

Healthwatch News

Local people share their views about how they want local health services to improve

We want to say a huge thank you to everyone who has shared their feedback with us about the local implementation of the NHS Long Term Plan. In total 332 people shared their views through surveys and focus groups.



We have been speaking to people throughout Coventry about how they would like to see the changes set out in the NHS Long Term Plan implemented. The plan sets out a number of ways in which NHS care needs to improve, so local communities took the opportunity to have their say about what those changes should look like. A report will be available soon.

'Discharge to Assess'

We have completed our research into people's experiences of short term help for reablement support following an injury or illness or assessing on care needs after discharge from hospital.

We spoke to 47 people receiving help at home or in a care home or housing with care flat. We also spoke to staff from the different organisations involved.

Key themes we found were:

- Information was not always received at the right time or in a way people could understand
- It was hard to understand the pathways and how services joined together
- There was variation in staff training and skills

- Some people did not get therapy input but could have benefited from this
- Outcomes needed to be tracked and used to reflect on delivery and planning across organisations

The response to our recommendations is due to go to our June steering Group, we will then publish our report.

Our annual meeting - book your place

Come along to the Healthwatch Coventry annual meeting on **Tuesday 16 July 2019, 9.45am at Queens Road Baptist Church**. You will be able to hear about our work and discuss what matters to you in health and care.

Book your place online at: www.healthwatchcoventry.co.uk/our-annual-meeting-2019 .Or send an email to healthwatch@vacoventry.org.uk or telephone 024 7622 0381

Staff changes

In March, we said goodbye to Ruth Burdett our Enter and View and Volunteering Co-ordinator, and Natasha Ramrous our ICAS Adviser. Roschella Griffith has just started as our new ICAS Adviser and our other post is out to advert.

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 4 June
- Tuesday 6 August
- Tuesday 15 October
- Tuesday 3 December

Healthwatch England sets priorities for year

Healthwatch England have set their priorities for 2019-20. Over the next year, they plan to take another step closer to their 2023 strategic goals by:

- Transforming their communications with the public so that they support more people to have their say
- Creating tools to measure and improve the quality of Healthwatch services and improving their impact
- Making our evidence easier to access and ensuring it is used by more professionals - from national policy makers to front-line staff

Find out more at:

www.healthwatch.co.uk/report/2019-04-10/year-ahead-our-plan-201920

Local News

Health and Wellbeing Strategy - have your say



Coventry Health and Wellbeing Board are in the process of developing a health and wellbeing strategy for the City which will be the basis for a range of plans and joint working over the next four years. The aim is to improve

the health of people in the city so that:

1. People will be healthy and independent for longer
2. Children and young people will lead successful lives
3. People will live in connected, safe and sustainable communities

Views are sought on which three priorities to pick, see: www.coventry.gov.uk/hwbstrategy or if you would like a paper copy you can contact Debbie Dawson on 024 7697 1406 or email: debbie.dawson@coventry.gov.uk

Deadline 3 June 2019.

Coventry and Rugby CCG operational plan

The Clinical Commissioning Group has recently published its plan for 2019-20 and is inviting comments about this. The plan covers both Warwickshire North and Coventry and Rugby CCGs as part of joint working arrangements.

It is developed in response to the publication of the NHS Long Term Plan and associated NHS Operational Planning and Contracting Guidance. This plan recognises that 2019/20 will be a pivotal year for the two CCGs and the wider Coventry and Warwickshire health and care system. Find out more at:

<https://www.coventryrugbyccg.nhs.uk/About-Us/Our-Operational-Plan-2019-20>

The three Clinical Commissioning groups in Coventry and Warwickshire have also been talking to local people about the future of health commissioning and how this should be organised. CCGs are responsible for spending large NHS budget on health services for local people.

Mental health telephone helpline and web chat - give your views

There is a review of the mental health telephone helpline and web chat service in Coventry and Warwickshire (the service is currently provided by Mental Health Matters).

As part of this review people are being asked about what they feel is important about the service, including what is working well and what could be improved. You can provide feedback whether or not you have actually used the service. Feedback can also come from individuals and organisations who refer or signpost to the service. This information will help us to review the service and help plan the best service in the future.

You can find out more at:

<https://ask.warwickshire.gov.uk/public-health/mental-health-helpline-and-webchat-survey/> or requesting a paper survey (freepost return) by calling us on 01926 731484 or email phadmin@warwickshire.gov.uk

The closing date for all responses is 7 June 2019.

Rough sleepers living with mental illness and substance misuse

The Health and Social Care Secretary has announced that £1.9 million will be given to councils by Public Health England to help improve the health of rough sleepers.

This will be awarded to projects that improve access to health services and continuity of care for people with mental ill health and substance misuse problems who are sleeping rough or at risk of returning to rough sleeping.

Rough sleepers face more barriers accessing health services, particularly those living with mental illness or substance misuse. This can contribute to a 'revolving door', leaving individuals repeatedly in and out of stable accommodation.



Social Care 360

The King's Fund have launched a new interactive report Social Care 360. It brings together all the key official data on social care into one place.

Key headlines are that the demand from working age people is growing rapidly, and the number of people asking for help but getting nothing is also rising, as eligibility criteria becoming tighter.

You can view the report at: www.kingsfund.org.uk/publications/social-care-360

New NICE Guidance

NICE have published guidance on:

- Acute coughs
- Serious eye disorders
- People's experience using adult social care services
- Lung cancer

Find out more at: www.nice.org.uk/guidance/published

NHS online

NHS 111 online has gone live in the West Midlands. This allows patients to access the service by visiting 111.nhs.uk and entering some information about themselves and answering a series of questions.

People can then find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care; get advice on self-care and in most areas, get a call back from a nurse, doctor or other trained health professional if they need it. Patients can also access 111 online through the new NHS App.

Patients using 111 online or the NHS App will also be able to receive a call from the Clinical Assessment Service (CAS) if they need to speak to a clinician.

Find out more: www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/

Patients spending millions of unnecessary days in hospital

New analysis by the terminal illness charity Marie Curie shows that patients in England spent 1.7 million unnecessary days in hospital in 2018.

NHS England's 'Delayed Transfers of Care' figures show the number of days patients spend in hospital after they are ready to be discharged. The most common reasons for delayed discharge in 2018 were a shortage of care home and nursing home places (445,868 days, 26%) and a lack of home care packages (361,831 days, 21%).

For people at the end of life, a delayed transfer can mean someone dying on a busy hospital ward when they would rather be at home. Marie Curie found 10,000 people died in 2017/18 whilst waiting for a package of care in their own homes.

Read more at: www.mariecurie.org.uk/media/press-releases/patients-spending-millions-of-unnecessary-days-in-hospital/225459



Opt-out organ donation: give your views

From 2020, everyone in England over the age of 18 will be considered to be in favour of donating their organs and tissue after death unless they:



- have said they do not want to donate (opted out)
- have appointed someone to decide for them after death
- are in an excluded group

The government proposes that transplants of certain organs and tissues will still need consent and wants public views on this

The deadline to complete the survey is **22 July 2019**. Find out more at: <https://consultations.dh.gov.uk/organ-donation/ae39c4b9/>

Tackling over-medication in care homes

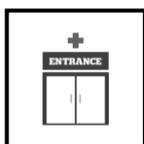
The NHS is putting in place medical and clinical experts, including 200 new clinical pharmacists and pharmacy technicians to support care home residents to improve quality of life, cut hospital stays and reduce over-medication.

Professor Alistair Burns, National Clinical Director for Dementia and Older People's Mental Health at NHS England, said: ***“Older people deserve the best possible support and with many care home residents living with complex conditions, bringing in extra expert health advice will mean the NHS can reduce avoidable drug use, improve care and free up vital funding for better treatment.”***

www.england.nhs.uk/2019/05/army-of-nhs-experts-to-tackle-over-medication/

A&E hospital waiting times

In March 2019, a Review of NHS Access Standards was published, which proposed that the current four-hour A&E target should be replaced by four new measures. NHS England has selected 14 hospital trusts to field test the new standards.



Waits at A&E departments in England have deteriorated. During January, only 84.4% of patients were treated or admitted in four hours - well below the 95% threshold. It means nearly 330,000 patients waited longer than they should have done, with hospitals reporting significant problems finding beds for those needing to be kept in.

Expansion of personal health budgets

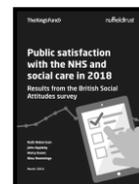
The government has announced plans to give personal health budgets to up to 200,000 people by 2024.

As well as extending the legal right to wheelchair users and people who access aftercare services under the Mental Health Act, the government will look to give personal health budgets to:

- People with ongoing mental health needs
- Veterans
- Autistic people
- People with learning disabilities
- People receiving adult social care support

Public satisfaction with NHS

Key findings from the 2018 public satisfaction survey show that:



- Public satisfaction with the NHS overall continued to fall in 2018
- Overall satisfaction was 53 per cent
- The four main reasons people gave for being satisfied with the NHS overall were: the quality of care; the fact that the NHS is free at the point of use; the range of services and treatments available; and the attitudes and behaviour of NHS staff
- The four main reasons people gave for being dissatisfied with the NHS overall were: long waiting times; staff shortages; a lack of funding; and money being wasted

Find out more at: www.kingsfund.org.uk/publications/public-satisfaction-nhs-social-care-2018