

Healthwatch Milton Keynes

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Annual Report 2018-19



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Message from our Chair

Milton Keynes, now 50 years old, continues to be a developing area with a diverse community. It has an ageing population as well as a high birth rate and contains some of the poorest areas of the UK, as well as some of the wealthiest. Healthwatch Milton Keynes (HWMK) is your local community champion promoting your involvement and sharing your experiences to influence the provision of high quality Health and Social Care services for everyone in Milton Keynes.

In this report you will read of our achievements in the past year and they are considerable. Our remit to Enter and View places where publiclyfunded health and care services are being delivered has been fulfilled by our wonderful staff and volunteers. I am delighted that we have now embedded this crucial tool to monitor a patient's experience whilst they are receiving care.

This year we pledged to deliver activities that highlighted areas of inequality in our system by focussing our engagement on Under-represented Groups, Social Care, Integrated Care, Primary Care and Mental Health. By the end of the year we have completed many pieces of research to address these issues and have collaborated wonderfully on projects that have brought about greater consideration for the needs of people who use services.

Alongside this work we have successfully managed 4 local Partnership Boards - those for Older People, Mental Health, Dementia and Carers. We have continued to be involved with the local statutory providers of services, taking an active role on boards and committees, including our statutory role on the Health and Wellbeing Board, which influences how our local services are formed and delivered. Our involvement at this level allows us to take the matters which concern you to the people who can make changes.

Crossing over between 2018-19 and 2019-20 we have delivered an ambitious piece of engagement concerned with the new NHS Long Term Plan in collaboration with Central Bedfordshire, Bedford Borough and Luton Healthwatch. The findings will be used by health leaders to inform how Milton Keynes as a 'place' and how Bedfordshire, Luton and Milton Keynes at 'scale' can develop and grow effective integrated services that work for our community in the years ahead.



'In this report you will read of our achievements in the past year and they are considerable'

I would like to give a huge thank you to the CEO and her team for their dedication to making a difference, the pleasant welcome they always give to our volunteers and to all with whom they engage. Also, a big thank you to these volunteers without whom we could not achieve half of what is done!

This is to be my last Annual Report as Chair of Healthwatch Milton Keynes so it is important that I record my gratitude to the Trustee Board. Many of the Trustees have overcome great personal difficulties to carry on with their work and I truly appreciate their support in the last few years of our development as an independent charity. I also pay tribute to the very real support shown to us by our commissioners at Milton Keynes Council.

So, I commend this report to you and invite you to see how your voice shaped local health and care services in 2018/19.

Hilda hickwood

Hilda Kirkwood Healthwatch Milton Keynes Chair

Changes you want to see

Last year we heard from over 1000 people who told us about their experience of a number of different areas of Health and Social Care. Here are some themes about the changes that you want to see.





- + I want it to be easier to get an appointment with a doctor or nurse quickly
- + I want the services and departments I visit to communicate better with each other



+ I want to be involved in designing the services that I use



+ I want to get the same level of care wherever I live and whoever I am

About us

Healthwatch is here to make care better

We are the independent champion for people using local Health and Social Care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about Health and Social Care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to Health and Social Care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Milton Keynes, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



Sir Robert Francis QC Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want Health and Social Care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

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 country. The evidence we gather also helps us recommend how policy and practice can change for the better.



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Highlights from

our year

How we have used our resources in 2018/19



We have engaged with 1,254 people in the local community, 714 people more than last year.



We have 26 volunteers helping to carry out our work. In total, they gave us 1300 hours of their time. This equates to 25 hours per week.



608 people accessed HWMK advice and information online, or contacted us with questions about local support, almost 8 times more than in 2017/18.



We visited 37 services and 31 community events to explore people's experiences of care. We have published 28 reports based on these conversations.



Of the 162 recommendations for improvement we suggested, 96 were adopted by services to make health and care better in our community. This is 59% of the recommendations.



Our social media reach extended to 100,000 people.

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How we've made

a difference

HearingDog

Changes made to your community

Sharing your views with Healthwatch Milton Keynes has led to positive changes to Health and Social Care services. We show that when people speak up about what's important, and services listen, care is improved for all.

My Right to Healthcare Card



Tackling barriers to healthcare for vulnerable individuals

NHS policy states that everyone in England has the right to access Primary Care but we became aware that access to GPs was being restricted for people who are legitimately unable to provide personal identification when trying to register with a GP. We were concerned about the impact of this on the health and wellbeing of some of the most vulnerable groups in our society, including homeless people, refugees, and those in unstable accommodation.

Although there is a strong Services Partnership in Milton Keynes positively addressing access to GPs for homeless people, this is an issue that can affect anyone in our community if they struggle to present identification.

With permission from Groundswell in London where the original card was produced, we created a local version of 'My Right to Healthcare' card with Healthwatch Milton Keynes' contact details to empower residents to understand and assert their rights to access Primary Care. We distributed 1,250 cards to local organisations supporting the most vulnerable, including Probation, Housing Support and Drug and Alcohol Support services.

We explored the experience of the registration process without identification first-hand through a Mystery Shopping exercise in 15 GP practices in Milton Keynes and explored the online patient registration information provided on every GP practice website in Milton Keynes. We found that the majority of practices were asking for identification to register.

The impact of the card's distribution spread and people began contacting us to share their experience of trying to register at a GP. Some told us that presenting the card encouraged the GP Practice to register them, but the majority told us that even after presenting the card they were still unable to register because they couldn't provide identification.

We published a report with 6 recommendations which we sent to MKGP Federation and Milton Keynes Clinical Commissioning Group (MK CCG). MK CCG and MKGP Federation agreed that people do have the right to register without ID and pledged to:

- + Review local guidance to ensure it reflects the national policy
- + Work with GPs to ensure registration information on websites is accurate
- + Host more training for reception teams on Vulnerable Healthcare
- + Invite HWMK to work with registration teams to develop standardised, simpler registration forms for all practices.
- + MK CCG will add adherence to the policy to their annual schedule of practice visits
- MK CCG have raised issues with patient information databases that can prevent registration without identification to NHSE

GUT FEELINGS: An exploration of the Gastro Pathway

We've been working to hear from people affected by recent restrictions to NHS prescribing of Gluten Free foods. During this research project, we heard from people about their experience of the local Gastro services pathway. At the same time, Milton Keynes Clinical Commissioning Group (MK CCG) told us that they were looking at reviewing the pathway and asked if we had any patient feedback about the service.

We facilitated two afternoons of conversation between people with a range of Gastro related health issues and MK CCG staff involved in the review. We also invited two nutritionists to the sessions because people had expressed a wish to better understand how they could meet their nutritional requirements through their own dietary preferences, rather than being given a standard list of foods to eat or avoid.

The atmosphere in the room was supportive and inclusive, which meant that all present were able to speak freely about both positive experiences and issues faced by both patients and professionals when dealing with the multitude of conditions covered by Gastroenterology. The MK CCG staff were very receptive to new ideas and to the ways in which patients suggested the pathway could work better for them.

Following these conversations, HWMK compiled the discussion points and key themes into a report to which MK CCG have responded positively, and have told us:

- A recruitment process is about to commence for an additional permanent IBD (Irritable Bowel Disorders) Nurse whose responsibilities will include providing rapid access to clinicians when unwell, an improved virtual clinics/telephone helpline, improved treatment of patients when attending A&E, working closely with GPs and improving communication between primary and secondary care.
- MK CCG have agreed with MK Hospital clinicians to dedicate a GP Educational session in October 2019 to increase their clinical knowledge related to Gastroenterology and encourage communication between GPs and Hospital Clinicians.

"ALL of our discussions with the hospital clinicians and at the CCG were very much influenced by the feedback the patients kindly provided and our intention for going forward is to continually engage with patient ensuring the services are meeting their needs" - Dr Nicola Smith, NHS Milton Keynes CCG Chair





Milton Keynes' LGBTQ+ residents should find more understanding amongst health professionals

Our collaboration with MK CCG, Q:Alliance and the LGBTQ+ residents who shared their experiences with us has resulted in LGBTQ+ awareness sessions being provided to GPs and other health professionals as part of their ongoing training programme.

We heard from people within the LGBTQ+ community about the care inequalities they experienced around fertility treatment and gender transition journeys, including data protection once they had fully transitioned.

As well as providing a 'Protected Learning Time' session delivered by the Daventry GIC (Gender Identity Clinic), MK CCG have also worked to ensure Trans people are involved in MK CCG's NHS Equality Delivery System assessments to review and improve health equalities performance.

The objectives and evidence template is displayed on MK CCG's equality website: <u>https://www.miltonkeynesccg.nhs.uk/equality-inclusion-and-human-rights/</u>.

In response to the experiences shared, MK CCG told us that they had previously circulated information to GPs on the Gender Recognition Act, NHS England's process for re-issuing NHS Numbers to individuals and General Medical Council training on appropriate sharing of information. They have also pledged to ensure that GP updates and awareness raising occurs on a regular basis.

"MK CCG acknowledge this difficult position for those who have transitioned and expect, through its continuous awareness raising, training links and opportunities, that improvements and reasonable adjustments will be seen going forward." - MK CCG Representative



Have your say

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

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Reviewing the quality of your services

Our Enter and View programme has led to positive changes to the quality of Health and Social Care services in Milton Keynes. Take a look at how Healthwatch Milton Keynes has given local residents a platform to ensure that their voices are heard by those who have the power to make change happen.



Enter and View success at Windsor Intermediate Care Unit

We helped Central North West London NHS Foundation Trust (CNWL), the service provider for Windsor Intermediate Care Unit (WICU), to get an independent view of in-patient experience and identify areas for improvement through an Enter and View visit. WICU provides a short-term programme of nursing and therapy for people who need a period of rehabilitation before they can return safely to their home.

Our authorised representatives spoke with 16 patients over the course of our three-day visit. Patient experience was generally positive but their stories highlighted room for improvement, particularly around personalised care. We made 10 recommendations based on the experiences shared with us. We reviewed the progress that had been made against our recommendation five months on. We were pleased to find that all of the recommendations we made were either completed or in progress.

As a result of our visit, key improvements were made that will have a direct impact on the quality of patient experience.

For example, patients had reported ambiguity surrounding reasons for admission, plans for treatment and discharge, and confusion about who was making decisions about them. In response to this a patient booklet, 'My Rehabilitation Journey', has been developed and is given to patients on admission to the unit. The booklet contains information for patients, family and carers including information about the unit, key staff members, key dates in their care journey, therapy plans and information about the discharge process.



Improving communication for patients at MK Urgent Care Centre

Healthwatch Milton Keynes was approached by Milton Keynes Urgent Care Service (MKUCS) to ask if we would provide an independent review of the patient experience in light of the recent changes to the service. Changes included the introduction of clinically trained staff at the main reception to improve the patient journey.

In February we delivered Enter and View visits to MKUCS over the course of two days, and spoke to 28 participants about their experiences of the service.

We made 9 recommendations for improvement based on what we heard from patients and we were pleased by MKUCS' commitment to improving patient experience in their response to our findings.

For example, some patients expressed confusion or uncertainty around what to expect

from their visit. This included reservations about staff they perceived to be 'receptionists' carrying out triage, poor awareness of the digital patient call system and a need for information about waiting times.

In response to our recommendations, MKUCS has made all of this information available to patients on arrival. A sign at the reception area now makes it clear that that reception is staffed by qualified Healthcare Assistants which enables comprehensive triage upon arrival. A second sign has been placed in reception with an estimated waiting time in order to manage patients' expectations. Staff have also been tasked with explaining the digital patient call system to all patients on arrival. As part of this, staff will ensure patients are aware of where the digital display screens are located.

"We would like to thank Healthwatch Milton Keynes for carrying out this review and look forward to welcoming them back in the future to demonstrate the improvements that we will make" - MKUCS Management Team



Exploring Social Engagement and Loneliness in Care Homes

We delivered a programme of Enter and View visits in Care Homes to get to the heart of residents' experiences of the Care Homes they live in, with a particular focus on their experience of social isolation and physical activity. We collected the views of 102 local people, from 16 Care Homes across Milton Keynes.

The most common recommendations, based on what residents told us, were as follows:

- + Homes should monitor the delivery of care to ensure residents are *consistently* treated with dignity, sensitivity and respect.
- + There should be daily opportunities for social engagement, informed by residents' requests and interests, including evenings and weekends.
- Increase person-centred opportunities for social interaction among less mobile, introvert or minority residents.
- + Ongoing staff development should ensure all staff are aware of conditions affecting residents, such as hearing loss and Dementia, and trained in how best to communicate with and support these residents. Staff should also be able to recognise signs of loneliness.
- + Homes should monitor responsiveness to residents' requests, including call bells.

We made a total of 85 recommendations based on the experiences shared with us to individual Care Home providers, 39 of which Care Home managers committed to address if they had not already implemented as a result of our visits. The following examples illustrate how valuable Enter and View can be in amplifying the voices of residents and guiding services to make positive changes for the people that use them.

We recommended to some Care Homes that they broaden the activities available to residents to include wider community services involvement. In response, one Home contacted their local community group, Church and School, inviting them to visit. In another Home they made contact with Men in Sheds to explore ways of involving male residents with likeminded company after we highlighted that there were fewer activities geared towards the interests of the minority of male residents.

We recommended that one Home review the layout of the furniture in the lounge to encourage informal social interaction. In response, the manager met with residents and relatives to co-design a new layout.

We are producing a thematic report highlighting how all Care Homes in Milton Keynes can create socially supportive environments for residents.

•'Healthwatch England are attending the Local Government Association (LGA) conference this year and want to take a selection of the best reports from the Healthwatch network relating to local government services. Your report: Bay House Review of Residents' Social Wellbeing has been highlighted as a really useful report and we would like to include it in our portfolio' - Bren McGowan, Senior Policy Advisor HWE



Have your say

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

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Helping you find

k Out

the answers



What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch Milton Keynes plays an important role in providing advice and signposting people in the right direction to the support they need.

Here are the most common things that people talked to us about:



How we've acted on the issues that you have shared with us

We bring together themes of experiences shared with us to plan our activities. 50% of experiences shared related to GP services which is reflected in the number of Primary Care based projects we have undertaken this year.

We know that awareness of Healthwatch tends to be lower among people receiving Social Care services, with 6% of experiences shared with us this year relating to Social Care. We address awareness issues through activities that reach out to people receiving Social Care support through planned engagement.

This year we spoke to 102 residents specifically in relation to Social Care through our Care Homes Enter and View Programme. Many of the people that contact Healthwatch Milton Keynes for advice or information want to find out how to navigate a health and care system that can sometimes feel like a maze.

To support people get the information they need we updated our website to be more userfriendly. We expanded the signposting section of our website to include more information about making complaints about Health and Care to the right people.

We regularly publish online Healthwatch guides that support people to get the right Social Care and Health support.

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 608 people access the advice and information they need. You can come to us for advice and information in a number of ways including:

- + Specific advice and information blogs online
- + Contact us over the Phone
- + Contact us via our website or email
- + Check out our social media
- + Approach us at events
- + Sign up to receive our e-alert

Routine Closures of GPs

We heard that people aren't always aware that all GP surgeries close once a month to allow GPs and staff teams to undertake training, whilst the Urgent Care Service puts on additional staff to support patients in need of urgent care. For one resident, this meant a very long wait at the Urgent Care Service when a family member became ill. At our request, MKGP Federation developed a poster that informs patients about routine closures and where else they can access help.





Navigating the system

We were contacted by a parent who was struggling to stay informed and involved in their child's care. We were able to advise on their rights as well as draw on the relationship we have with the provider to facilitate better communication between them and the family.

'You have helped me to navigate the system and understand the pathway to care for my child. In what has been a stressful situation for me, you have never once made me feel that I was being a nuisance as can so often be the case when trying to find answers in the NHS' - Parent of Service User

MK University Hospital Followup: Improving communication between staff and patients

We were invited by the Patient Experience Manager at Milton Keynes University Hospital to review the improvements that had been made following our Enter and View visits to wards 17 (Cardiology), 18 (Frail Elderly), 24 (Elective Surgery, and the Patient Discharge Unit (PDU) in 2017.

We were impressed to see that the Hospital had addressed all of our recommendations and have also displayed our recommendations for PDU at the unit entrance so that patients can see the impact of sharing their experiences, and the improvements made to the PDU as a result. In response to our 14 recommendations the following actions have been taken:

- Ward 18 have trialed 'meet and greet' sessions but have found that the individual appointment based approach works better for patients
- + Ward 18 have their own Physiotherapist and have started a Breakfast Club
- Cardiology patients receive detailed Cardiac Rehabilitation exercise guidelines upon discharge
- Patients discharged from Ward 24 all receive a 48-hr telephone call 'Welfare Check' to address any concerns and offer reassurance and advice
- + PDU have developed an informative leaflet which is given to all patients. PDU staff also visit patients on relevant wards to meet the patient, explain the process and provide the leaflet.

Wolverton Health Centre

Early in the year a number of people contacted us about poor experiences at Wolverton Health Centre. The number of patients who contacted us, and the strength of feeling was strong so we decided to make an unannounced Enter and View visit to speak to patients and observe, first hand, some of the issues that had been raised with us.

We listened to the experiences of 47 patients of the practice and drew up a report which included 21 recommendations based on what the patients had told us would improve the service to meet their needs.

The Practice did not support our

recommendations but the Practice Manager did meet with us to discuss the visit and the findings. They also attended our information session on Patient Participation Groups. We see this as a sign that the Practice is continuing to develop a Patient Participation Group that will support the Practice to develop good patient experience of the service and we look forward to returning next year to monitor changes in the year ahead.

Wolverton Health Centre



Bringing the community together to discuss how we care for our ageing population

Our staff were so inspired when they saw Phyllis at the annual Healthwatch England conference in October that we collaborated with other Healthwatch in our area and Bedford, Luton and Milton Keynes Integrated Care Partnership to bring Women and Theatre's production of Phyllis to Milton Keynes. 70 people including members of the community and professionals from local Health and Social Care services, joined us to watch Phyllis in March.

Developed from research with patients, family members and professionals, *Phyllis* presented the story of one family navigating the complex system of older people's care as they try to work out the best way to look after their ageing mother. In doing so, the play explored the vital question 'how can we make the system work better for everyone?'.

The play highlighted the significant struggles that families face as they try to find out who to speak to and how to get the help they need.

This prompted a full conversation, which allowed the audience to come together and celebrate where joined up working is happening, as well as identify areas where it must be improved. The importance of empowering individuals to take responsibility for the elderly community was deemed fundamental, and greater patient involvement in Advanced Care planning essential.

"Phyllis was an exceptional production; a window into the experiences of some of our patients and their families. It was a poignant reminder of what we do well and a pointer for where we need to do better. Everyone involved in health and social care should see 'Phyllis'; it is all our responsibility to improve the experience of care for others." - Michaela Tait, Patient Experience and Engagement Manager at Milton Keynes Hospital



Performance of Phyllis

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Collaboration with

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Partnership Boards

In October, Healthwatch Milton Keynes took over the management and administration of 4 of Milton Keynes Council's Partnership Boards:

- + Mental Health Partnership Board
- + Older Persons' Partnership Board
- + Carers Partnership Board
- + Dementia Partnership Board

The Partnership Boards are a key space for service users, families, carers and voluntary groups to talk to those who pay for and provide services about their experiences and how services could be better for people using them.

We have worked closely with the community to ensure that Boards have independent Chairs who are actively involved in that Board's specialism. We were able to retain the Chair of the Older Persons' Partnership Board and have recruited Independent Chairs to the Dementia and Mental Health Partnership Boards.

Getting the right people around the table is vital to the success of the Boards and alongside the Independent Chairs, we spent time talking to both professionals and service users to find out what makes the Boards a useful forum for them.

We visited service user groups between Board meetings to hear issues and concerns, and to ensure that even if service users are unable to attend, their views are heard. These activities also enabled us to make sure that the right professionals were invited to the Boards, in advance, to respond to issues raised by users. Social Care system to extend invitations to those professionals that the service users have identified as important partners. This has meant that the GP Federation and Milton Keynes University Hospital now have representation at the relevant Boards.

Our role allows themes common to service users across different Boards to gain strength. As an example, we heard from people at both the Carers and Mental Health Partnership Boards that some people were being affected by changes to local Advocacy services. We worked with the new Advocacy services provider and commissioners to provide clarity on what services are available and build a picture of what is missing for people experiencing gaps.

The Partnership Boards are also a place to share good news stories and celebrate successes. For example, the Dementia Partnership Board reviewed of the success of Health and Care services in continuing to meet government targets around Dementia diagnoses.

Learn, celebrate, support constructive change, share voice and expertise 'I was humbled to be asked to take over the Chairing of the Mental Health Partnership Board this year. Under Healthwatch MK's guidance we are striving to make it a vibrant and positive meeting where service users and providers, including Voluntary Sector partners, can share information and celebrate improvements and new initiatives, as well as robustly monitor and challenge plans and goals. On the advice of its members, the work on Children and Young People's mental health is now also being reported to the Board.' - Sheila Thornton, Chair of the Mental Health Partnership Board

We drew on our contacts within the Health and



Share your story

Do you have lived or family experience of these issues? Come along and share how the services could better support you. If you are unable to attend the Partnership Boards, but have an issue you would like to be raised, please contact us.

t: 01908 698800

e: info@healthwatchmiltonkeynes.co.uk



Amplifying the voice of Mental Health service users

We ensure that the voices of residents who are affected by and/or using local Health and Care services are listened to and acted on and we use the Partnership Boards as a key space to feedback what we hear.

This year, we heard from 44 mental health service users about their experience of local services. These stories revealed the issues service users face as they struggle to access appropriate and timely mental health support. We collated these stories in our *Experiences of Mental Health Services* report.

The report was presented by Healthwatch Milton Keynes to providers and commissioners at the Mental Health Partnership Board, with a view to ensuring that the voices of people who are unable to attend the Board can still be heard.

The key themes that emerged were:

- + Communication between patients and staff
- + Access to services
- + The need for a more holistic approach

CNWL recently held a Mental Health System Redesign Workshop - an event that brought service users, the Voluntary and Community sector, and professionals together to talk about what works well and what does not.

People were asked how care should look and how this could be achieved. CNWL provided copies of our report to the group to provide some context and to form the basis of the discussion.

"Working with Healthwatch is really helpful. For a start Healthwatch is independent so offers real scrutiny and they do so to make things better for more people. Your report on our Mental Health Services is a case in point - it contained real stories of the patient journey within our service - good and bad - providing valuable testimony to reflect on. We look forward to continuing our work with Healthwatch as we develop our services. You're the 'critical friend' every NHS organisation needs"

- Patrick Gillespie, Interim Service Director MK Mental Health Services

Collaboration and engagement highlights



We engaged with 203 people thorough focus groups on general health, Cancer and Mental Health and a survey to find out how local people want to see the Long Term Plan implemented in Milton Keynes



This year a Healthwatch Milton Keynes volunteer supported the procurement process of the Urgent Treatment Centre



We supported intelligence to Milton Keynes Clinical Commissioning group by seeking feedback from 39 mums about barriers to accepting and accessing flu vaccinations



We provided a Healthwatch Milton Keynes representative for recruitment to local key positions in Mental Health and Community Health Services



We hosted a 'Why join your PPG event' in January. It was great to see local GP Practice Managers attending the event to share how they support their Patient Participation Groups



In April we helped 12 people who use District Nursing services to have a say on the transformation of District Nursing services

Collaboration and engagement highlights



In February we ran a 'Power to the Parish' event to meet with local Parish Councillors and give them more information about HWMK and how we can work together



We spoke to women at a local women's refuge who shared with us their challenges to have good conversations with GPs, as appointments are short and challenging when English isn't their first language



We spoke to over 20 parents in Whitehouse about what community facilities they want to see in their new local Primary Care Hub, as it is being designed



To make sure that young carers can access the support they need we designed a website page dedicated to young carers which links into Milton Keynes Council's updated information



We developed a webpage to help people find NHS Dentists in Milton Keynes and what dental treatments are covered by the NHS. We continue to talk with NHSE commissioners about plans for a local 8am-8pm NHS dental service in Milton Keynes



Healthwatch Milton Keynes has dedicated over 100 hours to ensuring patient voice is heard, and patient groups are included in the development of new Primary Care Networks

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Our volunteers

26

How do our volunteers help us?

At Healthwatch Milton Keynes we couldn't change things without the support of our 26 volunteers who work with us to help make care better for our community.

- + Raise awareness of the work we do in the community
- Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



Volunteers help shape our work

Thanks to volunteers like Ros, we were able to learn about the impact to people when services change. As restrictions to NHS prescriptions of Gluten Free foods became local policy, Ros and others diagnosed with Coeliac Disease continued to share their experiences with us.

We facilitated two focus groups with a view to understanding the impact of the restrictions to Gluten Free food prescribing for those affected by the changes. Ros played a large part in encouraging others with Coeliac Disease to share their experiences with each other, and the health professionals who attended.

We published a report on our findings and made 6 recommendations to MK CCG, of which 3 they pledged to address. Our report will continue to be discussed at the local Prescribing Committee and we hope, as a minimum, to see improvements in the information that patients receive about applying for exemptions.

HWMK would like to see NHS England reconsider approaches that encourage inequality of access to NHS care across the country. This is where we will ensure experiences of people like Ros, are heard on a national level by working with Healthwatch England to campaign for change.

"As a volunteer with HWMK I felt able to raise the issues that I was experiencing, and put HWMK in contact with others who had similar experiences. I felt it was important that the issues connected to this auto immune disease and the lack of codex in shop bought flour and bread were highlighted to commissioners. It was also good to be able to show the long term effect that the changes may have on children growing up with Coeliac disease" - Ros, Volunteer

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.



Gill, Enter and View Volunteer

Gill has volunteered with Healthwatch Milton Keynes as an Enter and View volunteer for over a year. During this time Gill visited 7 Care Homes as part of our Enter and View programme.

"To try and give a voice to people who wouldn't normally have one is quite a responsibility but also a privilege"

Colin, Healthwatch Volunteer

Colin has volunteered for Healthwatch Milton Keynes in various roles over the year, including as a Mystery Shopper.

"Personal experience has given me a passionate belief that everyone in the UK should receive their rightful access to high quality healthcare. Volunteering for Healthwatch gives me that enjoyable buzz that I am, to some small degree, contributing to making that belief a reality"





Volunteer with us

Are you feeling inspired to volunteer with HWMK?

We are always on the lookout for more volunteers. If you are interested in finding out more, get in touch, with no obligation to commit.

w: www.healthwatchmiltonkeynes.co.ukt: 01908 698800e: info@healthwatchmiltonkeynes.co.uk

Paul, Enter and View Volunteer



"A few years ago I spent a lot of time as a patient and since that experience I have dedicated quite a bit of effort in ensuring that patients' views are taken seriously. Enter and View is a powerful way of enabling patients to make their views known and to use this information to acknowledge good standards of care and encourage rapid and meaningful change where appropriate"

Our finances

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How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent \pounds 150,642.

We received £12,206 in additional income to run the Partnership Boards for 1 year from July 2018 and for a project which was delivered in 2017-18. Within the funds from the balance committed to the 2019-20 Healthwatch Milton Keynes has invested £12,500 in an additional staff member to support the delivery of our Enter and View Programme.

	Income	
Funding Received from Local Authority	£118,983	£39,661 (April-June 2018-19 funding was paid and accounted within 17/18 accounting period)
Additional Income- Partnership Boards	£9,120	Covering the period July 18-July 19
Additional Income- Project	£3,086	NHS Project Income received for a project that took place in 2017-18
Donation	£20	
	Total	£131,209

Expenditure		
How much it costs to run our Healthwatch	£31,249	
Operational Costs	£9,769	
How much we pay our staff	£109,624	
Total	£150,642	
Balance at 31st March 2019	£39,214	

Balance at 31st March 2019 Detail		
Fixed Reserves	£20,000	
Funds from balance committed to 2019/20 budget	£19,214	

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Our plans for

next year



Message from our CEO

It has been a fast-paced year for Healthwatch Milton Keynes. We met a challenging agenda to address experiences of Under-represented groups, gain greater balance in our activities within Social Care services and keep a close eye on developments in Primary Care and the integration of Health and Social Care to ensure they are developed in collaboration with the community.

The team successfully delivered all planned projects, as well as many responsive activities, and created real change for local people.

Our next steps are to build on the two pieces of work we took on outside of our main plans last year: the management of Milton Keynes Council's Carers, Mental Health, Dementia and Older Persons' Partnership Boards; and public engagement around the NHS Long Term Plan to ensure that local people's experiences shape the development of future services in Milton Keynes.

As well as continued attention on developments in Primary Care and on the system-wide plans to address the NHS Long Term Plan ambitions, the year ahead will focus on reaching out to young people and listening to their experiences of Health and Social Care. Enter and View will remain a vital tool to support people to have a strong, independent voice on what services do well, and how they could be better.

We will need the full support of professionals and community leaders working with, and supporting young people to enable them to tell us what they need from Health and Care services, empowering them to help us amplify their voice. Many young people's services are currently being reviewed and this year is the perfect opportunity for system leaders to work with young people to design services that work for them. I want to say thank you to Healthwatch Milton Keynes' Board of Trustees, our volunteers and staff for their continued dedication.

I want to thank our community for sharing your stories which has enabled us to make a difference to future Health and Care experiences of others. I also finally wish to extend my thanks to the professional leaders and staff in the Health and Social Care system who both listen to and collaborate with our citizens, patients, service users and carers to improve services for all.



'The HWMK team successfully delivered all planned projects as well as many responsive activities and created real change for local people'

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Maxine Taffetani Healthwatch Milton Keynes CEO

Thank you

Thank you to everyone that is helping us put people at the heart of Health and Social Care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to, and supported our work throughout the year
- + The leaders and professionals in local Health and Social Care services for their support with our activities this year, for listening to the voices of those who share their

experiences with us, and for making changes to local services that support better care for all, in Milton Keynes.

'It is vital that the CCG listens to patients and the public as we plan and commission services across Milton Keynes. We are therefore grateful to Healthwatch for their strong voice in Programme Boards and other collaborative projects that guide this work and in shining a light of some areas that could be improved in local services'.

Richard Alsop, Chief Operating Officer, Milton Keynes Clinical Commissioning Group (MK CCG)



Kirkwood (Chair of the Board), Anita Devi, Mike Newton (Treasurer) and Chief Executive Officer, Maxine Taffetani. Trustees not present: Jeff Maslen (Deputy Chair), Alan Hancock (Deputy Chair), Caroline Higgins

Contact us

Get in Touch

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- + Facebook: Healthwatch MK
- + Twitter: @Healthwatch_MK

Charity Number: 1166148

Our annual report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, Milton Keynes Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

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 require this report in an alternative format please contact us on the details on the above.



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