

Healthwatch News

Healthwatch Coventry Funding - give your input into consultation

Coventry City Council is consulting on budget savings for 2016/17 from their pot of money which contains the Healthwatch Coventry funding along with funding for local voluntary and arts organisations. Overall the council is looking to reduce the funding by £700,000.

Healthwatch funding comes from Central Government, with allocations to each local authority area for Healthwatch work. Since 2012 Healthwatch Coventry has received 64% of the funding for Healthwatch and ICAS services each year provided to Coventry City Council by the Department of Health. This represents in effect a 36% cut.

Under the Health and Social Care Act, local authorities are under a duty to put in place an 'effective' local Healthwatch for their area. We believe the level of funding is linked to how effective a local Healthwatch can be.

The City Council are consulting on a preferred option of 'targeted cuts' and under these proposals Healthwatch Coventry **will not** receive a further funding cut for 2016/17. This is good news, but the decision has not yet been finalised.

How Healthwatch members can help...

We are asking Healthwatch members to support the decision not to cut Healthwatch further by:

1. Completing the online City Council survey at:
www.surveymonkey.com/r/vol_grant_consultation

To do this pick 'Healthwatch Coventry Grant' when you get to question 1 and pick 'member of the public' for question 2. Question 3 can be used for your comments on the proposal not to cut Healthwatch

funding. Questions 4-6 are not so relevant as no cut is proposed but can be used to add any further information you want to give or to say what the impact of a cut in funding would be

Or

2. Complete the simpler survey we have added to the Healthwatch Coventry website at:
www.healthwatchcoventry.co.uk/content/healthwatch-funding

There are two other options given in the City Council consultation: an even cut across all organisations - this would mean that Healthwatch Coventry would receive a funding cut in the region of 15%; and no cuts at all. In order to not make any cuts the Council would need to identify where £700,000 would come from.

Healthwatch Coventry has been promoting the importance of our role in representing the interests of vulnerable and less heard groups of the population at this time of pressure on service and cuts to budgets.

The consultation runs until 6 December. The City Council Cabinet will make the decision on 5 January 2016.

To view the consultation documents go to:
www.coventry.gov.uk/consultations

Our recent publications

- Reports of Enter and view visits to:
 - Belvedere House
 - Charnwood House (Beech Unit)
 - Eric Williams House
 - Youell Court
- Healthwatch Coventry commentary on Coventry City Council Adult Social Care Account

Reports can be found at:
www.healthwatchcoventry.co.uk/what-we-have-said-about-nhs-and-social-care-service-coventry

Round up of recent work up

- Healthwatch Coventry has been carrying out a series of enter and view visits to mental health inpatient units to gather information about care from patients and staff.
- We have been representing the interests of local people on a group overseeing the gathering of evidence about health and wellbeing issues in Coventry.
- We have provided comments on the UHCW NHS Complaints and Patient Advice and Liaison Service leaflets and we have had information about Healthwatch updated on the UHCW website.

- We have been finding out about a new pilot service called Prescription Ordering Direct (P.O.D) and seeing how it runs. This is a phone service for the re-ordering of electronic repeat prescriptions. We have asked a number of questions and raised points in the interests of patients.
- Our work in looking at GP practice information has turned into a bigger piece of work. We are therefore taking some more time to finish this off and to identify good practice examples from the GP practice leaflets we have collected from Coventry GP practices.

Local News

PLACE assessment results

The results of the patient environment inspections for local Trusts have been published. The Trusts are scored on various areas including food, cleanliness, privacy, dignity and wellbeing. The results are:

- UHCW - all scores are above 80%
- Coventry and Warwickshire Partnership Trusts (CWPT) including Caludon Centre and Hawsbury Lodge - all scores above 80%

A number of local Healthwatch including Healthwatch Coventry have been making suggestions to NHS Trusts for how PLACE inspections can work better by ensuring they are patient led and there is more consistency of approach.



Changes to People Directorate at City Council

Gaile Quinton is now the Executive Director for the People Directorate taking over from Brian Walsh and John Gregg is Director of Children's Services.

To view the People Directorate staff structure chart go to:
www.coventry.gov.uk/structurecharts

Have your say

Older People Accommodation and changes to Learning Disabilities Day Services

Coventry City Council are currently looking for savings of £13m for 2016/17 and a further £16m for 2017/18. Therefore proposals for making savings within Housing with Care Schemes for older people and Learning Disability Day Services are out to consultation.

The proposal is to stop providing care services at the following Housing With Care schemes:

- Frank Walsh House in Hillfields
- Skipton Lodge in Upper Stoke
- Halford Lodge in Holbrooks
- Farmcote Lodge in Aldermans Green

And to stop providing day care services for people with learning disabilities at the Community Zone and Jenner8 (based within the annexe of Frank Walsh House).

The Council would like views from anyone who may be affected by the proposed changes including service users, carers, families and local residents. To view the supporting documents and survey go to:
www.coventry.gov.uk/consultations

Consultation deadline: **17 November 2015.**

20,000 give views on mental health service change priorities

The results of the Mental Health Taskforce Engagement Report have been published. This has involved gathering views from 20,000 people on the top priorities for reshaping mental health services.

These priorities included:

- Better access to high quality services
- Wider choice of treatments
- More focus on prevention
- More funding

The results were discussed at the NHS England Expo 2015 conference.

To view more information go to:
www.england.nhs.uk/mentalhealth/wp-content/uploads/sites/29/2015/09/fyfv-mental-hlth-taskforce.pdf

A&E delays

A recent report by Monitor asks why did patients wait longer last winter in A&E? The main cause was delays in admitting patients to other hospital departments from the emergency department. Monitor conclude that the solution is smoothing the flow of patients through inpatients wards, to the point of discharge and beyond.

To view the full report go to:
www.gov.uk/government/uploads/system/uploads/attachment_data/file/458764/AE_delay_main_report_final.pdf

There is also 'Findings at a glance':
www.gov.uk/government/uploads/system/uploads/attachment_data/file/458097/At_a_glance.pdf



New safety organisation investigation body

A new safety organisation has been created called NHS Improvement which merges Monitor and NHS Trust Development Authority. The investigation body has been created following criticism of the NHS system in the Morecambe Bay and Mid Staffordshire inquiries, which found widespread failures to investigate and learn from clinical incidents.



Jim Mackey, Chief Executive of Northumbria Healthcare NHS Foundation Trust, has been appointed as the Chief Executive of NHS Improvement.

Is patient choice a reality?

A survey completed on behalf of NHS England and Monitor indicates more needs to be done to promote patient choice across the NHS.

More than 2,700 patients were asked about the options they were offered by their GP when being referred for an outpatient appointment.

Some of the key findings were:

- 40% of respondents said they were offered a choice of hospital or clinic for their first outpatient appointment by their GPs (this is a slight improvement from last years 38%)
- 47% of patients were aware of their right to choose a hospital or clinic (this is a decrease from last year's 51%)

Catherine Davies, Executive Director, Co-operation and Competition at Monitor said:

"We think it's only right that patients are in the driving seat when it comes to making decisions"

To read the report in full go to:
www.gov.uk/government/publications/survey-results-are-patients-offered-a-choice-on-where-they-receive-care

Cancelled and delayed NHS appointments

Figures from the Health and Social Care Information Centre show that the number of complaints about cancelled and delayed appointments have risen from 9,040 to 10,800 in a year.

Overall, there were 205,000 written complaints about NHS services in England in 2014/15 - that equates to 562 per day.

To view more information about the data on written complaints for the NHS go to:
www.hscic.gov.uk/searchcatalogue

NHS Staffing

NHS staffing has been in the news a lot recently due to a focus on how to reduce temporary staff costs.



The NHS Trust Development Authority (NHS TDA) and Monitor have published new rules to support NHS providers to get the best quality agency staff whilst reducing costs.

The new rules include:

- An annual ceiling for total agency spend for each Trust
- Mandatory use of frameworks for procuring agency staff
- Limits on the amount individual agency staff can be paid per shift - a short consultation is currently underway on this see
www.gov.uk/government/consultations/national-price-caps-for-agency-staff-working-in-the-nhs

A new Multidisciplinary Temporary Healthcare Personnel agreement has been developed. This will provide the NHS and other public sector organisations with access to temporary healthcare workers, including doctors and nurses.

To view more information go to:
www.gov.uk/government/publications/nursing-agency-rules

CQC State of Care report

Care Quality Commission (CQC) has launched their State of Care Report - an annual analysis of the quality of health and social care in England. Although the majority of services across health and social care has been rated as good, there is significant variation in quality of services.



Findings included:

- More than 80 per cent of GP practices and six out of ten of adult social care services inspected by the CQC so far have been rated as good or outstanding. Of the hospitals rated, 38 per cent were also found to be good or outstanding.
- Up to 31 May 2015, 7 per cent of acute, primary medical and adult social care services had been rated as inadequate
- Over one in 10 hospitals and a similar proportion of adult social care services have been rated as inadequate for safety, alongside 6 per cent of GP practices and out-of-hours services

Reasons behind this include staffing issues and failure to learn from incidents and errors.

Katherine Rake, Chief Executive of Healthwatch England have responded to the report by saying:

“We want to see hospitals , GP surgeries and care homes learning from their mistakes and showing people that they are listening to them in order to make positive changes to services”

To read the full report go to:
www.cqc.org.uk/content/state-care-report-launched-today

NHS funding of nursing in care homes

The Department of Health is to review the rate paid by the NHS to private care providers (nursing homes) for nursing services. The rate payable for this financial year is currently £112.00 a week per resident. This review will consider whether the rate paid is reflective of the costs of providing this important service and supports high quality out-of-hospital care.

Social Care

Home Care visits must last at least 30 minutes

The National Institute for health and Care (NICE) have included in their guidance that carers should spend at least 30 minutes on home visits to older people. This change is due to reports of carers making visits of 15 minutes and less.

The guidance recommends:

- No visits of less than 30 minutes, except for follow-ups to a longer visit earlier in the day, for example to check if someone has taken medicine
- Ensuring people know their carers, using the same ones as much as possible
- Carers be trained to recognise and respond to health problems such as dementia and diabetes
- Greater coordination between the NHS and care services
- Older people be told in advance if their carer is going to be late or not turn up - and plans put in place for those at risk

To read more information go to:

www.bbc.co.uk/news/health-34282423

The guidance can be found at:

www.nice.org.uk/guidance/ng21

Families paying too much for social care

The Local Government Ombudsman (LGO) have released a report which asks if families are paying too much for social care as they are not being given comprehensive information about the costs of care available in their area.

The report looks at 'top up' fees paid for by families for their relatives' care. The report gives examples of cases where councils provide confusing or incorrect advice, do not offer potential residents a genuine choice of affordable care home or have any affordable homes available.

Dr Jane Martin, Local Government Ombudsman said:

"I would urge all councils to look at the information they provide from the potential

resident's point of view to ensure their literature and communications minimise the confusion for those who need help and advice"

To view the full report go to:

www.lgo.org.uk/publications/advice-and-guidance#focus

Mental ill health and hospital use

QualityWatch have published a report which explores whether differences exist in how people with mental ill health use hospital services compared to those without mental ill health.

Key findings show:

- People with mental ill health use more emergency services than people without mental ill health
- Only a small part of the emergency care used by people with mental ill health was explicitly for mental health needs
- Those with mental ill health had a higher rate of potentially preventable emergency admissions than those without.

All the findings represent opportunities for improvement: hospital use is expensive, and extended stays in hospital can be distressing for patients, so improving how people move through the system could release much-needed savings for the NHS and improve patients' experience of healthcare. Much of this will require support outside of the hospital setting - in particular community and primary care.

To view the report go to:

www.qualitywatch.org.uk/sites/files/qualitywatch/field/field_document/QualityWatch_Mental_ill_health_and_hospital_use_summary.pdf

Alternative guide to mental health

The Kings Fund has launched a short animation which is designed to help people understand

mental health services in England.

To view the video in full go to:

www.kingsfund.org.uk/



Sight loss link to low income and poor quality of life

A research study shows that older people in the poorest fifth of the population had an almost 80% higher risk of developing severe visual impairment than those from the wealthiest fifth. This is compounded by the finding that deterioration in vision over a two year period was related to decreases in income, quality of life and social activity. People whose vision deteriorated from good or very good to fair or poor were found to have levels of depression that increased by 29% and a fall in income levels of 19%, compared to the changes for those whose vision remained stable.

Read the study at:

www.pocklington-trust.org.uk/Resources/Thomas%20Pocklington/Documents/PDF/Research%20Publications/rf-49-changes-in-vision-in-older-people-elsa-3.pdf

Faster Cancer diagnosis

The Government has pledged that from 2020, people with suspected cancer will be diagnosed within 28 days of being referred by a GP.

According to the Independent Cancer Taskforce, set up as part of the NHS's Five Year Forward View to examine how to improve cancer care and survival rates, the target to diagnosis all suspected cancer cases within 28 days could help save up to 11,000 lives a year.

Jeremy Hunt, the Secretary of State for Health said:

"For people who are worried they may have cancer, waiting for that all important test result is a nerve-wracking time. We have a duty to make sure this period of uncertainty is as short as possible"

Mr Hunt also announced new measures to develop a tailored recovery package for everyone surviving cancer. A more personalised treatment plan and better support to live well, with and beyond the disease.

Dementia friendly services

The Health and Social Care Information Centre have said that many care homes and hospitals are failing to provide dementia-friendly facilities including:

- Signage
- Handrails
- Decor

In 2015 the Patient-Led Assessments of the Care Environment (PLACE) assessments were extended to include criteria on how healthcare providers' premises are equipped to meeting the needs of caring for patients with dementia.

Of the 1,044 sites assessed against the criteria, there was a national average score of 75% given. The lowest rating was 40% and highest 100%.

Specialist wheelchairs and neurology outpatient services

Commissioning responsibility for the following service will transfer from NHS England to clinical commissioning groups (CCGs) for 2015/16 services:

- Adult specialist neurosciences services: NHS England to transfer the commissioning of all neurology outpatients from NHS England to CCGs, except where these have been referred by a consultant
- Specialist services to support patients with complex physical disabilities (all ages): NHS England to transfer the commissioning of specialist wheelchairs from NHS England to CCGs

Take part in a research project at Coventry University?

There is still time to join a new study on the relationship between health, lifestyle, and brain function in adults over the age of 50 years. The study is a single session which will take around 45min - 1hour.

If you are over the age of 50 years, English-speaking, and have no history of stroke, dementia or brain injury, then you are eligible to take part. Please contact hayley.wright@coventry.ac.uk if you have any questions or would like to take part.

