



## Welcome!

From the Chair of the Trustee Board,

Hilda Kirkwood.

Welcome to our Spring 2017 newsletter. We have had a busy start to the year. Our move to new premises went surprisingly smoothly and the team are settling in to their new surroundings.

The trustees have spent the first few months of this year absorbed with restructuring the staff team (see page 2) and are now looking forward. We have been on a long journey to independence and we hope to build on our achievements and do more of what we do well.

The team is looking forward to working on new projects over the next few months, with the development of the Sustainability and Transformation Plan likely to remain a key focus. Our priority is always to continue to listen to your concerns, so please do let us know your experiences.

We are currently taking nominations for the Board of Trustees. I would encourage anybody who is interested in becoming a trustee to request an application pack.

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## Staff Changes

The team at Healthwatch Milton Keynes (HWMK) has undergone some change in the first part of this year. Following the successful bid to become independent, HWMK announced in February that the office staffing arrangements were due to be restructured to reflect new demands created by HWMK's independence and to ensure regular, reliable and predictable cover in the office. Three of the five existing roles were made redundant; two new positions, that of CEO and Deputy Chief Executive, were recruited for.

We have now said goodbye to two long standing team members, Cindy and Jane, and have welcomed our new Deputy CEO, Tracy Keech (introduced on page 3).

There is continuity in the office in the form of Ellie Spear, Communications Officer, and Tracy Fenton, Admin Officer, who remain key members of the team. The HWMK Board of Trustees believes that the new structure will enable HWMK to have the capacity to face up to the many new challenges confronting health and social care, engage effectively with the many agencies entrusted with its delivery, and to deliver its statutory requirements.



## Sustainability and Transformation Plan Update

The Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Plan (BLMK STP) has been a focus for Healthwatch Milton Keynes (HWMK) over the first part of this year. The plan sets out how local services will evolve and become sustainable over the next five years. STPs are being developed in local 'footprints', with Milton Keynes working with Bedfordshire and Luton.

A series of pre-consultation meetings took place earlier this year. The first was held in January, co-hosted by HWMK, and drew comment from a discussion paper circulated in October last year.

A second set of pre-consultation meetings took place in March, this time with discussion focussed around clearly defined priority areas identified by the BLMK STP team as most in need of change. HWMK attended these meetings and publicised them, along with other ways for people to share their views, throughout its network. This final pre-consultation phase ended on March 31st.

The BLMK STP team is now working to incorporate public opinion expressed during pre-consultation into a final plan that will be put to public consultation later this year.



## Save the Dates

### Healthwatch Milton Keynes 2017 Annual Meeting

Our Annual Meeting will be held on Wednesday 19th July, 1pm, at MKCC, Oldbrook, MK6 2TG.

Keynote speakers to be confirmed.

Look out for information in our members' communications, website and social media

### Book your stall for Healthwatch 2017

This year's Annual Event, Healthwatch 2017, will be held on Tuesday 12th September at Middleton Hall, CMK.

We are now taking booking enquiries.

Please contact the team (details on the back page) for more information, or to book your place.



## Tracy Keech—Deputy CEO



“I'm looking forward to working with volunteers to help improve the patient experience”

Tracy was born in Wellington, New Zealand and enjoyed growing up very close to beaches and all that goes with that lifestyle.

Before starting her career in social services with Victim Support, New Zealand, Tracy graduated from University with degrees in Criminology and Religious Studies (with honours), with a focus on state crime.

Tracy swiftly rose through the ranks of Victim Support, working as Service Coordinator, Quality Assessor, and Quality Manager at the National Office.

During her time at Victim Support, Tracy utilised a great team of volunteers to increase service referral triple-fold, while travelling up and down the country to ensure that there was a high quality, consistent service being offered to all victims of crime and trauma throughout New Zealand. Tracy also transformed national policy, writing and delivering training on Victim Support's Operations Manual and Response Matrix for its 24/7 contact service. Tracy also led the organisation nationally out of hours.

After the birth of her nephew (in Milton Keynes Hospital), Tracy decided that she wanted more of a relationship with him than a skype / facetime one, so she packed up, moved over and the rest, as they say, is history.

Tracy is looking forward to meeting all the Healthwatch Milton Keynes volunteers and working with them to continue to improve the patient experience here in MK.

# A&E and Urgent Care Service Survey



Healthwatch Milton Keynes recently carried out a survey of people's experiences of the A&E department and Urgent Care Service at Milton Keynes Hospital. The survey was initiated at the request of Milton Keynes Hospital Chief Executive, Joe Harrison, to inform the hospital of gaps in their knowledge. The hospital wants to understand why people choose to use different services, and how much they are used by different groups at different times of the day.

Healthwatch Milton Keynes trained and supported ten volunteers, who worked over three weeks to collect 329 surveys. Surveys were completed at different key times of the day and week to ensure the best possible range of responses. Healthwatch Milton Keynes is pleased with the particularly low rate of people declining to take part in the survey, much lower than reported by other local Healthwatch. An examination of what made ours so successful will be included as part of the project evaluation.

Analysis has now been completed by the University of Buckingham and the results are available in a report on the Healthwatch Milton Keynes website, or by contacting the office (details on the back page). The results will also be shared with senior representatives of the main health and care services in Milton Keynes to help them understand current use, and inform future planning and the sharing of information.





## Changes to Mental Health Referral



Central and North West London NHS Foundation Trust (CNWL) and Milton Keynes Council have been working together to transform the way that people access local mental health services. This transformation includes two pilot schemes: telephone triage, currently being undertaken by Assessment and Short Term Intervention (ASTI); and Primary Care Plus, where patients access mental health services through GP practices.

### Telephone Triage

Telephone triage for patients wishing to access psychological treatment is currently being piloted by ASTI and has been remarkably successful, reducing waiting times in pilot areas from 18 weeks to 2 weeks. Telephone triage is used for patients with mild to moderate conditions, with the option of face-to-face interviews for people for whom telephone triage is not appropriate. Members of the Improving Access to Psychological Therapies (IAPT) team undertake telephone triage, then patients are referred either to IAPT or secondary care services. The pilot is due to be rolled out later in the year, and will continue when the Urgent Care Team replace ASTI.

### Primary Care Plus

Primary Care Plus, a scheme where referrals are taken directly from GPs, is being piloted in three local surgeries. Teams of trained mental healthcare professionals work out of GP surgeries. As around 90% of mental health referrals are currently through GPs, it is hoped that Primary Care Plus will enable people to access mental health treatment faster. It is also hoped the scheme will encourage more people to take up referrals, as it may reduce some of the stigma associated with accessing mental health services. Pilots are underway at Newport Pagnell Medical Centre, Red House and Wolverton surgeries.

### Access to CAMHS

CAMHS (Child and Adolescent Mental Health Services) closed its Cripps Lodge site earlier this year. All access to CAMHS is now through Eaglestone Health Centre.

CNWL will be sending out formal communication regarding these changes in the near future.

### Are you e-enabled?

Please consider helping us manage our printing costs by becoming an online member. You will receive twice monthly e-alerts and newsletters by email.





## Clinical Priority and Best Value Consultation

The Milton Keynes Clinical Commissioning Group (MK CCG) recently consulted on its proposed changes to podiatry services, adult hearing services, supply of medicines, procedures of limited clinical value and community inpatient services.

Healthwatch Milton Keynes was pleased to have enhanced the quality of public engagement in this consultation by being involved in the planning stages. HWMK used local knowledge to compile a list of hard to reach groups who tend not to take part in consultations, may face barriers to participating in the consultation, and might be particularly affected.

Key members of the Healthwatch Milton Keynes team attended consultation and pre-consultation events, and were involved behind the scenes in the planning meetings.



## Brook Report

Healthwatch Milton Keynes (HWMK) has produced a report following a visit last autumn by Young People's Healthwatch Milton Keynes (YPHMK) to Brook, the sexual health and advice service for young people in Milton Keynes. The group evaluated the service from the perspective of young people and presented their recommendations in a report, a copy of which was given to Brook.

Brook welcomed the report and YPHMK is hopeful that some of their recommendations will be implemented. A copy of their report can be found at [healthwatchmiltonkeynes.co.uk](http://healthwatchmiltonkeynes.co.uk).

The visit is one of a series carried out by Young People's Healthwatch Milton Keynes to various health and social care services, including the Milton Keynes Hospital paediatrics department and a local GP surgery.



## Trustee Elections

Healthwatch Milton Keynes is inviting members to apply to join its Board of Trustees, if they have experience and expertise in one or more of these fields: *Finance, Governance, Strategic Planning, Information Technology, Law, Human Resources, Communications and Marketing.*

Contact Healthwatch Milton Keynes today (details on the back page) if you are interested in joining the Healthwatch Milton Keynes Board of Trustees and have experience in one of the areas listed above. The deadline for requesting an application pack is 12th May and all applications will need to be submitted by 31st May.

Depending on the number of expressions of interest received, an election may be called which should be completed by the time of our Annual Meeting in July 2017. The Board of Trustees is the main governing body of Healthwatch Milton Keynes, and is responsible for policy-setting and management. Apart from the practical experience listed above, you will need to demonstrate a broad interest in health and social care issues, and be able to devote several days a month to the work of the Board.

**CAN I HELP?**



### Want to be more involved?

You can make a positive impact on health and social care in your community. Do you want to become more involved?

#### Young People

We are currently recruiting for our young people's group. If you're a young person with an interest in health, social care, communications, or volunteering, contact Tracy Keech on [tracy.keech@healthwatchmiltonkeynes.co.uk](mailto:tracy.keech@healthwatchmiltonkeynes.co.uk). You will gain experience that will enhance your CV.

#### Other opportunities

Look out for opportunities to get more involved in Healthwatch Milton Keynes. Volunteers carry out a range of Healthwatch activities, some represent us on boards and others take part in focus groups. Look out for notices in our fortnightly e-alerts and monthly offline alerts for members.

**Contact the team for more details.**

For Healthwatch England news and national campaigns, please visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk)



Connect

# healthwatch

## Milton Keynes

### Our Mission:

It is our mission to provide the people of Milton Keynes with a strong independent voice on health and social care issues, and to influence the way these services are planned, provided and delivered.

Add your voice to the growing number of people who are having their say about local health and social care services.

### Tell us about your issues

You don't have to be a member to let us know about your experiences.

Contact us today



### Become a member of Healthwatch Milton Keynes and you will:

- Receive regular health and social care updates directly to your inbox
- Be informed of opportunities to take part in focus groups
- Have the option to represent us as one of our Authorised Representatives on specialist boards

Suite 113, Milton Keynes Business Centre,  
Foxhunter Drive,  
Linford Wood,  
Milton Keynes MK14 6GD

**01908 698800**

[info@healthwatchmiltonkeynes.co.uk](mailto:info@healthwatchmiltonkeynes.co.uk)

[www.healthwatchmiltonkeynes.co.uk](http://www.healthwatchmiltonkeynes.co.uk)

