**Healthwatch Sandwell - Priority Project Outcomes Monitoring – July 2023**

**Overview:** Reports with key findings re health inequity/inequalities generate most interest and sharing. Receipt or report, even acknowledgement does not mean actions follow with local health and social care services. Most change is being generated top down, either NHS contractually or via BCICB actions including from relationship links with Transformation & Development/addressing Inequality/Involvement teams. Seems to be room for improvement in strength of HWS relationships to ensure fully in the picture.

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| **Report Date** | **Report Short Name**  | **Headline Findings/ Recommendations Summary** | **Key Stakeholder recipients** | **Report Impact** | **Identifiable Outcomes** | **Notes/ Issues/Concerns** | **Decisions/ Actions** |
| **March 2021** | **Digital** Patient experience of Using Digital Technology in Primary Care Services  | **Findings**: * Patients adjusted new services
* >30% Sandwell pop digital poverty/skills
* Highlighted support/adjustment needs OP/LD/Sensory/ENFL

**Recommendations:** * Support on-line training
* Record and meet info/comm support needs (Accessibility/ENFL)
* Patient voice/involvement service developments
 | GP/PCN’sSandwell Local Commissioning Board (now SHCP) SMBC VCSBCICB | **Chair SLCB** (Dr Ian Sykes) formal acknowledgement report – aim encourage focus patient digital excl issues **BCICS** - Interest: **May 2021** – SS presented report findings to BCICS Digital Inequalities sub group**SMBC/VCS** – Interest: in findings **April 2021** SS part of digital excl task group set up | **Apr 2023** - HWS consulted re NHS Digital 1st Agenda **BCICB** **Project Leads** – recognition of equal offer needed for digitally excluded & support needs. Relationship development aims with **S/Well Project Lead**. **\*** **Oct 2022** – NHS contracts – enhanced access options**2021 onwards** **SMBC/VCS/BCICS** focus on invest in community upskilling/digital equip access. | Digital report well recognised, referred to and shared as appropriate. Findings re accessibility info/comm support needs developed in **Accessibility** report. ENFL ongoing issue – work with BCICB looking at interpreter service and PC access. **HWS EMC PP 2023/24** aiming to gather more patient voice/insight.  | Has informed actions. Remains a useful foundation document to more recent HWS PP’s, can be accessed on HWS website for referral /sharing as appropriate. **SS to meet \*** **Report focus superceded -propose remove from outcomes monitoring report.**  |
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| **Dec 2022** | **Access**The patient experience of accessing primary care services | **Findings:** * Significant %age patients failing to access primary care services
* Need for equal offer phone, digital, face-to-face appointment booking to ensure equality of access options

**Recommendations:** * Patient ref groups test and feedback on systems
* Information on all primary care options incl accessible formats
 | SHCPSWBHTBCICB InvolvementSMBC HWBB Chair, ASC, SSABS/Well GP PM’s  |  | NHS contract changes 2023/24 & BCICS service investments in cloud-based phone systems with tie into same service for on-line & face-to-face accessSome work in hand re information on Primary Care service options.  | **Report seemingly on track with planned National system changes may have been surplus to requirements, findings somewhat complementary to Digital report findings. May account for little acknowledgement/engagement with report.** **Most useful output re need for clear information on range of PC options.**  | **More scoping /enhanced key stakeholder engagement in priority project scoping to avoid duplication /obsolescence.****Clarity needed on what information is being produced on primary care options – will it adequately cover S/well local services /accessibility?**  |
| **Nov 2021** | **Carers**The hidden impact of Covid-19 on Carers | **Findings:** * Covid-19 high impacts from lack support to carers and facilities for cared for, isolation, MH/£ impacts
* Need for Covid Recovery & Reset of all services

**Recommendations:** * P/ship working to ensure comprehensive holistic support for carers in place & suitable facilities for cared for
* Create information for carers on services, support & access pathways
* Look at young carers needs
* P/ship development of Carers Strategy 2021-25 including carers voices
 | Sandwell Local Commissioning Board (now SHCP)SMBCVCS | **April 2022** – Report presented to S/Well H&WBB with Carers voices. Formally acknowledged by Chair Cllr. Suzanne Hartwellalso **Cabinet Member for Adults, Social Care and Health** | Report findings and some of recommendations embedded in draft Carers Strategy 2021-25 – proposed to be sent out for consultation | **Very little update on progress of Draft Carers Strategy** (which had already exceeded start date) **or assurance of improvements for carers.**HWS project enabled VCS support organisations voices/input – contract funding & sustainability issues & SMBC contracting switch of focus to Day Opportunities v Day Care Services  | **To be discussed and identified**  |
| **July 2022** | **Hospital Treatment Pathways (HTP)**“‘Patients in waiting” - experiences of hospital treatment pathwaysand how to change to “patients in preparation” for treatment. | **Findings:** * Long waiting period Hospital Treatments
* Impacts physical, mental & general wellbeing
* Poor information, system flow and preparation for treatment – some dropping off wait lists

**Recommendations:** * Review patient information quality – ensure timely, comprehensive, accessible
* Explore option of patient information/support hub/system (possibly in partnership H,C&S)
* Ensure patient involvement development improved “patient in waiting” systems to create empowered “patients in preparation”
 | S/well CouncillorsS/Well HWBBSMBC Scrutiny BoardS/Well LCB/ Place Based Partnership (DF) SSABSWBHT (RB)BCICB Involvement S/well (KM)VCS orgs who had supported the project | No formal acknowledgement/ endorsement received | **NHS recovery plan, the Autumn 2022 Statement said: “**The NHS will continue to deliver the Elective Recovery plan published in February and will explore further options to enable patients to make genuine choices about where to access their care from any provider - private sector or NHS - which meets NHS standards and NHS prices at both the point of GP referral and later in the pathway. **This choice will be supported by radically increasing patient information, data transparency and regular monitoring of patient choice uptake.”** | This report appears to have failed to “land” in the right places to be acknowledged. It may have been a timing issue (covid impacts)/ or was considered to be covered by NHS autumn statement plans? Whatever the reasons it would be good for HWS to be formally updated on any service improvements for patients in waiting for hospital treatment.  | **To be discussed and identified** |
| **March 2023** | **Accessibility**Are health and social care services meeting information and communication needs? | **Findings:** * NHS Accessible Information Standard 2016 not being fully met by H&C services
* People with disabilities & sensory loss inequity in access & receipt of H&C services & inequalities in health and wellbeing
* Report includes a practical “toolkit” & signposting for better service delivery to meet patients info/comm support needs
* **Recommendations:**
* S/well H&C services to ensure existing and new patients info/comms needs are ID and met under NHS AIS (incl NHS review of AIS)
* Establish patient ref groups / forums - involve in service development and feedback
* Review Deaf services incl YP MH & transition to adult & BSL services (consider in house service development)
* Improve awareness and use Hospital Passports & support to PWLD
 | HWE/NHSESWBNHSTSMBC – Chair HWBB, Councillors, Scrutiny, ASCSHCPBCICB Involvement/Transformation & P/ShipBCMHTS/well GP Practice PM’sVCS orgs who supported project  | **March 2023** HWE Policy & external affairs(Urte Macikene) positively acknowledged report, noted that work complements HWE work with NHSE to review NHS AIS – provide key NHSE contacts & recommended reference AIS review link to key stakeholders  | BCICB Transformation & Partnership pushing for action on Deaf YP MH/transition services & overall report review. Meeting scheduled.  | No acknowledgement of report in H/SC @ local level  | SS initial MS Teams meeting BCICB TransformationP/ship & Health Inequality Leads 20th July**To discuss actions re local impact/uptake in light of NHS AIS review & BCICB interest in report and delivery on recommendations.**  |