to enable their staff to communicate with all residents including those with additional support needs.

In another example, a relative came forward with concerns following our visit to a local care home. We made a safeguarding referral and this resulted in a case conference to which we were invited. We continue to challenge the home about its care. It has provided an action plan that outlines its intentions to make improvements to the service.

We helped to produce a guide for GP’s that will help them to engage patients better when making changes to their services.
We have continued to engage patients within a variety of local GP practices throughout the year and this helps us to capture views about peoples experiences of all health and care services.

More examples about our work with GP practices in the county are available within our full annual report.

Suffolk Primary Care

We have been engaging patients within 12 local GP practices about their new partnership called Suffolk Primary Care.

It is hoped that, by coming together, the surgeries will be able to share resources and expertise, reduce the duplication of paperwork, offer role security to staff and explore the introduction of new models of delivering care (e.g. the use of other professionals to support doctors).

Our visits were an opportunity to explain what these changes will mean and to gather views from patients, including concerns they may have for their future care. We have fed back a summary of the feedback gathered to Suffolk Primary Care, which will inform its planning going forward.

The Pathology Partnership at Sudbury Health Centre

We have been able to engage on a regular basis with patients attending for appointments at the health centre. Patients told us that the process for booking an appointment was confusing and suggested that a pop-up banner guide would be helpful. This request was met by the provider and now helps to guide people through how to book or check in for appointments.

The Pathology Partnership has also made changes to the service that will help it to meet demand. For example, in October 2016, it made changes to staffing that meant Phlebotomy Services could continue across lunch time.

Effective engagement with patients visiting the Sudbury Health Centre for blood tests meant we could influence improvements to this important service.
The Care Quality Commission

The CQC monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety.

Throughout 2016/17, 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. This has included our briefings about ambulance and mental health services in Suffolk (see page 14).

National thematic review of Child and Adolescent Mental Health Services

The Prime Minister has asked the Care Quality Commission to lead a major thematic review of child and adolescent mental health services (CAMHS) across the country to identify what is working well and what is not.

We were one of just two local Healthwatch that were accepted to contribute to the national CQC CAMHS Thematic Review Advisory Group. Our work with young people in the county to inform the transformation of services that support children and young peoples emotional wellbeing means that we are well placed to contribute to this piece of work.

Suffolk County Council

Working together in Adult Social Care - Information Sharing:

Healthwatch Suffolk is a participating member of Suffolk Provider Performance meetings. Led by Suffolk County Council and the Care Quality Commission, they bring together local partners including Suffolk Clinical Commissioning Groups, Environmental Health, and the Fire Service to share information about adult social care.

We use these important meetings to share the feedback we receive about local services and highlight any concerns. They are also instrumental in helping us to determine the location of our enter and view visits because they enable us to identify where the outcomes of our visits can have the most impact and potential for change.

Care UK

It is challenging to obtain the views of people that live within our county’s care and nursing homes. That is why we took the decision to launch a Healthwatch Ambassadors scheme with Care UK through which we hope to increase the amount of feedback we receive from people.

The arrangements enable Care UK staff to feedback on the health and social care experiences that impact on their residents’ care. There will usually be four Healthwatch Ambassadors in each Care UK home.

There is more...

For more detail and examples of how we are working with statutory and voluntary organisations to improve care, please read our full annual report.
Involving people in our work

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.

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

- Supporting us at community events
- Visiting local services
- Sitting on our governance groups
- Contributing to our sub-groups
- Helping us with office administration

Here’s to Bob!

Bob is one of many people that help us to visit local NHS and care services. His reports can make a difference to your care.

“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.”
In this section, we highlight examples where your voice has really counted to shape and improve services.

In-Vitro Fertilisation (IVF) Services and Marginalised and Vulnerable Adult Services in Suffolk

We obtained many views from local people about proposals to change IVF and MVA services. Those views influenced health leaders to decide that there should be no change to the current IVF policy of up to two cycles for eligible patients. It was also agreed that MVA services covering east and west Suffolk will be re-commissioned.

We promoted the opportunity for people to feedback their views online. Our Community Development Team also engaged members of the public at consultation events to ensure that commissioners received a varied and representative response where possible.

West Suffolk NHS Foundation Trust

We raised concerns that care for patients at the end of life could be coordinated better from within the hospital. In particular, there have been issues with regard to poor communication, continuity of care and a lack of support for carers around discharge planning.

The hospital reviewed its support for staff to identify carers earlier. This includes:

- Placing envelopes with support information in outpatient areas.
- Updating information contained in carer packs, which was added to the hospital’s carer’s web page.
Further family carer awareness training was delivered to wards.
- Carers champions were nominated across wards.
- The detail of the case we raised has been used for staff training.

As a result of our letter and other episodes of poor communication between the NHS West Suffolk Clinical Commissioning Group and the hospitals discharge planning team, a daily teleconference was established to discuss all cases where people are waiting for care packages to be started.

The hospital also told us that it is reviewing how it can improve continuity of care for unplanned admissions to Oncology by focusing on whether patients could be admitted straight to a medical ward.

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 was identified for ward F7.
- Focused staff training sessions were planned regarding end of life care.
- An End of Life Care Review was completed on ward F7 in March 2016.

Thanks to Pauline

Thanks to Pauline, people within her mothers care home are starting to get better care.

Pauline told us about problems with the care provided including poor management of vulnerable residents and issues with hygiene.

"I have noticed improvements within the home. My mother is much happier now but there is more the home could do to meet her care needs. The carers do a brilliant job but there are not enough of them. At times, the team at Healthwatch have been the only people to listen."
Our strategy tells you how we intend to work to make a difference. This includes the issues that we will focus on and the factors that influence our decision making.

Our focus is on shaping all local services but, to do the job well, we must decide on some specific priorities. That is why we proposed to work on six main areas, in addition to our core work and functions.

They are:

1. Mental health and wellbeing
2. Children and Young People
3. Sustainability and Transformation in health and social care
4. Primary care (e.g. GPs and dental services etc.)
5. Social care (including care/nursing homes and home care services)
6. Co-production

We know from our work, and that of other local Healthwatch, that focusing on specific areas offers us the best opportunity to make a genuine difference to local care and makes best use of our limited resources.

Read more in our full annual report. More news about our strategy will be published soon.
Current and future projects

There are several projects that are currently running and due for publication soon or still in the early phases of development. We will describe a few of them within this section.

Mental health in prisons

We will be working to engage with prisoners to understand their perception of issues around mental health and wellbeing within the prison system. The work will inform the strategic direction for health services in the justice system 2016 - 2020.

We have recently received a letter from the Governor of HMP Norwich asking that our research proposal is submitted to the Integrated Research Application System (IRAS). This follows discussions with the Health and Justice Commissioning Lead for the East of England, who is also happy to move forward with the proposal in its current format.

We are hopeful that this project will be able to progress during the forthcoming year and will share more information on our website as and when it is available.

Spirituality in care

This piece of work aims to promote discussion and reflection by providers of care and their teams, with the aim of helping every resident in Suffolk to experience responsive, spiritual care, which is good or outstanding.

On completion of this work, we aim to share and promote good practice by making our report available to care home provider forums in the county. More information will be available on our website within the first half of 2017/18.
Our ongoing project, “My Health, Our Future” is giving pupils and teachers across Suffolk 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 young people. We are working closely with eight schools.

The students across all year groups are taking part in a survey that has been embedded into lessons over the course of a term. It explores their perceptions of mental health and wellbeing in general. It also seeks to assess their current understanding of how to look after their wellbeing (coping) and how to interact with those who may be suffering from poor mental health.

In addition, we will soon be asking teachers to share their views about what more could be done to support young people’s emotional wellbeing. They will be asked what they think about the availability of mental health support in Suffolk and how the current curriculum engages pupils with the subject of mental health and wellbeing.

Here is why it’s important...

This work is commissioned to inform and be part of something called the Suffolk Children and Young People’s Emotional Wellbeing Plan 2020 (EWB2020). This plan will determine the availability of support for young people and families across the county.

EWB2020 sets out how it will improve children and young people’s emotional wellbeing and mental health by changing services and ensuring people have better knowledge about how to support young people’s mental health. The plan was developed by people responsible for making decisions about what services should exist in Suffolk with involvement from young people, families and schools.

You can read more about the EWB2020 by visiting: www.healthy-suffolk.org.uk/healthy-children/EWB2020/
Improving awareness of mental health and wellbeing services for young people in Suffolk

To support the delivery of our “My Health, Our Future” project in schools and also our local Information and Signposting Service (see page 10), we have developed a poster and A5 postcard that aims to share information with young people about sources of support for better mental health and wellbeing.

There has been an excellent response to these materials locally and we have made them widely available to statutory bodies (e.g. the police and hospitals) as well as schools and local organisations. The response from local organisations and networks on social media has also been very positive.

These materials are free to download from our website. Hard copies may be available on request. Please contact 01449 703949 or email info@healthwatchsuffolk.co.uk to enquire.

Because supporting the wellbeing of our county’s young people is more than just important; it’s crucial to their development

Our signposting postcard was circulated to every student in schools participating in our “My Health, Our Future” project to help any young person that may be experiencing any form of mental health or wellbeing distress.
Generating our own income

We must recognise that we work within a network that has seen significant cuts to its funding over the last few years. To ignore this would be irresponsible and that is why we have been thinking about new ways to generate income for the purpose of supporting our core work and the betterment of health and social care in Suffolk.

This includes design work for report layouts and commissioned service evaluations for local statutory and voluntary organisations.

Discharge to Assess

One such project relates to a new NHS approach to reducing the number of Delayed Transfers of Care (DToC) from hospital.

DToC is the term used to describe people that are fit enough to leave the care of a hospital but that cannot be discharged because ongoing care is not readily available in the community. The prevalence of DToC is increasing and this is a concern because we know that increased hospital stays can lead to poorer health outcomes for patients.

One of the ways that health and social care leaders have been working to address this problem is through Discharge to Assess (D2A) models. They are being promoted nationally by NHS England to help people leave hospital when they are medically ready to be discharged.

Pilots have been underway to introduce D2A in east Suffolk and also in the west of the county for patients in West Suffolk Hospital. We worked with all partners involved to qualitatively evaluate these pilots so that we can shape what such models of care in Suffolk might look like in the future.

D2A focuses on providing opportunities for people to regain independence after a period of ill health. This may have required acute hospital input or simply a deterioration in an individual’s health within their existing home environment. Healthwatch Suffolk has contributed considerably to the design of the D2A model programme of work.

The D2A model was piloted in Felixstowe in order to test this new way of delivering patient care. As part of this pilot, we asked Healthwatch Suffolk to undertake a qualitative evaluation by developing a semi structured questionnaire, meeting with the patients, their family and front-line staff to seek their views on the effectiveness of the processes in place to deliver the D2A model. This work was effectively a deep dive into a small number of cases.

Healthwatch Suffolk undertook the work effectively and within the identified timescales. Recommendations were presented which were welcomed by colleagues across the system. They are being used to ‘roll-out’ D2A across the rest of Ipswich and East Suffolk.

Mark Cooke (Senior Transformation Lead) and Gillian Mountague (Transformation Project Manager)
- Ipswich and East Suffolk Clinical Commissioning Group
Suffolk has been named one of the first Time to Change hubs in England. It is a new partnership of local organisations and mental health champions committed to improving local attitudes and behaviours towards people experiencing mental health problems.

The new hub is being created to combine the insights from the Time to Change campaign, run by charities Mind and Rethink Mental Illness, with local knowledge to support communities, workplaces and schools to take action in their area. It’s part of Time to Change’s broader strategy to embed and sustain its social movement in local communities.

Time to Change Suffolk is being co-ordinated by a local group of organisations with an interest in mental health called the Voluntary and Strategic Partnership (VASP). We are a significant contributor to the project.

In 2017/18, this will include:

- Communications and engagement to support the hub.
- Signing up to the Time to Change Employers Pledge and encouraging other organisations to do the same.
- We will use our engagement activities as opportunities to talk about mental health and to encourage people to share their experiences.

Reducing mental health stigma: One of the ways that we have been contributing to this piece of work is by helping to promote national time to change campaigns such as #inyourcorner that is targeted at young people.
**Sustainability and Transformation Plans**

Our health and social care services continue to face big challenges. People are living longer with ever more complex needs and the type of care that people need is changing. Our health and social care services therefore need to change too.

If we continue spending money on services as we are, there will be a £362 million overspend across Suffolk and North East Essex, and close to £500 million in Norfolk and Waveney, in five years’ time.

Local leaders have been working together to develop plans that seek to ensure the future of our local NHS and social care services. These are called Sustainability and Transformation Plans. They will show how local services will evolve and become sustainable over the next five years.

Healthwatch Suffolk is interested in two such Sustainability and Transformation Plans (STPs):

- North East Essex, West & East Suffolk, locally named “Local Plan for Health and Care”; and
- Norfolk and Waveney, locally named “In Good Health”.

Healthwatch Suffolk is mindful of the strategic importance of these Plans, which rightly involve other sectors such as social care and housing, and is therefore prioritising every opportunity to be engaged in the process of developing them.

We are doing so from the perspective of an independent voice, amongst what are otherwise commissioners and the larger providers of health and care services. We are working alongside and in collaboration with Healthwatch Essex and Healthwatch Norfolk.

In terms of STP engagement of Healthwatch Suffolk, the North East Essex, West and East Suffolk STP has involved us fully, from the outset. Norfolk and Waveney STP has unfortunately not been as mindful of the need to prioritise engagement and communication, to-date.

**More than just a seat at the table - We are your mouthpiece!**

STPs are not currently well defined and, with lots of decisions being made behind the scenes, your voice can be lost. Our independence means that we will always stand up for what we think is right and will do so on the strength of what people tell us they need from their local services.

We will speak out to ensure local people have the best chance to influence the future of health and social care in Suffolk.
Making sense of complex issues:

Your views are so important to shaping the future of care in the county but we know that the NHS and social care services are not always very good at making things easy to understand for people that do not work within the “system”.

Our job is to make sure that you can have your say on changes to services in a meaningful way. Look out for updates on our website.
Until the latter half of 2016/17, we had two levels of membership (friends and members). The Friends category of membership (mailing list only) is no longer in use. We took this decision because:

- It was complicated to manage two levels of membership.
- It is now easier to determine who can vote at our Annual General Meetings.
- We want our members to become more engaged in what we do.

Currently, members receive our annual report and accounts, have the right to vote at our AGM and elect the Board of Directors. As part of our new strategy, we will be exploring new ways for members to get involved in shaping and improving care with us during 2017 and beyond.

**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.

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

We recruited new Board members this year. See our full annual report for all of the details.
Our AGM in 2016 encouraged people to think about the challenges facing mental health services in the county. Norman Lamp MP (Top right) and Natasha Devon MBE (Bottom right) were our guest speakers on the day. Our AGM is an important event at which people can contribute to company business and decision making.

“I don’t want to live in a country where you can get great care if you can afford it but you don’t get anything, or you are left waiting too long. If you can’t afford it - but that is the reality of what we are heading towards…”

Norman Lamb MP at the Healthwatch Suffolk AGM 2016

“If you don’t teach children healthy coping mechanisms, then they will find their own…”

Natasha Devon MBE at the Healthwatch Suffolk AGM 2016
Please see our abbreviated accounts below. The figures are correct at the time of publication and are subject to auditors inspection.

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

Our accounts will also be presented at our fourth Annual General Meetings (AGM), which is currently due to take place in October 2017. Please see our website and newsletters for more information and to book your space.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Turnover</td>
<td>£488,471</td>
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<tr>
<td>Administrative Expenses</td>
<td>£513,486</td>
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<tr>
<td>Other operating income</td>
<td>£42,663</td>
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<tr>
<td>Operating Surplus/(Deficit)</td>
<td>£17,648</td>
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<tr>
<td>Interest receivable &amp; similar income</td>
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</tr>
<tr>
<td>Surplus/(Deficit) on ordinary activities before taxation</td>
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<tr>
<td>Tax on surplus/(Deficit) on ordinary activities</td>
<td>£2,150</td>
</tr>
<tr>
<td>Surplus/(Deficit) for the financial year</td>
<td>£16,342</td>
</tr>
</tbody>
</table>
Healthwatch Suffolk CIC is commissioned by Suffolk County Council to deliver the statutory activities of a Local Healthwatch in Suffolk. The contact details for our registered office are as listed below.

| Address          | Freepost RTY-CEUT-LCRH  
| Healthwatch Suffolk CIC  
| 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 |

The design, layout and graphics contained within this report have been created by the Healthwatch Suffolk Information Services Team. For a free quote, please contact us as above.

We will be making this annual report publicly available on or before 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, the Care Quality Commission, NHS England, Clinical Commissioning Group’s, our local Health and Overview Scrutiny Committee, and our local authority.

If you require this report in an alternative format please contact us on 01449 703949 or email info@healthwatchsuffolk.co.uk.
We will be making this annual report publicly available by 30th June 2017 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.