

Healthwatch News

NHS plans what people told us is important in Coventry



It's your NHS. Have your say.

Find out the results of the work Healthwatch Coventry did to ask local people what the local NHS should focus on. We have looked at what Coventry people said in our two surveys and discussion groups in April-May this year.

People called for: more timely and consistent communication; joint decision making, professionals that listen; and faster support when needed.

Cost; computer literacy, trust and access were seen as barriers to people accessing NHS services more by computer; internet; phone etc.

Read our report to find out more about what people said would help:

www.healthwatchcoventry.co.uk/nhs-plans-what-you-would-do



Healthwatch staffing

We have had challenges recruiting to our Community Research and Volunteering Co-ordinator role and therefore have put in place an alternative arrangement to support our work programme for the next seven months:

- Existing team member Louise Stratton will be linking with volunteers and organising enter and view to care homes focusing on how residents health needs are met
- Jyoti Devi has just joined the team as Community Engagement Co-ordinator until end of March 2020
- Extra support for social media activity to increase engagement with local people is being provided

Work priorities for 2019/20

The work priorities agreed by the Steering group for the next seven months are:



- Enter and View Visits to Care Homes
- Follow up work to Discharge to Assess project about better information in a way people understand
- Further conversations with public about proposals in the NHS Long Term Plan and how these should work locally

Steering Group recruitment

We are recruiting to three volunteer places for individuals on the Healthwatch Coventry Steering Group to help us:

- Set work priorities
- Put forward the views of people who use health and social care
- Be influential

Do you have good communication skills and the ability to be objective and think critically about information? Have you got a commitment to learn and to work with others? This could be for you.

This is a volunteer role. Out of pocket expenses are paid and training provided. The group meets six times a year and it will be for a three year term.

Find out more

Visit www.healthwatchcoventry.co.uk contact 024 7622 0381 (option 3) or email healthwatch@vac Coventry.org.uk

Deadline for applications: **Monday 18 November 2019**

Discharge to Assess action plan

We have published our report, which presents the experiences of 47 people of the care they received as part of short term support after a stay in hospital. The people we spoke to were some of the frailest and most vulnerable, who sometimes do not have their voice heard.

The City Council have co-ordinated an action plan in response to our recommendations. Read our report to find out more:
www.healthwatchcoventry.co.uk/reablement-support

Respite Care

The report of our findings from talking to family carers and the cared for about respite care services is with Coventry City Council for response. Once this has been considered by the Steering Group, the report will be published.

Our Steering Group meeting dates

All welcome to attend our Steering Group meetings:

Tuesday 15 October
Tuesday 3 December

At Queens Road Baptist Church, 11am

Healthwatch England work

Mental health journey to parenthood

A report has been published which focuses on the experiences of over 1,700 women who experienced mental health problems during and after birth. The report draws on national research, as well as the work undertaken by seven local Healthwatch.

Three common issues raised are:

- People feel their mental health problems are triggered by a variety of issues
- People don't know where to turn for help
- People feel scared about how people will respond if they speak up

Find out more information about the report at:
www.healthwatch.co.uk/

Councils need to promote a culture of learning from complaints

Healthwatch England are urging councils to learn from complaints and not just to count them but to identify why complaints were being made, the frequency of specific or common complaints and how to achieve a resolution. Find out more at:
www.healthwatch.co.uk/

Local News

Help Shape Research at UHCW

Research undertaken within the NHS is an essential part of healthcare development as it helps to increase knowledge that can lead to change.



University Hospitals Coventry and Warwickshire have 4914 people (patients and healthy volunteers) taking part in a wide range of research studies in 2018/19.

You can take part in research as a participant; either as a healthy volunteer or as a patient in research into a condition that you are living with. You can also help shape their research at UHCW by taking part in patient and public involvement.

If you would like to join the Patient and Public Research Advisory Group or would like more information about ways to be involved please contact Tracy Gazeley, PPIE Lead by telephoning 024 7696 6201 or send an email to - research.PPI@uhcw.nhs.uk

New Chair for UHCW

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust announced Dame Stella Manzie DBE as the new Chair of the Trust's Board of Directors from Sunday 1st October 2019.

She has substantial experience in improving frontline public services while working in a democratic environment. Dame Stella has worked extensively in the Coventry and Warwickshire area, holding the post of Chief Executive of Coventry City Council from 2001 to 2008.

Genetic links to anxiety and depression study

There is an exciting opportunity to get involved in the largest ever study of anxiety and depression. This study has been developed in collaboration with mental health charity MQ, patients and service users. To take part you will need to provide your name, phone number, email address and a password.

After this, the GLAD Study enrolment process consists of four steps:

- Reading the Information Sheet
- Providing consent
- Completing their questionnaire
- Providing a saliva sample

Find out more at: www.gladstudy.org.uk/

National News

Children with learning disabilities or autism living in mental health hospitals

A report published by the Children's Commissioner for England shows how too many children are being admitted to secure hospitals unnecessarily. It warns that the current system of support for those with learning disabilities or autism is letting down some of the most vulnerable children in the country.

Find out more at:
www.childrenscommissioner.gov.uk/publication/far-less-than-they-deserve/



New measures to improve care for people with autism and learning disabilities

A package of measures to improve care for autistic people and people with learning disabilities has been announced by the government including:

- Funding for specialist advocates to review the care of every patient in long term seclusion or segregation
- A new working group for learning disabilities and autism, bringing together

experts clinicians, parents and carers to develop a new model of care

- A new awareness campaign to encourage staff, families and friends to come forward if they have concerns about care

The plans are ahead of a publication by the Care Quality Commission interim report in to the use of restraint, segregation and prolonged seclusion in health and care settings.



Racial disparity in people raising concerns about their care

Research undertaken for the Care Quality Commission (CQC) as part of their year-long “Declare Your Care” campaign has revealed those from a black and minority ethnic (BME) background are less likely than those from a non-BME background to raise concerns about the standard of care they receive, particularly in relation to mental health.

Reasons highlighted as to why people don't feed back on their standard of care include not knowing who to raise it with (33%) and not wanting to be a 'troublemaker' (33%). Additionally, a third of people asked (37%) felt that nothing would be changed by speaking up.

However, when people **did** raise a concern or complaint, the majority (66%) found their issue was resolved quickly, it helped the service to improve or they were happy with the outcome.

Carers' experiences of support services

NHS Digital have published new data on carers' experiences of support services. The data collected shows that there has been an increase in the levels of stress and financial strain reported by carers. It also highlights that the satisfaction with services increases when carers are involved in the care planning process.

Find out more at:
<https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers/england-2018-19>

1 in 5 who survive stroke develop a mental health issue

The Stroke Association has published findings that say that almost a million people who have survived a stroke developed at least one mental health problem. A survey of stroke survivors and their carers was completed to find out more about their lives. The report *'Lived Experience of stroke'* has been published with four chapters with the first one looking at the hidden effects that a stroke can have on its survivors. Find out more: www.stroke.org.uk/lived-experience-of-stroke-report

NHS friends and family test to be changed

NHS England have announced that the friends and family test, the standardised feedback tool used by the NHS, will be changed. The question which patients will be asked by NHS organisations will be changed to *"Overall how was your experience of our service?"* from April 2020. This is in response to service users saying that they wanted the question to be clearer and more accessible. The new question has been tested with a broad range of people including children down to the age of eight.



Same-day pharmacy consultations offered to patients

As part of the new five year Community Pharmacy Contract, a new NHS Community Pharmacist Consultation will offer local pharmacy appointments to anyone calling NHS 111 about minor conditions such as earache or a sore throat. If the testing goes well then GPs and A&E will also start to refer patients to the service over the next five years (patients will still have the option of seeing their GP or attending A&E if they want to).

Some of the other areas that the contract will expand are:

- Introducing proactive medicine safety checks to avoid patients receiving dangerous combinations of drugs

- Running the Healthy Living Pharmacy scheme in all pharmacies in England to help people lose weight or stop smoking
- Exploring how pharmacists can be better supported to spot the warning signs of suicide

Health and Social Care Secretary, Matt Hancock, said: *"Community pharmacies are a vital and trusted part of our NHS, and this five-year deal will ensure more people get support in the most appropriate setting, which in turn helps relieve pressure on the wider health service"*.

Find out more:

www.gov.uk/government/news/same-day-pharmacy-consultations-offered-to-patients

Majority of Brits think A&E services are overused but half think it is hard to get a GP appointment

A large scale research into attitudes towards emergency care from the most recent British Social Attitudes Survey reveals:

- **People living in deprived areas** are more likely to prefer Accident & Emergency departments (A&Es) over their GP to get tests done quickly, find it more difficult to get an appointment with their GP and think A&E doctors are more knowledgeable than GPs.
- **Parents with children under five** are most likely to have used an A&E in the last year, to think it is hard to get an appointment with their GP, less likely to trust their GP but are also more likely to use the internet to try to find information.
- **Men** are less knowledgeable about how to contact a GP out of office hours and less likely to use the internet to research a health problem.

Find out more: www.natcen.ac.uk/news-media/latest-news/

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