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Healthwatch East Riding of Yorkshire 360 review (December 2016)

On the 14/10/2016 Healthwatch East Riding of Yorkshire (HWERY) sent out a 360 survey to their stakeholders inviting them to express their views on the achievements and challenges of HWERY. 18 stakeholders from across health and social care responded to the survey.

Key messages were:



Strategic context and relationships

The vast majority of stakeholders agreed that HWERY has collaborative relationships with key decision makers within their organisation. Stakeholders were also largely in agreement that HWERY brings added value due to their unique perspective and that they contribute to local decision making. There were particularly high levels of understanding about the rationale behind HWERY priorities. Open comments were broadly positive although there were a couple of references to HWERY doing more to engage local groups.

We have regular meetings with local Healthwatch and have developed a strong relationship whereby we are able to share upcoming plans between organisations and insight received from engagement work [..]

Community, voice and influence

Strong consensus amongst stakeholders that HWERY involves local people and that they demonstrate added value through their work engaging people. Virtually all stakeholders agreed that HWERY bases its insight on the experiences of local people and the majority also felt confident promoting HWERY work. There were however a couple of stakeholders who disagreed with the latter two statements. On balance, stakeholders agreed that HWERY pays particular attention to seldom heard groups and enables people to get involved in the commissioning, delivery and scrutiny of local services but these two areas also had a higher proportion of stakeholders that could neither agree or disagree with these statements.

Healthwatch have produced a number of topical reports that clearly evidence local opinion and experiences

Making a difference locally

Nearly all stakeholders agreed that HWERY reports are constructive with a clear rationale and just over half felt appropriately involved in the development of HWERY reports. Also that HWERY brings added value by incorporating public voice.

The range of reports from Healthwatch has been impressive, and the recent report on home care services shed light on issues that health services were not fully sighted on.

Information and signposting

This service was viewed very positively with the vast majority of stakeholders agreeing that the information and signposting service was high quality and complimented other similar services. It was also broadly seen to be highlighting gaps in information and signposting services as well as helping to ensure voices are heard. A number of stakeholders though neither agreed or disagreed with the latter two aspects of the information and signposting service.

A current review of Information, advice and advocacy services across the East Riding demonstrates that HWERY provides a clear and focused service which adds distinctive value in its Health Literacy work.

A workshop with Healthwatch East Riding of Yorkshire and 16 stakeholder/organisations was held on 09/12/2016 to agree findings and actions based on these survey responses. This table summarises the strengths, areas for improvement and suggested actions identified in that workshop.



Strengths

Strong relationships with stakeholders, particularly the CCG and local authority with good alignment at the strategic level. Independence is valued and maintained, as is their contribution to local decision making and involving local people.

Key strengths include:

- *Range of high quality reports, good knowledge of health and social care landscape*
- *Highly rated information and signposting service*
- *Willingness to work together to help improve services and reduce the risk of duplication.*
- *Recruitment of a wide variety of enthusiastic and well trained volunteers*

Areas for Improvement

Although stakeholders view HWERY reports highly, it was recognised that it could do more to promote their recommendations and the responses from providers to demonstrate their impact.

HWERY's work with seldom heard groups, especially working age men was discussed as an area for improvement.

To strengthen communication and engagement with:

- *the voluntary sector and community groups*
- *stakeholders, to avoid duplication and to improve cohesive working*

Co-ordinate activity with other local Healthwatch

What next?

- *It was widely acknowledged that HWERY has strong relationships with its stakeholders and that they could look to replicate these elsewhere – actions to take forward included greater partnership working with Hull and East Yorkshire Hospitals and linking in with the City Healthcare Partnership to help promote the delivery of community services .*
- *Work with the voluntary sector and specialist organisations to “horizon scan” to identify opportunities for joint working and to avoid duplication where possible. Attend the Voluntary Sector Steering Group. Work with local dementia groups to identify potential work streams in this area.*
- *Gain a better understanding of the people and groups in the community who are seldom heard and work with stakeholders to identify projects that would support more targeted engagement (e.g. contacting trade unions and Hull FC for the working age men project)*
- *Explore opportunities to promote HWERY by having links on e.g. GP websites*

Healthwatch East Riding of Yorkshire response...

Healthwatch East Riding of Yorkshire (HWERY) would like to thank all those organisations and stakeholders who participated in the 360 review. HWERY are constantly looking to develop new skills and improve the service we offer to the public. Having strong relationships with key stakeholders and partners is crucial to us as an organisation moving forward and allowing the public voice to be heard.

Since January HWERY have taken steps towards the following:

- *Working age men – In March 2017 we will be doing a tour of the East Riding in the Public Health bus to gather the views of working age men.*
- *Relationship with Hull & East Yorkshire Hospitals (HEY) – Starting Feb 2017 HWERY will have a monthly slot working with HEY to ensure the public who visit the hospital can come and speak to us.*
- *Community Partnership – In January 2017 HWERY launched a Community Partnership. This will allow community and voluntary groups to directly affiliate with HWERY to build relationships and work together.*

Healthwatch continues to work in the best interests of the public and wants each and every individual to have the same opportunities to have a voice for Health & Social care across the East Riding.