

## hvoss Healthwatch Community Resilience and Wellbeing Event

Briefing paper - 20<sup>th</sup> November 2019, The Salvation Army



hvoss and Healthwatch held a very successful Community Sector event to discuss local community resilience and wellbeing.

70 people, representing a cross sector of organisations attended. Many welcomed the opportunity to hear about local plans and development in the health and social care sector from Herefordshire Clinical Commissioning Group, Talk Communities, and Primary Care Networks. The event provided an invaluable opportunity to share information, network, and influence thinking about future community support.

*“Great opportunity to find out what is going on and make links with organisations”*

*“Good to understand the local landscape and plans for the future”*

As a follow up, and to take forward the ideas and needs identified, hvoss and Healthwatch have organised another event on Wednesday 18<sup>th</sup> March 2020 9-1pm at the Kindle Centre, Hereford.

The focus of this event will be around community sector shaping and involvement in health commissioning. Attendees really welcomed networking and information sharing opportunities so there will be further opportunities for this to happen.

[Click here to book your free place](#)

A third event is already booked in for November 25<sup>th</sup> 2020 9-1pm at The Kindle Centre, when we will review the impact of the local developments that speakers introduced on 20<sup>th</sup> November.

*“Repeat exercise every 6 months and hold speakers to account”*

Information from the event is enclosed, including delegate details, presentations questions raised, feedback and booking arrangements for the next event in March.

### **Jade Brooks - Community Transformation Programme Herefordshire Clinical Commissioning Group (CCG)**

Jade outlined the principle of care closer to home and reducing time spent in hospital: NHS Last 1000 days video - <https://youtu.be/HynytVepxZc>

The presentation outlined the demographics and issues in the county and principles of community transformation work being undertaken to live well at home across the following areas:

- Frailty
- Hospital Acquired Functional Decline
- Dementia
- End of Life
- Falls

Falls video - [https://www.youtube.com/watch?v=Fj\\_9HG\\_TW](https://www.youtube.com/watch?v=Fj_9HG_TW)

Due to Purdah Jade was limited to respond to discussing future NHS plans in detail.

#### **Questions & Comments:**

1. In localities parishes have locality officers, could we have a health locality officer? A: PCN's will have development managers to link to as a point of contact for health in the 5 areas of the county.
2. It is frustrating in the vcs that we are not included or have an opportunity to feed in. Please use us, we need to agree with you and work in partnership, respond to what the vcs can do be inclusive and collaborative.
3. Yeleni therapy need more support to get information out. Small organisations put a lot of effort into disseminating information do the public know about our services, but posters are taken down in the hospital. Statutory services need to see us as part of the service offer. A: Jade offered to take this back and talk to the hospital as the issue may well be to do with infection control and prevention.
4. Within the Local Authority (LA) communication between partners around falls is good, however little done about the poor standard of pavements and local planning to reduce falls.

### **Dr Simon Lennane - GP Alton Street Ross and Clinical Director of the south and west primary care network.**

Summary: Simon's presentation covered an outline of the 5 primary care networks across Herefordshire which are North South & west, East, Hereford Medical Group and Hereford city other practices. They are a formal collaboration of practices in each areas service 30,000-50,000 patients each with a development manager (Taurus) and GP Clinical Director. Networks work across a bigger scale than individual practices and can be more responsive to local needs e.g. employing additional staff such as physios, pharmacists and social prescribers etc.

Simon outlined some of the key statistics about mortality, suicide, loneliness and demographics and how community activity can and is having an impact in Ross. E.g. Men's shed, park run, Ross dementia meeting centre. Emphasised the need for a joined-up Health vcs, public health and LA approach on activity and transport in particular.

Simon also outlined the development of community infrastructure and encouragement of start up's through the Ross community development trust to enable vcs groups to set up and run for the benefit of local wellbeing. The CDT are applying for funding to develop a directory of services locally.

### Questions & Comments:

1. How do the vcs hold people and manage risk, we need to be able to get health input and have a 2-way process with you. A: PCN development managers
2. How can PCN's talk to the community and vice versa? A: there is no statutory remit for PCN's to consult however use the CDT model as a way of having a relationship.
3. Social Prescribing model was originally a GP funded and all centres of signposting to things which are provided for free. Where is the money coming from fir the things being signposted to? A conversation needs to be had and a change in the wat this works to see where health and social care can start helping here.
4. Time spent chasing money by all vcs is inefficient. We need to have better ways to develop more resources to do this. The statutory sector needs to consider how this is resourced.
5. A lot of the community development trust work is aimed at prevention, where is Public Health's contribution. A: Public health are thinly stretched over a range of activity. It is more important to do the right things than to argue over the pot of money that should pay for it. E.g. setting up the ross CDT to develop start ups has a positive impact. PCN's are the main drivers and public health are linked into these developments.
6. Making Every Contact Count (MECC) - are PCN's using this? A: In PCN's there are more relationships going on than just the GP led ones, getting alignment of all schemes is important e.g. talk community and good neighbor schemes etc. See Talk community presentation, MECC is a key component of the hubs.
7. What initiatives are there for addressing loneliness for Young people as there doesn't seem to be many?
8. Lots of signposting going on in different places but not enough people doing the stuff. Vcs is good value.
9. Education Health & Care plans (ECHP's) - Could there be a model like this for adults with health and care needs where the money follows them for their individual needs? A: Personal Health Budgets. Simon will contact Frome in Somerset who have a well-functioning model to see how they have used this and feed information back.
10. Sports Partnership Herefordshire & Worcestershire give out grants of £5,000-10,000 to the vcs and public sector and can help people with their applications. (Contact Steve Brewster)

### Ewen Archibald - Herefordshire Council Talk Community

Summary: This presentation outlined the council's strategy Talk Community which will be implemented through detailed plans in six key areas;

- Talk Community Hubs
- The Commissioning approach
- Talk Community Business
- Talk Community Safety & Cohesion
- Talk Community Public Health
- Talk Community Technology
- Talk Community operational developments

### Questions & Comments:

1. Consider holding members surgeries for funders or a project proposal day.

2. What can we do for the under 65's particularly learning disability and autism, there isn't much available?
3. There are lots of funding bids going on which are competitive and time consuming. Could hvooss map projects being proposed and where so there isn't wasted time competing and duplicating. Sharing could also help to make stronger bids and offers collaboratively.
4. The numbers of sexual and domestic violence are a higher number than the suicide numbers and this category is a risk factor for suicide. Is this a key priority for the council? A: this needs to be a more coherent priority of the Community Safety Partnership (CSP)
5. Volunteers; concern about dependency on volunteers to provide services and plug gaps. Younger people need to work and we need to do more to support working volunteers and volunteering through employment. How will this be resourced? A: Herefordshire is lucky to have the vibrant volunteers it does have compared to other areas.
6. Will Lindsey recently attending a talk community strategy event and challenged some of the values particularly around volunteering.



Healthwatch would like to work more closely with vcs organisations and invite them to become friends of Healthwatch to receive regular updates on health & care progress and also opportunities to have an influence for organisations and individuals. Opportunities to get involved in Healthwatch work and increase the reach and impact in the county. Interested email: [info@healthwatchherefordshire.co.uk](mailto:info@healthwatchherefordshire.co.uk)

#### **Current Priorities 2019-20 - Have your say now!**

1. Healthwatch Men's Health Survey - <https://tinyurl.com/HWHmenH>
2. Healthwatch Reasonable Adjustments Survey:
  - For individuals - <https://tinyurl.com/HWHra1>
  - For Organisations - <https://tinyurl.com/HWHra2>
3. Healthwatch Falls Prevention Survey - [www.tinyurl.com/HWHprevention](http://www.tinyurl.com/HWHprevention)
4. Healthwatch Mental Health survey - [www.tinyurl.com/HWHadultMH](http://www.tinyurl.com/HWHadultMH)

#### **VCS Updates:**

**Hereford Community Foundation:** Fuel poverty grants of up to £300 available <https://www.herefordshirecf.org/our-funds-and-grant-programmes/>

**Alzheimer's Society** - Launched side by side a volunteer led service to connect people and combat loneliness. <https://do-it.org/opportunities/cc97e7aa-1700-4415-aed6-b7cb0b45b776>

**NAS** - local branch of National Autistic Society has a range of activities for children and adults. <https://nas-herefordshire.co.uk/>

**Growing local** - Connecting land to people and people to the land. Wednesday's cook club @ the kindle centre every Wednesday 12:30-2pm. Public meeting 7pm on January 8<sup>th</sup> 2020, at the kindle centre to discuss proposal of setting up Hereford community market garden. [www.growinglocal.org.uk](http://www.growinglocal.org.uk)

**The Kindle Centre** - Run by the South Wye Community Development Trust, runs a range of health & wellbeing services and community groups and is a talk community hub. <http://www.kindlecentre.org.uk/> 01432 278070

**The Cart Shed** - Getting outdoors, helping people with mental health issues. 1) helping children 10-16 and parents who have difficulty attending school or who have anxiety. 2) helping adults to stay well at work. <http://www.thecartshed.co.uk/>

**Healthy Lifestyle Trainer Service** - Run by Herefordshire Council providing 1-2-1 and group support for healthy eating, getting active, reducing alcohol and stopping smoking. <https://www.facebook.com/HLTSlifestyles/> Tel: 01432 383567.

**Mind** - Local mental health charity offering a range of groups and activities which support mental wellbeing. January to launch a safe haven service for people experiencing self-defined emotional crisis. To provide de-escalation and safety plans. Recruiting staff and volunteers. <https://www.herefordshire-mind.org.uk/> Tel: 01432 271643

**Alzheimer's Society** - run 2 memory cafés a month for people with dementia and carers any age. Ross 4<sup>th</sup> Tuesday of the month 12-2pm Larruperz Centre, Ross. Hereford 4<sup>th</sup> Thursday of the month 12-2pm St Martin's Village Hall, Ross Road, Hereford.

**Hereford Community Farm** - A place to work with horticulture and animals. Currently in the process of relocating. <http://www.equine-animal-assisted-therapy.org.uk/aboutus.php>

**Public Health team (Luke Bennett)** - Runs the Social Prescribing team across the primary care networks, WISH directory [www.wishherefordshire.org](http://www.wishherefordshire.org), healthy lifestyle trainer service. Some changes coming to the wish service.

**Ignite CIC** - Pilots initiating physical activity with communities, particularly rural communities free for all needs led all age services. <https://creativeconnections.co.uk/connection/ignite/>

**Active Here** - Working 1-2-1 with adults to get people into sustainable physical activities. [http://www.kindlecentre.org.uk/media/11094/skm\\_c284e17050410580\\_0001.jpg](http://www.kindlecentre.org.uk/media/11094/skm_c284e17050410580_0001.jpg)

**The Courtyard** - Linking wellbeing and the arts. Becoming a talk community hub. Run an internal staff and volunteer wellbeing programme. Happy to work with vcs as a venue to meet for wellbeing events. Becky Cook is the outreach and education officer working with youth groups, schools raising awareness of physical and mental health and prevention. [Rebecca.cook@courtyard.org.uk](mailto:Rebecca.cook@courtyard.org.uk)

**Helun Sandifort** - Herefordshire Council Talk Community Hub co-ordinator [Helun.Sandifort@herefordshire.gov.uk](mailto:Helun.Sandifort@herefordshire.gov.uk)

**Hvoss** - here for all your volunteering needs. Will advertise and promote volunteer vacancies for any organisation through the volunteer centre. Also offers membership services for vcs organisations [www.hvoss.org.uk](http://www.hvoss.org.uk) Tel: 01432343932

## Glossary and other links

PCN - Primary Care Network <http://www.hwlpc.co.uk/resources-2/primary-care-network/>

CCG - Clinical Commissioning Group

LA - Local Authority (Herefordshire Council)

CDT - Community Development Trust

GP - General Practitioner

MECC - Making Every Contact Count (Public Health initiative) <https://www.makeeverycontactcount.co.uk/media/27613/mecc-resources-fact-sheet-v9-20180601.pdf>

EHCP - Education Health & Care Plan - <https://contact.org.uk/advice-and-support/education-learning/ehc-plans-assessments/what-is-an-ehc-plan/>

Frome, Somerset - Integrated care and social Prescribing model <https://shiftdesign.org/case-study-compassionate-frome/>

Personal Health Budget - <https://www.nhs.uk/using-the-nhs/help-with-health-costs/what-is-a-personal-health-budget/>

Sports partnership Herefordshire & Worcestershire Small grants - <https://www.sportpartnershiphw.co.uk/funding>

CSP - Community Safety Partnership  
[https://www.herefordshire.gov.uk/info/200139/community/307/safer\\_stronger\\_communities](https://www.herefordshire.gov.uk/info/200139/community/307/safer_stronger_communities)

### Event Feedback

Did you find this event useful Yes 28 No 0

#### If yes, why?

- Networking
- Partnership working cross sector
- Ideas
- Very useful to understand the issues Herefordshire is facing and the schemes in place to tackle them
- Lots of interesting organisations
- Great to hear the vision for the future and some challenges that need to be addressed
- Well structured and managed agenda
- Enthusiasm of GP and community development
- Informative & networking
- Different speakers with a wide range of interests
- GP talk
- Good to hear what is happening and good to see a focus on local communities and local partners working together
- Great networking, good speakers with clear info
- Great opportunity to find out what is going on n make links with organisations
- To understand the local landscape and plans for the future
- Good to hear of wider initiatives and consider how we fit into these
- Important to know what the LA & NHS and VCS are doing to support our community.
- Information sharing, networking reassurance and encouragement.
- We now know a little more about statutory plans, which could be better
- I felt that Dr Lennane was very interesting and is working towards visions to aid people’s wellbeing
- Good opportunity for networking. Really positive presentation from Dr Lennane demonstrating what can be done in local communities
- A bit of both, I found it frustrating in parts the over reliance on the vcs from statutory partners
- Networking
- Speakers from broad range of key organisations
- Highlighting the support available across a good spectrum of issues
- The main speakers very interesting and hearing from the groups
- Healthwatch Update
- Informative, networking

Would you attend an event like this in the future Yes 28 No 0

Yes if relevant

What did you like about this event?

- Networking opportunity
- Range of attendees
- Presentation by GP
- Venue & lunch
- Discussion between attendees and chance to learn about other organisations.
- The speakers, good to hear community models from the GP's and developments for the future
- A variety of representatives in the room and knowledge of service and how some are linking well
- Talks were interesting and key points made
- Very informative and knowledgeable, interesting to learn about all the services
- Learning about different volunteering groups
- Sharing of information & broad range of attendees
- All the presentations were good and informative
- Dr Lennane very good
- Well organized, good speakers, informed and friendly
- The question & answer time and connecting with others
- Update from Healthwatch and opportunity to feed in thoughts about reasonable adjustments
- Haven't heard about hvoss before
- The opportunity to hear what others are doing in addition to the top down plans from statutory agencies
- Good speakers and networking opportunities
- Networking
- Information about future planning
- Good for keeping up to date with everyone's offerings and opportunity to work together
- Location excellent
- Networking opportunities and developing links locally and hearing what else is happening.
- Opportunity to network and find out more info about community hubs
- Info on PCN's and talk community
- The data and issues about falls
- The information from speakers
- The variety of discussion and topics offered
- Networking
- Talks were interesting and key points made

#### **How could we improve this event?**

- Microphones
- Would be good to have more on the younger community
- Would be good to know what organisations will be attending
- Room was a bit cold
- List of delegates attending
- Extend to a whole day with workshops in the afternoon
- Contact list of attendees' details
- Have more information about Macmillan
- Share contact details of everyone attending
- Warm venue
- To get technical side of things working and to be able to see the videos



- Speed networking to see who and what folk do
- Clarity on the connections between various council departments
- Poor acoustics in the hall, need PA system or alternative venue
- Avoid an election - an unintended clash what a pain for you!
- Have volunteer groups speak and express their highs and lows
- More focus as this event was quite broad
- A bit more time for focused discussion by all the groups and organisations attending
- Allow more question time, allow Q's to be submitted ahead of the session.
- Heating please

#### What topics would you like to see in future?

- Young people & education
- Recruiting supporting and developing volunteers
- Community models and successes in other areas
- Feedback from Talk community hubs users of the service
- Joined up community directory of service
- Cancer support services, what services are available to be referred to.
- Different volunteering groups available
- Progress on some of the things presented, how the vcs can support and following on from Simon Lennane what is happening in other localities.
- Longer networking time
- More on community hubs and development of and more on the funding.
- Rare and/or invisible illnesses, treatment from Hereford hospital and council
- Employee volunteering
- Get working with permissions of interested partners (GDPR) on mapping of initiatives with a view to sharing information, emerging best practice and ideas.
- Outcomes of some of the proposed plans heard today
- How can we make our contact with people really count?
- Intergenerational work across the Hereford areas, how and what is happening
- More about mental health
- Bigger conversation about personal health budgets and how we could make it a reality
- Meeting aimed at specific topics; fundraising or legal implications of volunteering
- Men's health, how can we encourage more men to access health services
- Young people & mental health
- Repeat exercise every 6 months and hold speakers to account
- More about learning disabilities
- It would be good to have events to showcase volunteer services to that we can learn more about what is available in the local community
- Women and girls
- Further development around sustainability and development of 3<sup>rd</sup> sector to meet needs of emerging initiatives such as talk community, suicide prevention etc.
- Health & wellbeing board
- Relationships/ future services being combined with Worcestershire (STP, CCG's)
- Reps from NHS Hereford hospital
- Females and children
- How to collaborate/partnership working
- Strategy discussions

**For further information, please contact:**

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Stephen Brewster	Chief Executive, Sports Partnership Herefordshire and Worcestershire
Jean Garner	Macmillan Cancer Support
Jenny King	Alzheimer's Society
Chris Bucknell	Age UK Hereford and Localities
Julie Newman	Walsingham Support (Liaison & Funding Officer)
Debbie Thomas	Walsingham Support (Creative Learning Manager)
Philippa Spens	Community Foundation
Pat Gordon	Growing Local CIC
Alicia Lawrence	Herefordshire Mind
David Harding	Herefordshire Mind
Fabiola Djikigoue	Macmillan Living with and Beyond Cancer support worker
Phil Percy	The Courtyard Arts Centre
Rebecca Cook	The Courtyard Arts Centre
Sophie Boyd	Wye valley trust- Cancer support worker
Mandy Furniss	Hvoss- BBO team
Chloe Bayliss	Hvoss- BBO team
Sue Bucknell	Aspire
Lorna Williamson	Family and Childrens Centre
Kay Mellish	WISH
Janet Neate	Alzheimer's Society (Late arrival c11:30)
Viv Barraclough	Individual
Sarah Eardley	hopefamilycentre.org
Rebecca Hill	Learning Disability Community Nurse.
Colleen Brady	Learning Disability Community Nurse
Jenny Wickett	Sessional Healthy Lifestyle Trainer
Jennifer French	Marches Counselling Service
Sarah Volpé	Active HERE Project Coordinator
Leoni Linton	Ignite CIC
Bethan Watson	Active Community Coordinator
J Ellis	Healthwatch Herefordshire
Rosie Powell	cancer support worker – WVT NHS Trust
Megan Farr	cancer support worker – WVT NHS Trust
Philippa Ellis	Healthy Lifestyle Specialist
Tracy Price	Link Worker Lead – Social Prescribing Service
Mandy Evans	South Wye Development Trust @ The Kindle Centre

Nikki Stroud	Early Years Family and Community Connector for North and South City, Herefordshire Council
Jo Hawthorne	Little Dewchurch Parish Council
Ronnie Wilkie	Kinnersley Parish and Community/ Bodley Community Hub
John Trimble	Hereford Community Farm
Jo Anderson	WMRSASC
Helun Sandifort	Talk Community Project Lead
Margarita Sinko	Healthy Lifestyle Service
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