

Healthwatch News

Notes from our 2017 annual meeting

67 people attended our annual meeting held on 11 July. The slides and notes of the group discussions are now available on the Healthwatch website:

www.healthwatchcoventry.co.uk/content/our-annual-meeting-2017

Our discussions focused on some of the thinking coming from a work stream of the local Sustainability and Transformation Partnership (now known as Better Health, Better Care, Better Value), which is thinking about how to enable better general, physical and mental health for all. We looked at a set of principles and messages and provided views.

Ward visits continue

We are in the middle of a second series of ward visits to University Hospital Coventry to find out about patient centred communication on wards. Our focus is on patients who have an extra communication support need such as little English, sensory impairment or learning disability.

Our work recognised in national award

Healthwatch Coventry was commended in the Engagement in Service Improvement category at the Healthwatch annual Network Awards 2017.



This was for gathering local peoples' views about community pharmacy.

We continue to work for our recommendations about the importance of a local strategy for the future role of community pharmacy in supporting other NHS services and peoples' wellbeing.

Therefore, we have joined the Steering Group for the Local Pharmaceutical Needs Assessment. We presented our findings and the learning from our survey method to the group to inform this work.



Our other work

Thank you to everyone who fed into our short survey about proposals for a new wheelchair booking system at the hospital. The results have been fed back to the Trust.

We have recommended that further patient engagement work is undertaken and thought is given to a number of issues you raised.

Also thank you to those of you who are helping to look at the information available to explain Continuing Healthcare funding as part of our piece of work to improve information about this important funding stream, which some people are entitled to for their ongoing health care needs.

New staff member

Ruth Burdett has joined the Healthwatch team as our Enter and View and Volunteering Co-ordinator. Kerry Armitt has moved on to pastures new.

Our Steering Group meetings

Join us at our Steering Group meetings at 11am on:

Tuesday 10 October

Tuesday 5 December

Meetings take place at Queen's Road Baptist Church Centre, Grosvenor Road, Coventry.



Life in a care home, what's it really like?

A new study by Healthwatch England compiles views and experiences of those who live, visit and work in care homes across England and reveals wide variation with great care contrasting with homes failing to get the basics right for every resident.

Healthwatch England urges homes to be more open to using feedback from residents, relatives and staff to help drive improvement.

Work by Healthwatch Coventry has helped to inform this work. Healthwatch Coventry visited 11 care homes, spoke to 66 residents, 49 staff and 17 visitors.

Overall, local Healthwatch across England visited 197 care homes across 63 different local authority areas between January 2016 and April 2017, including Coventry. This was to find out what day to day life is really like for many of those living in care homes.

The report can be found at www.healthwatch.co.uk/care-homes



Local News

Children and young people's mental health services in Warwickshire

Coventry and Warwickshire Partnership NHS Trust (CWPT), in partnership with Coventry and Warwickshire Mind, has been successful in securing the contract to provide children and young people's emotional wellbeing and mental health services in Warwickshire.

CWPT says a great number of young people, parents and professionals have contributed to the redesign and procurement of this new service. CWPT want to thank everyone for their involvement to date. We look forward to working with them in the future to make a success of what will be a new approach to providing children and young people's mental health services.

This new service will see a focus on earlier intervention, building resilience and increasing access to support. A number of these innovations will take time to establish. This will be phased in over the next two years. Work to achieve this transformation is already underway, however, the service will begin in earnest from Tuesday 1 August.

Changes to Coventry's SEN Support

In September 2017, there will be some changes to the SEND Service provided by the Local Authority. This includes some changes to the names of the teams associated in supporting children and young people with SEND.



The new names will be:

- SEND Early Years
- Education Psychology (Formerly EPS)
- SEMH & Learning (formerly LAWS)
- Complex Communication Team (formerly CIASS)
- Sensory Team (formerly Sensory and Physical Support Service)

Discussions about new theatres at the Hospital of St Cross



Plans to build a new theatre suite at the Hospital of St Cross were announced at the Annual General Meeting of University Hospitals Coventry and Warwickshire (UHCW) NHS Trust .

UHCW said it hopes to create six new state-of-the-art theatres, plus supporting facilities, increasing the number and range of surgical procedures that can be carried out at the hospital in Rugby.

The Trust is exploring options to fund the proposal and to provide the best deal for taxpayers. This includes the opportunity to enter into a NHS/private partnership with a commercial healthcare organisation.

The plans for the proposed development are still at the very early stages. However, a Strategic Outline Case to progress the development has been approved by the national governing body NHS Improvement.

Professor Andrew Hardy, Chief Executive Officer at UHCW NHS Trust, said:

“As a Trust we are committed to the future of the Hospital of St Cross in Rugby... we want to expand the services we provide at the hospital for people across Rugby, Coventry, Warwickshire and beyond. This work should enable us to build brand new, world-class operating theatres to improve the care we provide to patients.”

Update on research project

Hayley Wright from Centre for Research in Psychology, Behaviour and Achievement at Coventry University ran a new study last year on the associations between **health, lifestyle, sexual activity and cognitive function** in adults over the age of 50 years.

The results and report have now been published which show increased engagement in mental, social, and physical activity is linked to a lower rate of cognitive decline in older adults

Read the full report at:

<https://academic.oup.com/psychsocgerontology/article/doi/10.1093/geronb/gbx065/3869292/Frequent-Sexual-Activity-Predicts-Specific?guestAccessKey=41c521a9-e9b8-4807-9f0a-59d069728c1b>

Annual General Meetings

Coventry and Rugby CCG Annual meeting

Date: 13 September

Time: 2pm - 4pm

Venue: Coventry Transport Museum

CWPT Annual meeting

Date: 22 September

Time: 1pm - 4pm

Venue: Ricoh Arena



Both meetings are open to the public

Bed management project



The Mental Health

Alliance for Excellence, Resilience, Innovation and Training (MERIT) are part of NHS England's five year plan to help services become more focused on the needs of patients and carers. There are four partners involved including CWPT.

A key objective is a reduction in out-of-area bed placements for mental health patients. A bed management system will be rolled out gradually across the MERIT partner Trusts, starting in Coventry and Warwickshire, from the autumn onwards.

Prof George Tadros, MERIT's project lead for Crisis Care, said:

“By sharing information on our bed occupancy with the other Trusts in the MERIT partnership, and by being able to see details of their beds in return, we hope to reduce the number of out-of-area placements by up to half.”

Have
your
say

Which medicines should not be routinely prescribed in primary care?

A public consultation has been launched on whether a list of medications should not be prescribed by GPs. The Department of Health is describing them as 'low value' medications and has come up with the proposals under the banner of reducing prescribing costs. A range of medications are highlighted including an anti-depressant, pain killers, travel vaccines, homeopathic treatments, and Gluten free foods. Some but not all are the subject of NICE guidance about their effectiveness.

If taken forward guidelines will apply across the country. Give your views at: www.engage.england.nhs.uk/consultation/items-routinely-prescribed/

The deadline to complete the online survey is **21 October 2017**.

Have
your
say

Consultation on adult gender identity services

NHS England has launched a consultation on gender identity services. The consultation is seeking discussion and feedback from patients and the public on two proposed service specifications for adult gender identity services. The service specifications are based on engagement with the trans community and clinical experts and describe new proposals for gender dysphoria patients who are looking for support and/or treatment. As well as providing feedback through an online survey, there are a number of other opportunities for people to get involved in the discussions.

Give your views at: www.engage.england.nhs.uk/survey/gender-identity-services-for-adults/

The consultation closes on **30 September 2017**.

GP recruitment



NHS England will seek to recruit around 2,000 GPs from overseas as part of plans to recruit 5,000 more GPs by 2020.

NHS England's General Practice Forward View, published last year, promised to recruit 500 GPs from overseas. However, Simon Stevens Chief executive of NHS England said:

“Although there are some good signs of progress on increases in the GP training scheme, nevertheless there are real pressures around retirements...

“And so the conclusion we've come to is that we are going to need... a significantly expanded industrial scale international recruitment programme. We intend to launch that in the autumn.”

Medical school places to increase

The Department of Health has confirmed that there will be an extra 500 medical school places available next year. It hopes this will reduce the current pressures on the NHS workforce.

It also intends to ensure that many of the new training places go to students from disadvantaged backgrounds, to improve diversity in the medical profession. Medical schools can bid to run some of the extra places if they can demonstrate that they are targeting under-represented social groups, such as poorer students or students from regions that struggle to attract trainee medics.

However, Harrison Carter from the British Medical Association warned, *“The students who will benefit from these new placements will take at least 10 years to train and become senior doctors so we mustn't forget this promise won't tackle the immediate shortage of doctors”*.

Eight signs of quality care

Independent Age has developed eight indicators to show what good quality care in a care home should look like:

1. Have strong, visible management
2. Have staff with time and skills to do their jobs
3. Have good knowledge of each resident and how their needs may be changing
4. Offer a varied programme of activities
5. Offer quality, choice and flexibility around food and mealtimes
6. Ensure residents can see health professionals such as GPs and dentists regularly
7. Accommodate residents' personal, cultural and lifestyle needs
8. Be an open environment where feedback is actively sought and used

To view more information go to:
www.healthwatch.co.uk/eight-signs-quality-care



Additional 71,000 care home places needed by 2025

Medical journal The Lancet has published a report, which estimates that England will need an additional 71,000 care home places by 2025. The report finds that older adults are living for more years with substantial care needs. Neil Tester, Deputy Director of Healthwatch England said:

“At Healthwatch we know from what people tell us that the care sector is already in a fragile state, and it is clear these daunting challenges aren't going away”.

New winter targets



NHS England and NHS Improvement have jointly set new 'winter targets' for local Clinical Commissioning Groups:

- Hospitals to meet a new set of best practice standards around improving patient flow this financial year or face sanctions
- A target to keep bed occupancy levels below 92 per cent
- Closer working with local government to prepare for demand spikes
- CCGs to “submit agreed delayed discharge targets by 21 July”

Also, further funding has been announced by the Secretary of State for Health Jeremy Hunt aimed at easing pressure on hospital emergency departments ahead of next winter.

£20.74 million has been awarded to 27 hospitals in England, which follows an initial £55.98 million given to 70 hospitals in April. This money is part of the dedicated funding announced in the Spring Budget to ensure local A&Es are prepared for the additional demands that winter brings.

Results from GP survey published

The survey provides information on patients' overall experience of primary care services and their overall experience of accessing these services. Key headlines show that:

- The majority of individuals (84.8%) rate their overall experience of their GP surgery as good
- Nearly two in three patients (64.2%) say they normally wait 15 minutes or less after their appointment time to be seen
- Three in four patients (76.2%) are satisfied with their GP surgery opening hours

Take a look at the results from your local GP survey at: <https://gp-patient.co.uk/>

Older people find it difficult to lodge NHS complaints

Older vulnerable people are often reliant on relatives to raise concerns when things go wrong in hospital, yet over half (51%) of family members with a concern say it is difficult to complain about the hospital care or treatment of an older relative.

The survey, published by Gransnet and the Parliamentary and Health Service Ombudsman shows that:

- Two-thirds (67%) of those who complained do not believe complaining makes a difference
- Over 1 in 3 (35%) respondents said there were occasions where they were concerned about the care or treatment of their older relative in hospital

The survey also reveals wider concerns about communication with older patients and their families:

- 2 in 5 (40%) participants did not feel they were kept informed about their older relative's condition in hospital and were not given enough opportunities to discuss their care and treatment
- 1 in 3 (33%) respondents felt they were not adequately involved in decisions about their older relative's care and treatment. Poor communication is a factor in around one third of all complaints the Ombudsman service investigates about the NHS in England

Find out more at:

www.ombudsman.org.uk/news-and-blog/news/older-patients-families-struggle-complain-about-poor-hospital-care



Carers UK State of Caring Report

Carers UK has published their latest State of



Caring Report based on an annual survey of carers to collect evidence on a whole range of issues affecting carers' lives.

This year over 6,000 current carers shared their views and experiences on what life is like for carers. This is the largest State of Caring Survey carried out by Carers UK to date.

The survey looks at the impact of caring on people's lives including on their health and well-being, finances, ability to work. It also considers their experiences of services and how they can get practical support with caring including experiences of Care Act assessments.

Carers UK believes that immediate practical action on the following is needed to make a difference to carers' lives:

- Following its consultation on a new Carers Strategy, the Government must publish an action plan setting out how improved support for carers will be achieved with targets and milestones so carers can see the progress being made
- Increased and ring-fenced funding for carers' breaks, offering transparency and consistency across local authorities to those who need a break from caring
- Sustainable funding settlements for social care and the NHS, including the provision of housing fit for caring, affordable care services, and technology that supports carers
- Carer-friendly NHS, including policies that help identify carers and promote health and well-being resources.

To read the report go to:

www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-report-2017

