

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

Healthwatch News

Patient transport

The Health and Social Care Scrutiny Board of local councillors called senior managers from Coventry and Rugby Clinical Commissioning Group (CCG) to their March meeting to account for their commissioning of patient transport services.

Healthwatch Coventry referred the commissioning of patient transport to Scrutiny because of concerns about the effectiveness of the commissioning process.

Councillors asked the CCG questions about a tendering round it began last year; the timeline for re-tender; and how quality is monitored.

Scrutiny made formal recommendations to the CCG for them to work to improve the current quality of service and to re-commission the service so that it is ultimately more effective.

Car parking at UHCW

A new drop off area has been opened at University Hospital Coventry to give increased capacity for the drop of and collection of people at the hospital. This is the first phase of changes to the site aimed at improving the flow of traffic and availability of spaces.

UHCW recently announced proposals to increase car parking charges and reduce the free parking period from 30 to 10

minutes. Healthwatch Coventry wrote to the Trust asking that they maintained the existing 30 minute free period at the Walsgrave site. Our reasoning is that:

- a 30 minute free period is what people who use the hospital want (our predecessor organisation Coventry LINK campaigned for this free period)
- It can take people longer than the proposed 10 minute to find a space once in a car park
- Making this change is likely to put added pressure on drop off facilities (even though these have been extended)

Unfortunately the UHCW Board adopted the proposal to reduce the free parking period and increase charges at its Board meeting, with effect from 1 April.

Hold the date for Healthwatch Coventry's first annual meeting

We will be holding our first annual meeting on Wednesday 16th July 9:30 am-12.30pm at Queen's Road Baptist Church Centre.

Join us to review the year. More information will follow nearer the time.

Good Engagement Charter adopted

Coventry and Warwickshire Partnership Trust the local provider of mental Health, learning disability and community health services, has made a pledge to adopt the Healthwatch Good Engagement Charter. The Trust is working to help establish best practice in public engagement.

The Charter has also been adopted by the local Health and Wellbeing Board, which is made up of key health and social care decision makers.

Healthwatch is asking organisations and bodies related to health and social care to use this 9 step good practice guide, which is based on what local people told us would encourage them to give their views, feedback or be involved in local services.

Other work



Some of our other work includes:

- developing our outreach and community engagement priorities
- taking part in Patient-Led Assessments of the Care Environment at Coventry and Warwickshire Partnership Trust and preparing for them at UHCW
- joined a task group of the Health and Wellbeing Board to look at primary care quality
- responding to the Coventry draft dementia strategy consultation

Our Steering Group Dates

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

- 3 June
- 29 July
- 30 September
- 25 November

Venue for all meetings:
Queens Road Baptist Church Centre
Grosvenor Road, Coventry.

Healthwatch England asks for simpler NHS complaints system

Healthwatch England is calling for the complaints system to be simplified after identifying that 75 types of organisations in England have a role in complaints handling.

They conclude that the complaints system needs to be more joined up to ensure there is 'no wrong door' for those looking to raise a complaint, and the right information and support needs to be made available for those who want to complain.

Anna Bradley, Chair of Healthwatch England, said:

"It's no wonder the public are left confused and frustrated. With so many organisations involved it's difficult to know where to start, let alone having the strength and persistence to navigate the system on your own."

Healthwatch Coventry directly provides the local Independent Complaints Advocacy Service (ICAS) to support people who are making a complaint about an NHS service or organisation, and so can help people navigate the system. This service can be contacted on 024 7625 2011 or email info@healthwatchcoventry.co.uk

Update meeting on council plans for services

Join us on 13 May to find out:

- how the changes to services put in place as part of the council's bolder community services and budget processes last year are developing
- and what services may be reviewed this year.

See the enclosed flier and booking form

Inspection of UHCW services

The Care Quality Commission (CQC), the regulator of care services, carried out an inspection of University Hospital Coventry in January to look at the quality of care provided to support people living with dementia.

The CQC visited the Accident and Emergency Department and a selection of wards including wards 40 and 41 (stroke and age related) to look at how dementia care was being supported.

The CQC concluded that UHCW met its three standards:

1. care and welfare of people who use services
2. cooperating with other providers
3. assessing and monitoring the quality of service provision

A copy of the inspection report can be found at: www.cqc.org.uk

New chair person at UHCW



The NHS Trust Development Authority has confirmed the appointment of Andrew Meehan as Chair of University Hospitals Coventry and Warwickshire.

Andrew is Chartered Accountant with more than 25 years experience in the retail and consumer product sectors. Prior to taking up his appointment at UHCW, he was a Non-Executive Director at the Royal Orthopaedic Hospital NHS Foundation Trust in Birmingham.

Andrew Meehan said: *“As a Warwickshire resident I know that UHCW plays an essential part in the health of the Coventry and Warwickshire population. I am looking forward to meeting*

patients and the local community as well as staff.”

Sexual health services consultation

Coventry City Council and Warwickshire County Council have launched a public consultation on a proposed new model for sexual health services.

During 2013 both councils reviewed health needs and sexual health services and gathered feedback.

Based on this the two councils have developed a draft model for how sexual health services in Coventry and Warwickshire will be delivered in the future, which they are now consulting on.

The consultation runs until 25 April 2014.

Go to the online survey at <http://www.surveymonkey.com/s/QHX3HQX>

Changes to access to mental health services in Coventry

From 1 April 2014, all referrals to Secondary Care Mental Health Services, including the Crisis Team, in Coventry, North Warwickshire and Rugby moved to the Coventry and Warwickshire Partnership Trusts Central Booking Service.

The Central Booking Service team work closely together to manage all referrals to services, including an initial assessment of needs and, where appropriate, the booking of a first appointment with one of our specialist teams.

Telephone: 0300 200 0011
Email: cwp-tr.specoventryadult@nhs.net

UHCW equalities projects

Coventry and Warwickshire Partnership Trust (CWPT) have been considering what to include in their equality plans. They invited Trust staff and external organisations to pitch projects for how the Trust's approach to equality and diversity could be improved, at a Dragons Den session involving their



Chief Executive and senior managers. Four bids were made at the session and all four were successful. The projects are:

1. Grapevine and their H Team - training for frontline staff on engaging with people with learning disabilities, making reasonable adjustments and communications styles.
2. Employment Support Services - internships for people with mental health issues and learning disabilities and challenging the way the trust recruits to posts
3. UHCW Patient Engagement team - producing accessible information and presenting information in different formats
4. Equalities team - employing two peripatetic Health Care assistants (one with British Sign Language skills and one with experience of working with people with learning disabilities), to act as a conduit for patient interaction for in patients.

These projects will form part of the trust's equalities strategy and plan.

National News

New fitness test for health and social care leaders

The government is introducing a new check across the health and care sector to make sure directors who are unfit for their roles are removed.

The Department of Health is consulting on a new legal duty that means health and social care organisations registered with the Care Quality Commission (CQC) will have to ensure that directors (or equivalent) meet the fit and proper person test. The CQC will be able to check new appointments and intervene to require the removal of directors from posts if they are not up to the job.

You can have your say on the proposals until **25 April 2014** at

www.gov.uk/government/consultations/fit-and-proper-persons-test-regulations

CQC reviews engagement

The Care Quality Commission has said it is reviewing how it can engage more effectively with members of the public. A paper presented at the care regulator's board meeting says a review will be led by director of engagement Chris Day into "how CQC involves the public and people in its inspection process".

The CQC has put engagement with the public at the heart of the new inspection regimes which are currently being rolled out across hospitals, general practice and adult social care.

In a change from previous practice, the CQC has increased the use of "experts by experience" - people with knowledge of care from a service user's perspective - to help inspect services.

NICE - guidance on eligibility for drugs and treatment

The National Institute of Health and Care Excellence (NICE) has changed its mind on plans to assess people's eligibility for new drugs and treatments based upon their 'contribution to the economy'.

The Department of Health had instructed NICE to re-examine how it assesses the cost-effectiveness of drugs, to take into account the benefits successful treatments may have on society, such as allowing people to return to work.

Patient organisations raised concerns that the proposals seemed to say that treating older people would be a lower priority because of the economic impact test.

Katherine Murphy, Chief Executive of the Patients Association, said: *"Using 'contribution to the economy' as criteria could be a very discriminatory approach affecting older people disproportionately in terms of access to treatments."*

Adult social care in England: overview

In the first of a series of reports on the adult care system, the National Audit Office has highlighted the main risks and challenges as the system changes.

The report details increasing pressures on the system:

- adults with long-term and multiple health conditions and disabilities are living longer;
- demand for services is rising while public spending falls;
- and there is unmet need for care.

Whilst the need for care continues to rise, local authorities' spending on adult social care fell by 8% in real terms between 2010-11 and 2012-13.

87% of adults now live in local authorities that arrange care services only for those with substantial or critical needs.

The report also highlights the increasing pressure on other parts of the care and health systems. Informal carers now provide more hours of care per week and on average they are getting older. In addition, poor-quality social care can lead to unnecessary emergency hospital admissions.

The Care Bill will introduce significant changes for local authorities which will be challenging to plan for because of a lack of information, lack of evidence on what works and short timescales.

Early Access to Medicines scheme launched

From April 2014 a new scheme is being launched which will enable patients with rare and complex illnesses to receive new medicines that would have otherwise taken many years to come onto the market. The Early Access to Medicines scheme will be overseen by the Medicines and Healthcare Products Regulatory Agency (MHRA) and will allow the fast-tracking of promising medicines.

The main beneficiaries will be patients with severe illnesses for which there are no other treatment options. The MHRA says seriously ill patients with conditions like cancer or muscular dystrophy might be allowed access to a drug before it is licensed and outside a clinical trial, where it could be shown there were no other treatment options.

The Health Secretary, Jeremy Hunt, said:

"We are streamlining the process so these medicines can be used much earlier - particularly if they have early promise"



Mental health cuts are 'putting lives at risk'

Six mental health organisations in England have warned that cuts to NHS funding are putting lives at risk, with young people especially affected. The Mental Health Foundation, Rethink Mental Illness, Mind, the NHS Confederation Mental Health Network and the Centre for Mental Health and the Royal College of Psychiatrists have warned about future cuts as the system is already underfunded.

This comes as figures reveal that early intervention schemes to help young mental health patients have been reduced over the past 12 months. Early intervention schemes are intended to reduce suicide rates, prevent patients from becoming more ill and to keep patients out of hospital and in work, and were praised last week by the Chief Medical Officer for England.

Also a report from the charity Mind shows that mental health patients are losing social care support in greater numbers than elderly or physically-disabled people. It also found that one in three local authorities in England halved the number of people with mental health problems receiving social care support.

NHS England says it has put procedures in place to ensure that mental and physical health are treated equally in the future.



Improving General Practice - A Call to Action

NHS England has published its initial thinking on commissioning general practice services. "Improving general practice - a call to action", focuses on the central role for general practice in wider systems of primary care, and describes the ambition for greater collaboration with clinical commissioning groups (CCGs) in the commissioning of general practice services.

Whilst change is led locally by area teams (of NHS England) and CCGs, the report outlines the national work programme identified as necessary to support this.

There will be a further phase of engagement with patient groups, other partners and stakeholders over the next few months at national and local level to further shape thinking.

The final strategic framework for commissioning primary care will be published in the autumn, taking into account the outcome of similar engagements for NHS dental, community pharmacy and eye health services.

To find out more visit:

www.england.nhs.uk/2014/03/11/cta-emerging-findings/

Survey shows 'encouraging' improvements in people's hospital experiences

People are generally having a better experience in hospital than a year ago but the quality of their stays can vary, according to a national survey from the Care Quality Commission (CQC).

Around one in four people rated their overall experience in hospital as 10 out of 10, reveals the survey, which gathered the views of over 62,400 people who had stayed in hospital for at least one night last year.

This survey also allows you to access information by individual hospital Trust. The results for University Hospitals Coventry and Warwickshire can be found at www.cqc.org.uk/survey/inpatient/RKB The ratings for UHCW have remained about the same as last year's.