

Winter Health Partnership Event Evaluation Report

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1. Introduction

Partners made a commitment in the North Yorkshire Winter Health Strategy (2015 - 20) to meet annually to measure progress and share good practice in our efforts to maintain health during winter months and prevent avoidable ill health and excess winter deaths. This report is a record of the event and includes information on the programme, presentations, workshops, evaluation and next steps. A list of people who attended and the two year action plan created following the event are included in appendices i and ii.

2. Programme

A range of presentations were given that gave an overview of the breadth of work taking place around winter health. These included:

- The Winter Health Strategy: history, progress and the next two years
- The contribution of NHS Winter Planning
- The contribution of falls prevention
- The contribution of Strong and Steady

This was followed by workshops that provided delegates with an opportunity to explore these issues in more detail and to identify priorities to be addressed for the next two years.

The Presentations as well as a full copy of the programme can be found here:

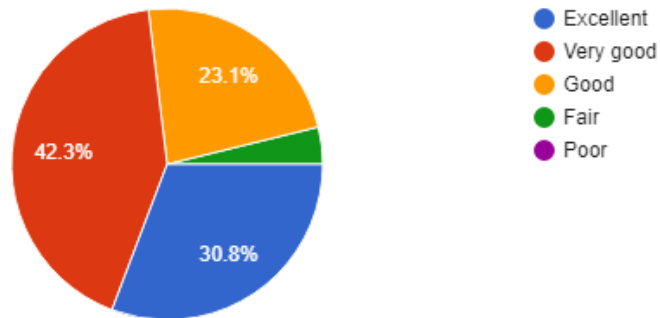
<http://www.nypartnerships.org.uk/winterhealth>

3. Evaluation results

The following feedback was received regarding the event.

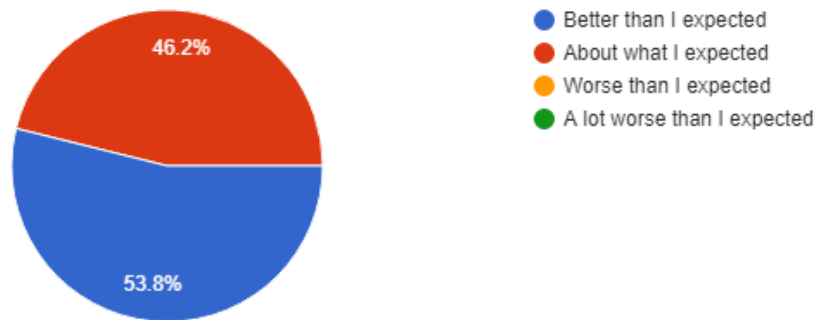
Overall, how would you rate the quality of the event?

26 responses



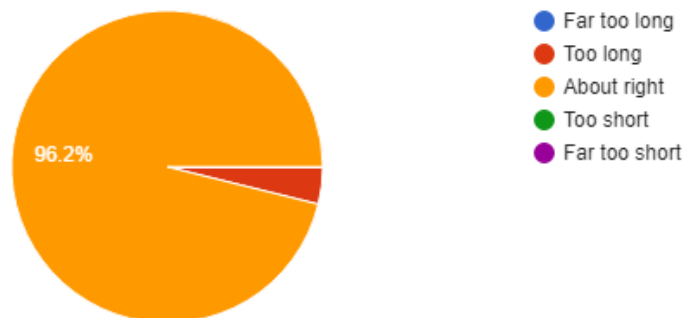
How well did the event meet your expectations? Was it...?

26 responses



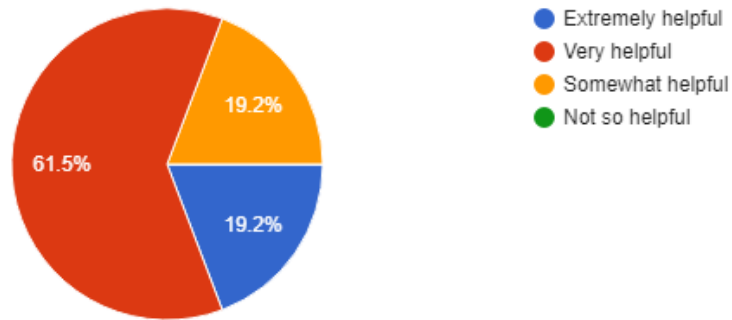
Do you think the event was too long, too short, or about right?

26 responses



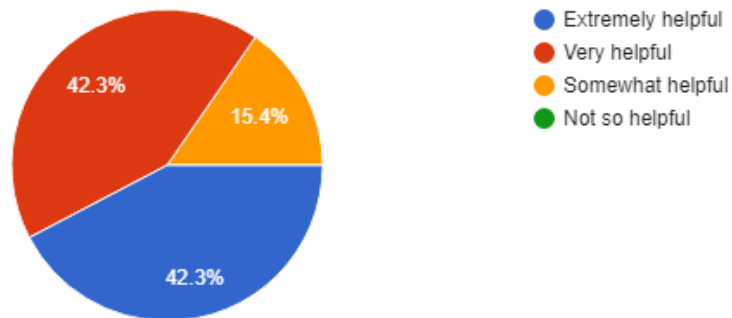
How helpful was the content presented at the event?

26 responses



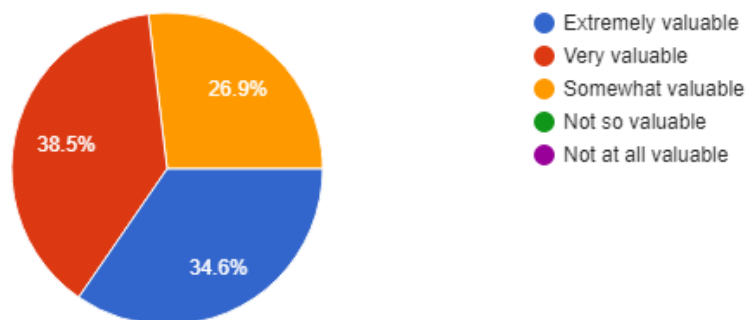
How helpful was the group discussions?

26 responses



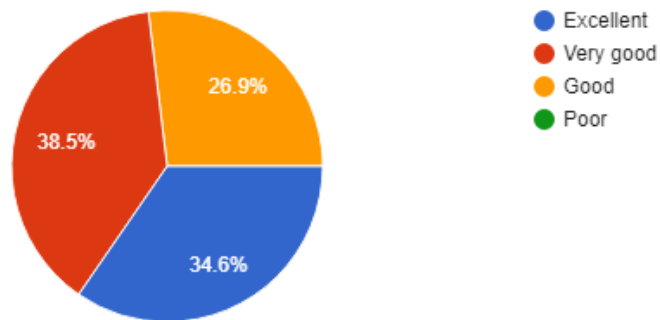
How valuable were the networking opportunities at the event?

26 responses



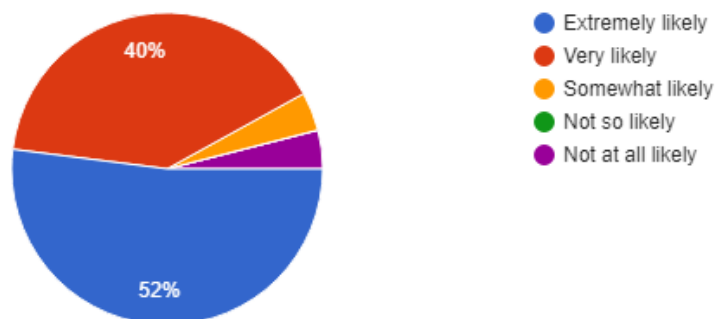
How would you rate the quality of the facilities where the event was held?

26 responses



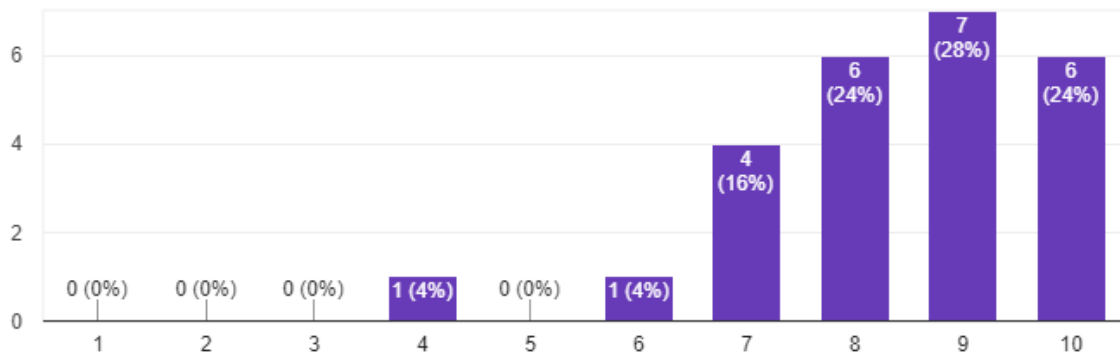
How likely are you to attend future Winter Health Partnership events?

25 responses



How likely is it that you would recommend future events to a colleague?

25 responses



What was the single most valuable thing you learned at the event?

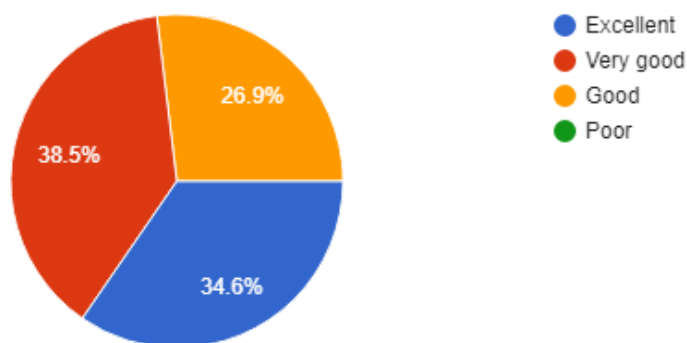
- Everyone trying to reduce deaths and illness in winter.
- Simple advice about reducing damp - ventilate and heating.
- Up to date stats on EWD N Yorks
- Networking with like-minded organisations with similar values to my own organisation.
- Realising there isn't much awareness of each other.
- Planning for next year was very useful - will influence 19/20 winter planning.
- Knowledge of Warm Home Discount
- What else is available.
- The five goals/aims for the next 2 years.
- How different organisations can connect to help a bigger cause!
- Resources available from stands including Warm & Well.
- Networking with Forces Support. Need for cross-silo participation.
- Number of organisations involved.
- Warm & Well programme. Ways we can promote and improve winter health.
- There's a lack of education amongst everyone.
- Networking and connections with partners.
- Linking with colleagues - making connections and seeing opportunities.
- Some new contacts to follow up.
- The extent of Citizens Advice service.
- The existing resilience measures by CCGs.
- Everything was very useful. All relevant.
- All networking and the note-pad.
- *Help Us Help You* campaign.
- Information about other agencies and what are doing.
- That the organisations we work with are working towards the same aims of the strategy.
- £300+k for AW.

What action will you undertake as a result of attending this event?

- Take info back to team.
- Check whether Living Well Team needs a refresher on energy efficiency measures.
- Make new links and partner with WWNY.
- Contact delegates from list to introduce myself and improve content/awareness I provide to my own teams through induction.
- Spread the word!
- Focus on admission avoidance/preventative work.
- Promote the five aims, though work needs to be undertaken further.
- Feed-back to all my colleagues.
- Promoting Warm & Well in team meetings.
- Liaison with Forces Support.
- Promote flu vaccination in broader public sector.
- Develop a winter health action plan.
- Consider further energy efficiency advice when out and about.
- Contacting teams/exploring voluntary sector options more fully.
- Will ensure the action plan is developed and delivered.
- Follow up contacts. Think about a health linkage bid.
- Use knowledge I have learnt to take back to my team and operational groups.
- Engage with new contacts made.
- Keep team working with Warm & Well in North Yorkshire and other partners to follow up issues/proposals and support.
- Making referrals into the project.
- Champion updating the action plan.
- Feedback to colleagues.
- Support the develop of the action plan

How would you rate the quality of the facilities where the event was held?

26 responses



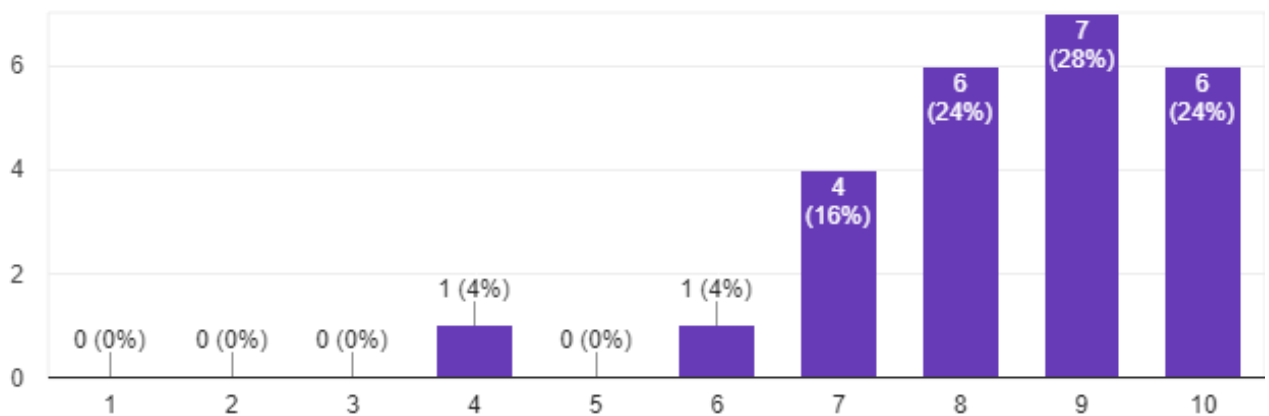
How could future events be improved, is there anything you disliked?

- Warmer room!
- Top table/speakers appeared to be in the dark! Presentations did not appear to be fully in focus. Quick check at the beginning.
- Some workshop/group q's were not answered e.g. GP1 'What work is currently happening? to improve cold homes.
- Earlier in the year.
- Better timing. Needs to do earlier in the year.
- The Strong and Steady presentation was bit too long and detailed.
- No - thought it was well delivered.
- No. Everything was excellent.
- Heating.

4. Conclusion and next steps

How likely is it that you would recommend future events to a colleague?

25 responses



The event was well attended which highlights how important this agenda is to professionals across North Yorkshire. There was lots of discussion taking place in the workshops, coffee and over lunch, with a number of pledges being made to develop the winter health work further. Many commented that it was helpful having colleagues from the NHS at the event and that this had helped to make links between organisations and for the strategy. Reflections and feedback after the event highlighted that it has helped to re-inspire and re-energise the winter health work.

It was agreed that the next event should take place before winter so that outcomes from the event could inform winter planning earlier and that delegates could reflect on the previous winter. An action plan will be developed and agreed by the Winter Health Partnership using feedback from the workshops.

Appendix i: Participants

Name	Role	Organisation
Anne Addyman	Multidisciplinary Support Worker	Harrogate and District NHS Foundation Trust
Colleen Allwood	Ex-Forces Support North Yorkshire Development Officer	Community First Yorkshire
Sally Anderson	Business Development Officer, targeted Prevention	North Yorkshire County Council
Nigel Ayre	Delivery Manager	Healthwatch North Yorkshire
Pamela Bagot	Principle Physio	Harrogate and District NHS Foundation Trust
Catherine Baker	Health Improvement Manager	North Yorkshire County Council
Helen Ball	Environmental Officer	Broadacres Housing Association
Helen Bawn	Communications team	North Yorkshire County Council
Janet Bayley	Environmental Health	Hambleton District Council
Diane Bland	Project Development Coordinator	National Energy Action
Dawn Bowness	Commissioning Manager	NHS Harrogate and Rural District CCG
Rosalie Boyles	Funding and Contracts Monitoring	Citizens Advice Mid-North Yorkshire
Ruth Burton	District Nurse	Harrogate and District NHS Foundation Trust
Ben Bynoe	Multidisciplinary Support Worker	Harrogate and District NHS Foundation Trust
Becky Case	Head of Transformation and Delivery	NHS Vale of York CCG
Andrew Dangerfield	Head of Commissioning	NHS Harrogate and Rural District CCG
Cllr Caroline Dickinson	Executive member for public health, prevention and supported Housing	North Yorkshire County Council
Bev Dixon	MASDAP Casework	Citizens Advice Mid-North Yorkshire
Diane Dixon	Money Advisor	Broadacres Housing Association
Sam Dyson	Screening and Immunisation coordinator	Public Health England
Felicity Forman	Operations coordinator	YES Energy Solutions
Fiona Friday	Partnership & VCS Officer	Harrogate Borough Council
Sarah Hall	Housing Strategy Manager	Strategic Housing Partnership
Sarah Hay	GP – Governing Body Member of CCG	NHS Harrogate and Rural District CCG
Ruth Hine	Health Improvement Officer	North Yorkshire County Council Public Health Team
Sarah Hoyes	Health Improvement Manager- Health and Adult Services	North Yorkshire County Council
Peter Hudson	Screening and Immunisation Coordinator	Public Health England
Rachel Hunter	Advice Coordinator	Citizens Advice Mid-North Yorkshire

Kathryn Ingold	Consultant in Public Health – Health and Adult Services	North Yorkshire County Council
Neil Irving	Assistant Director, Policy and Partnerships Chair of the Winter health partnership	North Yorkshire County Council
Simon Jones	Volunteer Advice Sessions Supervisor	Citizens Advice Mid-North Yorkshire
Rachel Kemp	Service Manager – Delayed Transfers of care	North Yorkshire County Council
Emma Kleinfeldt	Bid Writer	Citizens Advice Mid-North Yorkshire
Zoe Lappin	Work Placement Student	NYCC
Rachel Laud	Clinical Lead	Humber Teaching NHS Foundation Trust
Rachel Lee	Tissue Visibility Nurse Specialist	Harrogate and District NHS Foundation Trust
Nigel Lewen	Volunteer Trainer and IT	Citizens Advice Mid-North Yorkshire
Carmel Lister	Falls Prevention Co-ordinator	Harrogate and District Foundation trust
Anne Mann	Service manager	Harrogate and District Foundation trust
Adam Matthews	W&W SPOC and Communications	Citizens Advice Mid-North Yorkshire
Karen Mazingham	Head of Transformation and service Delivery	NHS Scarborough and Ryedale CCG
Julie Nisbet		Age UK
Kirsty Reid	Work placement Student	North Yorkshire County Council
Jose Roversi	Energy Adviser	Citizens Advice Scarborough
Helen Sams	Service manager – Home from Hospital	Carers Resource
Dr. Lincoln Sargent	Director of Public Health – health and Adult Services	North Yorkshire County Council
Carol Shreeve	Chief Executive	Citizens Advice Mid-North Yorkshire
Jo-Anne Simpson	Culture and Wellbeing Delivery Manager	Richmondshire District Council
Becky Stacey	Specialist Occupational therapist	Harrogate and District NHS Foundation Trust
Leah Swain	Chief Executive	Community First Yorkshire
Joy Swithenbank	Environmental health	Hambleton District Council
Laura Thomas	W&W SPOC and Partnership Coordinator	Citizens Advice Mid-North Yorkshire
Tim Townsend	Resilience and Emergencies Officer	North Yorkshire County Council
Kate Urwin	Director	Yorkshire Energy Doctor
Carly Walker	Health Improvement manager – Health and Adult Services	North Yorkshire County Council

Louise Wallace	Assistant Director Health and Integration, commissioning HAS	Health and Adult Services North Yorkshire County Council
David Watson	Chief Executive	North Yorkshire Sport Limited
Wendy Watson	Screening and immunisation coordinator	Public Health England
Tracy Watts	ATI Coordinator and Key Worker	Citizens Advice Mid-North Yorkshire
Alison Webb	Energy Advisor and DEA	Energy Girl Yorkshire
Kerry Weir	Deputy Director Planning Performance and Assurance	NHS Bradford and Airedale CCGs
Linda White	Living Well team Manager	North Yorkshire County Council
Natalie Whitwham	District Nurse	Harrogate and District NHS Foundation Trust
Lynn Williams	HIA Manager	White Rose HIA
Lisa Wilson	Communities Manager	Hambleton District Council
Emma Woods	Environmental Health Officer	Hambleton District Council
Marguerite Wright	Community Therapy Lead	Harrogate and District NHS Foundation Trust

Appendix ii: Winter Health Action Plan 2018 – 20

Using the feedback from the event, the winter health partnership developed and agreed the following action plan.

Improve cold homes and energy efficiency			
Action	Outcome/output	Lead	Timescale
Provide a Warm and Well Single Point of Contact across North Yorkshire	Increased number of residents accessing help to deal with the problems associated with their cold homes Monitoring takes place on a quarterly basis and informs future developments	Laura Thomas, Warm and Well Partnership.	End March 2021 Monitored quarterly
Identify and access funding opportunities to support residents with winter health and fuel poverty. Deliver support for organisations and clients using the	Support is provided using the British Gas Energy Trust funding. Includes home visits, awareness raising events, debt advice, installation of energy efficient measures and small home repairs and a hardship fund. Number of visits monitored	Laura Thomas, Warm and Well Partnership	Launched Dec 2018, delivered by end March 2021.
Provide first time heating installations to properties identified through the warm homes fund	Promotion of the service takes place 109 installations provided Quarterly monitoring takes place	YES energy solutions	January to
Ensure homeowners, tenants and landlords are aware of the benefits of spending money on improving the energy efficiency of their properties. Information	Promotion of Warm & Well in North Yorkshire through landlord forums and other awareness raising activities.	Laura Thomas, Warm and Well Partnership Housing departments in local councils	End March 2021

delivered through promotional work and Warm & Well SPOC.			
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2. Increase uptake of flu vaccination			
Action	Outcome/output	Lead	Timescale
Develop a communications campaign to promote the flu vaccine to eligible groups. To include myth busting and case studies.	Campaign delivered Increased uptake of the flu vaccine amongst eligible groups	Public Health, North Yorkshire screening and immunisation team, CCGs	Annually – to be launched in October
Pilot new ways of increasing uptake of the flu vaccine to staff working with vulnerable groups and in the workplace	Programmes in place for staff to access flu vaccinations that includes briefings and communications for staff, on site vaccination, links with pharmacies Uptake is monitored Increase in uptake amongst health and social care staff A report on lessons learned is shared Briefings provided to increase uptake of the vaccine	Public health, Carly Walker Public health, Carly Walker Public health, Carly Walker	Programmes launched October Monthly update reviewed Report produced March

3. NHS Winter Planning/Urgent Care			
Action	Outcome/output	Leads	Timescale
SR and VoY CCGs Warm and Well and Public health to link to the SR and VoY CCG project team to ensure that prevention is embedded in the	New Humber Coast and Vale STP respiratory pathway published which includes links to flu vaccination and voluntary sector	Karen Mazingham, SR CCG Carly Walker, NYCC	September 2019

refreshed respiratory pathway.	warm homes initiatives Warm and well provide input into COPD pack for professionals	Laura Thomas, CAB	
AWC CCG Health Care and Housing Network prioritises: <ul style="list-style-type: none"> • Homelessness • Improving Housing Conditions / Disabled Facilities Grant • Mental Health & Behavioural / Anti-Social issues 	Pathways task & finish group which is looking at improving pathways for tenants with complex mental health needs.	Lisa Oldfield, AWC CCG Lynn Scrutton, AWC CCG	May 2019 The Health Care and Housing Network is ongoing
HaRD CCG Warm and Well and Public health to link to patient and staff engagement around respiratory work	Self help groups are provided looking at medicines compliance and use of MyCOPD app. Warm and well information is promoted	Dawn Bowness	September 2019
Hold a 2019 Winter Health Planning event with input from CCGs	Event held NHS / CCG action plan refined Consideration given to acute trusts role in Winter Health and how to make the best links across winter health and NHS providers	VoY Becky Case HaRD Andrew Dangerfield SR Karen Mazingham AWC Kerry Wier HRW John Darley	March 2019

4. Reducing falls			
Action	Outcome/output	Lead	Timescale
Set up a task and finish sub group of the Winter Health Strategic	CCG falls pathways are updated and implemented	Catherine Baker, Public Health	October 2019

Partnership, to review CCG falls pathways and assessment tools to ensure falls prevention is embedded, assessments are evidence based and broader partners are included in the pathway (e.g. Warm and Well, Strong and Steady and NYFRS)	Task group is established	CCG leads (SR, HaRD, AWC, HRW, VoY) NYFRS NY Sports	
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Awareness raising and identifying vulnerable people			
Action	Outcome/output	Lead	Timescale
All agencies to promote key messages and available support using existing mechanisms. For example through teams meetings, staff bulletins, online directories, etc.	Increased awareness of support available amongst staff working in NYCC, District/Borough councils and hospital trusts	Warm and Well	Ongoing
Provide training to staff and volunteers from public facing organisations to increase their knowledge and skills on how they can save money on their bills and improve the energy efficiency of their own homes. Promote training courses offered through NEA, Big Energy Saving	Raised awareness of the need to take action of energy efficiency and saving money on your bills. Staff benefitting from lower bills Organisations becoming strong advocates and able to fully encourage clients	Laura Thomas, Warm and Well Partnership Kate Urwin, Yorkshire Energy Doctor	Ongoing. See an increase in take up of training across North Yorkshire by end March 2021

Network and other sources.			
Work with agencies who support vulnerable groups that would benefit from awareness of support available e.g. DWP, GP forums, housing groups, farmers community networks, children's centres, police, etc.	<p>Increased number of awareness raising sessions provided to agencies working with vulnerable groups</p> <p>Increased awareness of help available and more able to direct the client to appropriate support.</p> <p>Warm and Well to link with stronger communities and Community First North Yorkshire to identify groups</p>	<p>Warm and well</p> <p>Warm and well</p>	<p>Ongoing.</p> <p>Monitored through quarterly reports (source of referral and groups of organisations worked with)</p>
Ensure key messages are visible at public locations around the local area e.g. post offices, food banks, chemists, libraries, community hubs.	<p>Messages are targeted at groups who are not already engaging with formal support</p>	<p>Warm and well</p>	<p>Ongoing.</p> <p>Monitored through quarterly reports (source of referral)</p>