

Healthwatch News

Visits to hospital wards



We have completed our 'enter and view' visit to wards at University Hospital Coventry to look at communication with patients. The focus was on patients who had an additional communication support need such as hearing impairment.

We visited wards 21, 22, 23, 50, 35, 33, 32, 31 and carried out a pilot visit to ward 42.

We recorded observations, and spoke to 72 patients, 24 staff and 11 relatives using guided interview techniques and distributed visitor surveys.

As a result, we made recommendations to the Trust, about:

- Addressing variation in availability of resources to support communication with patients on wards
- Reviewing policy and guidance on patient interpretation and translation within the Trust
- Developing more support for patients who are hearing impaired
- Continuing and expanding staff training on learning disability
- Improving the quality of communication with patients and relatives regarding planning for discharge

In response UHCW plans include:

- Raising staff awareness of communication support resources, and agree a central place on wards for resources to be kept
- Introducing an annual audit of resources

- Refreshing staff awareness of interpreting policy and procedure using internal communication channels
- Developing a flag for patients with Hearing loss as part of Accessible Information Standards implementation to ensure that needs are picked up
- Developing new transfer of care documentation, discharge letter and discharge passport to support communication about discharge.

Read the Healthwatch report at:
www.healthwatchcoventry.co.uk

What do you think about the location of outpatient appointments and hospital tests?

We are gathering the views of local people about:

- where appointments are offered
- travelling outside of Coventry for appointments

An outpatient appointment means going to a hospital for tests, treatment or follow up after treatment, but not staying overnight. This includes tests such as scans.

Under NHS plans more NHS services might be run from specific hospitals, meaning some might not be located in Coventry.

You can take part in our survey at:
www.surveymonkey.co.uk/r/outpatientappointments Closing date: 12 January 2018

If you can help promote the survey contact Sam on 024 7622 0381 (option 5) or email yoursay@healthwatchcoventry.co.uk

Update on our other work

Work is underway to gather views of people who receive home care services (support to live in their own homes). If you can help distribute this survey to service users or family carers please contact Ruth Burdett on 024 7622 0381 (option 5).

We are meeting with UHCW to hear progress on their quality goals for 2017-18. This is joint work with Scrutiny Board 5 and Warwickshire Healthwatch.

Our Chief Officer has joined the Steering Group for the Coventry and Warwickshire Pharmaceutical Needs Assessment in order to follow up on Healthwatch recommendations regarding pharmacy services.

We heard about work on hospital discharge and delays in discharge from NHS and care leaders at our last Steering Group. This was to help prepare to feed into an upcoming CQC inspection of the Coventry system focusing on delays to hospital discharge.

Coming soon...

- Our report of our multi-agency Discharge Seminar held on 17 October to look at the patient journey to discharge
- Our reports of enter and view visits to St. Martins and Victoria Manor care homes



Healthwatch Steering Group meeting dates

Healthwatch Steering Group meetings are meeting in public so you can join us at our Steering group meetings. They all start at 11am and take place a Queen's Road Baptist Church Centre Grosvenor Road Coventry.

- 5 December 2017
- 6 February 2018
- 17 April 2018
- 5 June 2018
- 7 August 2018
- 16 October 2018
- 11 December 2018

Healthwatch England Re-admission to hospital data

New figures compiled by Healthwatch England show that emergency readmissions to hospital have risen by a fifth since 2012/13.

Healthwatch England asked hospital trusts across England for a day-by-day breakdown of their emergency readmissions data for each of the last five financial years and found the following:

- In 2016/17 there were 529,318 emergency readmissions reported by 84 hospital trusts
- Between 2012/13 - 2016/17 the number of emergency readmissions rose by 22.8% (compared with a 9.3% rise in overall admissions)
- The numbers of emergency readmissions within 24 hours rose even faster with a 29.2% increase
- The number readmitted within 48 hours account for 1 in 5 of the overall total (21.6%)

Imelda Redmond, National Director of Healthwatch England, said:

“With health and care services being expected to each free up 1,250 beds through reducing delayed discharges, it is vital that these services also watch what is happening to the people being sent home.

We are calling for emergency readmissions data to be used alongside other datasets, such as delayed transfers of care, to establish a broader understanding of how well health and social care services are doing in getting people out of hospital safely.

“... it's clear that health and care leaders need to take a closer look at why people are returning to hospital so quickly”.

Find out more at:

www.healthwatch.co.uk



Proposals to build new car park behind University Hospital

Vinci Construction are currently consulting on proposals to build a new staff car park next to University Hospital. A spokesperson for University Hospitals Coventry and Warwickshire (UHCW) NHS Trust said:

“We are fully supportive of the proposed development by Vinci Construction...Our patients and visitors frequently tell us that while they are happy with their care, there are not enough car parking spaces on our site. Car parking provision is also a major issue for current and prospective staff.

While we do acknowledge the concerns of local residents, we expect that increasing car park capacity on the hospital site would significantly reduce the current disruption caused by visitors and staff parking on nearby residential roads.”

You can have your say on the proposals at: www.surveymonkey.co.uk/r/QPRKF7S or by emailing: carparkuhcw@vincifacilities.com

Have you seen....

A new leaflet giving details of the places in Coventry where you can have a blood test has been published and is appearing in GP practice, pharmacies, the City Of Coventry Health Centre, and UHCW Outpatients.

In the Healthwatch Coventry report on pharmacy service published in March 2017 we highlighted that people were not aware of many service pharmacies provide. Over 20 Coventry pharmacies do NHS Blood tests. Information can also be found at: www.uhcw.nhs.uk/bloodtests



Learning Disability Mortality Review

NHS Clinical Commissioning Groups in Warwickshire, Coventry and Solihull are taking part in a national Learning Disability Mortality Review Programme. This aims to help health and social care professionals and policy makers to:



- Identify the potentially avoidable factors related to deaths of people with learning disabilities
- Identify variation and best practice in preventing premature deaths
- Develop plans to make any necessary changes to health and social care service delivery for people with learning disabilities.

The review will collate and share anonymised information so that common themes and recommendations can be identified and taken forward.

From 1 October 2017 all deaths of people (aged 4 and above) with a learning disability who were registered with a Warwickshire, Coventry or Solihull GP will be reviewed. For more information go to:

www.coventryrugbyccg.nhs.uk/News/6d298ed3-05f1-490f-8634-28ef433ec795

New Mental Health Crisis care Web pages

A new ‘one stop shop’ to help people in the West Midlands find services to support them during a mental health crisis has been launched.

The website was designed with service users.

For more information go to: wmmeritvanguard.nhs.uk/index.php/crisis-care

GPs' warning about list closures for new patients



A recent survey by the British Medical Association (BMA) found that 54% of the 1,870 GPs who responded would be willing to temporarily suspend registering patients to their surgeries. 44% said they would be in favour of applying for a formal and permanent list closure from NHS England.

GPs say that this would relieve pressure on them and allow them to focus their attention on patients already on their list.

The BMA is calling on ministers to work with the General Practitioners Council (GPC) to urgently to address the workload, recruitment and funding crisis in general practice.

More information can be found at: www.bma.org.uk/collective-voice/committees/general-practitioners-committee/gpc-current-issues/gp-practice-list-closure-survey

Carers struggling financially also likely to feel isolated

A national survey of 55,700 carers carried out by local councils shows that:

- 21% of carers surveyed have been providing unpaid care for over 20 years 71% of carers were extremely, very or quite satisfied with the support or services they received, compared to 13% who were extremely, very or quite dissatisfied
- 76% report 'feeling tired' and 64% report they experienced 'disturbed sleep' as a result of their caring role
- Carers said they were struggling financially and also felt socially isolated

To find out more about the survey visit: www.digital.nhs.uk/catalogue/PUB30045

Impact of home-testing kits for bowel cancer

A NHS England funded study is expected to almost halve the number of invasive procedures by 2020 by improving the accuracy of home-testing kits that detect bowel cancer from invisible amounts of blood.

FIT, the new bowel cancer test, predicts bowel cancer by precisely recording the presence of any blood in just one gram of poo.

The new study will identify how these levels of blood may vary by age, sex and ethnicity - enabling FIT to give very accurate 'no bowel cancer' results, regardless of who is using it.

For more information go to: www.england.nhs.uk/2017/09/home-testing-kits-that-detect-bowel-cancer-could-almost-halve-invasive-examinations-by-2020/?utm_source=feedburner&utm_medium=email&utm_campaign=Feed%3A+NHSCBoard+%28NHS+England%29

What people think of the NHS?

A Kings Fund survey finds that:

- 77 % of the public believe the NHS should be maintained in its current form,
- Around 90% of people support the founding principles of the NHS,
- 66% of adults are willing to pay more of their own taxes to fund the NHS,
- 67% think that treatments and services should only be available on the NHS if they are available to everyone and not dependent on where people live, whilst 31% think that treatments and services should be based on local need.
- Some people (29%) say decisions about the availability of treatments and services should be left to qualified health professionals, 56% at least want

to be consulted and a minority of 14% want to be actively involved.

- 65% believe that keeping healthy is primarily down to the individual, with just 7% placing this responsibility with the NHS.



Find out more at:

www.kingsfund.org.uk/publications/what-does-public-think-about-nhs?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=8698426_NEWSL_The%20Weekly%20Update%202017-09-21&utm_content=kfpublicbutton&dm_i=21A8,56FQY,0079OR,JWKEN,1

Guides to help people with disabilities access GP online services

Practical guides to help disabled patients to access GP online services have been published by NHS England. These guides are aimed at supporting people with sight loss, hearing loss, autism or learning disabilities.

The guides cover:

1. Getting started with GP online services
2. Your GP online record
3. What you need to know about GP online services
4. GP online service: quick, easy and safe
5. Giving another person access to your GP online services

You can download copies of the guides at: www.england.nhs.uk/patient-online/support/ or send an email to england.patient-online@nhs.uk



CQC to rate more providers

The Department of Health has confirmed that it will grant the Care Quality Commission (CQC) the power to rate independent healthcare providers including:

- Cosmetic surgery services (some types)
- Independent ambulance services
- Independent dialysis services
- Refracture eye surgery services
- Substance misuse services
- Termination of pregnancy services

Sir David Behan, CQC Chief Executive said: *“CQC already inspects and publishes reports for these providers and the ability to award a rating will bring increased transparency for the public about the quality and safety of these services”*

The CQC will be developing their approach on how to rate these additional services in consultation with the public and providers in the New Year.

Find out more:

www.cqc.org.uk/news/stories/cqc-rate-more-providers-following-inspection

CQC findings from GP inspections

The CQC have published *The State of care in general practice 2014 to 2017*, which presents findings from their programme of GP inspections.

The found that:

- 4% of GP practices were rated outstanding, 86% were good, 8% were requires improvement and 2% were inadequate
- 82% of practices that were first rated as requires improvement or inadequate improved their rating following their most recent inspection

Find out more at

www.cqc.org.uk/publications/major-report/state-care-general-practice-2014-2017

Mental health services for children and young people

The CQC has published the first phase of a review of mental health services for children and young people in England.

The report comments on the difficulties children and young people face in accessing appropriate support for their mental health concerns from a system that is fragmented and where services vary in quality.



Key points are:

- Whilst most specialist services provide good quality care, too many young people find it difficult to access services and so, do not receive the care they need when needed
- CQC has rated 39% (26 services) of specialist community child and adolescent mental health services (CAMHS) as requires improvement and 2% (1 service) as inadequate against CQC's 'responsive' key question, which looks at whether people access care and treatment in a timely way
- Those who work with children and young people (in schools, GP practices and A&E, for example) do not always have the skills or capacity to identify or support their mental health needs
- Children and young people, and their families, often struggle to navigate the complicated and fractured system of services created by a lack of joined-up working

Find out more:

www.cqc.org.uk/publications/themed-work/review-children-young-peoples-mental-health-services-phase-one-report



CQC publish consultation response on next phase of regulation

The CQC's response to its consultation on its next phase of regulation has been published and can be found at

www.cqc.org.uk/get-involved/consultations/our-next-phase-regulation-consultation-2

CQC will:

- Change the way they regulate primary medical and adult social care services. This includes how they monitor providers and the frequency and scope of inspections
- Develop how they will monitor, inspect and rate new models of care and large or complex providers
- Update their approach to the 'fit and proper persons' requirement

The changes will be introduced in a phased approach.

Healthwatch publication of fifth annual report to Parliament

Healthwatch England has published its fifth annual report to Parliament, which draws on this insight to highlight the top issues people have spoken to local Healthwatch about in the last financial year.

The report finds that whilst many people are getting the support they need, there is great variation in the availability and quality of services across the country.

In the report, Chair of Healthwatch England Jane Mordue argues that listening to people who use services is key to addressing the variation that can exist in experiences of care. Although there has been progress when it comes to services understanding and acting upon what people want from health and care, there is still a long way to go before this is common practice.

Find out more at:

www.healthwatch.co.uk/news/greater-access-and-consistency-what-people-want-health-and-social-care-services