**Enclosure 2**

**Report to:** Healthwatch Walsall Advisory Informal **Public** Board Meeting 21 February 2023

**From:** Aileen Farrer, Manager Healthwatch Walsall

**Subject:** Healthwatch Walsall Work Programme 2023/2024 - Update

**Purpose:** To provide HAB with an update on the HWW Work Programme

**Introduction**

At the April 2023 Public Board Meeting the Walsall Healthwatch Advisory Board agreed the ambitious work programme for 2023/2024 as outlined below. This report gives a brief update of the work undertaken to date on the work programme and the wider work of Healthwatch Walsall.

**Maternity Experiences of Black and Asian Women**

86 surveys were completed, all of which were undertaken on a face to face basis. The work was concluded in October 2023 following which the report has now been published and shared with stakeholders and partners. We have received some very positive responses from the ICB and Walsall Manor Hospital which will demonstrate impact.

**Accessible Information Standards (AIS) for Disability and Sensory Loss**

61 surveys were completed, the engagement work has concluded, data analysis has been undertaken, and, at the time of writing this paper, the draft report has been written which will be circulated to HAB by the end of February 2024.

**NHS Dentistry**

119 surveys were completed. The work concluded last year and the final report has been published and shared with stakeholders and partners.

**Long Covid**

27 surveys were completed. The work has concluded, and the final report is soon to be published and shared with stakeholders and partners.

**NHS 111**

100 surveys were completed. The engagement work has concluded, data analysis is being undertaken following which the draft report will be circulated to HAB for comment prior to publishing and sharing with stakeholders and partners. Healthwatch Walsall will look at the findings from this work to see if there is any correlation between the advice service users are given from NHS 111 and attendance at A&E.

**New A&E Department, Walsall Manor Hospital**

Board will be aware that this was a 2-part project. For Part 1, 216 surveys were completed, the engagement work has concluded, data analysis is being undertaken following which the draft report will be circulated to HAB for comment prior to publishing and sharing with stakeholders and partners.

For part 2 of the project 23 surveys have been received and the survey will run until the end of February following which the data analysis will be undertaken and the draft report circulated to HAB for comment prior to publishing and sharing with stakeholders and partners.

Healthwatch Walsall recognised there would be a discrepancy in the number of surveys received between the two parts, but we wanted to hear from service users at the end of their A&E journey. The survey for part 2 was left with A&E attendees to return back to us once they had left the department.

**Teenage Pregnancy**

Board will be aware that the initial aim of this project was to understand the rates of teenage pregnancy in Walsall, to look at the use of sexual health clinics, access to services, education and to also look at whether the services are youth friendly, and that young people feed assured about confidentiality.

However, following meetings with the Public Health department at Walsall Local Authority, the Teenage Pregnancy Operational Lead and the ECS research department it was agreed that no additional information would be garnered from that contained in the young person’s communication report undertaken previously.

Following discussion with the Teenage Pregnancy Operation Lead it was agreed that an independent evaluation of two of the prevention programmes (Thrive and Teens & Tots) would be carried out.

Engagement has been taking place with 3 groups of young people attending the prevention programmes and we have engaged with approximately 24 young girls to date. The engagement element of the work has now concluded and once the draft report has been written it will be circulated to HAB for approval prior to publishing and sharing with our partners.

**Enter and View including Proposal for Future Visits**

Since the last Board meeting, the following visits have been undertaken:

2023

* September Gorway House, published and circulated.
* October Palfrey Health Centre, report published and circulated.
* November Swan House, report published and circulated.
* December Willows Nursing Home, report published and circulated.

2024

* February Highgate Lodge visit due in January 2024, but date changed at the request of the Home. Report writing in progress

Lockstown Surgery – visit 20/2/2024 (Board approval sought by email 14/1/24)

St Lukes GP Surgery – visit 22/2/2024 (Board approval sought by email 14/1/24)

A future plan of visits will be compiled and sent to HAB for approval.

**Community Outreach**

Outreach continues to take place throughout the Borough.

* Walsall Manor Hospital [weekly outreach sessions]
* Walsall Connected sessions at WMH
* Walsall Afro Caribbean Centre Warm Hub
* Self- Care Management event at Bloxwich active Living Centre
* Peoples Panel event St. Johns Church Bloxwich
* Visit to newly set up Long Covid peer support group
* Weekly visits to Emergency & Urgent Care Centre to engage with waiting patients
* Grace Academy and North Locality Family Hub [young people focus groups]
* Migrant & Refugee Centre
* Glebe Centre
* Oak Leisure Centre
* Walsall Adult College [Learning Disabilities Focus Group]
* Manor Farm [Sendias Event]
* Bloxwich Leisure Centre
* Bentley Dementia Café
* Walsall Transport Hub
* Caldmore Community Association
* Rushall Medical Centre
* Pinfold Medical Centre
* Bloxwich Library
* Aldridge Library
* Brownhills Community Association

Attendance at all the engagement events continues in raising the profile of Healthwatch Walsall within the Borough and gives citizens a platform to share their experiences of health and social care. This information then gets fed into our wider database of intelligence and allows us to identify any themes and trends arising and also allows us to feedback to commissioners and providers of services the issues being faced by the public.

We continue issuing our a ‘Ebulletins and round-ups' which is shared via email using Mailchimp and our contacts and subscriber list, which continues to grow. We use this to update our contacts on what we are doing as a team, any events we are holding or attending, and it is a good way to share our current projects and get people involved. We share local news, health related topics and advertise local organisations.

**Youth Engagement**

Healthwatch Walsall has one young volunteer, Board will realise this is a significant decrease to that reported previously. However, our young volunteers have left us as they have gained employment or are now heavily committed with exams.

We will be working on increasing our young volunteer cohort in the future to provide us with links to different communities and to support our work programme.

Healthwatch Walsall is currently supporting 2 Walsall College work placement students who will each complete 100 hours work with us. Since they started with us in November 2023, they have been supporting the work in A&E Department and general outreach at Walsall Manor Hospital. They will be with us until June 2024, so will be actively involved in our future work programme. They have undertaken Enter & View training so will be observing the E&V visits to the GP Practices.

**National Adult Social Care Survey**

The engagement element of the latest National Adult Social Care Survey work commenced on 27 November 2023 and will run until March 2024. To date, c. 180 people have had the opportunity to have their voices heard and share their views about the Care Home in which they reside

During the work to date 6 escalations were made to the Quality in Care Team.

**Other**

Healthwatch Walsall was successful in its bid for an ICB Microgrant to engage with homeless and rough sleepers to learn of their experiences about planned and urgent care. Due to extremely tight timescales one focus group was held at The Glebe Centre on 14 December and engagement took place with 2 homeless people on the streets. The report was sent to the ICB within the due deadline and has been published on our website.

Healthwatch Walsall is part of the new Team Walsall meetings the purpose of which is to enable the voice of the voluntary, community and social enterprise VCSE sector to be heard. Team Walsall will enable and strengthen the strategic contribution of the VCSE across the Borough, Black Country and the region.

**Strategic Influencing**

Healthwatch Walsall continues to strengthen working relationships with a number of strategic organisations and Committees. These include:

* Health and Wellbeing Board
* Walsall Together Partnership Board, Clinical Professional Leadership Group and Joint Planning Group.
* Social Care and Health Scrutiny Committee
* Walsall Safeguarding Partnership PQA Committee and Self-Neglect & Hoarding Sub-Group
* Black Country ICB and Quality and Oversight Committee. HWW represents the 4 Black Country Healthwatch on both these Committees.
* Walsall Place ICB and Information Assurance Operational Group.

**Recommendation**

Board is asked to note the contents of this report.

Aileen Farrer

Manager Healthwatch Walsall

February 2024