

Healthwatch Oxfordshire Board of Directors

Date of Meeting: October 14 th 2014	Paper No: 8
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Title of Presentation: Enter and View - Discharge Project Proposal
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This paper is for	Discussion	x	Decision		Information	
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<p>Purpose and Executive Summary (if paper longer than 3 pages):</p> <p>This paper sets out a joint draft proposal from HWO and Patient Voice for HWO's first enter and view project. The paper is currently out for comment and consultation with organisations which will need to engage with the proposal, prior to being brought to a project steering group for approval and adoption. It had been hoped to hold the first project steering group before the Board and to present a proposal adapted in the light of the steering group's views, but this has not proved possible. The Board's views on this draft proposal are therefore sought on the understanding that the proposal may be subject to further refinement by that steering group.</p>
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Financial Implications of Paper: None

<p>Action Required:</p> <ol style="list-style-type: none"> 1. To comment on the draft project proposal developed by Patient Voice and the HWO CEO. 2. To mandate the CEO to finalise proposals and take them to the steering group for approval, without further Board consultation. 3. Note the intention to bring a proposal for a second enter and view project, focused on Dignity in Care, to the November Board meeting for approval.

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1. Background

1.1 HWO has agreed that development and deployment of enter and view is a key priority for the second half of 2014/15. Patient Voice, a local patient led organisation with a particular interest in acute care, brought a proposal to HWO that it should receive a grant from HWO to undertake research into the discharge process from hospitals in Oxfordshire. The CEO of HWO met with Patient Voice to discuss this proposal, and established that the organisation was not constituted in such a way that it could receive a grant from HWO. It was agreed that there was however considerable synergy between the objective of HWO to undertake enter and view activities and the objective of Patient Voice to research the quality of discharges from local hospitals.

1.2 The two organisations therefore agreed to work together to develop an enter and view project proposal. The resulting proposal is attached in full at Appendix 1. This has been circulated to prospective project partners with a request that they nominate a member of staff to sit on a project steering group. To date positive responses have been received from:

- The Local Pharmaceutical Network - local lead Rupin Bhasin
- OCCG - Urgent Care Programme Lead, Lisa Foweather
- OUHT - Deputy Director of Clinical Services, Sara Randall
- OHFT - Confirmed agreement in principle, but name tbc
- LMC - no response as yet
- OCC - Confirmed agreement in principle but name tbc
- OACP - CEO, Eddie McDowell

1.3 The enter and view recruitment and training timetable has been developed to dovetail with this project proposal.

1.4 Work is also underway to develop a similar proposal to use enter and view powers to investigate dignity in care, in partnership with AGE UK and Carers Oxfordshire. It is hoped to bring this to the Board for approval on November 11th, ready for public launch at the everyday Dignity Awards on November 14th.

1.5 The CEO attended a Healthwatch England briefing on enter and view in Birmingham on September 24th. These proposals meet the best practice guidelines discussed in that session, and will enable production of an enter and view report using the Healthwatch England nationally mandated reporting template. The proposal also conforms to the guidelines published on the Healthwatch Hub that are based on a best practice review of enter and view projects as conducted by LINKs organisations.

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2. Next steps

2.1 It had been intended to hold a first meeting of the project steering group before the HWO Board meeting, so that the steering group could recommend a final project outline to the Board. However this has not proved possible. The Board is therefore asked today to:

- **Comment on the draft project proposal developed by Patient Voice and the HWO CEO.**
- **Mandate the CEO to finalise proposals with Patient Voice and to take them to the project steering group for approval, without further Board consultation.**
- **Note the intention to bring a proposal for a second enter and view project, focussed on Dignity in Care, to the November Board meeting for approval.**

Appendix 1- Project Proposal

DRAFT FOR INITIAL DISCUSSION AND DEVELOPMENT WITH KEY PARTNERS

Patient Voice and Healthwatch Oxfordshire Project Proposal - The Discharge Project

1. Background

1.1 Patient Voice and Healthwatch Oxfordshire are concerned that the voices of patients and carers have not been sufficiently heard, or responded to, in the on-going debates between health and social care providers and commissioners about how to improve the discharge of patients from Oxfordshire's hospitals.

1.2 The two organisations will therefore be collaborating on a project which aims to bring the voices of those being discharged and those caring for them into this debate by exercising our powers to enter and view, in order to interview patients, relatives and carers about their experience of being discharged from Oxfordshire's acute and community hospitals.

1.3 Given the importance of this issue to the whole system, Patient Voice and Healthwatch Oxfordshire would like to undertake this project in collaboration with OUHT, OCC, OHFT and OCCG, and those professionals providing health and social care after discharge from hospital.

1.4 We would therefore like to create a project steering group to oversee this work which also includes representation from the following organisations:

- Oxfordshire Clinical Commissioning Group
- Oxford University Hospitals Trust
- Oxford Health Foundation Trust
- Oxfordshire County Council
- The Oxfordshire Association of Care Providers
- The Local Medical Committee
- The Local Pharmaceutical Committee
- Patients and carers drawn from OUHT and OHFT engagement groups or FT membership bodies.

1.5 We would like to hold a first meeting of this steering group in early October, and would be grateful if your organisations could each nominate a member of staff who can work with us to ensure that all organisations - and ultimately patients, service users and carers - gain from this important piece of work.

2. WHAT WE WANT TO KNOW

2.1 This project seeks to discover, and share:

- i. People's experience of being discharged from Oxfordshire's acute and community hospitals.
- ii. The impact that their discharge experience has had on their health and wellbeing, and the health and wellbeing of their families and/or carers.
- iii. The impact of poor discharge processes on on-going care from the perspective of other care professionals.
- iv. How the quality of the discharge process impacts on people's ability to live independently at home after a stay in hospital.
- v. The extent to which the discharge process is meeting the quality standards and/or processes agreed in contracts between commissioners and providers.
- vi. Examples of well managed discharge that the whole health and care community can learn from.
- vii. Examples of poorly managed discharge, and the key things providers need to work to improve.

3. WHY DO WE WANT TO KNOW THIS

- i. Patients have raised the issue as a concern with Healthwatch Oxfordshire both through Patient Voice and individually.
- ii. Oxfordshire remains one of the worst performers in the UK for delayed transfers of care.
- iii. Commissioners remain committed to working with providers to improve discharge processes in Oxfordshire.
- iv. Local GPs have raised the issue of the quality of the discharge process as an area of ongoing concern with OCCG.
- v. Healthwatch England has been sufficiently concerned about this issue to undertake a national special enquiry on the topic.

4. SCOPE OF THE PROJECT

4.1 This project will explore the experience of patients being discharged (or who have been discharged in the calendar year of 2013) from all OUHT hospital sites and from OHFT community hospitals. It will not explore discharge from mental health wards run by OHFT, discharge from private hospitals or discharge of Oxfordshire patients from hospitals outside Oxfordshire.

4.2 This project will focus on the experiences of adults and older adults, and in particular those aged 70+, and will be designed and delivered in ways that enable dementia patients and their families to participate.

4.3 The project will seek the views of GPs, care workers (domiciliary and residential), social workers and pharmacists about the impact of the discharge process on on-going care.

4.4 This project will focus predominantly on the collection of qualitative data about the experience of being discharged, and the impact of the discharge process on ongoing wellbeing and care, and rates of re-admission. It will not review the wealth of quantitative data already examined regularly by OCCG and OCC.

5. PROJECT METHODOLOGY

5.1 The views of patients, carers and relatives will be sought via:

5.1.1 Structured interviews, based on a formal questionnaire, and conducted by HWO volunteers (including members of Patient Voice) who have been trained to undertake enter and view. These interviews will take place in hospitals, care homes and at home.

5.1.2 Self-completion of an online questionnaire, widely promoted to the public via HWO communications and media leads and available via HWO website.

5.2 The views of professionals responsible for patients' on-going care post discharge will be sought by emailed questionnaire sent from the HWO office to relevant professionals, where possible via their representative bodies such as the Association of Care providers, Local Medical Committee, Practice Managers Forum and Local Pharmaceutical Committee.

5.3 A desktop review of published information on what constitutes good discharge and why it is important will set the context for the findings.

5.4 Findings will be analysed by the HWO team, who will prepare a report that summarises the key themes to emerge from this analysis.

5.5 The project will be overseen by a project steering group. This will be led by members of Patient Voice and the HWO team, who will aim to bring representatives from patients and carers recruited from OUHT and OHFT FT membership bodies and nominated staff leads from OCCG, OCC, OUHT, OHFT and the Association of Care Providers into the group.

5.6 The project will be managed by Rachel Coney, with project support from Carol Ball.

6. PROJECT MILESTONES

DATE	ACTION	KEY PARTNERS
5/9/14	Seek initial feedback on this proposal from Patient Voice	Patient Voice (PV)
8/9 - 19/9	Circulate v2 to relevant organisations seeking: <ul style="list-style-type: none">views and commentsnominations for project steering group	PV, OCCG, OCC, Association of Care Providers, LMC, LPC, OHFT, OUHT, HWO Board.

Appendix 1: Enter and View discharge project proposal

Early October	1 st meeting of project steering group to approve final project proposal for submission to HWO Board.	PV, HWO, OCCG, OCC, Association of Care Providers, LMC, LPC, OHFT, OUHT, patient and carer reps
14/10	HWO Board approve finalised project proposal	HWO Board
End October	Enter and view volunteers recruited (to include members of PV)	HWO, PV
Mid December	Enter and view training complete Develop and agree questionnaires	HWO PV and HWO for agreement by steering group
Early January	Enter and view trial sessions to test: <ul style="list-style-type: none"> • Questionnaires • Interviewing skills • Housekeeping and safeguarding arrangements with provider partners <p>Draft questionnaires for LMC, LPC and Care providers tested with relevant partners and content agreed.</p> <p>Launch awareness raising campaign</p>	PV, HWO and OUHT and OHFT
Mid January	Evaluation of test/rehearsal sessions Project plan and materials adjusted accordingly	Project steering group
February	<ul style="list-style-type: none"> • 100 enter and view interviews conducted in variety of care settings • Questionnaires circulated to relevant professionals, via their professional bodies for return by the end of the month • 1 month campaign promoting Self completion questionnaire • Desk research 	PV, HWO, OUHT, OHFT, Assocn of Care Providers, LMC, LPC.
March /April/May	Analysis complete and draft report circulated for comment/accuracy checks and to inform final contract negotiations.	PV, HWO, OUHT, OHFT, Assocn of Care Providers, LMC, LPC, OCC, OCCG
June	Report launched	HWO

HWO - Healthwatch Oxfordshire; PV- Patient Voice; OCCG - Oxfordshire Clinical Commissioning Group; OCC - Oxfordshire County Council; LMC - Local Medical Committee; LPC - Local Pharmaceutical Committee; OHFT - Oxford Health Foundation Trust; OUHT - Oxford University Hospitals Trust.