

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

Healthwatch Coventry is gathering information about the quality of GP services.

Our aim is to help define a bench mark for good quality GP services in the City. Our work is linked to a Task Group of the Coventry Health and Wellbeing Board, which is focusing on primary care quality.

We have received over 200 responses to our postal and email survey asking about what people would like from GP services. We have also carried out over 50 surveys of people using the Walk in Centre, with more to follow.

An early recommendations regarding developing training for receptionists has been picked up by the task group and the Director of Public Health Coventry's annual report this year will focus on primary care.

The next steps for us are analysing the data and information we have gathered and holding focus groups targeting Foleshill and Henley wards.

### Patient transport

Patient transport was an item on a recent meeting of the local council Scrutiny Board 5; when Coventry and Rugby Clinical Commissioning Group (CCG) were called to give an update on progress.

The Healthwatch Chair asked how the recent pilot of using taxis to transport some renal dialysis patients had worked and if it had had an impact for other patient

transport users. The CCG said will be reviewing this once the pilot has finished. We would like ongoing measures to be put in place to improve the service whilst the current tender process concludes.

### Information Access Points

Following the successful launch of Healthwatch Information Access Points at the Health and Wellbeing Information Fair in Central Library in July, regular drop in sessions are now being held at Tile Hill and Central Library. They are also established at UHCW and the City Centre Health Centre.



Launch event at Central Library

Information Access Points enable people to find out about Healthwatch and local health and social care services. As well as a face to face opportunity to talk about what is important to them in terms of health and social care.

### We are recruiting volunteers to help

If you are interested in helping to provide information and signposting to local people through Information Access Points please contact Kerry Vieira Volunteering Officer for more information: Telephone: 024 7622 0381 (option 5). Email:

[k.vieira@vac Coventry.org.uk](mailto:k.vieira@vac Coventry.org.uk) or visit [www.healthwatchcoventry.co.uk/volunteering](http://www.healthwatchcoventry.co.uk/volunteering)

## Give your views

### Choice at end of life care

A national review of choices in end of life care is underway and you can give your views until 30 September.

Almost half a million people die in England each year. However, significant numbers of people do not currently have proper opportunities for their choices about how, when and where they receive end of life care to be identified, discussed or met. Further details and an online consultation survey can be found at: <http://www.ncpc.org.uk/ChoiceOffersConsultation>

Or phone 01235 512384 to arrange for someone to call you back. Please note that the consultation team is small team, so if we're not able to speak to you there and then, please leave a short message and we will call you back.

### Accessible information consultation

NHS England is asking for views on its Accessible Information Standard designed to improve patient access to information through British Sign Language interpreters, and formats such as 'easy read' and Braille. Once approved, the standard is expected to be implemented by clinical Commissioning Groups and GP practices, amongst others. The consultation document and an online survey can be found at [www.england.nhs.uk/ourwork/patients/accessibleinfo-2/](http://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/) The consultation closes 9 November 2014.

### What do you think about pharmacy services?

Coventry City Council in partnership with the NHS is undertaking a survey to understand the use of local pharmacy services in Coventry. This is to understand the gaps in provision and make

recommendations for improvements. The survey can be completed online at: <https://www.surveymonkey.com/s/coventry-pna-patient>

For any queries or to request a questionnaire by post please contact us on [NHSCMCSU.PNAcoventry@nhs.net](mailto:NHSCMCSU.PNAcoventry@nhs.net) or call 0121 612 3806.

This survey is live until **Friday 17 October 2014**.

### Ethical dilemma for resuscitation drug adrenaline

Approval has been given for a study where some cardiac arrest patients will be given a dummy drug, rather than adrenaline. There are concerns that adrenaline, which has been used for more than 50 years as a key part of resuscitation, can do more harm than good.

However, the study will mean that some patients will be given a placebo drug without their consent, which experts say throws up a number of ethical challenges.

The Warwick University study will involve 8,000 people including some in Coventry and the rest of the West Midlands.

Half the patients will receive the dummy medicine and half will get adrenaline - but as they will be unconscious there will be no consent gathered as the drug is administered. Paramedics will also not attempt to get consent from relatives or passers-by as the researchers emphasise that time is critical during resuscitation.

However, they say local residents will be given information on the trial and details about how to opt out. Relatives will not be told whether their family members received the drug or the placebo.

Share our views on this trial and how information should be communicated with Healthwatch Coventry by emailing [yoursay@healthwatch.co.uk](mailto:yoursay@healthwatch.co.uk) or calling the team on 024 7622 0381 (option 5).

### New Chair at Coventry and Warwickshire Partnership NHS Trust

Jagtar Singh OBE is the new Chair of Coventry and Warwickshire Partnership NHS Trust.

Mr Singh has previously served as Acting Chief Executive Officer and Deputy Chief Executive Officer in Bedfordshire and Luton Fire and Rescue Service. He was national Lead Inspector for the Fire Service nationally, having set up the first equality department in the UK Fire Service, and worked for the Chief Fire Officer Association and Fire Service College after beginning his career in the West Midlands Fire Service.

### Community healthy living event raises awareness about HIV and AIDS

Almost 400 people from Coventry got together at a local healthy living community event organised by the charity Dumisani International Aid to find out about what support and services are available to help treat and prevent the spread of HIV and AIDS.

Health experts and social care partners provided important advice and information about health issues, such as; sexual health, blood pressure checks, physical activity, HIV testing, AIDS, and the use of illicit drugs.

The event was funded through the Innovation and Development fund which is hosted by Voluntary Action Coventry using funding from of NHS Coventry and Rugby Clinical Commissioning Group (CCG) and Public Health in Coventry.

Dumisani Moyo, Chair of Dumisani International Aid, said: *“[it] was a great place for the local African communities to learn about which services are available to get medical support and advice about this preventable and treatable disease.”*

### Care home campaign aims to reduce pressure ulcers

Care homes across Coventry and are being urged to sign up to a new pressure ulcer prevention campaign.

Nearly 90 homes across the city have been informed about the React to Red scheme, which is being run in partnership by Coventry health organisations, Coventry City Council and national charity Your Turn.

The main message of the campaign is that by reacting to red skin over bony areas and asking for help and advice from a healthcare professional, can often stop red skin becoming a serious wound.

Dr Steve Allen, Chief Clinical Officer at NHS Coventry and Rugby CCG, which buys health services on behalf of the people living in the two areas, wants as many care homes staff as possible to take part in free training the scheme provides.

University Hospitals   
Coventry and Warwickshire  
NHS Trust

UHCW is running the following talks:

- |          |   |
|----------|---|
| 30.09.14 | Bowel Cancer Screening<br>2pm-3pm Finham Library              |
| 01.10.14 | A Journey through<br>Maternity<br>Central Library<br>10am-2pm |
| 11.11.14 | Alcohol Awareness<br>Finham Library<br>2pm-3pm                |

If you are interested and would like to attend contact Andrea Phillips on 024 7696 4747

## Safe nurse staffing on wards

The National Institute of Health and Care Excellence (NICE) has published new guidance setting out 'red flag events' which warn when nurses in charge of shifts must act to ensure they have enough staff to meet the needs of patients on that ward.

'Red flag events' include patients not being provided with basic care such as pain relief or help to visit the bathroom. An appropriate response could be to provide more skilled nurses or increase numbers of staff.

As patients' needs differ from day to day, they have concluded there is no single staff number that can be safely and adequately applied across the wide range of wards in the NHS. If each registered nurse is caring for more than 8 patients this is a signal to check that patients are not at risk of harm. At this point senior management and nursing managers should closely monitor red flag events, analyse safe nursing indicator data and take action if required. No action may be required if patient needs are being adequately met.

To see the guidance visit:  
[www.nice.org.uk/Guidance/SG1](http://www.nice.org.uk/Guidance/SG1)

## Choice for patients

A survey of over 2,700 patients has found that 51 % of patients were aware of their legal right to choose a hospital or clinic for an outpatient appointment, and a similar proportion (53%) referred for an outpatient appointment had a discussion first with their GP about where to receive treatment.

However, fewer than two fifths of patients, said they were offered a choice of hospital by their GP when being referred for an outpatient appointment.

The survey also found 89% of those who were offered a choice felt that they had enough information to choose, and 92 %

were able to go to their preferred hospital or clinic.

The report can be found at:  
<http://www.england.nhs.uk/2014/08/07/choice-for-patients/>

## Child and Adolescent Mental health Services

NHS England has published its review of in patient Child and Adolescent Mental Health Services (CAMHS). It found undersupply of beds in some areas and evidence of patients being inappropriately admitted to specialised units.

Causes included gaps in CAMHS lower level services and other local health and social services provision, as well as weaknesses in commissioning and case management.

For example, intensive outreach teams can almost halve the average length of inpatient stay, yet many areas lack them.

In response NHS England will:

- Increase general CAMHS specialised beds for young patients - there will be up to 50 new beds around the country with further beds moved according to need;
- Recruit 10 to 20 new case managers working across the country responsible for ensuring that young people receive appropriate levels of care;
- Improve the way people move in and out of specialised care; with consistent criteria for admission and discharge, based on best practice

A longer-term, strategic review of CAMHS services will be carried out as part of NHS England's wider work on specialised services; this will include further work with patients and their families and in partnership with other organisations.

To read the report go to:  
<http://www.england.nhs.uk/2014/07/10/camhs-report/>

## Care Quality Commission new approaches

The Care Quality Commission (CQC) is continuing to change the way in which it regulates and inspects health and social care services.

### Ratings

The Care Act 2014 will give the Care Quality Commission (CQC) the power to assess health and social care providers' performance and give each a rating. These ratings are designed to improve transparency by providing service users and the public with a clear statement about the quality and safety of care provided. The aim is also that ratings will incentivise providers to improve services.

Views are being sought on a proposal to make it a legal requirement for providers to display their CQC performance rating.

Find out more and give your view at:  
<https://www.gov.uk/government/consultations/transparency-in-care-visible-ratings-for-health-and-care-providers>

### Dentists

From 2015 onwards the CQC plans to, inspect 10% of services with the focus services that are seen as 'cause for concern'.

### Care Homes

Care homes may soon be rated by the CQC in a similar way to OFSTED rating of schools and therefore could be placed in 'special measures' if the service is judged to be inadequate.



## HIV diagnoses

Ensuring that people with HIV receive earlier diagnoses will reduce transmission and prevent thousands of further cases, according to NICE.

In 2012, an estimated 98,400 people in the UK were living with HIV. Yet up to 21,900 people with HIV were unaware that they were infected. People who do not know their HIV status are believed to be 3 times more likely to pass on the infection those who know their status. They are also twice as likely to have unprotected sex.

Therefore NICE has produced a local government public health briefing on the topic. Recommendations include planning referral pathways for those delivering HIV tests, providing HIV testing in primary and secondary care, and providing outreach HIV testing services for men who have sex with men. Find out more at:

[www.nice.org.uk/advice/lgb21](http://www.nice.org.uk/advice/lgb21)

## Male carers

New research by Carers Trust and the Men's Health Forum finds that more than four in ten (42%) of unpaid carers in the UK are men. Findings from the report '*Husband, Partner, Dad, Son, Carer?*' include:

- 53% of respondents felt that the needs of male carers were different;
- that male carers in employment are less likely to see themselves as carers;
- and 56% felt that caring had a negative impact on their mental health

The report can be found at  
[www.carers.org/sites/default/files/male\\_carers\\_research.pdf](http://www.carers.org/sites/default/files/male_carers_research.pdf)

## NHS Constitution made accessible

An easy read version of the NHS constitution has been produced. The constitution sets out rights, pledges and responsibilities for patients and staff. To view the Constitution go to:

[www.gov.uk/government/publications/the-nhs-constitution-for-england](http://www.gov.uk/government/publications/the-nhs-constitution-for-england)

## Average of 480 complaints made a day about NHS care

New figures show that the number of written complaints about NHS services has increased by 4.6% - the equivalent of an extra 96 complaints per week. Complaints totalled 114,300 in 2013-14 compared to 109,300 the previous year.

The data is published by the Health and Social Care Information Centre (HSCIC) and covers complaints made about NHS hospitals, community health services and family health services (GP and dental practices) in 2013-14

However, a survey completed by Healthwatch England suggested that there were 500,000 unreported cases of unsatisfactory patient care across the past two years. Anna Bradley, Healthwatch Chair said:

*“The report is just the tip of the iceberg. The need to improve the way the complaints system operates is well documented and we have been working with the government to simplify the often baffling process for patients and their families”.*

To view report of findings from HSCIC go to: <http://www.hscic.gov.uk/catalogue/PUB14705/data-writ-comp-nhs-2013-2014-rep.pdf>

## New rules for NHS food

The NHS will have mandatory food standards and hospitals will be ranked on food quality as part of a drive to raise standards of hospital food across the country.

The Hospital Food Standards Panel, led by Dianne Jeffrey, Chairman of Age UK, has recommended 5 food standards for the NHS.

These will now be included in the NHS Standard Contract - making them legally-binding for hospitals.

They include:

- hospitals should screen patients for malnutrition and patients should have a food plan
- hospitals must take steps to ensure patients get the help they need to eat and drink
- hospital canteens must promote healthy diets for staff and visitors
- food must be sourced in a sustainable way so that it is healthy, good for individuals and for our food industry

In addition to the panel's compulsory standards, it has also recommended all hospitals develop a food and drink policy that aims to encourage healthy eating, high-quality food production, sustainability and excellent nutritional care.

The latest patient inspections data has been published on NHS Choices and shows how each hospital performs on:

- quality of food
- choice of food
- menu approved by a dietician
- fresh fruit always available
- food available between meals
- choice at breakfast
- cost of food services per patient per day

This can be found at [www.nhs.uk](http://www.nhs.uk)



### Healthwatch Coventry Steering Group Dates

Healthwatch Coventry Steering Group meetings will be held at 11:15 am on:

- 30 September
- 25 November

Venue for all meetings:

Queens Road Baptist Church Centre, Grosvenor Road, Coventry.