

Healthwatch News

Feed into Healthwatch work planning

Healthwatch is collecting ideas for work it might do in its next work programme from July 2016 - June 2017.

We can do the following types of work:

- Visit NHS and social care services to see how they are run
- Carry out surveys and focus groups to gather feedback and views from local people about NHS and social care services
- Gather intelligence about services through our members and connections
- Request information from service managers and planners
- Take what local people say to discussions about local NHS and care services so that they are heard

We would like to hear:

- 1) What NHS or social care service do you think Healthwatch should look at in its next work programme?
- 2) Why do you think Healthwatch should look at this service?
- 3) If there any groups of patients or the community we should focus on when looking at this service?

Please complete our online survey at:
www.healthwatchcoventry.co.uk/content/what-service-should-we-look-next

The survey will be open until **Monday 9 May 2016**.



Healthwatch Chair recruitment

We have started an open recruitment process for the role of Healthwatch Coventry Chair, as John is near the end of his term.

This is a key volunteer role for Healthwatch working to ensure that the voices and interests of local people are heard in the delivery and planning of local NHS and care services.

The Healthwatch Chair champions the public's interests; influences decision makers and ensures that the Healthwatch Steering Group is effective.

Our Chair will have a passion for ensuring that patient and public voices are heard. They will listen and communicate well; uphold our values; lead, and be impartial.

For more information, download an application pack from www.healthwatchcoventry.co.uk or email healthwatch@vacoventry.org.uk or call 024 7622 0381 (option 5). The closing date for applications is **Thursday 26 May 2016**.

Reports published

The following reports have been published since the last newsletter:

- Ashleigh House Residential Care Home enter and view report
- Avalon Court Care Centre enter and view report
- Young people's views on health and care services

Download the reports from www.healthwatchcoventry.co.uk/what-we-have-said-about-nhs-and-social-care-service-coventry

Give your views on new standards for Coventry Care homes

Coventry City Council is developing new care home contracts and as part of this work has asked Healthwatch for feedback on draft quality statements and measures. We are gathering views on 12 'I Statements' to check if these are in line with the needs of the residents.

The 'I statements' are:

1. This is my home, I want to be involved and influence how the service is provided
2. I want to live in a setting that is comfortable and homely and is responsive in meeting my needs
3. I want to be treated with dignity and respect, be central to all decision about my care and their confidentiality and privacy respected
4. I want to remain part of the local community and have the opportunity to socialise, be stimulated and maintain interests
5. I want to have good meals and ready access to drinks to keep me well nourished and in good health
6. I want to be able to mobilise and transfer safely for as long as I am able
7. I want to feel safe and secure
8. I want to be protected from avoidable harms
9. I want to be cared for by staff who are skilled, motivated and caring
10. I want sensitive support to enable me to remain as well and independent as possible in meeting daily needs
11. I want to be comfortable and free from pain
12. I want to be supported to live my life well until I die and die with dignity

Please complete the online survey: www.surveymonkey.co.uk/r/28RVMVT or complete the survey enclosed and return by **Monday 16 May**

Young peoples' views on health and wellbeing

We have completed a pilot piece of work to gather the views of young people to find out what is important to them about their own personal health and well being. We worked with Tile Hill Girls School and Language College and carried out an online survey for Year 9 students (aged 13-14 years). The survey was completed by 119 girls.

We found:

- Mental Health was seen as an important topic for health and well-being, with 80% of the girls feeling it was very important or important.
- 75% felt that physical activity and nutrition were important
- Half of the sample considered body image to be important or very important
- The majority of the sample group would not look within the school setting for help, information and/or advice about their health and wellbeing. Nearly 60% of the sample group would look within their family/friendship circle for this.

We continue to work with Tile Hill Wood School and have identified some themes from the survey which we would like to investigate further. We also plan to offer similar work to other Coventry Schools and colleges as there can be a link to Health and Social Care curriculum and personal development agenda.

Book for Healthwatch Coventry Annual meeting 2016

When: 10 am - 1 pm 19 July 2016
At: Queens Road Baptist Church

The meeting brings together Healthwatch members, health and care staff, managers and planners to

- Hear about our year
- Feed into Healthwatch priorities

You can book you place online: www.healthwatchcoventry.co.uk/content/healthwatch-coventry-annual-meeting-0 or complete the booking form enclosed

Health and Wellbeing Board agrees priorities

The Coventry Health and Wellbeing Board has agreed 3 priorities for the new Coventry Health and Wellbeing Strategy.

The priorities are:

1. Reducing health and wellbeing inequalities
2. Improving the health and wellbeing of people with more than one need e.g. mental health and substance misuse issues
3. Developing an integrated health and care system that meets the needs of Coventry people

Work is ongoing to develop the work plans under these headings and the Health and Wellbeing Strategy document is being drafted.

The priorities address issues Healthwatch has raised around people with mental health and substance misuse issues falling down gaps between services and services not joining up.

Supporting frail elderly people in Coventry

Your Health at Home, delivered by the Integrated Neighbourhood Team, operates in Coventry, and is co-ordinated by Coventry and Warwickshire Partnership Trust on behalf of Coventry and Rugby Clinical Commissioning Group (CRCCG). The service was launched to help frail people in the community to maintain independence and live well in their homes for longer.

By combining the expertise of NHS healthcare professionals, local authority and voluntary sector, the collaborative work of these teams addresses each patient's overall health, social and community needs in an environment which is comfortable for them.

If you know anyone who is living in Coventry and may benefit from this service, please encourage them to contact their GP for a referral.

New bus interchange at UHCW

University Hospital Coventry Warwickshire (UHCW) has opened its new bus interchange.



This was developed with travel partners Centro and holds nine bus stops, which doubles the capacity of the previous interchange. It also has a new shelter that protects customers from the worst of the weather, as well as providing real-time information at each stand.

Healthwatch Coventry sits on the Trust's Sustainable Transport Group to follow up on recommendations made from the 2012 report looking at improving access to the hospital and this new interchange addresses concerns previously raised about bus stop capacity.

Cancer patients urged to take part in pioneering trial

UHCW is running the first UK trial of holistic rehabilitation to examine how to help people living with and beyond cancer and is calling on patients from Coventry, Nuneaton, Warwick, Kenilworth and the surrounding area to take part.

The focus will be on five types of cancer and volunteers are needed from people who have completed their surgery, chemotherapy or radiotherapy for breast, lung, prostate, head and neck or colorectal cancer in the past 12 months.

To find out more information or to sign up contact Joanne Fisher by telephoning: 024 7657 2940

or email: joanne.fisher@warwick.ac.uk

or look at the project website: www2.warwick.ac.uk/fac/med/research/hs_cience/sssh/research/pro-rehab/

Health Secretary unveils plans for safer 7 day dementia service

Health Secretary Jeremy Hunt has published the dementia implementation plan aimed at empowering people with dementia and their family through improved care and transparency. It means:

- for the first time, people with dementia and their families will benefit from greater transparency and will be able to compare the quality of dementia care in their local area
- the Care Quality Commission will include standards of dementia care in their inspections to make sure services are safer for people with dementia, 7 days a week
- that every person with dementia will receive a personalised care plan.

A new pilot scheme will extend NHS Health Checks to include awareness raising, education and discussion of risk reduction for dementia for people aged 40 or older. This is currently only available for over 65s.

Commenting on the declaration, Health Minister Jane Ellison said:

“Dementia touches so many families but the quality of care people get after a diagnosis of dementia can vary across the country and this has to change. The Implementation Plan will tackle this head on and we will be working hard to make sure people with dementia, their families and carers get better support”.

NICE Guidance on community engagement

This guideline covers community engagement approaches to reduce health inequalities, ensure health and wellbeing initiatives are effective and help local authorities and health bodies meet their statutory obligations.

It complements work by Public Health England on community engagement approaches for health and wellbeing.

The guideline covers recommendations on:

- Overarching principles of good practice - what makes engagement more effective?
- Involving people in peer and lay roles - how to identify and recruit people to represent local needs and priorities
- Making community engagement an integral part of health and wellbeing initiatives
- Making it as easy as possible for people to get involved.

The plan is aimed at a range of NHS and social care organisations and commissioners, Health and Wellbeing Boards and members of the public.

It can be found at www.nice.org.uk/guidance/ph9

Improving support for carers

Informal carers (also called unpaid carers) are people who look after family members, friends, neighbours or others because of long-term physical or mental ill health or disability, or care needs related to old age. This does not include any activities as part of paid employment.

Carers freely give their time and energy to support friends or family members and many rightly take pride in providing essential support for those close to them. Caring for others should not be to the detriment of the carer's own health and wellbeing and carers can receive support in a number of ways - including from social services, the NHS, or the benefit system.

The Department of Health wants a new strategy for carers reflecting carers' lives, the health and financial concerns they have, and gives them the support they need to live well whilst caring for a family member or friend.

The Department of Health wants input from carers, those who have someone care for them, business, social workers, NHS staff and other professionals that support carers.

On the question of *How can we improve support for carers?*

Find out more at:

https://consultations.dh.gov.uk/consultation_finder

Supporting people with mental health problems in your community to overcome day-to-day challenges

This new briefing from MIND explains:

- Why people with mental health problems need this non-health support
- The benefits of getting this support right, and costs of getting it wrong
- How you can improve this support, including good practice examples
- The support Mind can offer to help you meet the needs of local people

To stay well and live a full life, people with mental health problems often need practical help with day-to-day living. They also need support for the additional social problems they are likely to face in connection with their mental health issues.

These services help people manage life's day-to-day challenges by providing advice, information and support, and keeping them connected with their community. They can be crucial in keeping people with mental health problems in the community and out of costly secondary care.

Mind argue that even though budgets are tight, getting support right is essential and will save money in the long term. If people with mental health problems don't get the 'life support' they need, they'll remain isolated in their homes and communities and are likely to become more unwell.

Download the briefing from:

www.mind.org.uk/media/4158991/mind-life-support-briefing.pdf



Pharmacy consultation

The General Pharmaceutical Council have launched a consultation asking for views on nine core standards that all pharmacists, pharmacy technicians, trainees and students will have to meet, to ensure that patients and the public receive safe and effective care and to uphold public trust and confidence in pharmacy.

Key changes to the standards and accompanying guidance include:

- Strengthening the standard and guidance about pharmacy professionals speaking up when they have concerns or when things go wrong. Also making clear that when things do go wrong, they should say sorry, provide an explanation and set out to put things right
- Emphasising that empathy and compassion are a key part of acting professionally and providing safe and effective care

To view more information about the consultation and to complete the online survey go to:

www.pharmacyregulation.org/news/pharmacy-regulator-launches-major-consultation-new-standards-pharmacy-professionals

The consultation runs until **Monday 27 June 2016.**



Changing how healthcare education is funded

The government has proposed that from 1 August 2017, all new nursing, midwifery and allied health professional students on undergraduate and post-graduate courses will receive their tuition funding and financial support through the standard student support system, rather than NHS bursaries and tuition funded by Health Education England. This consultation seeks views on how these reforms can be successfully implemented.

For more information about the consultation and to complete the online survey go to:

www.gov.uk/government/consultations/changing-how-healthcare-education-is-funded

The consultation closes on the **Thursday 30 June 2016**.

Improving NHS Openness

NHS Improvement will publish the first annual 'Learning from mistakes league' to identify the level of openness and transparency in NHS provider organisations for the first time. The most recent league table shows that 120 organisations were rated as outstanding or good, 78 had significant concerns and 32 had a poor reporting culture.

The league table has been drawn together by scoring providers based on the fairness and effectiveness of procedures for reporting errors; near misses and incidents; staff confidence and security in reporting unsafe clinical practice; and the percentage of staff who feel able to contribute towards improvements at their trust.

Ratings for our local NHS trusts:

- UHCW were rated as 'good'
- CWPT were rated as 'significant concerns'

You can view the league table at www.gov.uk/government/publications/learning-from-mistakes-league

CQC Review

The Care Quality Commission (CQC) is carrying out a review of how NHS trusts identify, report, investigate and learn from deaths of people using their services paying particular attention to people with a learning disability or mental health problem.

The CQC will be writing to all acute, community and mental health trusts to gather information about deaths in their services. Questions asked will include:

- How they decide which of these deaths should be investigated
- How are the investigations carried out
- How are families involved
- How is the learning used to make improvements

There will be an expert advisory group to support this piece of work. As part of this and wider work CQC will involve families and organisations that represent them. You will find more information out by joining their online community:

www.cqc.org.uk/content/join-our-public-online-community

Professor Sir Mike Richards, CQC's Chief Inspector of Hospitals, said:

"Every year thousands of people under the care of NHS trusts die prematurely because their treatment or care has not been as good as it could have been. It is essential that, when this happens, NHS services identify and investigate the circumstances of these deaths so that staff can learn from them and reduce the likelihood of a similar event happening in the future. It is also essential, that NHS providers are open and honest with the families and carers of people who die whilst under their care"

Find out more at:

www.cqc.org.uk/content/cqc-review-how-nhs-trusts-investigate-and-learn-deaths