



Care
Watch

Annual Report 2023

Enabling User Centred Care

Introduction

CareWatch was formed in June 2017 and continues to carry out its original purpose:

“To act as a two-way communication channel between the HSC and the Community”

In this report, we will outline:

- Who makes up the CareWatch Committee.
- What we have worked on in 2023.
- Our objectives for 2024.
- How we aim to achieve this.

Who are we?

David Le Poidevin - Interim Chairman

David is the Managing Director of Orion Insurance Management Limited and Foresters Healthcare. He stepped away from CareWatch in July 2023 after serving as our interim chair since November 2021.

Bella Farrell - CareWatch Chair

Bella is Director & CEO at Health Connections LBG and was appointed as our new Chair in September 2023. Bella brings leadership, experience and a collaborative communication style as well as having a depth and breadth of understanding of the needs of service users of HSC in a variety of settings. A key aim of Bella's is to build trust with HSC, encouraging open transparent respectful dialogue which supports others to seek, listen to and respond to the voice of service users, maintaining and strengthening the integrity of CareWatch in achieving its primary aim.

Mike Read - Vice Chair

Mike grew up in Guernsey leaving to join the Royal Air Force in 1987. He returned home in 2000, now flying all over the World as a commercial pilot for AirTours, Dragon Air and Cathay Pacific Airways, before joining Aurigny in 2022.

In 2016, as a result of his family's experiences accessing care for a daughter with a chronic health condition, Mike set up the charity Cystic Fibrosis Guernsey. Active involvement in the third sector has led to other roles including being the Health Representative for the Guernsey Disability Alliance (GDA), Chair of Health Equality for All (HEAL), Chair of the Guernsey Cancer Alliance (GCA) and a panel member on Aging Well in the Bailiwick (AWB).

David Inglis – Member

David is currently the Chairman of Age Concern Guernsey whose primary role is to provide focus on issues relating to the community members that require support or guidance.

In recent years, David was the Chairman for Young Enterprise, following ten years as an advisor. He has also served as a past Chairman of PostWatch Guernsey and past President of the Bowmen of Guernsey. He has been a member of the Confederation of Guernsey Industry (CGi) management board and a former Chairman of Guernsey Island Games Association.

Heather Reed – Member

Heather moved to Guernsey in 1998 to take up a post as Consultant Obstetrician and Gynaecologist. She cared for the women of Guernsey for almost 20 years and was also working as Honorary Consultant to the Southampton University Hospital Trust. Her role included the care of victims of sexual abuse and child abuse, and it was during this time she became a Director of the Guernsey's Women's Refuge.

Since her retirement in 2017, Heather has been elected as a Jurat of the Royal Court and with the outbreak of the COVID-19 pandemic has worked as a vaccinator with the CVC team. Heather's charity work has included fund raising for several local charities and includes work as a volunteer for Health Connections who signpost and assist people to access various services offered to the Guernsey community.

Elizabeth Nye - Member

Elizabeth began her career in 1975 working as a Pharmacist Manager for several independents throughout the Southeast of England followed by several short contracts in the Middle East.

She came to Guernsey in 1984 and worked in all three Island practice pharmacies moving to an independent group in 2001. Elizabeth's major interests are in Health Promotion, encouraging a healthy lifestyle in a holistic manner, incorporating exercise, balanced eating and good mental health.

Jenny Benjamin - Member

Jenny has a nursing and health visiting background. She worked for a number of years for the States of Guernsey Education Department supporting the Personal, Social and Health Education Programmes in primary, secondary and private schools. She was also a Tribunal member on the Child, Youth and Community Tribunal and was aware of the impact that social and health care can have on relationships, behaviour, education and mental wellbeing.

In her work as Lead Volunteer for Health Connections Talking Cafes, she signposts people to the many agencies in the community for support and information. She is committed to encouraging all areas of health and social care to reach out for excellence, valuing their workforce and putting the patient at the forefront of its services.

Molly Edington - Member

Molly has lived in Guernsey since 2014 and has always had a keen interest in local healthcare, with a focus on access to care. As a type 1 diabetic Molly is keen to learn of the experience of other Diabetics, or those with chronic conditions, with accessing and receiving care.

Molly has a keen interest in helping local charities and is involved with Sarnia Housing Association, Samaritans, and the Bailiwick of Guernsey Victim Support and Witness Service.

Ian Carter – Member

Ian is currently a Member of the States of Alderney where he has a brief for taking an overview of health-related issues. Prior to moving to Alderney in 2014 he was involved in education in schools and universities and building community resilience in the UK. His focus is in supporting the development of a fully coordinated health and social care system in a small community with limited resources.

Members who left us during the year include: Lindsay Jefferies, Katherine Adam, Natália Jopling Tanser and Alex Lemon We thank them all for their contributions.

2023 Reporting

Each month, a summary of the most recent CareWatch meeting is forwarded to the Committee *for* Health & Social Care to ensure feedback is given as swiftly as possible regarding the meeting topics and any outcomes.

In some cases, more substantial reports are drafted and issued to the Committee *for* Health & Social Care when certain topics have triggered a CareWatch review.

CareWatch remains committed to being open and transparent. We want to be clear about what developments are under way and what is being achieved, all whilst maintaining the highest level of confidentiality where necessary and understanding of the General Data Protection Regulation (GDPR).

2023 Meeting Topics

Meeting Topics from 2023

Meeting Date	Topics of Discussion
11 January 2023	<ul style="list-style-type: none"> • Patient group Health Equality for All (HEAL) were invited to discuss the upcoming review of NICE TAs. • Emergency Department (ED) charges. • Recruitment of new members to the panel. • The recruitment crisis and reductions in community care.
8 February 2023	<ul style="list-style-type: none"> • Improving collaboration & two way communication with HSC. • The role of CareWatch in any review of ED charges. • The HSC response to Gastroenterology/Dermatology concerns. • Chair succession planning.
15 March 2023	<ul style="list-style-type: none"> • Professional Alliance presentation - Dermot Mullin. • CareWatch 2022 Annual Report presentation to HSC. • New recruit interview planning. • Invitation to a Parkinson's Awareness meeting.
5 April 2023	<ul style="list-style-type: none"> • Update on Primary Care Review - Nikejshia Moon. • Update on Alderney Care - Nikejshia Moon. • Developing better contact with charities and partnership working. • P&RC letter - Supported Living and Aging Well Strategy.
3 May 2023	<ul style="list-style-type: none"> • Welcome & introduction of new panel members. • CareWatch internal/external comms and website funding. • The need for a Chair to lead changes. • Creation of an Action Log.
31 May 2023	<ul style="list-style-type: none"> • EPR presentation - James Draper Change Project Manager. • CareWatch involvement in NICE TA Review for patient feedback. • NICE TA engagement planning. • New CareWatch SharePoint site - access and training.
28 June 2023	<ul style="list-style-type: none"> • Website development update. • NICE TA Review engagement update. • SLAWS. • Alderney rep Ian Carter welcomed to his first meeting.

26 July 2023	<ul style="list-style-type: none"> • Publicity campaign for a CareWatch Chair. • Clinical Nurse Specialist feedback NICE TA Review. • CareWatch Facebook page created. • Participation in 15 Steps Challenge.
23 August 2023	<ul style="list-style-type: none"> • CareWatch Chair application and interview planning. • Guernsey Mind representation on the panel. • Prescription drug wastage - letter to primary care practices. • Respite provision concerns.
20 September 2023	<ul style="list-style-type: none"> • SLAWS update - Helga Carré & Siriol Evans. • Welcome to new Chair, Bella Farrell. • Invitation to Guernsey Cancer Support meeting. • Response to proposed amendment to Medicines (Human and Veterinary) (Bailiwick of Guernsey) Law, 2008.
18 October 2023	<ul style="list-style-type: none"> • Review of Mandate & Terms of Reference with HSC. • Panel structure, values and stakeholders. • Website funding and budget. • Chair participation in monthly HSC CMT meeting confirmed.
15 November 2023	<ul style="list-style-type: none"> • Alderney HSC provision update - Ian Carter. • NICE TA Review update and response. • Recruitment of additional panel members. • Funding approval from HSC. • 2024 meeting dates.
6 December 2023	<ul style="list-style-type: none"> • SLAWS work-stream progress - Helga Carré. • Website engagement questionnaire & SharePoint update. • Items for Chair to take to CMT meeting. • MSG meeting update. • Annual Report.

The table above outlines the meetings held in 2023 and summarises the topics discussed. There was a mixture of areas considered which include but are not limited to: recruitment and retention of HSC staff, gastroenterology and orthopaedic waiting lists, mental health, improving community awareness of CareWatch, engagement and collaboration, NICE TAs, ED Charges, the role of The Professional Alliance, CareWatch's mandate and strengthening our relationship with HSC.

The table does not capture all discussion points that have developed during meetings, for example at some meetings members table feedback or questions that have been brought to them by members of the public. This open form of meeting structure allows all members to have an opportunity to provide information and feedback that they have received from the community. This adds value to meetings and provides essential anecdotal evidence of some of the current issues faced in health and social services in Guernsey.

One of the key issues for CareWatch over a number of years has been effective communication with members of the community and HSC. To aid in solving these challenges a focus has been placed on:

- The addition of new panel members.
- The appointment of a Chair, endorsed and supported by HSC, providing an opportunity for renewed leadership, an environment for positive change and action.
- Establishing a clear structure, roles and responsibilities within the panel.
- Appropriate funding allowing CareWatch to fulfil its primary role.
- A fresh website, to establish an independent identity, significantly improve our visibility, accessibility and accountability.
- The addition of an online survey to our new website.

At the time of writing this report, the panel has never been more confident that the changes currently underway will allow us to provide a timely two way independent communication channel between the community and HSC.

During the year panel members, or in some cases CareWatch as a whole, meets with or receives presentations from HSC or outside third party bodies. These allow the panel to gain a better understanding of certain areas of Health & Social Care and in some cases raises concerns or discussion points that CareWatch looks into further.

In 2023 CareWatch was able to meet with and discuss the following:

- Patient group Health Equality for All (HEAL) – NICE TA drugs & treatments.
- Dermot Mullin, Director of Operations & HSC's Associate Director team - The Professional Alliance.
- Nikejshia Moon, Senior Policy & Strategy Officer - Alderney Care, Primary Care Review and The Review of Section 10 of the Income Support (Guernsey Law, relating to the funding of disability related equipment, aids and adaptations).
- James Draper, Business Change Manager HSC Transformation Team - Electronic Patient Record project.
- Helga Carré, Senior Policy and Legislation Manager Strategy and Policy - Supported Living and Ageing Well Strategy (SLAWS) .
- Elaine Burgess, Director of Care Delivery - Communication and collaboration.
- Dr Steve Evans, MSG Chair - Communication and collaboration.
- Geraldine O'Riordan, States Prescribing Officer - NICE TAs.

Relationship with the Committee for Health & Social Care

The Committee *for* Health & Social Care currently provides administration services to CareWatch such as: Circulating documentation for meetings, minute taking and forwarded correspondence between HSC and CareWatch.

To promote efficient communication between CareWatch and the Committee *for* Health & Social Care, CareWatch extends an open invitation to all HSC deputies to attend any of their meetings in person or virtually. No HSC deputies took the opportunity to join us during 2023. However, since November, the CareWatch Chair has attended HSC's monthly Corporate Management Team meetings, allowing us to voice current concerns directly to service leads.

CareWatch continue to actively strengthen their relationship with HSC whilst maintaining its independence, to provide a timely, open and transparent communicative bridge between HSC and the users of health and social care services.

Plans for 2024

CareWatch has preliminarily noted the below actions and topics of discussion for 2024:

- Recruitment of additional members to CareWatch.
- Proactive communication and collaboration with the third sector.
- Proactive communication with the community.
- Our Hospital Modernisation programme.
- Primary Care Review.
- NICE TA Review.
- Mental health service provision.
- Gastroenterology & orthopaedic waiting lists.
- Care in the community & respite services.
- Adhoc Workstreams.

Summary

In conclusion, CareWatch has discussed and worked on a number of significant topics in 2022 and 2023 which are yet to have an impact on our community and the services health and social care provide. These include the Primary Care Review, with CareWatch commissioning a survey to understand the current access and utilisation of primary care services, which allowed the community to voice their opinions of the services on offer. It is hoped the findings from the survey will be used within the Primary Care Review, which is being undertaken jointly by the Committee *for* Health & Social Care and the Committee *for* Employment & Social Security. We continue to actively monitor this work-stream and what it might mean for service users.

In 2023 HSC asked CareWatch to co-ordinate engagement and provide feedback on the experience of members of the community, and their families, who have been prescribed a NICE TA drug or treatment and share its findings with the Committee. This work complements a comprehensive clinical and financial analysis conducted by Solutions for Public Health, an organisation independent of HSC.

When the Committee recommended the introduction of NICE TAs in January 2020, it did so on the basis that, among other things, the treatments would likely improve patient outcomes and experience by reducing uncomfortable or painful side effects and adverse events. Since that time we know hundreds of new drugs and treatments have been made available to patients at a cost that was far below original estimates to potentially thousands of patients. In August CareWatch submitted the community feedback we received with our comments and observations, and wait now for this work-stream to progress and the proposals that will follow.

During 2023, there has been a continual focus on the need to strengthen the panel and an awareness of the need to raise the profile, visibility and role of CareWatch within our community, communicating more clearly service user needs, issues and concerns, providing positive challenge where necessary.

As we move into 2024 the lack of a clear direction from, the Tax Review and recent Funding and Investment Plan, is likely to impact on the resources available to the Committee for Health and Social Care and the way services are delivered. The importance of the role CareWatch plays and the challenge of ensuring the public have an independent voice within the health and social care sector has never been greater.

We welcome any feedback and comments that you may have and encourage you to email us on: admin@carewatch.gg

The CareWatch Panel 2023

Note from the Chair

"I was delighted to take up the position of chairperson of CareWatch towards the end of 2023.

Having now met the existing panel, I realise there is a depth and breadth of understanding of the needs of service users of Health and Social Care in a variety of settings from acute, to community support and across statutory and voluntary sectors.

We all have empathy for the challenges currently facing service users and for those who provide their care in an environment with scarce resources and feel strongly that these needs and experiences need to be represented and responded to by providers of services and support in a compassionate, inclusive way where service users feel heard.

I will endeavour to ensure that the CareWatch panel retains a collaborative communication style which builds trust, encourages open transparent respectful dialogue which supports others to seek, listen to and respond to the voice of service users and which, I believe will maintain the integrity of CareWatch as a whole.

As chairperson, I look forward to 2024, when we shall strengthen and focus CareWatch to harness the knowledge and experience of its panel, focusing on our

key priorities and providing unbiased feedback from service users to providers of Health and Social care, which will increase public confidence in CareWatch to achieve its mandate going forward".