

## Executive Summary

This is Healthwatch Devon's formal report to the commissioners who fund our work: Devon County Council, the NEW Devon Clinical Commissioning Group and the South Devon and Torbay Clinical Commissioning Group. This report covers the period from October to December 2014.

Quarter 3 saw publication of our report on Transport to Health Services, and completion of our survey on Hospital Discharge (scheduled for publication in the New Year). We continued to take commissioner-led engagement activity through the Engagement Gateway - with some major pieces of work coming through. An Advisory Forum on the 2<sup>nd</sup> December brought together a range of stakeholders to consider the issue of young people and mental health, in the context of the Scrutiny Committee's spotlight review of CAMHS service, and a proposed new Tier 1 service, led by Public Health in partnership with Devon schools.

Highlights from Quarter 3 are as follows:

### Baseline Service

Our baseline service is available to anyone, anywhere in the area that we cover. Within this service:

Engagement rates are good, with membership and supporter numbers continue to show a quarter on quarter increase. Our Twitter following also continues to grow, and our website is getting around 14,000 page views per quarter, on average.

CAB Devon has:

- Dealt with 465 health and social care enquiries from 352 unique clients
- Received 44,570 hits to the Healthwatch Devon page of the CAB website

Community care remains by far the largest area of enquiry, including domiciliary care, residential care and community care mental health services. The vast majority of these concerned paying for care.

We have made good progress on developing our volunteer base, with regular training events up and running, and 38 volunteers allocated to named roles and teams. A networking event in November was well received.

### Engagement Service

During Q3 we had 16 Gateway requests being planned, in progress and completed. Some were sizeable, generating large volumes of feedback. Notable exercises were:

- Long Term Conditions survey and [report](#).
- Walk In Centres survey and [report](#).
- Care Act IT survey - responses fed back in a report to DCC.
- Youth engagement in Moretonhampstead - feedback submitted to the NEW Devon CCG.

**Our Vision** is better health and social care services through public involvement

**Our Mission** is to be an independent, influential consumer champion of health and social care services in Devon. This work will be supported by:

- Our statutory powers
- Our unique system of intelligence
- Our active membership



### Consumer Champion Projects

Progress on our consumer champion projects is as follows:

**Transport to Health:** We have published our [report](#), in full and summary form.

**Discharge from hospital:** Publication of the Healthwatch England Special Inquiry was delayed, so we, in turn, have had to put back publication of our report until after Christmas.

**Young people and mental health:** An Advisory Forum in December (with delivery partners, volunteers and wider stakeholders including Public Health staff working on the proposed new Tier 1 service) has provided ideas and insights which will inform the planning of our next consumer champion project.

### Escalation and formal reporting

Concerns were raised to CQC and Commissioners about the standard of care in a North Devon care home. Other evidence submitted to CQC during Q3 includes:

- Experience data in relation to dental services to help inform upcoming inspections
- Quarterly Speak Out data return
- Hospital Discharge survey full dataset

### Developing HWD Organisation Structure

Following the resignation of one of our trustees, we are looking to co-opt a new member to the Board.

An away-day in October began detailed planning on developing HWD as a social enterprise, independent from CCD. The planning will be followed through by the Joint Venture Management Committee.