

Healthwatch News

Our year 2016-17

We have been reviewing our year. Our full annual report will be available at the end of June. In the meantime here is a summary of our work:

We made 13 enter and view visits; produced 14 reports; and made 82 recommendations. Our reports can all be found at: www.healthwatchcoventry.co.uk

Tenant's experience of housing with care scheme closures published

17 people gave Healthwatch their views over a period of 18 months as they moved home due to the closure of 4 Council Housing with Care Schemes.

We interviewed each person 3 times during the process of their needs being assessed, a new home being identified and after their move.

We made recommendations about methods of providing information to service users; the overall timeline for some being a long time to feel they are in the process of moving; and reviewing assessment processes to see how they worked.

The report of this piece of work contains the response from the City Council to these recommendations.

Quality accounts

Our commentaries on UHCW and CWPT quality account documents have been published on the Healthwatch Coventry website at www.healthwatchcoventry.co.uk/other-work.

The Task Groups we co-ordinated enabled the voices of local people to be heard in the setting of Trust quality goals for the next year.

Visits to care homes

Our recommendations from visits to 9 care homes resulted in better quality care for residents by:

- Decor and furnishings being updated
- Dementia friendly signs being used
- Improvements to activities on offer for residents
- Better use of and access to gardens
- A new colour scheme making the themes of units in large home clearer for resident to help them navigate around
- New ways of communicating information to residents
- Maintenance tasks being completed

"The garden area has been developed, fencing erected and planters built".

"We have put in our budget for planned works to get handrails installed into the garden areas".

We estimate that our volunteers gave 2353 hours of their time to Healthwatch this year - 62% more than last year.

Book your place at the Healthwatch Coventry annual meeting 2017

Join us to learn about our work this year and to discuss plans for the future of local NHS services

Date: Tuesday 11 July

Time: 9:45am - 1:15 pm

Venue: Queens Road Baptist Church

Book your place by completing a booking form, emailing healthwatch@vac Coventry.org.uk or calling the office team on 024 7622 0381 (option 5).

Pharmacy services

Through our many channels and connections we gathered the views of 703 local people about local pharmacy services.



This included 93 people who took part in discussion groups 3 of which were aimed at BME communities, and a focus group with mental health service users.

We gathered a wealth of information about how people use and what people think about pharmacy services. We found that:

- 85% of our sample use the same pharmacy all the time
- 50% valued an ongoing relationship with pharmacy staff - older people were more likely to value this
- 58% were willing to use pharmacy more instead of their GP
- People valued pharmacies being local to them
- It was difficult to find information about pharmacy services
- Older BME people said they used pharmacy rather than their GP because of the relationship they had with the pharmacist

“I don’t really know what services pharmacy offer”

“I am visually impaired and really appreciate an awareness of my health needs and a sensitive personal approach”

We have called for:

- Better information and communication about the additional services already available from pharmacies
- The future role of pharmacy in supporting other NHS services to be considered in local plans for the future of NHS services
- Joint work between the different agencies to plan what pharmacies provide
- New ways to promote quality of services.

We have had a really positive response to our recommendations from the Local Pharmaceutical Committee. Public Health in Coventry have agreed our findings are relevant to the Pharmaceutical Needs Assessment they will be carrying out.

We provided information to 481 people: 239 face to face through our Contact Points, 242 by phone/email via our Information Line

Hospital Discharge

We brought together a focus group of workers from local voluntary organisations that either support people after discharge or hear about people’s concerns.

From the discussion it became clear that one issue is about effective communication about a patient’s home circumstances, as this is important information to enable the correct support to be put in place.

Healthwatch has published a discussion paper and recommendations will bring together another group discussion to see how the challenges identified are being addressed.

ICAS

Our Independent Complaints Advocacy Service (ICAS) provides person centered support to those who are making a NHS complaint. 128 referrals were received in 2016-17 and 74 were opened as cases and either supported to an outcome or remain ongoing.

ICAS support has enabled complaints to lead to outcomes and bring changes to services such as:

- Changes to referral process to hospital palliative care team meaning referrals are now accepted from patients, relatives, doctors, nurses and other health workers
- Hospital appointing a clinical support post on a ward to improve implementation of falls policy
- Hospital addressing issue with diagnosis and treatment of Pulmonary Embolisms (blood clots) in Emergency Department and to report to the Care Quality Commission and NHS Improvement



- The General Dental Council instructed a dentist to update their training on prescribing and increase his use of x-rays for diagnosis
- Patient refunded by a Dentist for incorrectly fitting dentures.

481 people received information from us to answer their questions about health and social care

Our work priorities 2017-18

The Healthwatch Coventry Steering Group has agreed the following priorities to guide Healthwatch work between June 2017 and March 2018:

- 1) Gather the views and experiences of service users and carers about home care services
- 2) Gather views and feedback from local population about the locations used for outpatient and diagnostic tests
- 3) Input into a leaflet/ booklet about continuing healthcare by reviewing current literature and talking to a sample of service users.
- 4) Communication with patients on hospital wards - visits to wards to talk to patients, visitors and staff (part 2 of this piece of work)
- 5) Visits to residential and nursing care homes to gather the views of people living in care homes in Coventry - focusing on quality of life factors.
- 6) Involvement in Coventry and Warwickshire Sustainability and Transformation Plan (STP) to lobby for and support good quality patient/public engagement activity at the right points in the work streams timelines and for the views of local people to shape the plans.

Our Steering Group meetings

Come along and join us at our Steering Group meetings at 11am on:

- Tuesday 15 August
- Tuesday 10 October

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

Local News

Did you know that you can book a blood test online for University Hospital Coventry (UHCW)?

UHCW have launched a service which allows patients to book a slot to have blood taken at a time which suits. The system aims to help reduce clinic waiting times so patients can be seen more quickly.

Joanne Nicholson, Laboratory Manager said,

“Currently, the Phlebotomy Service at the Hospital is busiest on Monday and Thursdays. We also see peaks in demand daily between 9am-12pm and between 4-4.45pm. During these periods it is advisable to book an appointment or use another service unless the test is urgent”

To book an appointment online go to: www.uhcw.nhs.uk/for-patients-and-visitors/blood-tests-x-rays

There are many alternative sites that you can access for blood taking within the Coventry area. More information about locations and opening times can be found at: www.uhcw.nhs.uk/for-patients-and-visitors/blood-tests-x-rays

Independent Programme Director appointed to Coventry and Warwickshire STP



Brenda Howard has been appointed as the independent programme director for the Coventry and Warwickshire's health and social care five year plan and has said:

“I am excited by the opportunity to work with health and social care colleagues across the patch and heartened to see organisations happy to work together for the benefit of citizens in Coventry and Warwickshire”

STP has been re-branded as *Better Health, Better Care, Better Value.*



Four ways GP practices can become dementia friendly

There are around 850,000 people who live with dementia in the UK, and this figure is expected to rise to over a million by 2025.

Healthwatch England is promoting good practice following work by local Healthwatch showing that small changes can make a big difference to patients' experiences of visiting the doctor:

1. Improve the environment

Having dementia friendly signs, which include symbols and pictures, can be easier for people to understand.

2. Longer appointments

Having an easy-to-use appointments system and sending reminders to patients or their carers can help to reduce missed appointments. It can sometimes be difficult for patients to recall past discussions regarding their care, so offering double appointments can give people extra time to express themselves.

3. Increase dementia awareness for all staff

Some staff at GP practices are unable to spot when patients have dementia. Regular awareness training for staff could help them understand what information and support people need to manage their condition. Dementia Friends, an initiative run by the Alzheimer's Society, offers training and resources to support organisations.

4. Better community engagement

By listening to people from every part of the community, services can understand what patients with dementia and their carers need.

More information can be found at: www.healthwatch.co.uk/news/how-can-gp-surgeries-support-people-dementia

Public Health Leaflets

Public Health England have published a number of guidance leaflets which explain the benefits and risks of screening including:

- Breast screening
- Cervical screening
- Bowel cancer
- Diabetic eye screening

The leaflets can be found at: www.gov.uk/government/publications

NHS recruitment

According to the Office of National Statistics, NHS vacancy rates across from November 2015 to January 2016 were 2.7%.

Between 2013 and 2015, there has been a 50% increase in nursing vacancies, from 12,513 to 18,714. For doctors, the number of vacancies went up from 2,907 to 4,669, an increase of roughly 60%.

In England and Wales, there were 1,265 vacancies for registered nurses in emergency departments about 11% of the total. For hospital consultants in emergency medicine, there were 243 vacancies, again 11% of the total. Paediatric consultants, specialists in the care of babies and children, were also hard to recruit, with 221 vacancies roughly 7% of the total.



Availability of gluten-free foods on NHS prescription consultation

Gluten-free foods are available on prescription to patients diagnosed with gluten intolerance meaning that a certain amount of gluten free food is available for free for those who qualify for free prescriptions.

A consultation proposing options for restricting the availability of these products on the NHS has been launched, arguing that gluten free products are widely available in shops.

To view more information and complete the survey go to: www.gov.uk/government/consultations/availability-of-gluten-free-foods-on-nhs-prescription

The consultation is closes on **22 June 2017**.

DoLs report published

The Law Commission have published a report on Deprivation of Liberty Safeguards (DoLs).

DoLs relates to people who lack mental capacity who need to be placed and detained in care homes or hospitals for their treatment or care and to protect them from harm.

Following a public consultation, the Law Commission is recommending replacing the law with a new scheme, called the 'Liberty Protection Safeguards'.

This would mean:

- enhanced rights to advocacy and periodic checks on the care or treatment arrangements for those most in need
- greater prominence to issues of the person's human rights, and whether a deprivation of their liberty is necessary and proportionate, at the stage at which arrangements are being devised
- extending protections to all care settings such as supported living and domestic settings. Therefore removing the need for costly and impractical applications to the Court of Protection
- widening the scope to cover 16 and 17 year olds and planned moves between settings
- cutting unnecessary duplication by taking into account previous assessments, enabling authorisations to cover more than one setting and allowing renewals for those with long-term conditions
- extending who is responsible for giving authorisations from councils to the NHS if in a hospital or NHS health care setting
- a simplified version of the best interests assessment which emphasises that, in all cases, arrangements must be necessary and proportionate before they can be authorised.

Read the report in full at:
www.lawcom.gov.uk/project/mental-capacity-and-deprivation-of-liberty/



Contact us: *Healthwatch Coventry is provided by the Here2help Voluntary Sector Consortium*
The Healthwatch central team at VAC can be contacted on 024 7622 0381 (option 5)

CQC reports



The Care Quality Commission (CQC) has published two reports.

1) Review of CQC's impact on quality and improvement in health and social care

The report considers what they know about how effective they have been.

As at 31 December 2016, the CQC had given ratings to more than 26,000 locations and providers, and carried out more than 30,000 individual inspections (including re-inspections). They were carrying out more enforcement action (1,462 in 2016; and 1,073 in 2015).

To view the full report go to:
www.cqc.org.uk/publications/evaluation/review-cqc%20%99s-impact-quality-and-improvement-health-and-social-care

2) Adult Inpatient Survey

The Adult Inpatient Survey 2016 looked at the experiences of 77,850 people who received care at an NHS hospital in July 2016.

There have been small, but statistically significant improvements in patients' perceptions of:

- the quality of communication between medical professionals (doctors and nurses) and patients
- the standards of hospital cleanliness
- quality of food

However, there was a decline in patients' perceptions of:

- being involved in decisions about their care and treatment
- information sharing when leaving hospital
- waiting times
- support after leaving hospital

Based on the responses received the CQC has given each NHS trust a score out of 10 for each question (the higher the score the better). Each trust also received a rating of 'Better', 'About the same' or 'Worse'. UHCW was rated between 5.3 and 8.7 and rated as 'About the same'.

To read the report in full go to:
www.cqc.org.uk/publications/surveys/adult-inpatient-survey-2016

NHS England publishes new guidance on public engagement

NHS England have published new guidance about how Clinical Commissioning Groups (CCGs) and NHS England should engage people in work to improve health and care services.

This guidance sets out 10 key actions for CCGs and NHS England on how to embed involvement in their work. They should:

- 1) Involve the public in governance
- 2) Explain public involvement in commissioning plans/business plan
- 3) Demonstrate public involvement in annual reports
- 4) Promote and publicise public involvement
- 5) Assess, plan and take action to involve
- 6) Feed back and evaluate
- 7) Implement assurance and improvement systems
- 8) Advance equalities and reduce health inequalities
- 9) Provide support for effective involvement
- 10) Hold providers to account.

Responding to the new guidance Imelda Redmond, National Director of Healthwatch England, said:

“Engaging and involving people in how NHS services are designed and refined is an essential part of ensuring they deliver what patients both want and need. This is even more important at a time when the NHS is having to make some tough decisions about how care is provided.

“It’s positive to see the Healthwatch network highlighted as a key ally in helping create a culture of continual engagement across health and care services, and all around the country local Healthwatch are already helping their local NHS leaders reach out and work with their communities to shape a health service fit for the future.”

To view the guidance go to:
www.england.nhs.uk/publication/patient-and-public-participation-in-commissioning-health-and-care-statutory-guidance-for-ccgs-and-nhs-england/

Social care funding

The conditions attached to the additional £2bn for social care announced at the last budget for social care for have been detailed.

All of the additional grant will be pooled into local Better Care Funds and the NHS will be required to maintain its contributions and not seek to offset the additional funding against its minimum contribution to adult social care.

The Department of Health and Department for Communities and Local Government published the 2017-19 Integration and Better Care Fund Policy Framework.

The document says additional funding can be spent on reducing pressures on the NHS, including supporting more people to be discharged from hospital when they are ready as well as ensuring that the local social care provider market is supported, including helping to cover the cost of implementing the national living wage.

Councils will also have to provide quarterly reports to the government on how the money is spent.

View the framework at:
www.gov.uk/government/publications/integration-and-better-care-fund-policy-framework-2017-to-2019

Film about NHS 111

NHS England has produced a short film to help people with a learning disability, or autism understand how and when to access NHS 111, and what to expect.

The film, created with the support of self-advocacy groups, forms part of NHS England’s ongoing work to ensure that everyone has access to NHS services.

NHS 111 will also use the film to train advisers, helping them to better understand the needs of people with a learning disability and autism and make suitable adjustments during calls.

Watch the film at:
www.youtube.com/watch?v=CMePMsS9KT8&feature=youtu.be

