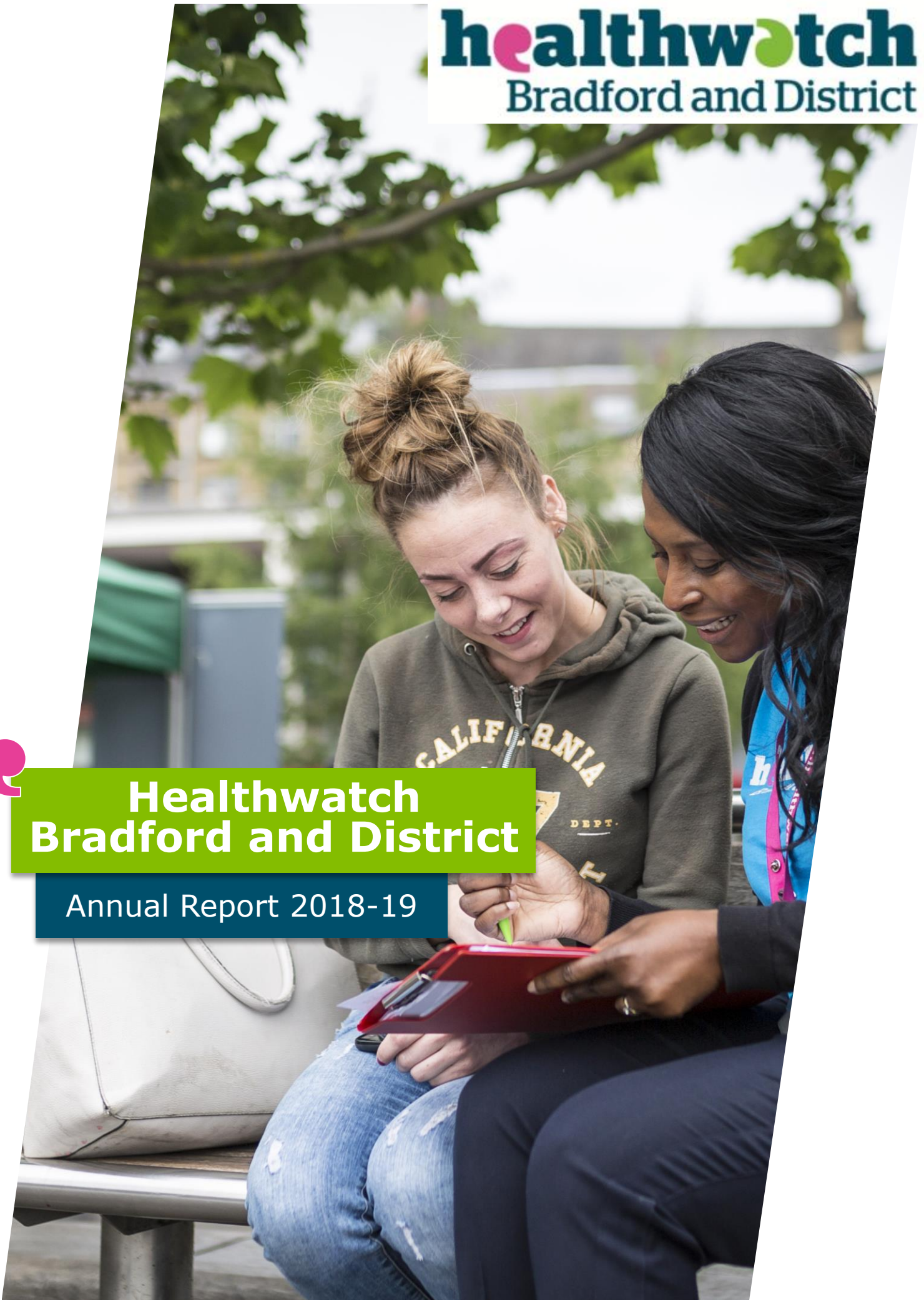




**Healthwatch
Bradford and District**

Annual Report 2018-19



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Tell us
what you
think.
your
are s

Message from our Chair



*Healthwatch Bradford and District Chair,
Julie Bruce*

Healthwatch Bradford and District exists to strengthen the collective voice of citizens and communities, in influencing local health and social care services to better meet their needs. We support people to find the right health and social care services for them, by providing appropriate information and signposting. We encourage and support people and groups to share their views about services; listening to people's needs and experiences of services.

It has been an exciting and busy time working with the Healthwatch Bradford and District team over the last year.

We completed our project and subsequent report focusing on access to support for people with an autistic spectrum condition. This report highlighted to commissioners and service providers the issues that individuals and their families experience in accessing diagnostic assessment and support services post diagnosis.

Our new Healthwatch Ambassador programme has commenced with the successful launch of the Stroke Ambassadors Network. We will be rolling out further Ambassador Networks in the coming year to cover additional communities of interest across Bradford and District.

It has also been a period of change; our manager has been on maternity leave plus we have one new team member working on communications and insight. This has resulted in us increasing our digital media presence and enhancing our reach to communities.

2019/20 is promising to be a year of continued work across health and social care.

We will be focusing more on health prevention, working even closer with stakeholders, partners, providers and patients as we encourage more of our local community to become active participants within their own healthcare journey.

We have consulted on the recently launched NHS Long Term Plan and we will be following this up with continued engagement to ensure communities are involved in emerging local NHS plans being developed in response to the Long Term Plan.

We will also be relaunching our Enter and View programme where we will observe how services are delivered and hear direct from people receiving those services.

We are very lucky to have such a great Healthwatch Bradford and District team - including staff, members of our advisory board, and volunteers. People who give up their time to help us in whatever capacity are critical to our work and we want to take this opportunity to say thank you.

Many thanks for all your support over the last year,

Julie Bruce

Healthwatch Bradford and District Chair

Changes you want to see

- + Quality of care
- + Quality of appointment
- + Communication between staff and patients



About us

Healthwatch is here to make care better

Healthwatch Bradford and District is an independent organisation set up to help local people get the best from health and social care services across the district. We are a consumer champion and are here to give people a voice -improving services today and shaping them for the future. Our sole purpose is to help make care better for people, we are here to:

- Listen to what people think about the services that they use.
- Share people's views with those that have the power to make change happen.
- Signpost to the services that are available locally.

Healthwatch Bradford and District has strong relationships with decision makers in health and care; we know they take us seriously, value our independent insight, and act on what we say. Everything we say and do is informed by our connections to the people and communities of Bradford District.

People's views come first - especially those who find it hardest to be heard.



Members of the public who spoke to us at Ctiy Park, Bradford City Centre

Our vision is simple

We believe that by listening to local people, understanding their experiences, and involving them in decisions, health and social care can be better for everyone. We strive for equal access, outcomes, and treatment for everyone using health and social care services in our district. By helping people find the information they need, and connecting them to advice or support, we help people make positive choices and have healthier lives.



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the district. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from

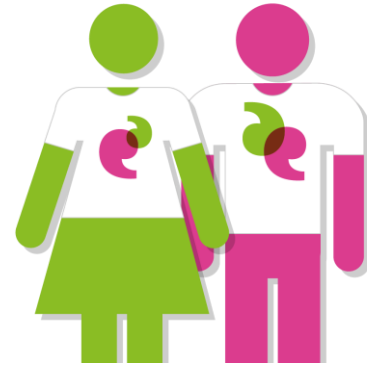
our year



Find out about our resources and the ways we have engaged and supported people in 2018-19:



770 people shared their health and social care story with us



We have been supported by 38 active volunteers. In total they contributed over 200 hours of time to us



93 people contacted us with questions about local support



We undertook 65 community outreach and information sessions



We provided information and advice at 11 community events



4,932 people visited our [website](#), 2,479 people follow us on [Twitter](#) and people engaged with our Tweets 1441 times

Changes we have made with you

Find out how sharing your views with us has led to positive changes in health and social care services. Take a look at some examples of when you have spoken up about what's important, how we have made a difference, when services have listened and care has been improved.

Autistic Spectrum Conditions: access to support in Bradford and District

In January 2017 we published a [report](#) on people's experiences of seeking diagnosis for autistic spectrum conditions (ASC). This found that people struggled to get a referral for assessment and were often waiting a very long time to receive their diagnosis. Both during and after this work, we heard from people who wanted to share their experiences of trying to get support. We decided to investigate the issues further. We heard from people with lived experience of ASC, their families and carers. We also had useful conversations with those working with people with autistic spectrum conditions. We brought findings together in a [report](#).

Our report identified:

- Ongoing problems with access to diagnostic assessment meaning people are then unable to access support they need.
- Where people are able to secure a diagnosis and access specialist support, they often still struggle. While the support available is welcomed, people often feel that they are not offered enough.
- A lack of autism awareness was reported across a wide range of professionals.
- There is limited information available about diagnosis pathways and support which makes it more difficult to get support. Health and other information is often not tailored to the particular needs of people with autism which can affect their access to healthcare as well as other services.
- People need to be able to access support before receiving a formal diagnosis, and better information is urgently required to help people understand the pathway, and where to turn for help.





Our report recommended:

- The implementation of the Autism Strategy.
- Reorganising existing services or commissioning a new service to facilitate undertaking diagnoses of Autism.
- Continuous professional development training should be made available for NHS and council staff.
- Access to autism-specific services should be improved and made available while waiting for a diagnosis.
- Clear and accessible information on Autistic Spectrum Conditions and other Neurodiversity, and on accessing diagnosis and support
- Support for parents, families, and carers should be expanded. This should include clear information about autism, diagnosis and support.

The impact we made:

We presented findings to the council and local NHS. This has resulted in the re-establishment of the Autism Strategy Group who will oversee the delivery of an action plan that we hope will demonstrate improvements for people with Autistic Spectrum Conditions in Bradford.

What we will do in the future:

As part of our 2019/20 priorities we will be continuing to monitor for improvements and will establish a Healthwatch Autism Ambassador Programme to further support this important area of care and support.



Healthwatch Bradford and District visited Equality Together to hear people's views



Bradford and District NHS Complaints

In August 2018 we published a [report](#) on people's experiences of the NHS complaints procedure. We worked with the Independent Complaints Advocacy Team (ICAT), which provides support to people making a complaint about any service provided or commissioned by the NHS in Bradford District. ICAT is independent of the NHS.

We asked people who had contacted ICAT about their experiences.

The support I received in lodging my complaint from the patient & advice team was so helpful.



Members of the public who spoke to us at Ctiy Park, Bradford City Centre

We identified:

- More people found it easy to find information about making a complaint, than difficult. People used online information, spoke to PALS (Patient Advice Liaison Service), others in the health service, or an advocate.
- People found the complaints process itself more difficult, often finding it hard to get an update on the progress of their complaint, and sometimes facing long delays before their issue was resolved.
- Some people expressed frustration with the way that their complaint was handled.
- Among those who had decided against making a complaint after contacting ICAT, the main reasons given were a belief that their complaint would not change the way the service was run, and fear that complaining would have a negative impact on the care that they or their family received in future.

We recommended:

We believe that in order to improve people's experience of the complaints process:

- NHS services should ensure that people have access to clear, up-to-date, and consistent information about making a complaint.
- Services should work with patients and carers to design both the complaints process where appropriate, and, crucially, the information about the process. This will help to ensure that the process is accessible and user-friendly.
- When a person makes a complaint, services should make contact as soon as possible to explain what will happen, and the expected timescales.
- The complainant should be informed if there are any delays, with an explanation of why this has occurred.
- Services should report back to the individual about what, if any, changes are made as a result of their complaint. Feedback on organisational responses to complaints, such as 'you said, we did' should be published to demonstrate that the service is listening and learning from complaints.

We met with providers and our recommendations further supported the promotion and development of more customer care focused cultures within care environments.

Healthwatch Stroke Ambassadors are helping to improve stroke services, and their engagement is having impact and creating real change

We have previously undertaken public engagement to look at better ways of delivering care for people who have a stroke. The latest of these reports was in [2017](#).

Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust currently work together to provide care for stroke patients across the Bradford District. In January 2019 Healthwatch Bradford and District established the [Healthwatch Stroke Project](#).

The project is a partnership between the following organisations:

- Local Healthwatch: Bradford and District and North Yorkshire
- Voluntary and community sector groups across Bradford and District
- Bradford Teaching Hospitals NHS Foundation Trust
- Airedale NHS Trust
- NHS Bradford, District & Craven
- Clinical Commissioning Groups

A network of Stroke Ambassadors (Stroke Community of Interest) has been created from individuals affected by stroke and their representatives from community groups and organisations who support those affected by stroke.

The network directly feeds the experiences of patients and carers in to the Stroke Service Improvement Project Group, ensuring the exchange of ideas and information and ultimately influencing and improving stroke services and patient experience.



As a stroke survivor myself, being a Healthwatch Stroke Ambassador is a great opportunity for me, because I'm working with professionals to improve stroke services for future patients

Geoffrey Render
Healthwatch
Stroke Ambassador

*Healthwatch Stroke Ambassadors:
Rosie, Margaret and Michael*

Achievements:

The project is beginning to deliver some real changes such as:

- Healthwatch Stroke Ambassadors are now involved in co-designing the therapy service from 5 days to 7 days at Airedale Hospital.
- Stroke Ambassadors have been invited to attend the Stroke Operational Group and Quality and Safety meetings to embed the patient's voice.
- Stroke Ambassadors have delivered presentations to hospital, council and clinical commissioning group staff.
- Stroke Ambassadors suggested a visual map of Bradford stroke support services, with service numbers and webpages. This is being co-produced between Stroke Ambassadors and hospital staff.



The future:

Over the coming year Healthwatch Bradford and District will continue to support the Stroke Ambassadors and Network so that services and patient experience can continue to improve. We are also excited about our plans to extend the Healthwatch Ambassador Programme and model to cover other patient groups and communities of interest.



The Bradford and Airedale Single Stroke Service is committed to ensuring the patient voice is the common thread that runs through all service and quality improvement plans. Working with Healthwatch has enabled the Bradford and Airedale stroke teams to start using lived experiences from stroke survivors of varying ages when decision making, co-designing and co-delivering service provision.

There is nothing more powerful than change that is brought about due to the lived experience of a patient.

Sayma Mirza
Head of Collaboration
Stroke Services
Bradford and Airedale

**Talk
to us...**

Have your say

Share your ideas and experiences with us, so services hear what works, what doesn't, and what you want from care in the future.

www.healthwatchbradford.co.uk

t: 01535 612545

e: info@healthwatchbradford.co.uk

Working with other organisations

Healthwatch works best in partnership with other organisations. We rely on a network of community and voluntary organisations and our relationships with health and social care colleagues to help us identify emerging issues and develop responses to these. Over the year we have worked collaboratively with partners and members of the public on the following projects.

Dentistry Project - “Recall Matters”: Appropriate dental recall intervals for people with good oral health

We have strong working relationships with the other local Healthwatch in West Yorkshire and continue to learn from each other. In 2017 we began to work jointly with West Yorkshire Healthwatch colleagues on the Recall Matters project.

The purpose of the project was to work with dental practices and the public in West Yorkshire to ensure dental recall intervals between routine dental check-ups for adults fit with the guidance from the National Institute for Health and Care Excellence and to explore whether additional capacity could be freed up in NHS general dental services for additional NHS patients. The evaluation of this work can be found [here](#).

Talk About Gynae Project

In early 2019 we extended our survey looking at women’s experiences of gynaecological care. We had over 100 responses which found that women had mixed views of treatment and routine care. These included; not feeling involved in decisions about their care, not being given all treatment options available, and problems with communication. We will shortly be reporting on this work.


NHS Long Term Plan

The [NHS Long Term Plan](#) was released in early 2019 and set out a variety of ways in which health services are going to change, with each are of the country needing to work out what this will look like locally. In response, we worked collaboratively with Healthwatch and NHS colleagues regionally and locally to deliver focus groups and a survey, aiming to ensure local people influenced the next stages of implementing the Long Term Plan. We will be reporting our findings over the summer.

Engaging People Project

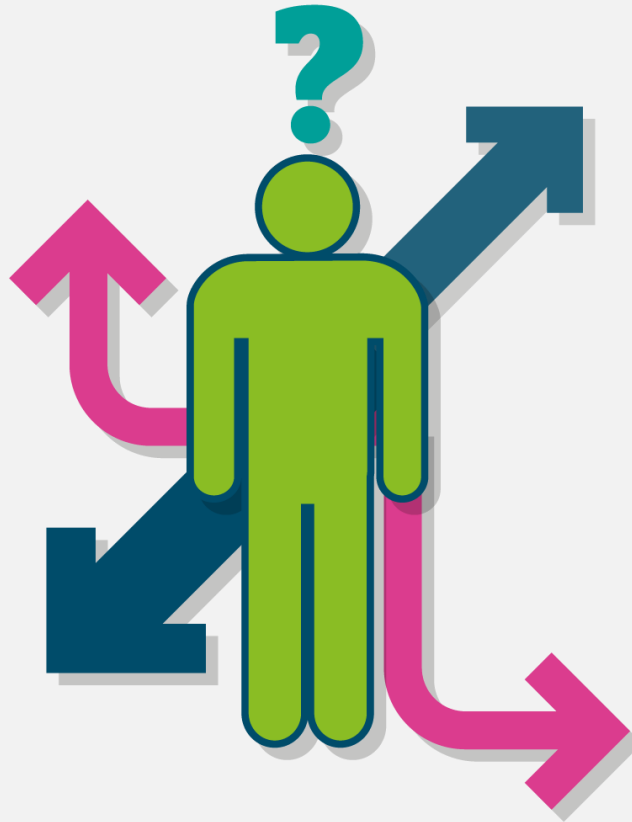
Engaging People is a voluntary and community sector (VCS) partnership project launched in July 2017, commissioned by Airedale, Wharfedale and Craven, Bradford City and Bradford Districts CCGs. We supported the project in carrying out public engagement on: Over the Counter Medicines, Out of Hospital, Self-Care and Smoking Cessation in Pregnancy. The reports can be found [here](#).



A photograph of a man with short grey hair, wearing a red shawl over a light blue and white striped shirt, sitting in a wheelchair at a wooden table. He is looking down and to the right. On the table in front of him is a white cup of coffee on a saucer and some papers. The background is a blurred indoor setting, possibly a waiting area, with a sign that says "Service" and a blue circular sign on a door.

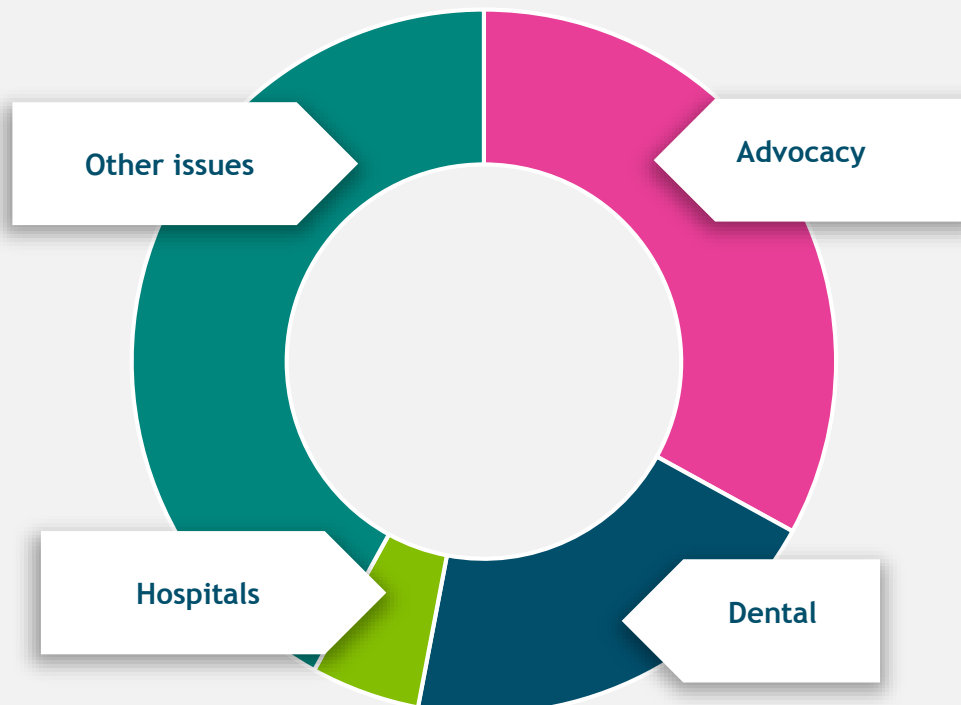
**Helping you find
the answers**

What do people want to know?



People don't always know how to get the information that they need to make decisions about their own health and care. We play an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 93 people access advice and information.

You can come to us for advice and information in a number of ways including:

- + Advice and information on our [website](#)
- + The contact us form on our [website](#)
- + We promote services and self-care on [Facebook](#) and [Twitter](#)
- + Over the phone
- + At community events



I called Healthwatch Bradford and District to tell them about my negative experience of getting an appointment at my GP surgery and to ask them for advice.

At an appointment with a GP, I was asked to make another appointment for four weeks' time, but when I went to reception I was told they couldn't do that. I later called the practice to try to make an appointment but was told there won't be one available until a week and a half after the GP advised. The receptionist told me to ring the practice on the day that I want the appointment, but I feel like the situation is hopeless. I am very frustrated and angry and feel like the NHS has failed me multiple times.

Healthwatch Bradford and District advised me to contact the surgery's practice manager and to contact them again if the issue developed.



I emailed Healthwatch Bradford and District to tell them that I have concerns about information given following my contraceptive fitting at a sexual health clinic.

I had an IUD fitted, which was a quick and efficient process and I was grateful for this.

However, I was told in writing and verbally that the fitting's lifetime is ten years, which I found to be incorrect when I did my own research. When I visited another clinic I had my findings confirmed.

I felt horrified that if not for my own research, I could have become unknowingly pregnant after having the fitting for five years.

Healthwatch Bradford and District told me who to contact to lodge a formal complaint.



Our volunteers

How do our volunteers help us?

At Healthwatch Bradford and District, we couldn't make all of these improvements without the support of 38 volunteers who supported our work this year. Together, we are making health and social care better for our community.

What our volunteers do:

- + Listen to and represent the views and experiences of people
- + Visit services and community events
- + Office administration and information handling
- + Raise awareness of the work we do in the community

[Find out what you could do as a volunteer](#)

Volunteers support us to consult the public

Thanks to Healthwatch Bradford and District volunteers, we understand more about the public's views of using GP online services.

The aim of our engagement was to hear from members of the public, patients and carers about using GP online consultations. Online consultations are a way for patients to contact their GP practice without having to wait on the phone or take time out to visit the practice in person.

Using a smart phone, tablet or computer, patients are able to contact their practice about a new problem or an ongoing issue and the practice will ensure that your contact is dealt with by the right person as quickly and appropriately as possible.

Our volunteers supported us to undertake surveys with a wide range of members of the public, to help us identify what they think of these services. This invaluable work will help NHS England to determine how online consultation services could be improved in the future to continue to best meet the needs of people using them. The final report for this work will be published shortly.



Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

Irene

I got involved with Healthwatch Bradford and District because I want to make people's lives better.

My parents came from Ukraine to the UK, and as they got older, with dementia and other illnesses creeping in, I watched them forget how to speak the English language. I felt concerned that they couldn't talk and express their health and wellbeing needs and issues.

In this role I enjoy visiting services and I like that Healthwatch Bradford and District makes a difference in a constructive way and not just criticising services.

I feel like I am directly helping people. I like giving a voice to people who can't talk for themselves. Speaking for the Ukrainian community and older people is something I am really proud of.

Samah

The volunteering opportunities that Healthwatch Bradford and District offered me were very different to other volunteer roles that I had come across.

I really enjoy volunteering here and it has definitely helped me, for example by improving my confidence.



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers.

If you are interested in volunteering, you can find more information on our website:
www.healthwatchbradford.co.uk

Get in touch with questions you have about volunteering:
 t: 01535 612545
 e: volunteer@healthwatchbradford.co.uk

‘As a stroke survivor myself, being a Healthwatch Stroke Ambassador is a great opportunity for me, because I’m working with professionals to improve stroke services for future patients’

Geoffrey Render
Healthwatch Stroke Ambassador





Our finances

How we use our money

In 2018-19 our total income was £191,202 and we spent £183,264.

Income:

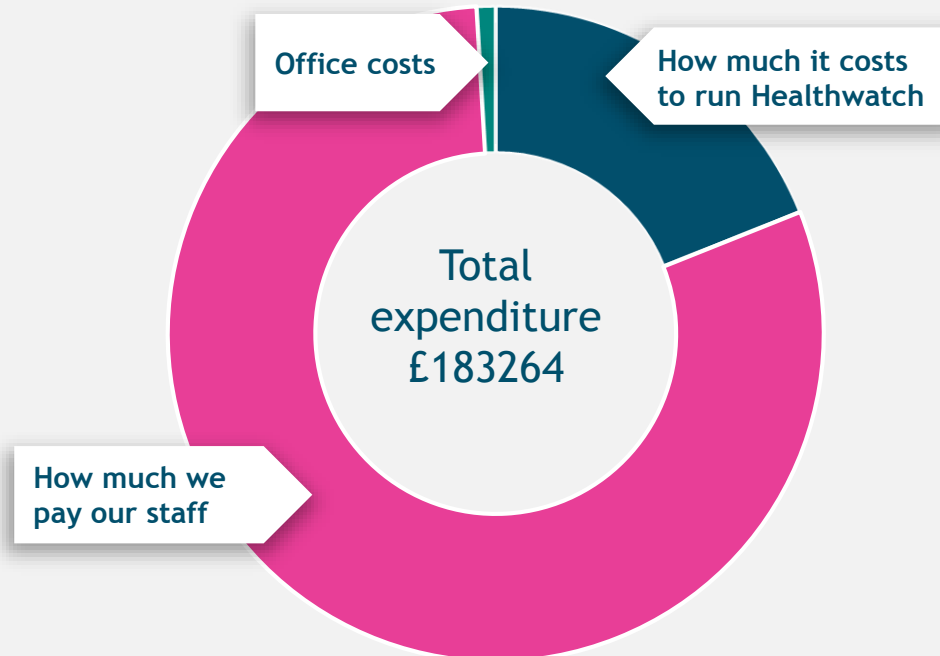
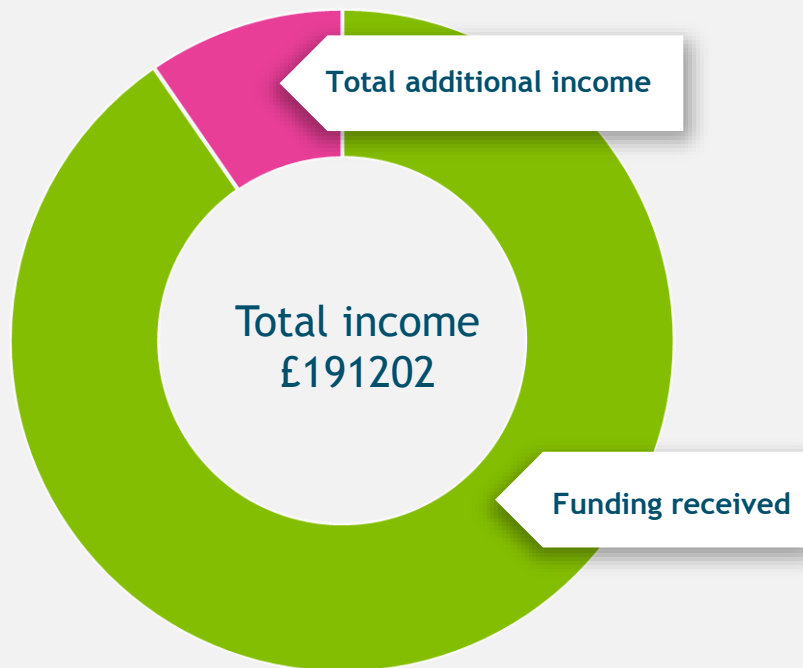
- + Funding received from local authority: £180,000
- + Additional income: £11,202
- + Total income: £191,202

Expenditure

- + Operational costs: £34,730
- + Staffing costs: £146,816
- + Office costs: £1,718
- + Total expenditure: £183,264

At the end of the year our financial position is:

- + Balance b/f: 2017/18 - £22,853
- + Balance c/f: 2019/20 - £14,915
- + Operating Profit: £7,938





**Our plans for
next year**

Message from our manager

Looking back:

While this has been a demanding year for Healthwatch Bradford and District, it has also been a year of significant success. With unprecedented levels of change taking place across health and social care, it has never been more important to ensure that the patient voice takes centre stage in helping to shape services in the district.

The NHS and social care are under great pressure across the country, and Bradford is no exception to this. The way health and social care services are planned and delivered is having to change in order to meet ever increasing demands within challenging financial constraints. Historic practices and barriers between organisations are being challenged and, the development of Integrated Care Systems will help transform our very complex health and social care system.

As the system transforms it is essential that people's views, needs and interests are at the very heart of decisions about services and changes made to them. Healthwatch Bradford and District believes that commissioners and providers working closely with patients and the public is the best way to ensure that these services are effective, efficient and meet people's real needs. However, this involvement should not be token gestures, it must be part of the fundamental shift in health and social care culture that enables everyone to think and act in patient, carer and relative focussed ways. It is paramount that Healthwatch Bradford and Districts maintains its role in this transformation by continuing to prioritise local people's voices, ensuring they are heard and positively influence change.

There have been many highlights this year, including our work on Autistic Spectrum Conditions, people's experiences of Complaints Reporting and our soon to report insight in to women's experiences of accessing and receiving gynaecological treatment and care.



The Healthwatch staff team has changed, with new posts and new talented and dedicated people joining us. Our internal operational review of roles, structure and functions has been successfully implemented and ensures our operations continue to be as efficient and flexible as possible. A big thank you goes to our staff team for their patience and contribution to the internal change at Healthwatch Bradford and District.



Looking ahead:

Every change we've helped to bring about started with a story from someone who uses services. Improvements, big and small, can come about when people speak up and the people with the power to make change really listen to what is being said, and act on it. Healthwatch Bradford and District is always listening, and this will remain our core priority over the coming year.

Our additional priorities will be to:

- Continue our work on the [Big Conversation](#) we undertook in 2017. This will focus on supporting Community Partnerships in their roles of community engagement and integrating health, social care and support services across Bradford and District.
- Implementing our [Enter and View](#) programme of activity and expanding this to cover primary care provision. We will particularly focus on communication between staff and patients and quality of care as part of this activity.
- Continuing to grow our [Healthwatch Ambassador](#) and community engagement programmes to cover more patient groups and communities of interest.
- Review and create a programme of activity from our recent consultation on the NHS Long Term Plan.
- Further recruit, train and develop volunteers, expanding our volunteer offer in line with our activities.

Barriers and opportunities:

The challenge for us all – Healthwatch, the NHS and social care providers – is to make sure that we continue to look outwards, talking to our communities and listening closely to their experience of the services that they use. The best services know their customers. They listen to what they like and what could be better, and they make changes where they are needed. Although we have seen some progress when it comes to services understanding and acting upon what people want, there is still some way to go before this is commonplace. Therefore, we will continue to raise awareness of how people can have their say and encourage services to act on their users' views.

Changes that are ongoing in the health and social care system in Bradford are challenging yet also present us with opportunities. Our strong working relationships with partners across the health, social care and community sectors enhances our ability to collaborate, challenge and identify opportunities to ensure that public voice is at the centre of the changes. We will actively seek out and respond to these opportunities over the coming year.

Neil Bolton-Heaton

Healthwatch manager



Thank you

Thank you to everyone that is helping us to put people at the heart of health and social care.

We would like to thank everyone for their involvement with Healthwatch Bradford and District this year. A very big “thank you” goes to the people of Bradford District who have shared their experiences with us. We value the trust placed in us and will continue to do more on your behalf.

Thank you also to our dedicated staff and volunteers and programme board members, for all their hard work, which is leading to real impact for patients and the public. We also extend thanks to Bradford Districts voluntary and community sector for the support and collaboration they have given us over the year.

A special thanks goes to:

- City of Bradford Metropolitan District Council
- Community Action Bradford and District (Our contractors)
- Our Healthwatch partners in West and North Yorkshire
- Airedale, Wharfedale and Craven CCG
- Bradford City CCG
- Bradford District CCG
- West Yorkshire and Harrogate Health and Care Partnership
- Bradford Teaching Hospitals NHS Foundation Trust
- Bradford District Care NHS Foundation Trust
- Airedale NHS Foundation Trust
- Care Quality Commission
- Healthwatch England
- Bradford Talking Media
- CNet Bradford
- HALE - Health Action Local Engagement
- ICAT - Independent Complaints Advocacy Team
- Ruza Solutions

Thank you!



Contact us



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BD21 3JD

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Community Action Bradford and District is the organisation holding the contract for Healthwatch Bradford and District as of 31/03/2019.

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Bingley
BD16 2TA

- + Telephone: 01274 781222
- + Twitter: [@weareCABAD](https://twitter.com/weareCABAD)
- + Website: www.cabad.org.uk

Community Action is a registered charity in England and Wales - No 1090036 and Company Limited by Guarantee registered in England - No 4283003.

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 need this in an alternative format please contact us.

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