

Healthwatch Newham Public Event Report

06 February 2020

Summary

Over 50 people including professionals and residents attended the Healthwatch Newham public event on the 6th February 2020 at Canning Town Library, to find out about changes and updates from local services including Newham University hospital, Mental health services and the Safeguarding Adult Board.

The event was chaired and by Cllr Ann Easter and Julie Pal, CEO who welcomed everyone and introduced the day.

Leonardo Greco Healthwatch Newham Manager and Fiona Scaife, Director of Advocacy Services, gave summary presentations on the work of Healthwatch Newham over the past year including achievements and examples of recent work.

Joining us at the event were Debby Madden, Hospital Deputy Chief Executive, and Louise Crosby, Director of Nursing and Governance, who talked about the hospital's discharge process and future plans.

Ed Lander, Crisis Service Pathway Manager ELFT, and Michael Jones, Senior Commissioning Manager NCCG, also joined us at the event delivering a presentation on the new single point of access for Mental Health referrals.

Finally, Mandy Oliver, Senior Safeguarding Adults Advisor, presented the Newham Safeguarding Adults Board annual report.

For more details on the presentations, please see the presentation slides in the appendix.

Questions and answers session

Panel members:

- Ann Easter, Councillor
- Julie Pal, Community Barnet CEO
- Leonardo Greco, Healthwatch Newham
- Fiona Scaife, Director of Advocacy Services – MiTHN
- Debby Madden, Hospital Deputy Chief Executive
- Louise Crosby, Director of Nursing and Governance
- Ed Lander, Crisis Service Pathway Manager ELFT
- Michael Jones, Senior Commissioning Manager NCCG



- Mandy Oliver, Senior Safeguarding Adults Advisor

Discussions:

Q: what is Barts implementing to address pressures on services and patients which may result from the redevelopment of Whipps Cross Hospital.

A: Barts Hospital is working collaboratively with other sites, as the group has the capacity to cover demand.

Q: what is being done to ensure the right level of care and safeguarding for people with disabilities (learning disabilities, Autism, etc.) in A&E and at ELFT.

A: BARTS Trust (Newham Hospital) acknowledges that the current level of service is not suitable for individuals with complex needs and learning disabilities and that more could be done. Currently, they are reviewing past cases to understand what they can learn from them. Also, they have 1 Learning disabilities specialist in Barts Trust. However, this professional only has the time to visit Newham University Hospital once a week. The hospital also offers other non-clinical support tailored for LD individuals (e.g. employment support). The plan is to employ more specialists, so then they can train current health staff on how to better support patients with complex needs.

A: Mental Health Services (ELFT) acknowledge that mental health services for individuals with learning disabilities are limited. ELFT is currently working with the CCG to improve the provision of said services. However, in the meantime, services encourage carers to share with nurses how to best care for their loved ones who need more complex support. They are aware nurses do not always provide the necessary support in these cases, but they are investigating this.

Q: Mental Health services users are not being listened to. At times patients attend A&E when feeling vulnerable or in a crisis, where they get assessed but are then sent home as no concerns were picked up in the assessment.

A: A&E is not specialised in Mental health support therefore in such cases Barts refers patients to Mental Health services, who then pick the referral up on a one to one basis. Alternatively, patients should call the crisis phone line to receive support.

The attendee mentioned that when she called, she was not offered support nor an assessment and did not know what to do. Staff said they would speak to her individually to chase her case and find out more detail about this particular case.

Q: when people diagnosed with mental health needs stop engaging with the services this is withdrawn. Why is this the case and what are the next steps from there, and how to escalate similar situations with mental health services?

A: Where people diagnosed mental health support needs with particular risks, stop engaging with the service, the mental health Act can be used to provide support, where the need for support and the desire not to engage are weighed up to ensure safety. If there are concerns where an organisation is concerned that a patient is not receiving the support they need, this can be escalated with the Operations Manager at London Borough of Newham (LBN). LBN and ELFT are working to ensure they can provide services people want.

Q: There seems to be a lack of information around social prescribing and how to access it.

A: ELFT there is a new programme in Newham called Well Newham which is currently being developed. As part of this, ELFT will be recruiting 'community connectors' who will be working alongside social prescribers with a focus on mental health support. As part of their contract GPs will also need to run a social prescription service.

Q: Healthwatch Newham should do more public engagements at libraries and other community venues as a follow up from the event day.

A: Healthwatch Newham plan their engagement for each year based on feedback received from the local community and in consultation with local providers, commissioners and the Advisory Board, and deliver different types of engagement depending on the issue being reviewed. This will include targeted engagement and more general engagement at libraries and community venues. However, as a small organisation we need to ensure resources are used efficiently and are not able to provide a regular presence at local libraries.

Healthwatch engagement at the event

Our team wanted to find out the public's opinion on social prescribing in Newham. We found that:

- Residents do not understand how social prescription works in the borough. They have heard about it but are not clear on how to get an appointment or self-refer.
- Attendees suggested that there is a need to advertise this service, but not in the traditional ways (e.g. at GP practices or Libraries). They suggest that this information should be in other places such as parents' evenings at primary schools, leisure centres, supermarkets, etc.
- Also, we asked the public which service they would reach out for if they had a minor illness (e.g. sore throat, headache or hay fever).
 - The pharmacy was the most popular choice, with 6 votes.
 - Followed by the GP, with 3 votes. Some mentioned they knew they could ask a pharmacist, but felt more comfortable seeing their doctor even for minor illness.
 - 1 person said they would go to the A&E.

Event Feedback

Of the 50 people who attended the event, 17 (34%) completed the feedback forms.

- Overall, 30% said the event was excellent, 59% said good and 11% thought it was average.
- 100% of attendees stated they learnt something new at the event.
- Out of all the presentations, the Healthwatch Newham update was voted the most useful part (59%), followed by the ELFT talk on mental health services (53%), Barts trust on Newham university hospital A&E (53%), the Complaint and Advocacy update (47%), the Adult safeguarding presentation (41%) and the Q&A & networking session (41%).
- 82% of respondents said they would take action as a result of the event.
 - These included: make contact or follow up with a health and social care service (50%), contact other charity services (43%), volunteer (14%) and join Healthwatch (14%).
- The overall feedback from the event was very positive:
 - "Carry on the good work!"
 - "It was useful to have representation from different services"
 - "Very interesting event. I liked the handout pack. Lunch was a bonus :-)."
 - "it was an interesting event and helpful for having a panel from the different organisation of services"
- Attendees also made some suggestions for future events:
 - "microphones should be used so you can hear"

- “It would have been better if it was more interactive”

The Healthwatch team have also made a number of observations around how the event was planned, managed and delivered and we’ll take into account all the valuable feedback received to ensure we improve future events.

Appendix:



Healthwatch Newham

Open Meeting

6 February 2020

Canning Town
Library

Welcome

Cllr Canon Ann Easter
Co-Chair, Healthwatch
Newham Advisory Board

Julie Pal
CEO



10.15-10.25	Welcome and Introduction	Councillor Ann Easter and Julie Pal, CEO
10.25-10.30	Healthwatch Newham Update	Leonardo Greco, Healthwatch Newham manager
10.30-10.40	Healthwatch Newham Advocacy Update	Fiona Scaife, Director of Advocacy Services - Mind
10.40-10.50	Newham University Hospital patient engagement / discharge	Debby Madden (Hospital Deputy Chief Executive) and Louise Crosby (Director of Nursing and Governance)
10.50-11.00	Newham Mental Health Services - Referral pathways	Ed Lander, Crisis Service Pathway Manager - ELFT Michael Jones, Senior Commissioning Manager NCCG
11.00-11.10	Safeguarding Adults Board	Mandy Oliver, Senior Safeguarding Adults Advisor
11.10-11.20	Break	
11.20-12.00	Question and Answer Session	Panel members: Fiona Scaife, Debby Madden, Louise Crosby, Ed Lander, Michael Jones, Mandy Oliver, Councillor Ann Easter, Julie Pal, Leonardo Greco
12.00-12.05	Thank you and close	Councillor Easter Julie Pal
12.05-13.00	Lunch and network	

Healthwatch Update

Leonardo Greco
Healthwatch Newham



Background

- We are part of a national Healthwatch Network set up by the Health and Social Care Act 2012
- We help local people get the best from their health & social care by giving them a voice
- We undertake review visits to health and social care services across Newham
- We sit on local boards including the Health & Wellbeing Board and Newham's Clinical Commissioning Group Board
- Supported by an Advisory Board with members from local community organisations



2018-19

- 60 Engagement Reaching
 - 391 residents
 - 257 residents new to Healthwatch
 - 135 professionals
- Enter and View:
 - 8 visits
 - (A further 22 to date in 2019-20)
- Involving 25 volunteers



Recent Projects

- Review of patient experience of dentists
- Young People Mental Health engagement
- NHS Long term Plan engagement
- Research and community engagement including LGBTQI+



Patients' Experience of Dentists

Findings

- Participants were overall satisfied with the service received.
- Patients enjoy establishing a long-term relationship with their dental practice.
 - Particularly true for patients with language barriers.
- Patients feel in charge of their care and understand their conditions.
- Routine and emergency appointments were easily available.
 - However, practices seem to prioritise emergency appointments for registered patients.
- Reception staff should explain how NHS price bands change depending on the treatment.



Patients' Experience of Dentists

Recommendations

- Encourage receptionists to better explain how price band system works.
- Monitor dental practices' waiting lists to make sure levels of available NHS dental appointments in Newham are sufficient, especially due to Newham's high transit population.



Future projects

- Carers access to health and social care
- Homeless and rough sleepers review
- Sexual Health Services
- Eastern European Communities Engagement
- Refugees Communities Engagement

Community and Patient Engagement



Safeguarding



Information and Signposting



NHS Complaints and Advocacy Service

NHS Complaints Advocacy Service

Listening | Supporting | Enabling | Empowering

NHS Complaints and Advocacy Service

Fiona Scaife

Director of
Advocacy Services



healthwatch
Newham

Delivered in partnership with

Contact details:

Phone: 020 3826 6245

Email: advocacy@healthwatchnewham.co.uk

www.healthwatchnewham.co.uk



Where are our
advocacy
services based?



Tower Hamlets Advocacy
Service

Newham NHS Complaints
Advocacy Service

Newham Adolescent
Advocacy Service

Havering Integrated
Advocacy Service

What do we
do?


for better mental health
in Tower Hamlets
and Newham



IMHA



IMCA



RPPR / DoLS



NHS Complaints
Advocacy



Community
Advocacy



Advocacy Under
The Care Act



The advocate talks to you about the
help you need and your options



You and the advocate agree what
you will do



The advocate will ask you if you still
need help

How advocacy works

Rules of Advocacy



- ✓ We will only do what we have agreed with the client
- ✓ We will not provide advice
- ✓ We will not tell clients what is best for them
- ✓ We will ask clients how they would like to be helped
- ✓ We will find out how best to communicate with an individual

What an
advocate isn't



Debt adviser



Social worker



Benefits adviser



Legal adviser/solicitor



Support worker



Housing adviser



NHS Complaints Process

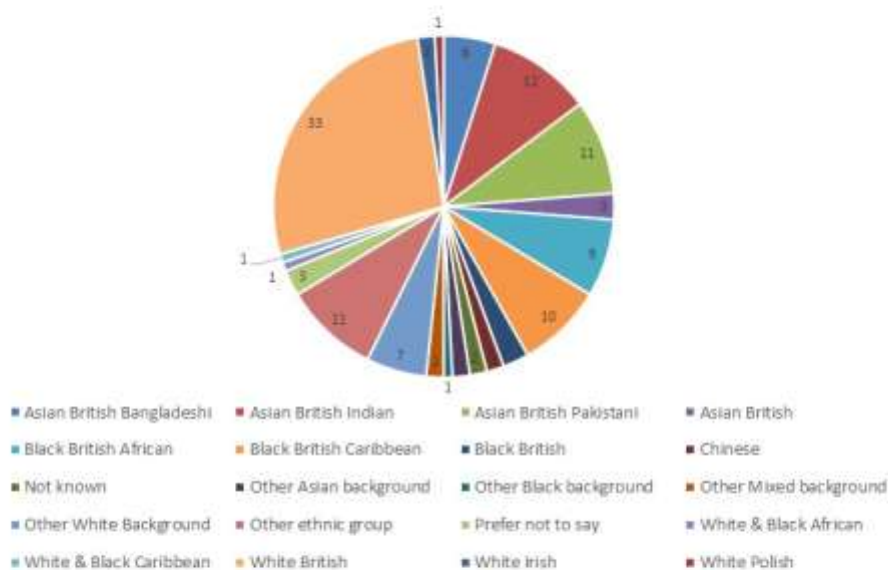
1. Making a complaint – discussing the problem
2. If you are unhappy with the response – Local Resolution
3. Independent Review through the Parliamentary Health Service Ombudsman



In the last year:

- 122 Newham residents were supported through the NHS Complaints process
- Clients were supported with nearly 300 issues
- 1026 session hours delivered supporting clients during this period
- 62% of clients accessing the service were female and
- 37% were male

Breakdown of Local Demographic accessing NHS Complaints Newham Advocacy Service



Contact us



020 3828 8245



advocacy@healthwatch
newham.co.uk



www.healthwatchnewham.co.uk

Newham Hospital

Debby Madden

Hospital Deputy Chief
Executive

Louise Crosby

Director of Nursing and
Governance



Newham Hospital

Discharge Planning

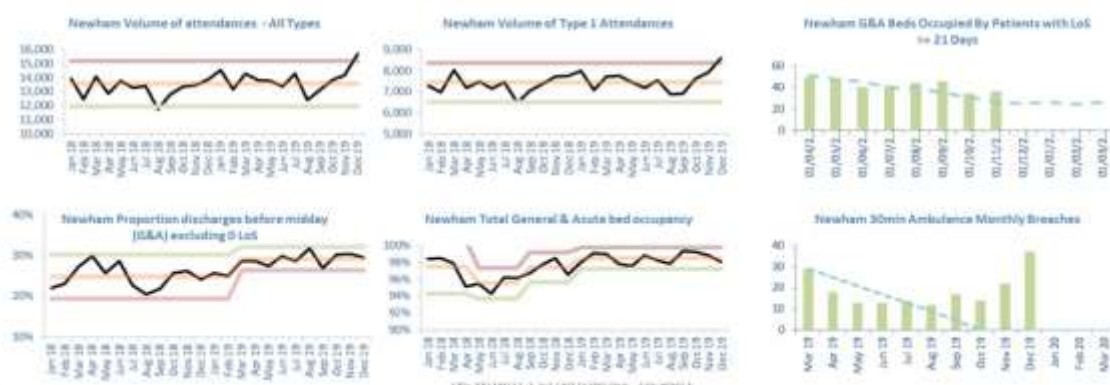


RESPONSIVE

A&E 4 Hours Waiting Time – Performance Summary Dashboard

Jan-20

	Barts Health				Royal London				Newham				Whipps Cross			
	Nov-19	Dec-19	Target	Variance	Nov-19	Dec-19	Target	Variance	Nov-19	Dec-19	Target	Variance	Nov-19	Dec-19	Target	Variance
Demand Management																
Volume of attendances - All Types	44,273	46,484	43,114	9,360	16,294	16,835	14,728	3,109	14,157	15,654	11,623	3,031	13,823	13,995	14,779	-780
Volume of Type 1 Attendances	27,423	27,445	26,306	1,137	10,522	10,517	9,848	672	7,314	8,576	7,556	1,220	8,885	8,350	9,305	-955
In and Out of Hospital Pathways																
Number of G&A Beds Occupied by Patients with LoS >= 21 Days	214	189	122	77	109	108	87	31	58	30	23	5	59	61	40	21
Volume discharges before midday (G&A) excluding O LoS	1,838	1,839	3,298	-618	1,031	1,015	1,154	-138	282	290	485	-203	225	334	609	-278
Proportion discharges before midday (G&A) excluding O LoS	23.4%	24.0%	33.0%	-6.0%	30.4%	30.5%	34.7%	-4.2%	17.9%	18.2%	32.8%	-13.8%	15.9%	18.6%	33.3%	-13.7%
Total General & Acute bed occupancy	98.8%	98.9%	95.0%	3.8%	98.9%	98.1%	95.0%	3.8%	98.0%	97.9%	95.0%	2.9%	98.6%	98.8%	95.0%	3.6%
System Measure																
Volume of ambulance handover breaches >10 minutes against plan	152	334	0	324	0	77	0	77	22	37	0	37	100	120	0	120



Attendance information to Newham Hospital through the Emergency department

All Type Attendances by Site			
Site	Dec-18	Dec-19	Variance
Barts Health	42,475	46,484	9.4%
Royal London	15,138	16,835	11.2%
Whipps Cross	13,485	13,995	3.8%
Newham	13,852	15,654	13.0%



Reasons for delayed discharges

Below is a one day snap shot on numbers and top 5 reasons why discharges are delayed within Barts Health

January 20th 2020

Newham data identified within this

Reasons	Royal London	Whipps Cross	Newham	St Barts	Grand total
Going home within next 24 Hours	7	13	4	5	29
Re-ablement/ Rehabilitation pathway	8	12	2	2	24
External Agency Assessment	5	11	10	0	26
Patient or family choice	5	6	3	2	16
Ongoing treatment discharge to be planned	11	3	2	1	17

MADE Event – Multi Agency Discharge Event

- A series of MADE events are being coordinated by Barts Health
- MADEs are taking place at the Royal London, Newham and Whipps Cross hospitals
- Representation from Trust, CCG, Local Authority, voluntary sector, care homes
- Positively raise awareness of issues internally
- MDTs made up of Trust staff, CCG, Local Authority, community partners – Review of wards across the site (am and pm board rounds) with set process and data capture
- Discharge 'hub' of CCG, LAs, Community Providers review feedback from each ward and address issues
- Key issues and themes inform discharge work stream priorities



MADE approach for Newham Hospital

Teams will visit specific wards as agreed with Trust management teams
Teams will observe Board rounds & provide a challenge as to why the patient is in an acute hospital bed & whether their ongoing treatment or care is being delayed

Teams will capture information on all patients on an excel spreadsheet utilising the drop down menus

Patients who are being delayed will be discussed and specific actions agreed.

These actions will be reviewed & further actions & escalation routes will be identified if they have not been resolved



What we are looking for:

For each board round we want to know:

- Ward
- Patient's Initials
- Reason for admission
- Whether they are medically fit
- Whether they are a DToC
- What care they require
- Are they are in an appropriate setting
- Whether they are waiting for anything



Short Term MADE impact

The main aims of a MADE event are:

- Support improved patient flow across the system
- Recognise and unblock delays
- Challenge, improve and simplify complex discharge processes

The desired outcomes are:

- Increased discharges on the day and days following the event
- Improved flow through hospital, as demonstrated through improved A&E performance
- Agreement between system actors to work together to resolve complex issues; a PDSA action plan to carry through to the next MADE



The main themes identified by Newham Hospital, that will be areas of focus for the next MADE events are:

- Right patients in the right beds
- A clear focus on patients who are approaching 7 days and their plans.
- Early discharge planning
- Delays in assessment or review (OT/PT/ Specialty team / CNS reviews)
- Communication to patients of home-first and patient choice policy
- Discharges before 10am & discharges before midday
- Use of the discharge lounge
- Use of fast-track pathways, and their application
- Question: Does the patient need an acute bed?



Newham Mental Health Services - Referral Pathways

Ed Lander

Crisis Service Pathway
Manager – ELFT

Michael Jones

Senior Commissioning
Manager NCCG



Newham Assessment and Crisis Hub

Ed Lander, Service Manager Crisis Pathway and
Specialist Teams

Michael Jones, Senior Commissioner, WEL



Why redesign the assessment & crisis pathway?

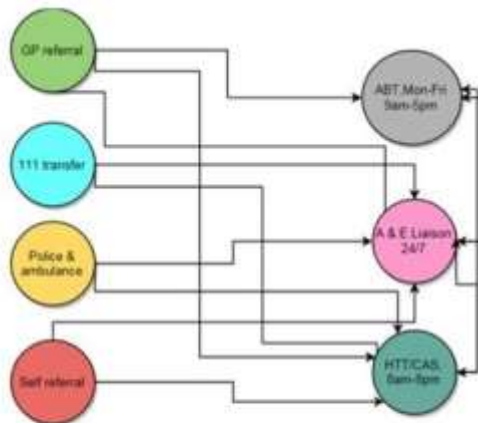
- Local drivers for change:
- Problems and limitations of existing pathway.
- Feedback from service users and carers
- Additional CCG funding.

National Policy Context

- By 2020/21, all areas will provide CRHTTs that are resourced to deliver a 24/7 community-based crisis response and intensive home treatment as an alternative to acute in-patient admissions.



Previous assessment and crisis pathway



- Multiple entry points during different times of the day.
- No alternative to A and E between 8pm and 9am.
- Multiple interfaces between the Teams
- Duplications of assessments & service users ricocheting between Teams.
- Excessive work volume/caseload.
- HTT funded to take caseload of up to 50.

Core Aims of New Service

- Easier
- Better experience
- Seamless care

Assessment & Crisis Hub Functions

Single point of entry

24/7 mental health crisis line

24/7 crisis assessment service. 1-4 hour response for face to face assessment



Referrals into the Hub

- Over the month of December a total of 466 referrals were received via the Hub.
- 266 patients were referred onto ABT Team.
- 200 patients discharged from Hub (whether onto another service or out of MH Services)



Crisis Line Calls



Total Logged Calls to Crisis Line for December (405)



A total of 405 calls were logged for the Crisis line for the month of December.

67 F2F appointments were offered. Resulting in 16 admissions, 14 referrals to HTT and 38 onward referrals to community based services (CRT, ABT, GP etc). There were 8 DNA's.



Phase two: Partnership Working with LBN

- Co-location of AMHP service at the Hub
- Pilot of a joint health and social care single point of entry



Safeguarding Adults Board

Mandy Oliver
Senior Safeguarding
Adults Advisor



Newham Safeguarding Board Adults Annual Report 2018-19

Mandy Oliver
Senior Safeguarding Adults Advisor
London Borough of Newham

What is Adults Safeguarding?

- Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. It aims to prevent harm and reduce risk of abuse, whilst at the same time supporting individuals to make choices and have control in how they choose to live their lives.
- **Newham Safeguarding Adults Board (NSAB)** is a partnership of statutory and non-statutory partners working together to safeguard adults at risk of abuse and neglect, a requirement under the Care Act 2014 and to protect the right of citizens under the Mental Capacity Act.

Slide 2

**People at the Heart
of Everything We Do**

What is Adults Safeguarding?

- Safeguarding Adults Boards have three core duties. They **must**:
 - develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute
 - publish an annual report detailing how effective their work has been
 - commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

Slide 3

**People at the Heart
of Everything We Do**

Healthwatch at the NSAB

- Strong partnership working with former Head of Healthwatch Newham. Looking to forge strong relationship and continue effective partnership working with Healthwatch CEO, Julie Pal
- Partnership working highlights:
 - LBN Attendance at HWN Advisory Board. Engaging on key issues effecting the community
 - Valuable insights from HWN Enter and View in Newham Care Homes
 - Collaborative working between LBN, HWN & SubCo

Slide 4

**People at the Heart
of Everything We Do**

Newham the Place

- Newham is home to an estimated **359,500** residents and **118,190** households
- 251,410 (**66.8%**) of population 18 to 64 years and 26,675 (**13.3%**) of population 65 and over
- The median age is **31.9** years
- Newham is one of the most diverse areas in the country. **72.9%** are from a minority ethnic background
- Newham is currently ranked **12th** most deprived local authority district nationally according to the 2019 Indices of Deprivation (an improvement from **8th** most deprived in the 2015 edition)
- **173,000** working age residents (**69.8%**) are in employment whilst the unemployment rate is **5.1%**
- Life expectancy in Newham is similar to the England average – **79.7** years for men and **82.9** years for women

Slide 5

**People at the Heart
of Everything We Do**

Safeguarding Adults Data

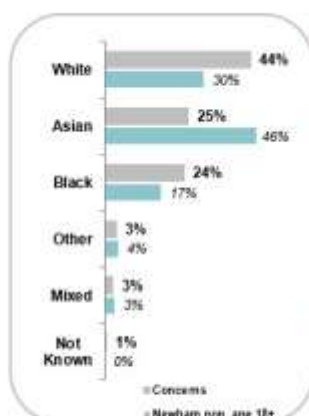
- 1,449 Safeguarding Concerns
- 39% of Concerns led to an Enquiry
- 476 Safeguarding Enquiries were completed
- 12% Enquiries involved Domestic Abuse
- Location of abuse:
 - Own Home 66%
 - Care Home 13%
 - Other 8%
 - Hospital 8%
 - Community 4%

Slide 6

**People at the Heart
of Everything We Do**

Safeguarding Adults Data

- 1,230 Individual people were subject to a safeguarding concern in 18/19
- Ethnic breakdown:



- The disparity in terms of concerns / enquiries relating to specific **ethnic groups** continues.
- 44% of safeguarding activity related to people from a White ethnic background whereas this group represents 30% of the wider Newham population.
- 25% of safeguarding concerns related to Asian people whereas Asian people represent 46% of the wider population.

Slide 7

**People at the Heart
of Everything We Do**

Safeguarding Adults Reviews (SARs)

Reviews started and / or completed in 2018/19:

- **Ann** – Woman in her mid-70s who had a number of hospital admissions and failed discharges. Ann died in hospital.
- **Linda** - Woman in her early 50s, number of physical health conditions including agoraphobia, non-engaging with health and social care officers. Linda died in hospital.
- **Afnan** – Man in his early 20s had had long term mental health issues alongside a diagnosis of mild learning difficulties. He died at his family home having recently been discharged from a mental health unit.
- **Yi** – joint SAR carried out with four London SABs. Yi was a man who abandoned his Newham home and lived on the streets in different boroughs. He died in a nursing home in another borough.

Slide 8

**People at the Heart
of Everything We Do**

Questions

How can we improve partnership working?

What works well?

What can be improved?

Slide 9

**People at the Heart
of Everything We Do**

Break
followed by

Question and Answer
Panel



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NHS Complaints and Advocacy

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THANK YOU