



Championing what matters to you

Healthwatch Bradford and District
Annual Report 2021–22



Contents

Message from our Lead Officer	3
About us	5
Our year in review	6
Listening to your experiences	10
Advice, information and feedback	14
Finances and future priorities	17
Statutory statements	18



We're on track to play a big role in a new world



Bradford Interchange
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geograph.org.uk/p/3280583

In the days after this report is published, the arrival of West Yorkshire Integrated Care Board (ICB) will signal the start of a new era for how health and care services are planned, funded and delivered in Bradford district.

Replacing Clinical Commissioning Groups, the ICB will be the new body accountable for NHS spending and performance within West Yorkshire, with Bradford and Craven – one of five "Places" within the ICB area – receiving about £1 billion in delegated funding.

Under the new plans, the West Yorkshire Integrated Care Board will bring together hospitals and community providers, primary care (such as GP practices and pharmacies), local councils, hospitals, voluntary organisations and Healthwatch to make sure people living in our area get the best start in life and are able to remain healthy and age well.

Over the past year, Healthwatch Bradford and District has been heavily involved in planning the new system. As these new bodies have been conceived and developed, we represented all local Healthwatch across West Yorkshire on the Governance group, ensuring that listening to – and acting upon – the voice of people using



Message from our Lead Officer

Helen Rushworth

health and care services is hardwired into the DNA of the new structures that have been put in place.

We continue to play a prominent role in championing the people's voice. At a local level we hold a seat on the Health Overview and Scrutiny Committee, Health and Wellbeing Board, Quality Committee, Adult Safeguarding Board and partnership committee among many others. The new Place-based committees will replace local CCGs, and for the first time we will hold voting rights at this table. All of these positions provide routes for us to channel the stories and issues people are telling us about directly to the heart of those bodies able to make a difference. The new citizen's panel, whose development is led by Healthwatch Bradford and District, will be an independent consultative body advising and influencing health and social care in our area.

Continued on page 4

Continued from page 3

With the development of the wider Integrated Care Board replacing NHS England as the key body influencing the delivery of services in our area, being strongly embedded at a wider West Yorkshire System level will be crucial. Thanks to our close relationships with our Healthwatch colleagues across the region, we have been able to form a devolved Healthwatch leadership team within the ICB. Bradford takes the lead on the Quality Committee, but Healthwatch is involved at all appropriate committees and has a dedicated seat on the ICB.

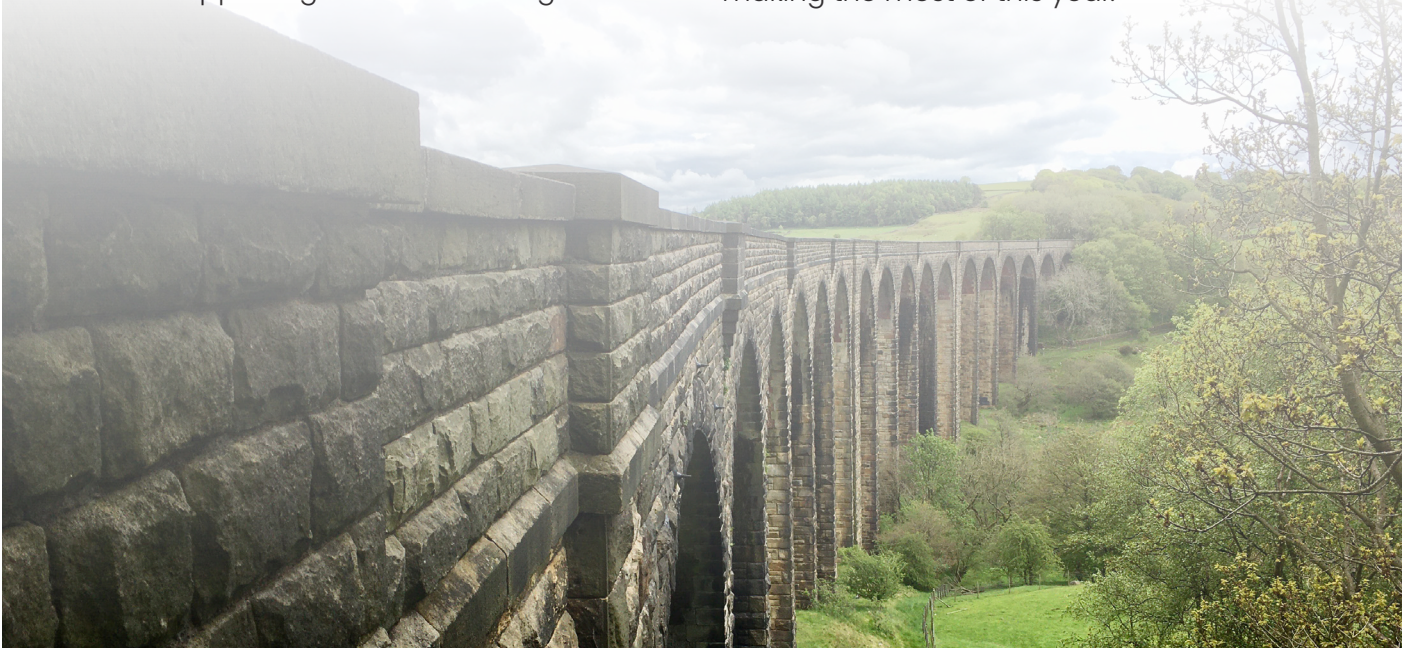
And there's lots to get stuck into. In April 2021, we were just starting out on the road that would see the end of a series of COVID-19 lockdowns and restrictions. During those periods we saw a big increase in the volume of feedback and queries we received from members of the public about their experiences accessing primary care, in particular appointments with GP practices. This is a trend that has continued since April 2021, and this will be one of our top priorities this year. We plan to carry out new engagement with all our communities to understand how primary care services are working for them now, and work with our local GP practices and Primary Care Networks to help them tackle the issues – and to help people understand how they can get the best out of local services.

Difficulty in accessing NHS dentistry makes up another huge proportion of the feedback and queries we receive, and as well as signposting people to up-to-date advice and information, we've been supporting Healthwatch England's

campaign for Government action on this national problem. We've also been supporting Healthwatch England's "Your Care Your Way" accessible information campaign locally, and look forward to working with NHS partners at Place level within the ICB area to ensure people who need information about their care in alternative formats receive the best possible service.

We've continued to listen to our communities about all their experiences of local health and care services and worked to identify trends and causes for concern. We've identified an increase in feedback – and some concerning experiences – from people using child and adolescent mental health services in Bradford district. Having positive working relationships with all our local health and care providers, we've made these voices heard at the highest level and will this year continue to work to improve outcomes and experiences for people who need to access these services.

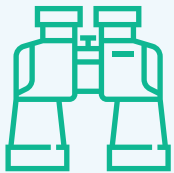
Bradford's successful bid to be UK City of Culture 2025 underlines what we at Healthwatch already know – that the diversity of our communities, and the energy and creativity of our youthful population, are among our district's greatest strengths. Our work in 2021–22 on engaging 16–25-year-olds and minority groups to help shape the future of the district's sexual health services has opened up some exciting avenues for how we do things in future. Empowering local groups and organisations to hold conversations with community members in ways that work best for them – and using our platform as the local health and care champion to amplify those voices – is a winning formula, and one we'll be making the most of this year.



About us

Your health and social care champion

Healthwatch Bradford and District is your local health and social care champion. From Wyke to Wharfedale and everywhere inbetween, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



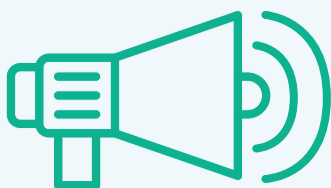
Our values

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Our year in review

Find out how we have engaged and supported people.

Reaching out



450 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

188 people

came to us for clear advice and information about topics such as mental health, COVID-19 and NHS dentists.

Making a difference to care



We produced

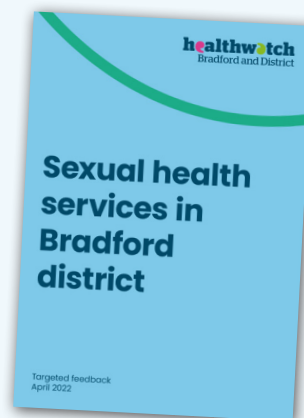
4 reports

about people's experiences of health and social care services, plus regular monthly feedback reports for NHS Bradford District and Craven Clinical Commissioning Group.

Our most popular report was

Sexual health services in Bradford district

which highlighted the views of young people and minority communities to help inform the design of future sexual health services.



Health and care that works for you



We're funded by Bradford Council. In 2021-22 we received

£180,000

which is the same as the previous year.

We employ

4 staff

who help us carry out this work.

Our digital year in review

Thousands of people have engaged with us online and on social media.

Our website – www.healthwatchbradford.co.uk



14,199 page views

Thousands of people accessed news about local health and care services plus our advice and information articles.

Social media



Twitter

Our tweets were seen **127,458 times** in 2021/22

Our Twitter profile was visited **17,551 times** as people learned more about who we are and what we do.



Facebook

Our regular posts reached **21,797 people**

Our targeted (paid) posts reached another **16,684 people** as we worked to engage 16–25-year-olds in our survey about the future of sexual health services.



Instagram

We relaunched our Instagram presence in February 2022 to support our sexual health services survey, reaching **15,563 people** with targeted posts.

Newsletter

We issued **9** email newsletters, which were viewed a total of **3,324** times.

Read/subscribe: healthwatchbradford.co.uk/newsletters

How we've made a difference throughout the year

These have been our main areas of work from April 2021 to March 2022.



Strategic influence We are a key partner in local strategic committees and boards including the Health Overview and Scrutiny Committee, Health and Wellbeing Board, Quality Committee and Adult Safeguarding Board. This allows our Lead Officer to work directly with key decision-makers, chief executives of all the district's major providers and commissioners, making sure that the wealth of day-to-day feedback and experiences shared with us is heard by those with the opportunity to deliver real change.



Strong partnership working We have close working relationships with all the key local health and social care providers and commissioners. This year we have worked with **Bradford Teaching Hospitals NHS Foundation Trust** in engaging with the public on its strategic priorities.

We also began working with the trust, plus **Airedale NHS Foundation Trust** and **Bradford District Care NHS Foundation Trust** through Bradford District and Craven Health and Care Partnership, to strengthen support for people who are blind, deaf or have a learning disability and require information in alternative formats as outlined by the Accessible Information Act.

Responding directly to feedback received, we worked – and will continue to work – with **Bradford District Care NHS Foundation Trust** and other agencies to improve the experiences of people using child and adolescent mental health services. We're working closely with the trust's senior leadership team to support the co-production of an innovative strategy which will recognise children and young people who are likely to be diagnosed with a neurodiverse condition, and allow them access to the appropriate range of services across the health and care system while waiting for the diagnostic procedure to be completed. This will have a significant impact throughout the system to improve the lives of children and their carers in accessing immediate support at perhaps the time of greatest need.

Our support and challenge is appreciated, and encouraged by the trust as a valued partner to drive change and improvement.



We value the excellent working relationship we have with Healthwatch, and are grateful that they feel able to openly share concerns with us when we aren't managing to provide the best care for our population. There are particular pressures on CAMHS and children's neuro-diversity services post COVID-19, and we are grateful to Healthwatch for engaging with communities to bring us evidence and individual case studies. The information is crucial to our ongoing improvement work and we are acting on this alongside other data to ensure we deliver the highest quality service. We look forward to reviewing this progress with Healthwatch over the next 12 months.

Therese Patten, Chief Executive, Bradford District Care Trust



How we've made a difference throughout the year

These have been our main areas of work from April 2021 to March 2022.



Influencing decision-making **Bradford Council** conducted a sexual health needs assessment and service review to understand what changes need to be made to the service model in preparation for re-procurement of sexual health services, focusing on the key challenges of reducing the negative impact of sexually transmitted infections and improving the positive impact of contraception on the health and wellbeing of Bradford's population.

The council commissioned Healthwatch Bradford and District to provide additional targeted engagement from particular groups of interest and produce a report to inform the future commissioning of services.



The feedback provided by diverse members of our communities, through Healthwatch working with local groups and organisations, adds valuable new insights to our sexual health needs assessment and service review. These insights will help ensure that future sexual health services in Bradford district are designed and delivered to meet the needs of all who need to access them.

Public Health team, Bradford Council



Governance and accountability Healthwatch has been playing a key role in the transition from Clinical Commissioning Groups to an Integrated Care Board (ICB) and Place-based committee responsible for commissioning services in Bradford district. We represented all Healthwatch in West Yorkshire on the Integrated Care System Governance group, ensuring patient voice was at the heart of the development of the new ICB and Place committees, constitutions and structures.

From July 2022, Healthwatch will be embedded in the West Yorkshire ICB system, and at Place for Bradford District and Craven, to ensure the voice of those using services is at the heart of service planning and delivery.



Healthwatch is an essential part of the Bradford District and Craven Health and Care Partnership, and provide excellent insight into the needs of local people. Having Healthwatch as an independent critical friend involved in the design of every part of the local partnership arrangements has really helped make sure the focus stays on involving people and connecting with communities.

James Drury, Director of Partnership Development, Bradford District and Craven Health and Care Partnership



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed back to services to help them improve.



Leeds and Liverpool Canal, Bingley
Picture: Tim Green

Supporting our communities to have a say on the future of sexual health services for Bradford district

Members of minority communities and under-25s in Bradford worked with Healthwatch Bradford and District early in 2022 to help shape the future of the district’s sexual health services.

Local 16-25-year-olds, LGBTQI+ people and members of South Asian and African communities shared their views and experiences to help ensure sexual health services meet the needs of everyone in Bradford district.

At the time of publication of this annual report, Bradford Council was carrying out a final consultation on its vision for the future of services, having welcomed the contributions from those who worked with Healthwatch – which brought new insights to the process.

In 2021, the council conducted a sexual health needs assessment and service review to understand what changes need to be made to the service model in preparation for re-procurement of sexual health services, focusing on the key challenges of reducing the negative impact of sexually transmitted infections and improving the positive impact of contraception on the health and wellbeing of our population.

Healthwatch Bradford and District was commissioned to provide additional targeted engagement from particular groups of interest and produce a report. As well as conducting a text chat-style survey for 16-25-year-olds – designed in tandem with local young people – we took the opportunity to empower local groups and organisations to hold conversations with community members in ways that worked best for them, with the aim of using our platform as the local health and care champion to amplify those voices.

The survey and focus group generated lots of

valuable feedback and suggestions. A common theme was the need for services to be more tailored to the specific needs of our diverse communities – young people in particular wanted more weekend access and drop-in clinics, while the prospect of more remote appointments was raised in the focus groups. The need for more training for those responsible for delivering services was raised repeatedly, with young people saying they sometimes felt uncomfortable in clinic settings.

Services tailored to the specific needs of LGBTQI+ and particularly trans people were highlighted as a priority, along with more cultural awareness of ethnically diverse communities when supporting them.

A lack of awareness of both sexually transmitted diseases and exactly how and where to access support emerged across our survey and focus groups, along with a desire for more education and information about issues including consent, rape and abuse and tackling stigma around accessing services.

A spokesperson for the Public Health team at Bradford Council said: “The feedback provided by diverse members of our communities, through Healthwatch working with local groups and organisations, adds valuable new insights to our sexual health needs assessment and service review. These insights will help ensure that future sexual health services in Bradford district are designed and delivered to meet the needs of all who need to access them.”



Focus groups

- Yorkshire MESMAC (LGBTQI+)
- Highfield Food Co-operative (South Asian men and African men)
- Highfield Food Co-operative (young people)
- Bradford African Community (Black African men and women refugees)

Working with services to make sure people can access information about their care in the format they need

We worked with Healthwatch England and local NHS trusts to find out how services were meeting the communication needs of Bradford district residents who are blind, deaf or have a learning disability.

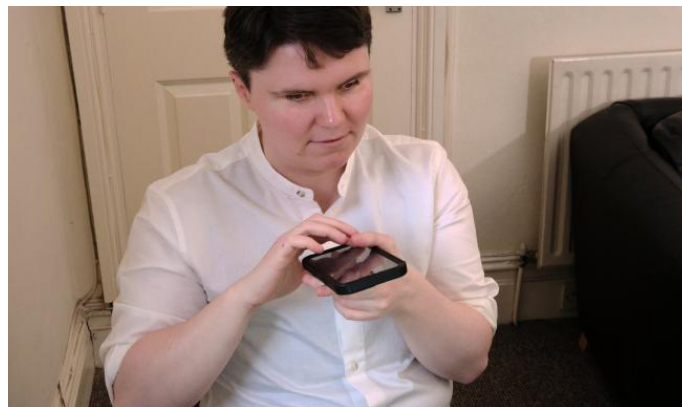
We found that some NHS trusts providing care in Bradford district were fully complying with their duties under the Accessible Information Standard, a legal requirement created by NHS England in 2016.

The standard requires that all publicly funded health and social care providers identify, record, flag, share and meet the information and communication needs of those who use their services, to ensure equal access to healthcare.

However, evidence showed that the statutory duty is being significantly compromised across England and that its implementation in Bradford district has been patchy.

We received responses to Freedom of Information (FoI) requests from **Bradford Teaching Hospitals NHS Foundation Trust**, **Airedale NHS Foundation Trust** and **Bradford District Care NHS Foundation Trust** asking if they:

- ask all patients whether they have any information or communication support needs, and find out how to meet those needs,
- routinely highlight in a patient’s notes that they



have information or communication needs, and;

- routinely share this information with other providers of NHS and adult social care (when patients have given consent/permission).

This work continues. Nationally and locally, Healthwatch has been engaging with communities about their experiences of accessible information, and findings are due to be published this year.

Healthwatch Bradford and District will continue to work at Place level within West Yorkshire Integrated Care Board to feed back these experiences and support work to ensure the needs of all service users are being met.



We’re aware that NHS England is currently reviewing the Accessible Information Standard, including how to better ensure that people’s communication needs are met. We look forward to the findings of this review and how we can support people now and in the future. We will work closely with partners, including Healthwatch Bradford and District, to make this happen.



Professor Mel Pickup, Place Based Lead (designate) for the Bradford District and Craven Health and Care Partnership and Chief Executive for Bradford Teaching Hospitals NHS Foundation Trust

Listening to young people attending hospital A&E

Healthwatch across West Yorkshire were commissioned to find out why people aged 20–29 had attended emergency departments.

From April 2021 there was a sharp increase in patients attending hospital emergency departments (ED). Some hospital trusts have seen increases of more than 100 patients a day. Data showed that the largest rise in demand came from young children and adults aged 20–29.

The West Yorkshire Health and Care Partnership urgent and emergency care programme board asked Healthwatch in West Yorkshire to produce an insight report into the behaviours of young adults who attended ED for non-emergency needs within the previous three months.

From October to November 2021, we worked alongside our hospital trusts to tailor the local engagement approach to each locality. Some patients were engaged with postcards encouraging them to take part in our survey by staff, while targeted social media

advertisements were also run.

We recommended that work take place across West Yorkshire to ensure people are registered with their local GP, specifically carers and people with autism, so they can access local services in a timely manner.



We also recommended additional communications to members of this age group whose first language is not English – especially translated documents providing information on alternative services to ED – and making more

information available information to the general age group about symptom-checkers and where different conditions can be treated.

Our findings will be used to inform plans around ensuring young adults are better informed about the alternative ways to access information, advice and treatment.

Feedback helps create Care Home Quality Charter

We talked to residents and their families and care home staff

Based on our intelligence, it became apparent during the COVID-19 pandemic that quality standards were hugely variable in relation to visiting practices and residents' experiences of life in a care home during a pandemic.

As a member of the Access to Care programme Board, we appreciated that these concerns were shared with key stakeholders including care home proprietors, the Care Quality Commission and the local authority.

In May 2021 we produced the results of our survey into experiences of care-home visiting. We listened to the views of care-home residents

and their families, as well as care staff, in response to local feedback expressing confusion over Government guidelines around visiting care homes and dynamic risk assessments.

The decision was made to create a local Care Home Quality Charter, of which we were a co-author. This has been disseminated across all the district's care homes as a guidance document to share good practice and encourage improvement.

It will be used by Healthwatch Bradford and District in future Enter & View visits.

Advice, information and feedback

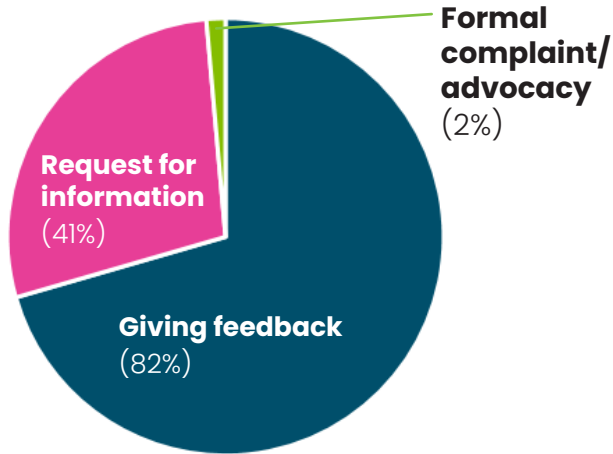
While we use your feedback to improve services by working with local health and care leaders, we can also provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us. This year we helped people by:

- Providing up-to-date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



What people have told us during the year

These are the main topics of feedback and requests for information received by Healthwatch Bradford and District from April 2021 to March 2022.



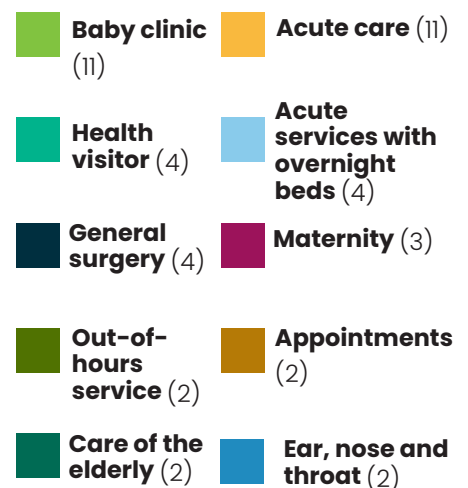
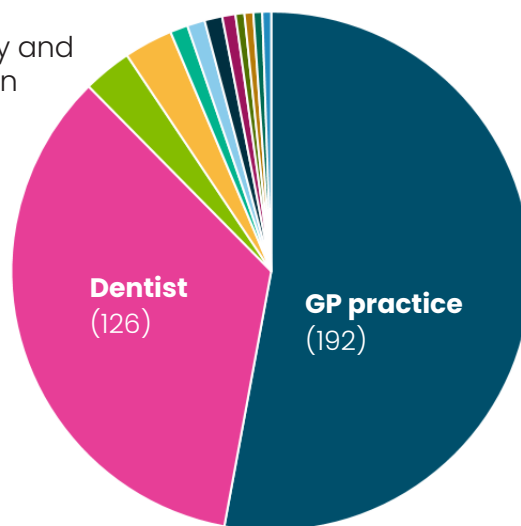
In 2021/22, just over four fifths of everyone who contacted us gave us feedback about local health and care services.

Just over two fifths of everyone who contacted us (including those giving feedback) requested information about health and care services.

One in 50 wanted to make a formal complaint about a service or required advocacy with a complaint.

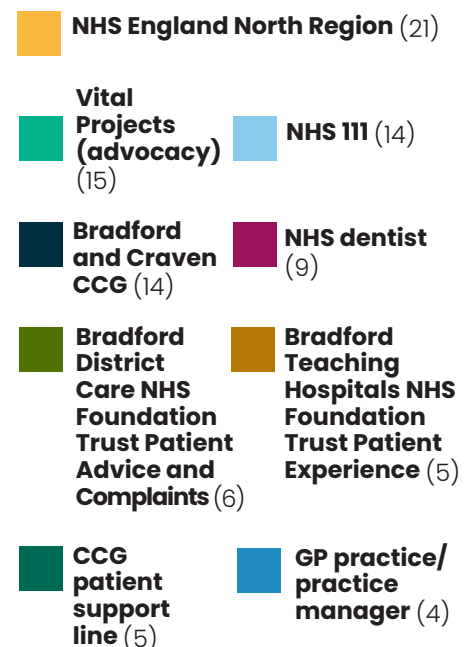
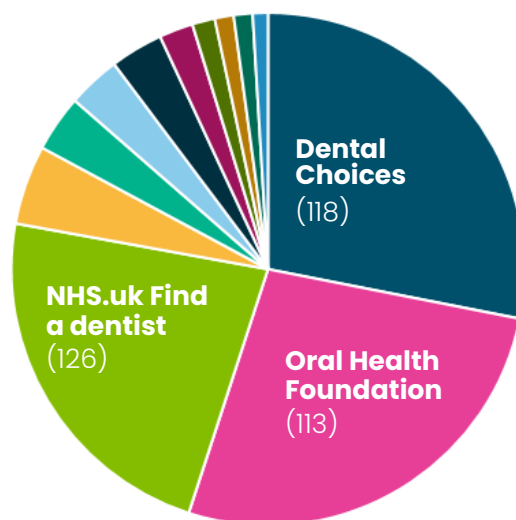
Comments about primary and secondary care services in Bradford district made up the vast majority of all feedback received.

Of those, GPs and dentistry were overwhelmingly the most common topics for people getting in touch with us.



When looking at the top sources of support to which we signposted people who got in touch with us, the prevalence of demand for support with finding dental treatment shows how much of an issue access to NHS dentists has become in Bradford district.

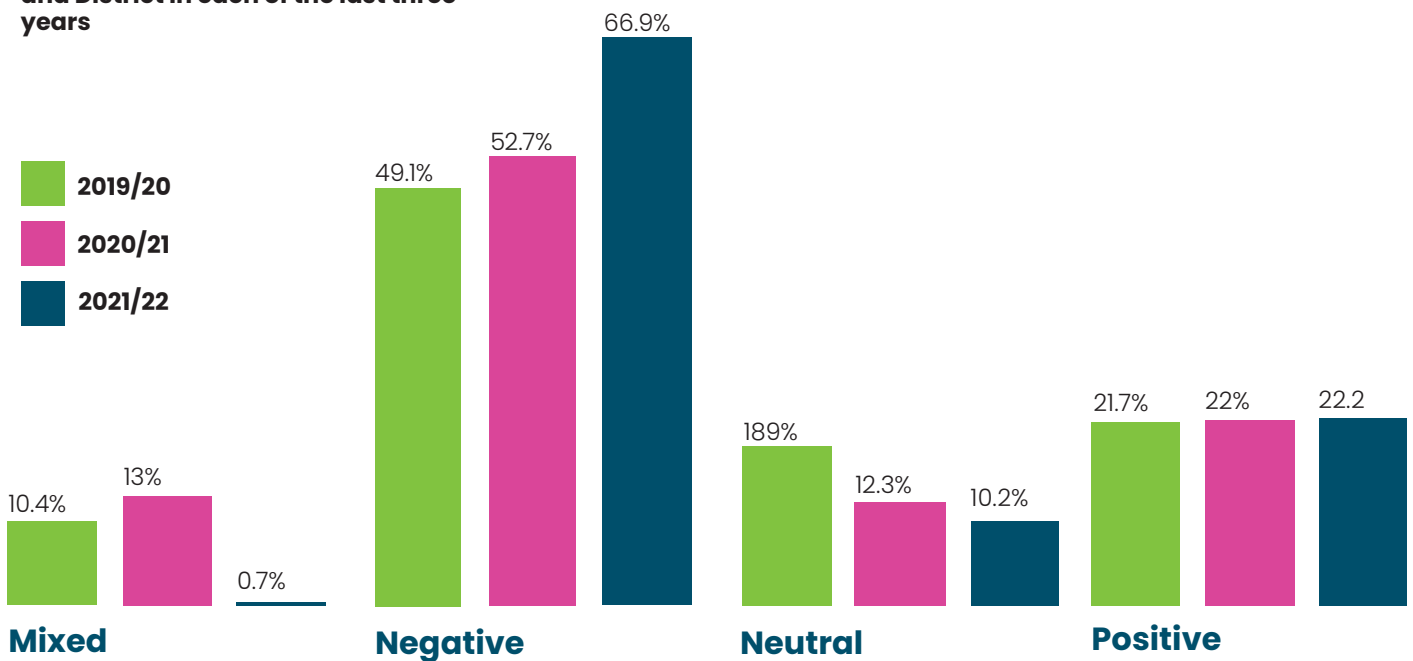
Requests for support with finding dental treatment were far more common in 2021/22 than in the previous year, with signposting to Dental Choices and Oral Health Foundation more than doubling.



What people have told us during the year

Negative sentiment about services has increased. Two thirds of people sharing experiences with us had negative feedback in 2021–2022.

Proportion of sentiment in feedback received by Healthwatch Bradford and District in each of the last three years



Helpful online advice and information

We provide local and national advice and information on a range of health and care issues on our website healthwatchbradford.co.uk

Does the NHS have to provide an interpreter?
Advice and Information – 31 May 2022

Do you know about your rights to language support in NHS settings?

What is Long Covid?
Advice and Information – 31 May 2022

Confused about Long Covid? Find out the common symptoms and when to get support.

Where can I go for support for my mental health as a new parent?
Advice and Information – 4 May 2022

It's so important that you feel supported as a new parent. Read the article below to find out where you can go to get the help you need.

Where can I go to get help for my health out of hours?
Advice and Information – 13 April 2022

Health issues unfortunately don't leave us alone at the weekend and people are often in need of medical assistance out of hours. Using NHS guidelines, we have provided some advice and information on where you can go for help when your GP is closed.

Accessibility checklist for GP surgeries
Advice and Information – 24 March 2022

Help make sure that your practice meets patients' accessibility requirements by using this quick checklist.

Are you looking for an NHS dentist in Bradford district?
Advice and Information – 5 November 2021

Many people contact Healthwatch Bradford and District because they are having difficulties finding an NHS dentist.

Finance and future priorities

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

Income		Expenditure	
Funding received from local authority	£180,000	Staff costs	£118,532
Additional income	£7,450	Operational costs	£26,171
		Support and administration	£12,454
		Investment in transitional costs	£30,293
Total income	£187,450	Total expenditure	£187,450

Top three priorities for 2022–23

1. Customer experience in a post-COVID landscape
2. Reinvigorated volunteer offer
3. Launching Healthwatch Bradford and District as an independent organisation

Next steps

While each priority for the coming year is important in its own right, the way these different aspirations link together will be vital to ensuring the voices of those who use health and social care in our area are at the heart of service delivery.

The unprecedented experience of COVID and national lockdowns has forever changed our home and work lives, and the same is true of health and social care services. The digital shift offers huge opportunities to improve services, but equally it has the potential to further entrench inequalities in our system. We need to reach out to all communities within our area to understand what we have learned from the past two years and what mistakes need to be avoided as our systems look to provide care in a new and improved way over the next few years.

Vital to hearing these voices will be our network of volunteers. Bradford is a city of over half a million people and we are a small team of staff. Bradford is one of the most diverse cities in the country and the youngest city in Europe. Only through a broad and diverse group of committed volunteers can we ensure we are hearing all those voices and amplifying them where they are needed most.

Our final priority is to ensure we have the building blocks in place to deliver on our ambitions. We committed this year to making a move towards independence and look forward to this coming to fruition in the next 12 months. We have been grateful for the support of Healthwatch England and their board development programme and we now have agreement with our initial trustees. Over the next few months we will take the steps necessary to launch as a fully-fledged independent charity so we can truly be the voice of people in Bradford district.

Statutory statements

About us

Healthwatch Bradford and District, Cardigan House, Ferncliffe Road, Bingley, BD16 2TA, is part of the Infrastructure Support Organisation Community Action Bradford & District.

Healthwatch Bradford and 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, attended virtual meetings of community groups and forums, conducted our own virtual engagement and connected with the public through social media.

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, empowering groups and organisations representing diverse minority communities to conduct their own engagement with members about sexual health services. We also co-designed an online text chat-style survey aimed at 16-25-year-olds with local young people.

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 our website healthwatchbradford.co.uk.

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

healthwatch

Bradford and District

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