

Welcome to the Healthwatch Coventry member's newsletter bringing you up to date with work and developments in health and social care

## Healthwatch News

### GP quality: what is important to local people

We have published the findings and recommendations arising from our work to gather local people's view on GP Quality.

Key findings are:

- People value GP services being close to home
- Reception staff are key to patients' experience of their practice
- The characteristics of good reception staff are that they are approachable, respectful, helpful and caring
- People have confidence in GPs/practice nurses when they feel they are knowledgeable, listening and compassionate
- For routine matters most people said they prefer to wait to see a GP of their choice
- Continuity of relationship with a GP is very important for many people; there is another group of patients who value being seen on the day by using services such as the Walk in Centre

Healthwatch has made 9 recommendations including:

- That customer service focused training is provided to GP reception staff
- That there are more opportunities for patients to give feedback and views about their GP services
- That Coventry adopts a statement of what a good quality GP service is - Healthwatch has produced this drawing on the key things that people told us

The findings and recommendations Healthwatch have made are being fed into a Task Group of the local Health and Wellbeing Board on primary care as well as the bodies responsible for commissioning GP services; the provider of the Walk In Centre and Coventry and Rugby CCG.

### Care Homes

In December Healthwatch Coventry carried out 4 enter and view visits to local care homes, and a further visit has been made in January. The Healthwatch Steering Group has agreed that reports of visits will be published after a period of time has been allowed for a response from the manager. They will be added to the Healthwatch Website.

### Good Engagement Charter

Along with colleagues from Healthwatch Warwickshire we presented the Good Engagement Charter and it's supporting Toolkit to the CWPT Equal Partners Assembly.

### Hospital car parking and site changes

University Hospital Coventry has begun work aimed at addressing issues with car parking and congestion on the hospital site.

Join us on Friday 6 March to hear about the work. Please see the enclosed flyer.

## Information for patients at UHCW

University Hospital Coventry and Warwickshire has been carrying out work to develop patient information on its wards. New table placemats and ward posters have been devised to give information such as staff uniforms; visiting arrangements, meals, and how to give views.

The patient bedside folder has also been updated.

## Mental health needs assessment

Public Health in Coventry have been carrying out a local needs assessment around mental health. Healthwatch Coventry has used the intelligence we gathered about local services and views on service gaps to feed into this, local groups have also contributed.

## Diabetes project shortlisted for prize

A Coventry project which has had success in tackling diabetes with ethnic groups has been shortlisted to receive a £100,000 national prize.

The Coventry scheme involves eight practices in the Foleshill area and aims to help patients control their type one or two diabetes. There are almost one in 10 people living in Foleshill with the condition and health professionals have always found it hard to help patients due to language barriers. To tackle the issue a multi-lingual dietician has been visiting the GP practices, which has resulted in a rise in attendance from 18% to 80%.



For more information go to:  
[www.coventryrugbyccg.nhs.uk/](http://www.coventryrugbyccg.nhs.uk/)

## CQC to inspect UHCW

UHCW are being inspected by the Care Quality Commission (CQC) in the second week in March. This will be one of the new style of CQC inspections, which focus on whether services are safe; effective; caring; responsive to people's needs and well led.



### Listening Event - 6pm 3 March

The CQC is running a listening event for local people to share their experiences of UHCW over the past year; where they would like improvements and find out more about the inspection. The event is at Coventry Methodist Central Hall.

### Other CQC inspections

This CQC has begun its rolling programme of inspections to GP practices with visits locally starting soon.

You can share your experiences and views on local services with Healthwatch Coventry email:

[yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk)

Or via [www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)

We have links with the CQC.

## Commissioning of GP services

NHS England recently asked all Clinical Commissioning Groups to decide if they wanted to take a greater role in the commissioning of GP services. NHS England is currently solely responsible for this. Three options were offered to CCGs and Coventry and Rugby CCG opted for the one which is closest to the current arrangements.

## Patient transport

West Midlands Ambulance Service has been awarded the contract for patient transport services for Coventry and Warwickshire from 1 April 2015.

## Impact of NHS Reforms

The Kings Fund has published findings of a review of the reforms made to the NHS through the health and Social Care Act 2012.

This report concludes that the:

- Coalition government's reforms have resulted in greater marketisation of the NHS but that claims of mass privatisation are exaggerated
- Reforms have resulted in top-down reorganisation of the NHS and this has been distracting and damaging
- New systems of governance and accountability resulting from the reforms are complex and confusing
- Absence of system leadership is increasingly problematic when the NHS needs to undertake major service changes
- The Care Act has created a legal framework for introducing a fairer system of funding of long-term care

The Kings Fund concludes that further top-down reorganisations must be avoided, but evolutionary and bottom-up changes to the organisation of the NHS are needed to reduce the complexity and confusion of the structures introduced by the coalition government and to allow the implementation of the NHS five year forward view.

## Minimum nurse levels set in guidelines

Draft guidelines from the National Institute for Health and Care Excellence (NICE) aim to ensure safe care by having minimum nurse to patient ratios in A&E. For example:

- One registered nurse to one cubicle (triage)
- One registered nurse to four cubicles (minor and major injuries)
- Two registered nurses to one patient (major trauma)

Hospitals also have to ensure departments have capacity to have nurses trained in specialist care for children, older people and those with mental health needs.

The guidelines are out for consultation until **12 February**.

For more information go to:

[www.nice.org.uk/news/press-and-media/nice-outlines-draft-guidance-for-safe-nurse-staffing-in-a-e](http://www.nice.org.uk/news/press-and-media/nice-outlines-draft-guidance-for-safe-nurse-staffing-in-a-e)

## A&E Performance report published

The CQC have published the latest figures from their fifth A&E survey. 80% said their overall experience was good. Many patients said they were being well cared for by the doctors and nurses and treated with respect and dignity.

However, the information patients receive on discharge is not acceptable.

- 42% of patients receiving new medications were not told about possible side effects of that
- 22% were not given any information or not enough about their care and treatment.
- Patients said that their home and family circumstances were not always taken into account as part of discharge

For University Hospital Coventry and Warwickshire 850 surveys were sent with 282 being completed. Areas scoring the lowest were around waiting times and leaving A&E.

To read the report in more detail go to: [www.cqc.org.uk/content/accident-and-emergency-survey-2014](http://www.cqc.org.uk/content/accident-and-emergency-survey-2014)

## Health and Social Care Services work together

There are a number of people who have Health issues which require them to use health and social care services. However, at the moment these services do not work together well which means patients do not get the joined up services they need leaving them at an increased risk of harm.

The Government want everyone who uses both health and social care services to have integrated care services that work together to give the best care based on a persons' individual circumstances. Some of the ways in which this is being supported is by:

- Giving £2.7 billion to local councils to help them join up NHS and social care services
- Giving people health budgets so they can make more informed choices about what services to spend it on, also making it easy for people to combine their personal health budget and their social care budget
- Changing the NHS constitution which tells people what they can expect from the NHS, to include a pledge to provide care co-ordination
- Creating an electronic database that will provide information about a persons' care needs and what treatment they are receiving. Staff will then be able to share information easily
- Co-producing a document setting out how local areas can use existing structures for integrating care

To view more information go to:

[www.gov.uk/government/policies/making-sure-health-and-social-care-services-work-together](http://www.gov.uk/government/policies/making-sure-health-and-social-care-services-work-together)



## NHS launches cancer task force



NHS England has announced a new independent taskforce to develop a five-year action plan for cancer services that will improve survival rates and save thousands of lives. The taskforce has been asked to deliver the vision set out in the NHS Five Year Forward View, which calls for action on better prevention, swifter diagnosis and better treatment, care and aftercare for all those diagnosed with cancer.

The task force is chaired by Harpal Kumar, Chief Executive for Cancer Research UK and will include cancer specialist doctors and clinicians, patients groups and charity leaders, including Macmillan Cancer Support, Public Health England, local councils, and the Royal College of GPs.

It will assess the opportunity for improved cancer care by March 2015 and produce a new five-year cancer strategy by the summer.

## Healthcare organisations to clearly display inspection rating



All Healthcare organisations will have to display their inspection rating showing whether they are:

- Outstanding
- Good
- Require improvement
- Inadequate

The CQC ratings must be clearly visible and published on an organisation's website with a link to the inspection report, this will help people in making informed choices about their care. It also strengthens transparency in healthcare, with the aim of driving up standards across the country.

The law is expected to come into force on 1 April 2015.

## GP services

- **GP premises**  
GPs across the country are being invited to submit bids to improve their premises, either through making improvements to existing buildings or the creation of new ones.
- **Workforce**  
Health leaders have announced £10 million of funding to expand the general Practice workforce by increasing the number of GPs and developing the role of other primary care staff such as nurses and pharmacists.

## Young people's expectations of GP services

A Citizen's Advice briefing explores the experience of younger adults (18-34 years) as consumers of GP services.

Overall, younger patients are less satisfied with the service they receive from GPs than people aged 35 years and over.

### Key findings:

- One in seven people (14%) aged 18-34 were unable to see a GP last time they tried to make an appointment
- One in eight (13 %) younger adults did not get any professional help for a health problem when they're unable to see their GP
- People aged 18-34 are more than twice as likely to go to A&E or an NHS walk-in centre when they can't see a GP compared with those aged 55 and over.

The briefing also explores what primary health services could look like if they better reflected the needs and expectations of younger adults and which bodies have a role to play in delivering better GP services for younger adults.

Find out more at:

<http://www.citizensadvice.org.uk/>

## Patients Association launch vision document

Following on from the NHS Five Year Forward View, The Patients Association have launched a vision document which offers an analysis of the key issues for patients, taking into account the current challenges faced by the NHS.

Key actions needed to improve the patients' experience of care can be split into three themes:

- **Dignity and compassion in care**  
The vision is that by 2020 the vast majority of patients will feel they have been treated with dignity, compassion and respect by NHS staff throughout their experience of care
- **Complaints, honesty, transparency and accountability**  
The NHS should be completely transparent and accountable to patients. This is supported by the NHS Constitution.
- **Access and quality**  
Patients should have access to the care they need regardless of their location and circumstances.

To view the full report go to:

[www.patients-association.com/wp-content/uploads/2015/02/Patients-Association-Manifesto-2020.pdf](http://www.patients-association.com/wp-content/uploads/2015/02/Patients-Association-Manifesto-2020.pdf)

### Changing how the GMC decides on doctors' fitness to practise

Responses to an earlier consultation showed strong support for strengthening the separation between the General Medical Council's investigation and adjudication role in fitness to practise procedures.

Establishing the Medical Practitioners Tribunal Service as a statutory committee of the GMC, is being put forward as the means of achieving this.

## Friends and Family Test

From 1 January 2015 Patients using Mental Health and Community Health services will be able to give their feedback of experiences in care and treatment. This comes a month after the friends and family test went live in all 8,000 GP practices in England.

### December 2014 results

Results received for UHCW showing the percentage of people who would recommend the service they used:

- A&E: 83%
- Inpatient: 89%
- Maternity: 94%

Staff were also asked how likely they are to recommend the services they work in to friends and family:

- UHCW: 86%
- CWPT: 57%

For more information go to:

<http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/>

## NHS satisfaction

Research suggests satisfaction levels with the NHS are on the up - rising from 60% to 65% - while dissatisfaction levels dropped to an all-time low of 15 per cent. The British Social Attitudes survey, carried out on behalf of health charity the King's Fund, is an important temperature check on how the public is feeling about the NHS.

For more information go to:

<http://www.kingsfund.org.uk/projects/bsa-survey-2014>



## Adult Social care survey published

Health & Social Care Information Centre have published their fourth annual survey. Service users were sent questions to find out how effective services are at helping the users live safely and independently in their own homes. 68,770 people responded to the survey.

Key findings from the report were:

- 64% of service users who responded said they were extremely satisfied or very satisfied with the care and support services they receive (this is a 1% increase from the 2011/12 survey)
- 28% of respondents reported their quality of life was so good, it could not be better, or very good (this was an 1% increase from the 2011/12 survey) However, there were 9% of people who said their quality of life was bad or worse
- The average score for the Social care-related quality of life was 18.8 (compared to 18.7 in 2011-12) out of a maximum possible score of 24. This is a composite measure calculated using a combination of questions which cover 8 different outcome domains relating to quality of life

To view the report go to:

[www.hscic.gov.uk/catalogue/PUB16162/pss-ascs-eng-1314-fin-rpt.pdf](http://www.hscic.gov.uk/catalogue/PUB16162/pss-ascs-eng-1314-fin-rpt.pdf)

Save the date  
The Healthwatch  
Coventry Annual Meeting  
will be on  
Tuesday 7 July 2015  
More information to  
follow