



Healthwatch Bradford & District

Annual Report

Healthwatch Bradford & District Annual Report 2020-21

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Message from our Manager

As we take time to reflect on the last 12 months it feels almost clichéd to use words such as unprecedented, life changing or unexpected.

It was around the time that we sat to write our 2019/20 annual report that the country and the world was plunged into lockdown. As organisations we had spent those months grappling with how we adjusted our ways of working and how we adapted to deliver our service in a brave new way. None of us knew then how long that adaptation would be for and few of us predicted as we came to write our annual report for 2020/21 restrictions would still remain.

Much focus has been on our wonderful NHS and social care staff but equally important have been the teachers; bus drivers; shop workers etc. that have allowed day to day life to continue as best as possible. At Healthwatch we have long known the importance of volunteers and the often unsung work they do. These last 12 months have also rightly shone a light on this area and we have seen first hand the fantastic assets we have within each community.

Our thoughts go to all those who have been affected by this terrible virus, physically, emotionally or financially. Our thanks go out as well to the army of key workers that have so commendably gone above and beyond to keep us going through this period.



Healthwatch's role is to be a public champion for health and social care services and strive to help improve those services. Quite correctly over this year that championing voice has been heard loud and clear from all corners of our society. The importance of our health and social care system has never been so starkly visible as staff worked heroically in incredibly difficult services. Healthwatch is often seen as a critical friend to help improve services, but we have striven over the last year to be a supportive friend for a system operating on the brink of crisis. We have done our best to provide information and public views that help ease the burden on the system and try to take some of the pressure away.

About us

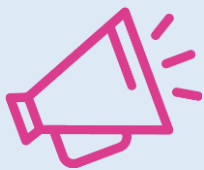
Here to make health and care better

We are the independent champion for people who use health and social care services in the Bradford & District area. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



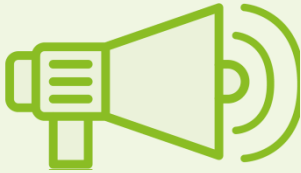
“Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone’s views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people’s lives.”

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

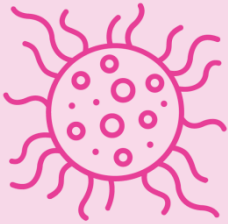
Reaching out



We heard from
Over 1,000 people
this year about their experiences of health and social care.

We provided advice and information to
460 people
this year.

Responding to the pandemic



We engaged with and supported

284

people during the COVID-19 pandemic this year.

Making a difference to care



We published
4 reports
about the improvements people would like to see to health and social care services. From this we made a series of recommendations for improvement.

78% of recommendations
we made last year have been acted upon, at the point where we reviewed progress.

Health and care that works for you



We employ 3 staff
100% of whom are full time equivalent, which is a decrease from the previous year.

We received

£180,000 in funding

from our local authority in 2020-21 the same as the previous year.

Care Home Visiting during the Pandemic



Care Home Visiting Access

For care home residents, regular visits are a lifeline to normality. Evidence shows this makes a massive difference to resident's health and well being, reassuring families and friends that they have made the right decisions when it comes to family members moving into care homes.

The last 12 months have been a huge struggle to try and create a balance within care homes on what's safe and not safe when it comes to visiting. This includes not only family and friends but also third party professionals (known as multi disciplinary teams) who need access and visits to residential and care homes. We decided here at Healthwatch Bradford & District to employ a double edged approach to gain feedback on how all parties are finding visiting access during the pandemic and the various local lockdowns that we faced.

Our report found a range of visitation rules between care homes both nationally and locally, for both visitors and visiting professionals. This was due to a lack of definitive guidelines and advice being given alongside the risk of infections being brought into and potentially out of the homes.



“Really missing contact and knowing relative is suffering from isolation and missing family”.

We found that the quality of information and guidelines on dynamic risk assessments were confusing, and homes could refuse to initiate visits in person. This was exacerbated by the lack of legislation and clear guidance around visiting and infection control provided by the Government.

Between December 2020 and February 2021 we had our survey open to gather feedback. Whilst unsurprisingly we had a low response rate, we were able to get a well rounded and varied response from both personal and professional visitors to care homes.

The main issues we gathered from the feedback included:

- Inconsistencies in booking visits and getting contact with relatives/patients.
- Impact on the health and well being of residents.
- Differing rules and regulations in homes.

Some families told us that they were unable to contact residents and had not had face to face visits with loved ones for 9 months due to the local lockdowns. Others had been offered alternative means of communication with loved ones such as virtual visits, window visits, pod visits, phone calls and video calls.

The feedback from multi disciplinary teams was generally very positive, visits and appointments had been facilitated in the main instance and infection and safety procedures adhered to very well.



“It seems that every home operates differently and tolerate a different level of risk, despite all following the same national/local guidance”.

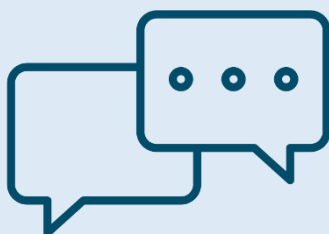
Bradford Council’s Public Health team provided a 24 hour online advice and support system for care homes, giving them access to guidance regarding visits, infection control, PPE and staff sickness. From the evidence we collected the support and communication for care homes has have been to a very high standard.

Healthwatch has worked collaboratively and in partnership with professionals from the wider care industry to bring together a Quality of Care Charter. This means care homes within the Bradford District that sign up to the charter will meet an agreed standard of care and all criteria within this will be adhered to.

This guidance will be invaluable to all involved and give clear rules and regulations to be achieved.

We would like to thank everyone for your feedback, help and advice regarding this report.

Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.

 www.healthwatchbradford.co.uk

 **0300 5610 987**

 info@healthwatchbradford.co.uk

Experiences of childhood immunisations during Covid-19



Immunisations during Covid-19

Following intelligence that local immunisation figures were below average from the previous year Healthwatch and local professionals agreed to carry out this survey and report local parent's experiences of the process during the pandemic.

The survey was available online with a further option to phone into the team to include those who otherwise would be digitally excluded. Local Health Visitors promoted the survey to parents they were in contact with.

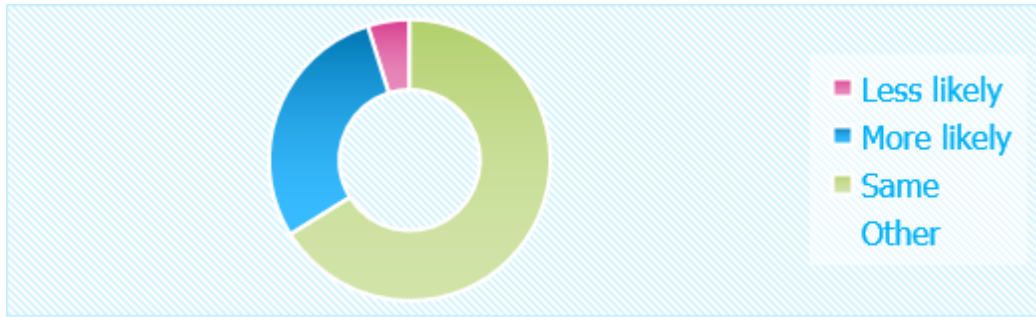
62 people filled out the survey, the main results and feedback were as follows:

- Most parents/guardians were happy for immunisations to take place during the pandemic.
- Clearer guidance from GP surgeries and the appointment system would be helpful.
- Disparity between surgeries and how they are delivering immunisations.

As the pandemic and lockdown progressed, details and guidelines for parents and guardians taking children for immunisation appointments was clearer, and information leaflets given regarding checks of symptoms before attending the appointment.

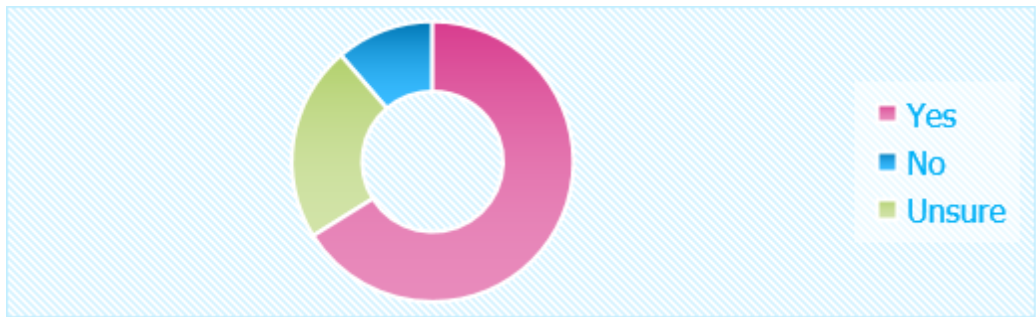
Immunisations during Covid-19

Has the COVID-19 outbreak affected how likely you are to take your children for their childhood immunisation vaccines in general?



“I can’t understand why we wouldn’t want to protect our children from potentially life threatening diseases. Through vaccinations some things have been wiped out completely.”

If a COVID-19 vaccine is approved for children, would you be happy for your child to receive this?



“The results of this report helped to direct the CCG’s approach to addressing the temporary drop in childhood immunisation rates seen during the first wave of the COVID pandemic. Hearing parents’ opinions and experiences of routine immunisations for their children, when GP surgeries were operating very differently to usual, was valuable and helped our campaign to address perceived and actual barriers to arranging childhood immunisations during the pandemic and beyond.”

Dr Kirsty King – Associate Clinical Director Bradford CCG



To find out more >>>
www.healthwatchbradford.co.uk
[0300 5610 987](tel:03005610987)
info@healthwatchbradford.co.uk



Responding to COVID-19

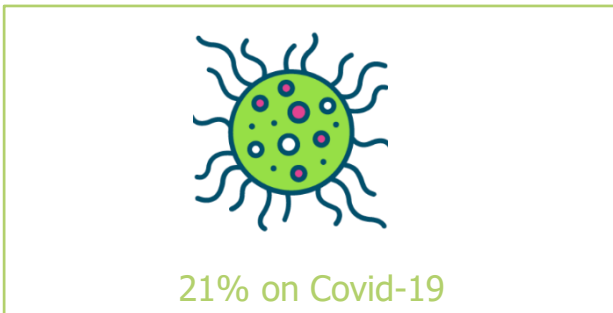
Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the challenges facing the sector.

This year we helped 284 people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need



Top four areas that people have contacted us about:



Questions & Advice Asked



Early in the pandemic, we heard from 284 people and discovered there was a lack of clear information and a great deal of inaccurate information being disseminated. Healthwatch was able to step into this space and focus on providing people with clear, consistent and concise advice and information. We used our newsletters and articles on our website to help address people’s concerns. In just three months, our national advice had been accessed by over 70,000 people.

The key questions people were asking included:

- How can I find an NHS dentist?
- What does shielding mean?
- What is the difference between social distancing and self-isolation?



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



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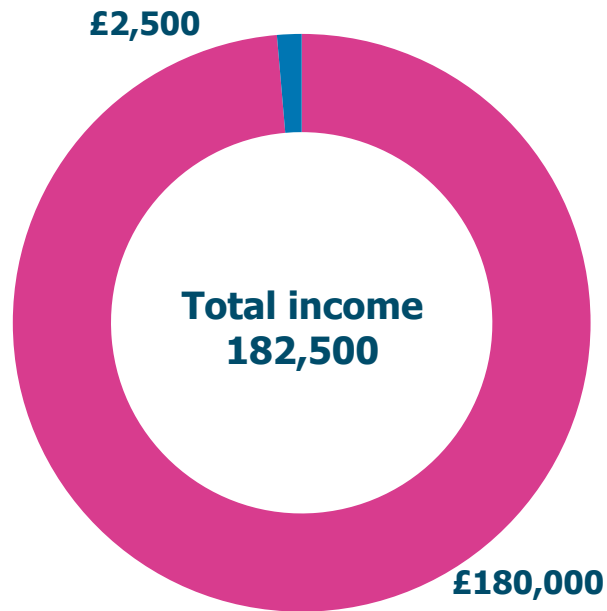
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Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

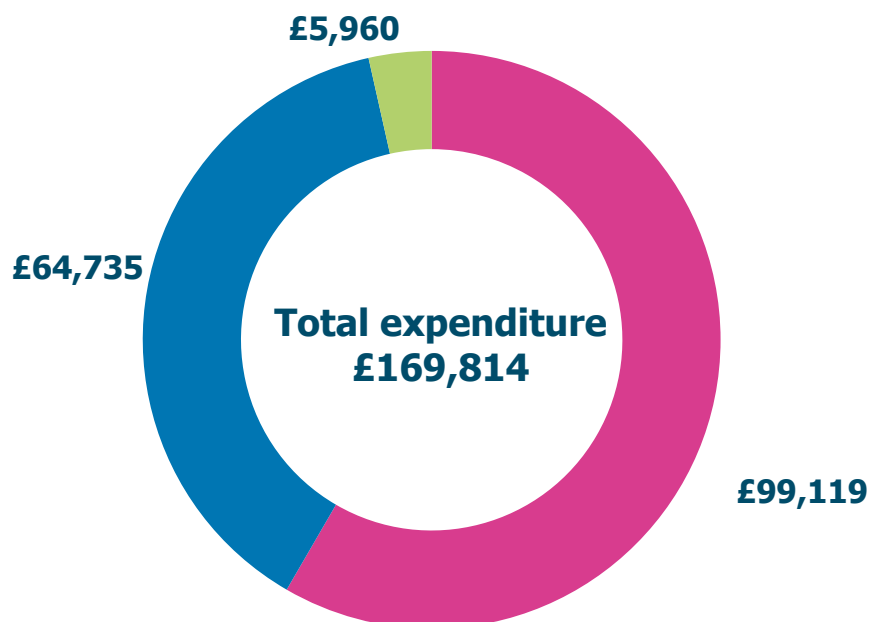
Income

- Funding received from local authority
- Additional funding



Expenditure

- Staff costs
- Operational costs
- Support and administration



Next steps & thank you

Top three priorities for 2021-22

- To endeavour to keep the public voice at the heart of the imminent future changes in Health and Social care.
- To explore people's experience of using mental health and social care services, focusing on discharge and community support.
- To embed a network of committed volunteers and advisory board to further strengthen our governance and procedures.

Next steps

- Re-establish public engagement, building on the foundation of our online presence and slowly increasing our face to face outreach in line with government guidelines.
- Working with local health & care providers, improving people's experience of care through our Enter & View programme.
- Working with our system partners to reduce health inequalities and support initiatives within the Bradford District.



"As we move into the next year the future remains uncertain. At the time of writing the reopening of our city has been delayed again. Face to face engagement remains off the cards. The NHS and social care have forever been changed by these events, and over the next 12 months they will change further still. We will continue to engage with the public in all the ways we can and to ensure those voices remain at the heart of decisions about how our public services are run."

Nigel Ayre Delivery Lead



Statutory statements

About us

Healthwatch Bradford & District, Cardigan House, Ferncliffe Road, Bingley, BD16 2TA are part of the VCS Community Action Bradford & District.

Healthwatch Bradford & District uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of 11 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

We ensure wider public involvement in deciding our work priorities. Through our regular community intelligence gathering we produce monthly insight reports based on the information we receive and share this with our local commissioners.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, provided our own virtual activities and engaged with the public through social media. In order to maximise the insight we receive we have remained connected with virtual meetings of community groups and forums, some of these are listed below but this is not an exhaustive list:

Bradford & Airedale Health and Well-being Board.

Transforming Lives Board

Bradford Safeguarding Adults Board

Trust Wide Involvement Group

Service Improvement Board

Bradford Equity Forum

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, targeting groups through online methods, using QR codes as an easy way to fill out surveys and give feedback.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it at www.healthwatchbradford.co.uk.



Health and Wellbeing Board

Healthwatch Bradford & District is represented on the Health and Wellbeing Board by Helen Rushworth Healthwatch Bradford & District Manager. During 2020/21 our representative has effectively carried out this role by attending monthly meetings and advising where appropriate.



Healthwatch Bradford & District
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