



CareWatch Annual Report

2018

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Introduction

2018 has been CareWatch's first full year since inception and has seen a series of developments that will be discussed in this report. We will also outline some of our objectives for 2019 and how we will achieve these. As always if you ever would like to contact CareWatch please do not hesitate to email us at carewatch@gov.gg

The first meeting of CareWatch was June 2017, since then CareWatch has progressed and is acknowledging challenges and aiding in change making within the health and social care community in the Bailiwick of Guernsey.

This year one of our key focus areas was to strengthen key relationships within Health and Social Care (HSC) and to start communicating more widely with the public. At the end of 2018 we released our first public update on gov.gg (<https://gov.gg/CHttpHandler.ashx?id=116719&p=0>) and in 2019 we will develop this further to keep everyone informed of progress and work streams currently underway.

The progress is focused on ensuring we are achieving our core mandate to 'act as a two way communication channel between the community and HSC.'

Who are we?

Lady Corder – Patron

Lady Corder qualified as a nurse at Addenbrookes Hospital, Cambridge in 1982. She has worked at all levels in the NHS from Staff Nurse to Acting Director of Nursing. She finally retired in 2015 finishing her career as Deputy Director Nursing, where she was responsible for, amongst many other things, the patient Advice and Liaison Service (PALS), Customer Care Service and Patient and Public Involvement. As a result of this experience CareWatch invited Lady Corder to become their Patron and a member of the Committee

Roger Allsopp – Chair Person

Roger Allsopp moved to Guernsey in 1975 to take up a post as Consultant Surgeon. He worked in this capacity for 31 years, for the last 10 years of which he was also working as honorary Consultant to the Southampton University Hospital Trust.

He was awarded the OBE for services to medicine in Guernsey and the UK in 2004. In 2006 he retired from clinical practice and as chairman for the Charity Hope for Guernsey, and became intimately involved in fund raising for medical research carried out under the auspices of Wessex Medical Research. The specific area of interest being into proteomic markers for the early detection of cancer.

The Islanders of Guernsey, through volunteering, have over the years played a vitally important role in this ongoing work. In 2009 Roger was appointed the first President of the Child Youth Community Tribunal which came about as a result of the 2008 Children's Law. He served in this post until in 2014 when he was elected to serve as a non-States Member to the Health and Social Services Committee, now renamed Health and Social Care (HSC), a position he still holds.

Katherine Adams – Member, Citizens Advice Guernsey

Katherine has been a volunteer with Citizens Advice for over 15 years, advising people on their rights and responsibilities and helping them find ways to deal with problems in many areas of life. Before moving to Guernsey in the 1980s Katherine was an Educational Psychologist in Scotland, working with children and schools in Glasgow.

Graham McKinley – Member, States of Alderney

Graham, OBE, was an Officer in the British Army for almost 30 years. He served on secondment to the Sultan of Oman's Armed Forces for two years, with active service in Dhofar, Oman and completed several tours in Northern Ireland. He was part of the Defence Attaché in West Africa, based in Ghana for three years. Graham retired from army aged 47 to join United Nations World Food Programme as a Security Consultant. Worked in over 30 countries in Africa as well as countries in the Middle East, Asia and the Far East.

He is currently a States Member in Alderney.

David Inglis – Member, Age Concern Guernsey

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

The support services are organised by the management committee who establish contact and friendship for many islanders.

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

Karen Blanchford – Member, Representing the equality and disability sectors

Karen and her young family returned to Guernsey 5 years ago. In her time away, Karen worked in a wide variety of roles, sectors and countries, gaining invaluable experience in business strategy, marketing, HR, analytics and consultancy within such sectors as Health, Community Services, mining, IT, finance and governments in UK, Europe, Australia and Canada. For the last 4 years Karen has worked and volunteers in the 3rd sector including the Guernsey Disability Alliance, We All Matter, Eh?, Access for All, Equality Working Group (EWG) and the Association of Guernsey Charities. Karen is passionate about our community, equality, empowering others and using her experience to drive change.

Aaron Davies – Member, Guernsey Youth Commission

Rick Lowe – Member

Rick was born in Guernsey and educated at Hautes Capelles School and the Boys Grammar School. He is married with two daughters and has a Grandson.

As a young man (19) Rick immigrated to Australia as a 'ten pound Pom.' After living in a car and travelling extensively for 18 months he settled into corporate life in large multinational corporations. Progression into senior management was rapid and entirely results oriented. Rick was the fortunate recipient of numerous management training courses with various international management consultancies and The Australian Institute of Management.

Returning to Guernsey in 1987 Rick ran a number of his own businesses with interests in Cars, Motorcycles, Commercial Vehicles, Online Sales and Property Development. Rick retired in 2009 and after a 3 year sojourn back in Australia, fishing and Golfing, returned to Guernsey.

Apart from CareWatch Rick also sits as a lay member on HSC Leadership Development (Care Value 4).

Anita Kilby – Member

Anita has worked within IT Blue Chip Technology giants for the majority of her 30 plus year career, in the UK , managing clients and high value complex projects within the Health sector, Higher and Further Education Sectors, Local Government and multi-national corporations such as Shell, BNFL, AEA and ICI. In addition to this successful career, Anita has owned several online businesses and retail concessions within large high street chain stores in the UK and developed her own line of beauty products. Anita has been a chairperson of The Patient Care Group for a practice comprising of 4 privately owned doctors surgeries (representing 250K patients) in the UK.

In Guernsey, Anita has a consultancy business, is a qualified life coach and commercial director for several startup companies in the UK including a technology driven clinical trials business with offices in Europe and Guernsey, the Vice President for the Royal Commonwealth Society Guernsey, a Council member of the Guernsey Chamber of Commerce Council, in addition to being a member of the Health and Social Care CareWatch Guernsey

Tanya Martinson - Member

Reporting

This year there have been two reports established that will continue to develop and evolve in 2019. The two reports are:

- Quarterly report to the Committee for Health and Social Care
- Quarterly public update published on www.gov.gg/carewatch

To date there have been two updates to the Committee and one public update complete (December 2018). The structure of these reports will mature in 2019 and the planned release dates are outlined below:

Table 1 Report plan for 2019

	Update to Committee for HSC	Public Update (gov.gg)
Annual Report	January 2019	January 2019
Update	March 2019	April 2019
Update	June 2019	July 2019
Update	September 2019	October 2019
Update	December 2019	
Annual Report	January 2020	January 2020

CareWatch are 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 confidentiality where necessary and understanding of GDPR (General Data Protection Regulation) regulations.

2018 Areas of Interest

Table 2 2018 Meeting Outline

Date	Subjects of meeting	Confirmed
16 January 2018	<ul style="list-style-type: none"> • Director of Hospital services attended • Emergency Department Structure and Policy • End of Life Care Coordinator attended 	Yes
6 February 2018	<ul style="list-style-type: none"> • End of life care project – End of Life Care Coordinator attended 	Yes
15 May 2018	<ul style="list-style-type: none"> • Communications and online presence of CareWatch 	Yes
25 June 2018	<ul style="list-style-type: none"> • Patron Announcement • Care and Support Framework • Ambulance Service • Online Presence • Primary Care Charges 	Yes
17 July 2018	<ul style="list-style-type: none"> • Priority Setting in HSC • Arts in the PEH and community • Primary Care Charges 	Yes
5 September 2018	<ul style="list-style-type: none"> • Future regulation in HSC • Re-profiling of PEH • Complaints feedback on new documentation 	Yes
17 October 2018	<ul style="list-style-type: none"> • PEH Profiling • Feedback from GCA • ID badges 	Yes
12 December 2018	<ul style="list-style-type: none"> • Health Improvement Commission • PEH Modernisation • Letter from President of HSC Committee 	Yes

Table two outlines the meeting schedule and topics for 2018, there was a mixture of areas considered which include, but are not limited to; development of public leaflets and communications, setting up a webpage, discussing end of life care, the newly formed Health Improvement Commission and many more areas.

What this table does not capture is all of the other discussion points that have developed and shaped our meetings. Now at every meeting there is an agenda item for 'What have you seen/heard?' This enables all members to have a structured opportunity to feedback what they have acknowledged in the community that should be considered at CareWatch. This item has added value and provides essential anecdotal evidence of some of the current issues faced in health and social in Guernsey.

We were fortunate to be able to announce Lady Corder as the Patron for CareWatch and are delighted that Lady Corder agreed to be an active member of the group. After having vast experience in health and care provision in the UK Lady Corder is an asset to the group and will further influence the direction of travel and maturity of CareWatch.

As CareWatch have developed and embedded within the health and social care setting it became clear that wider communication and an online presence was required. Through discussion with communication advisors and the members it was agreed and implemented to have a dedicated CareWatch page on gov.gg. This is providing a useful tool to host our updates as well as to provide short profiles on who our members are. This is an evolving project for CareWatch and in 2019 consideration will be given to social media and other media opportunities.

As mentioned in our autumn update CareWatch was keen to continue to be in communication with artwork projects that are currently being progressed within the Princess Elizabeth Hospital (PEH) and the wider community for Health and Social Care. Some members who took a special interest took part in further discussions outside of the meeting to outline how they could assist with fundraising and input for future projects.

There had been several informative presentations at CareWatch meetings from HSC staff. Two significant topics were the Modernisation of the PEH and Care Regulation in Guernsey. For the Modernisation of the PEH CareWatch were asked to be involved in future public communications which will be essential to the programme of work, members agreed that this would be a valuable project to provide input to.

Another area which will have future involvement with CareWatch is the Health Improvement Commission. This is a newly established commission and links directly with the Partnership of Purpose (<https://www.gov.gg/CHttpHandler.ashx?id=110820&p=0>). Both parties were keen to work together in the future.

CareWatch members have been involved in several HSC projects and work streams, Rick Lowe sits on one of the Care Values Framework working groups and Roger Allsopp has been involved in discussions following the Royal College of Anaesthetists Review looking at making major service improvements in the future.

In 2018 one of the aims for CareWatch was to go to Alderney and to meet with charities, members of the public and health and social care staff. Unfortunately due to time restraints this has been

unachievable, this is a priority for 2019. At the end of 2018 Karen Blanchford visited Alderney representing Access for All as well as CareWatch. Graham McKinley was present for several of the visits also. Some of the main areas covered during the visit were; the airport, medi-vac, access to services including mental health provision and the community swimming pool.

Committee recommendations

Following a letter sent by Deputy Soulsby on behalf of the Committee for HSC CareWatch will plan the 2019 programme of work accordingly. CareWatch were pleased that HSC viewed the group as a vital role towards the development and implementation of the ongoing transformational work within HSC.

CareWatch will endeavor to align with HSC's strategic vision whilst raising the profile of areas/concerns when necessary and appropriate. CareWatch continues to act as an independent body with close relationships to HSC.

Plans for 2019

A focus area for 2019 will be for members to be more involved with gaining insight from within the PEH. An exciting opportunity for CareWatch members has arisen and this is called the '15 steps challenge.' (<https://www.england.nhs.uk/wp-content/uploads/2017/11/15-steps-inpatient.pdf>) This was originally developed by the NHS in 2012 and the aim is to view service provision from a service user's perspective. Members will work alongside health professionals to conduct audits and utilise the tool, this will enable a structured insight and input into the services in Guernsey. It is an exciting opportunity for members to work so closely with medical and nursing staff and to be able to provide a different view point. To enable this opportunity to develop effectively there will be a presentation to CareWatch in February and members will be invited to take part should they wish. Full police checks and ID badges have/will be processed before proceeding with the task.

CareWatch understand that there is further development to be made on communications both to the public and internally to HSC staff. In the last quarter of 2018 there was an increased request rate from HSC staff to either attend CareWatch or have a CareWatch member on their project/work stream, this has had a really positive response. In 2019 there will be further refinement to public updates, please see Table 1. Another aspect of communications that HSC have asked CareWatch to focus on is to look at the information available on the gov.gg website and communication directly with patients, especially there are other Organisations involved in the care pathway.

Mental Health services had been highlighted by the President for HSC as one of the priorities for consideration. This was highlighted to focus on how the public, private and third sectors can help support the public in time of personal crises. Initially Roger Allsopp has had an introduction to David Gedze, a project manager currently working with Mental Health Services and Greg Lydall, Consultant Psychiatrist. Further work on this will continue in 2019.

An area that is significant to HSC, CareWatch and all of the public is the complaints team, already there have been great changes in this team to support processing complaints from MSG as well as HSC, but there are still some areas for development. Roger Allsopp already meets frequently with this team and further work will continue to develop in 2019 to support this team.



Summary

2019 is an important year for CareWatch to continue to develop, we have already started work streams on important areas within health and social care and the community but endeavor to achieve more in 2019.

We welcome any feedback and comments that you may have and encourage you to use our email carewatch@gov.gg .