



Annual Report

2022

14 February 2023

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 2022,
- Our objectives for 2023,
- How we aim to achieve this.

Who are we?

David Le Poidevin – Interim Chairman / Member

David is currently the Managing Director of Orion Insurance Management Limited and Foresters Healthcare where he specialises in business and product development, insurance market research and management consultancy.

David is specifically focused on island healthcare insurance requirements and ensuring Bailiwick Residents have affordable and accessible primary care services.

David was appointed Interim Chairman in November 2021.

Katherine Adam – Member

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

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.

Lindsay Jefferies – Member

Lindsay is currently the Managing Director of Island Global Research, a Guernsey-based market research company. Before joining Island Global Research, Lindsay was a Lecturer in Health Economics at the London School of Hygiene and Tropical Medicine (LSHTM). She worked in the Faculty of Public Health for ten years and during that time completed a PhD in Health Economics.

Lindsay's interest in public health and practice started in 2004 when she was working for the UK Department for International Development and led research on the retention of nurses in Malawi. Her subsequent academic research focused on the design, implementation and evaluation of interventions to improve health service provision in low-income countries. As an economist, her role was often to help identify structural and process barriers to health care, understanding provider and patient behaviour, and to identify cost-effective solutions. Since moving to Guernsey she has been involved in several local studies, including the Guernsey and Alderney Wellbeing Survey 2018, a GP patient satisfaction surveys and survey on economic and social impact of COVID-19 on people living in Guernsey, Jersey and the Isle of Man.

Natália Jopling Tanser – Member

Natália was born and educated in Portugal before completing her secondary education in Guernsey.

Natália graduated from the University of Southampton with a First-Class Honours Law degree and during her final year at University she took a particular interest in Health Care Law.

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.

Reporting

This report, being the Annual Report 2022 has been issued.

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.

It is our intention to commence issuing quarterly public updates which will be published on the CareWatch website – www.carewatch.org.gg

Table 1 below outlines when the public can expect to see quarterly updates and annual reports:

Table 1: Report plan for 2023

Report	Expected Publication Date
Quarter 1 Update	21 April 2023
Quarter 2 Update	21 July 2023
Quarter 3 Update	20 October 2023
Quarter 4 Update	31 January 2024
Annual Report 2023	31 January 2024

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).

2022 Meeting Topics

Table 2: Meeting Topics from 2022

Meeting Date	Topics of Discussion
12 January 2022	<ul style="list-style-type: none"> • Mr Le Poidevin appointed Interim Chair for 12 Months • Updating CareWatch website, reports & governance documents • Recruitment of new members to the panel • Acute Mental Health Services
9 February 2022	<ul style="list-style-type: none"> • Primary Care review / survey • Website & document updates • Annual reporting • Alderney representation on CareWatch
9 March 2022	<ul style="list-style-type: none"> • Guernsey Mind • Website updates • Primary Care review / survey
6 April 2022	<ul style="list-style-type: none"> • Primary Care review / survey • Recruitment of new members to the panel • Guernsey Mind • Emergency Department Tariffs • Voluntary Transport Service
4 May 2022	<ul style="list-style-type: none"> • Primary Care review / survey • Governance documents • Alderney GP services • Guernsey Cancer Alliance
15 June 2022	<ul style="list-style-type: none"> • Voluntary Transport Service presentation • Primary Care survey dissemination

	<ul style="list-style-type: none"> • Guernsey Cancer Alliance • Reciprocal Health Agreement • Mandate
13 July 2022	<ul style="list-style-type: none"> • Mandate • Pharmaceutical drug markup • Primary care survey presentation • Recruitment • Organ donation legislation
7 September 2022	<ul style="list-style-type: none"> • Pharmaceutical drug markup • Recruitment • Update on Primary Care review
12 October 2022	<ul style="list-style-type: none"> • Relationship between HSC and CareWatch • Pharmaceutical drug markup • Multidose prescription boxes • Gastroenterology Services • Dermatology Services
16 November 2022	<ul style="list-style-type: none"> • Update on Alderney Care / GP services • Primary care review update • Multidose prescription boxes • Recruitment targets discussed • 2023 meeting dates
7 December 2022	<ul style="list-style-type: none"> • Recruitment targets discussed • Emergency Department charges • Health Equality for All – NICE TA Review • States of Guernsey subsidy grants towards GP services

Table two outlines the meetings held in 2022 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, mental health, community engagement, primary care, Professional Alliance, ID badges, CareWatch’s mandate and many more areas.

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 challenges for CareWatch in 2022 had been effectively communication with members of the community. To aid in solving these challenges, during the year a large focus was placed on:

- Updating the CareWatch website;
- Governance documents such as the Mandate, Terms of Reference and Data Protection documents; and
- Ensuring that appropriate methods of communication with CareWatch are clearly signposted.

At the time of writing this report, the panel is satisfied that the above items have been actioned and this has aided in receiving and issuing communications to third party organisations and members of the Community more quickly and clearly. This in turn aids the panel in fulfilling its purpose.

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 2022 CareWatch was able to meet with and discuss the following:

- Guernsey Mind – Mental Health Services
- HSC – Primary Care Review
- Voluntary Transport Service
- Health Equality for All – NICE TA Review
- Guernsey Cancer Alliance
- HSC – Alderney Care & GP Services

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.

CareWatch will continue to maintain its independence and provide a communicative bridge between the public and the Committee *for* Health & Social Care.

Plans for 2023

CareWatch has preliminarily noted the below actions and topics of discussion for 2023:

- Recruitment of additional members to CareWatch;
- Mental health services;
- Public feedback,;
- Hospital Modernization Programme;
- Evaluation of Professional Alliance Pilot;
- Adhoc Workstreams;
- Head Nurse at Princess Elizabeth Hospital; and
- Gastroenterology

Summary

In conclusion, CareWatch has discussed and worked on a number of topics over the year with one of the more significant items being the Primary Care Survey which was commissioned by the panel to understand current access and utilisation of primary care services across the community and allow the community to voice their opinions on primary care. It is hoped the findings from the survey will be used by the Primary Care Review, which is being undertaken jointly by the Committee *for* Health & Social Care and the Committee *for* Employment & Social Security.

In 2023, the focus for the first quarter is re-strengthening CareWatch by recruiting a number of members, thus adding more knowledge and experience to the panel. CareWatch will continue to discuss process on the Primary Care Review, and the ongoing challenges with staff recruitment and retention. Other areas of focus will be firmed up once the outcome of the Tax Review is known, as this is likely to impact the resources available for the Committee *for* Health and Social Care.

We will continue to develop and ensure that the public has a voice within the health and social care sector.

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