

## Healthwatch News

### New Healthwatch Coventry Chair

We are pleased to announce that we have recruited Stuart Linnell MBE, BA (Hons), Hon MA to our role of Chair through our recruitment process last year.



Stuart has lived in Coventry for nearly 40 years and has had a long and distinguished career in radio and television including 15 years at Mercia Sound; reporting for Sky Sports news and presenting news and political programmes on BBC TV.

The role of Healthwatch Chair enables Stuart to build on his keen interest in health and care issues developed through his coverage of health issues on radio and television and his membership of his local GP practice participation group.

Whilst at Mercia Sound, he was a founder of the Charity Snowball, which saw the radio station join forces with the Coventry Telegraph newspaper to raise funds for the benefit of chronically sick and disabled children.

He was made MBE for services to broadcasting in 1995. Stuart's work in the community in Coventry and Warwickshire was recognised by the award of an Honorary MA degree from Coventry University in 1999.

For the past ten years he has presented a daily show for BBC Radio Northampton, but he is now scaling back his broadcasting work.

**The role of Healthwatch Coventry Chair is a volunteer role and Stuart joins our existing team of over 40 volunteers.**

#### Thank you to John Mason:

John Mason is our outgoing chair and his input has been crucial to the set up and success of

Healthwatch Coventry over the last 5 years. We owe him a lot. John is moving away from Coventry and we will miss him.



### New Steering Group members too

As part of the recent recruitment we have added three new lay/volunteer members to our Steering Group.

FWT - A Centre for Women and Involve (formerly known as AIMHS) have also joined as voluntary organisation members.

Our Steering Group plays the important role of agreeing priorities and overseeing work getting changes to health and care services based on what local people have told us.

Many thanks to those who have come to the end of their term on the group for their input.

### Our Steering Group meeting dates

All are welcome at our Steering Group meetings. They are held at Queens Road Baptist Church Centre, Grosvenor Road at 11am:

Tuesday 2 April  
Tuesday 4 June  
Tuesday 6 August  
Tuesday 15 October  
Tuesday 3 December

## Healthwatch England publish annual report

The Healthwatch England annual report *What matters most* highlights that the Healthwatch network heard from 406,567 people, carers and staff during the last year.

It takes a closer look at the top four themes that people commonly experience across services and how we have made a difference.

From helping people with a disability or sensory loss to get better access to information, to raising awareness of emergency readmissions, Healthwatch continues to work hard to ensure that people are placed at the heart of care.

No matter which service people use, the public commonly say they would like to see:

- Better information to help them make the right choices
- Easier access to services and less time spent waiting for support
- Improved conversations with professionals
- Services that are well-coordinated

**Sir Robert Francis Chair of Healthwatch England writes:** *“With local services already going through rapid change, and further reforms ... it has never been more important for services to pay attention to the people they serve and what matters to them.”*

Read more at:

[www.healthwatch.co.uk/report/2018-12-13/our-annual-report-201718](http://www.healthwatch.co.uk/report/2018-12-13/our-annual-report-201718)

### Registering with your GP: your rights

An average patient will see a GP around seven times a year, according to the Royal College of GPs. Yet accessing a GP continues to be a common issue that people talk to their local Healthwatch about.

Using NHS guidelines, Healthwatch England have pulled together some answers to help you understand your rights when registering with your GP. Find out more at:

[www.healthwatch.co.uk/advice-and-information/2019-01-23/registering-your-gp-understanding-your-rights](http://www.healthwatch.co.uk/advice-and-information/2019-01-23/registering-your-gp-understanding-your-rights)

## Local News

### Coventry and Warwickshire Partnership NHS Trust rated 'Good'

Coventry and Warwickshire Partnership NHS Trust has achieved an overall rating of 'Good' from the Care Quality Commission (CQC).

The CQC rated the Trust for having well-led, caring, responsive and effective mental health, learning disability and community health services following a recent inspection.

Inspectors also said in their report that staff were “compassionate, kind, caring, worked hard in their roles and put patients at the heart of the care they deliver”.

The CQC also highlighted:

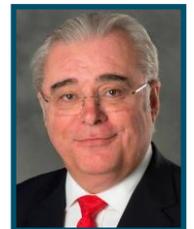
- Outstanding care in community based mental health services for older people and community health services for children and young people
- Staff and senior leaders were focused on delivering a 'Great place' for care

Go to the CQC's report at:

[www.cqc.org.uk/provider/RYG](http://www.cqc.org.uk/provider/RYG)

### UHCW Chair to Stand down

Andy Meehan is standing down as Chair of University Hospitals Coventry and Warwickshire (UHCW) NHS Trust as of 31 March 2019, after five years in this role. Andy Meehan said: *“I have thoroughly enjoyed my five years as Chair of UHCW and have seen some wonderful care first hand”.*



### A picture of health & care in your area

The Care Quality Commission have created local intelligence profiles which give a picture of the health and care system for each local authority area. The profiles show how well the system measures up against certain standards. To view information about Coventry go to:

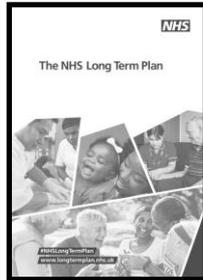
[www.cqc.org.uk/publications/themes-care/local-authority-area-data-profiles#profiles-c](http://www.cqc.org.uk/publications/themes-care/local-authority-area-data-profiles#profiles-c)



## NHS Long Term Plan published - what it aims to do

The NHS Long Term Plan sets out many aims for the NHS service over the next 10 years.

The plan builds on current thinking about the need to integrate care to meet the needs of a changing population. More NHS patients will be cared for at home and in their community to avoid them going into hospital and NHS organisations will work together more.



### Primary and community services

Improving care outside hospitals is one of the headline commitments. By 2023/24, funding for primary and community care will be at least £4.5 billion higher than in 2019/20.

General practices will join together to form primary care networks - groups of neighbouring practices typically covering 30-50,000 people.

The plan commits to developing 'fully integrated community-based health care'. This will involve developing teams including GPs, pharmacists, district nurses, etc working across primary care.

Within five years, all patients will have the right to access GP consultations via telephone or online.

### Treatment/care

Priorities for treatment/care include: cancer, cardiovascular disease, maternity and neonatal health, mental health, stroke, diabetes and respiratory care. There is also a strong focus on children and young people's health and better transitions between children and adult services.

### Maternity and neonatal services

A range of commitments include: improving continuity of care during pregnancy, birth and after birth, bed capacity in intensive neonatal care will increase in areas where this is currently lacking and mental health services and other support for pregnant women and new mothers will be improved.



### Cancer care

The plan aims to boost survival by speeding up diagnosis. It includes a package of measures to extend screening and overhaul diagnostic services with the aim of diagnosing 75 per cent of cancers at stages 1 or 2 by 2028.

### Mental Health care

Mental health funding will outstrip total NHS spending growth until 2024 so that by the end of the period, mental health investment will be at least £2.3 billion higher in real terms.

The plan aims to create a more comprehensive service - particularly for those seeking help in crisis - with a single point of access for adults and children and 24/7 support with appropriate responses across NHS 111, ambulance and A&E services.

Community mental health services will be redesigned by 2024; reinforcing psychological therapies, physical health care and employment support, as well as introducing personalised care and restoring substance misuse support within NHS mental health services.

There will be expansion of services for children and young people - for example, the creation of 'mental health support teams' in schools.

There is also a strong focus on improving care for people with learning disabilities and autism.

### Outpatient services

The plan includes a pledge to use technology to fundamentally redesign hospital outpatient services over five years. The aim is to reduce face-to-face appointments by up to a third in order to provide a more convenient service for patients, free up staff time and save £1.1 billion a year if appointments were to continue growing at the current rate.



Find out more about the plan at [www.england.nhs.uk/long-term-plan/](http://www.england.nhs.uk/long-term-plan/)

At the moment however, how social care plays a part is not covered as the long awaited social care green paper is still not out.



## Give your views on limiting promotion of high fat, sugar, salt foods

The government is seeking views on its plans to restrict advertising of food and drink products that are high in fat, sugar and salt by location and by price.

Views are sought on restricting:

- promotions such as 'buy one, get one free' and free refills of sugary soft drinks
- where products are placed eg at checkouts, aisle ends and store entrances

The consultation closes on **6 April 2019**.  
Read more information and complete the survey at:  
<https://consultations.dh.gov.uk/obesity/2efb8c9f/>

## Reform of Mental Health Act

Following the independent review the Government has accepted two recommendations to modernise the Mental Health Act:

- Those detained under the Act will be allowed to nominate a person of their choice to be involved in decisions about their care. Currently, they have no say on which relative is contacted. This can lead to distant or unknown relatives being called upon to make important decisions about their care.
- People will also be able to express their preferences for care and treatment and have these listed in statutory 'advance choice' documents.

Read more at:  
[www.gov.uk/government/news/government-commits-to-reform-the-mental-health-act](http://www.gov.uk/government/news/government-commits-to-reform-the-mental-health-act)

## Annual review of Adult Social Care Complaints

The annual review of Adult Social Care Complaints 2007-18 has been published by the Local Government Ombudsman.



It reports that 62% of cases investigated in adult social care were upheld.

Assessment and care planning, and how care is paid for remained some of the biggest areas of complaint. Issues were often not mistakes occurring in one-off circumstances, but systemic issues where a policy or procedure is being regularly incorrectly applied.

To view the report go to:  
[www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews](http://www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews)

## Review of overprescribing

This review will look at how doctors and pharmacists can be supported to review prescriptions and make sure patients are receiving appropriate treatment for their needs. It will also look at:



- If conditions might be better helped by other forms of care
- If patients are prescribed multiple drugs to manage the same condition
- Repeat prescriptions which roll over - often for many years - without being reviewed.

More information can be found at:  
[www.gov.uk/government/news/matt-hancock-orders-review-into-over-prescribing-in-the-nhs](http://www.gov.uk/government/news/matt-hancock-orders-review-into-over-prescribing-in-the-nhs)

## NHS App roll out

After initial testing the NHS app is now being rolled out across England. Once your GP practice is connected you will be able to use the NHS App to:

- Book and manage GP appointments
- Order your repeat prescriptions
- Securely view your GP medical record
- Check your symptoms using NHS 111 online and the health A-Z on the NHS website
- Register as an organ donor
- Choose whether the NHS uses your data for research and planning

For more information go to:  
[www.england.nhs.uk/2019/01/nhs-app-begins-public-rollout/](http://www.england.nhs.uk/2019/01/nhs-app-begins-public-rollout/)

***This newsletter is sent to our members. If you want to stop being a member contact us on the number below.***