healthwatch
Cornwall

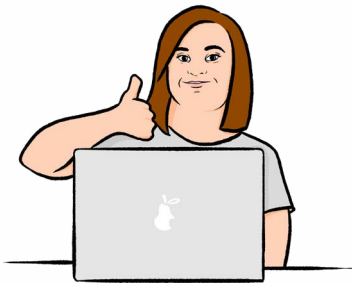# Annual Report

2019 - 2020

easy read

Contents

Message from our Chair

The **Chair** of Healthwatch Cornwall is Jon McLeavy.

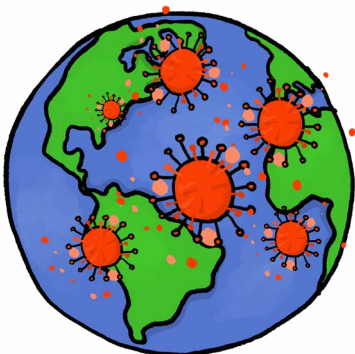A **Chair** is the person who leads a group or meeting.

Jon says:

- our staff and volunteers have worked hard this year. Especially while working from home during the **lockdown.**

Lockdown means that we should all stay at home and keep away from other people because of **Coronavirus.**

Coronavirus is a new illness that is spreading all over the world.

- this year, we started 2 new projects. These are to:

  - improve the **Safeguarding** process in Cornwall and Isles of Scilly

Safeguarding means supporting people who may be harmed or abused.

  - help women have a say about maternity services.

The board of Healthwatch Cornwall has been looking at how these projects were organised.

About us

Healthwatch Cornwall helps people to speak up about health and care services.

We tell managers at health and care services what people think and help them to make their services better.

Last year over 1,000 people told us how their health and care services could be better.

Our priorities

This year we have focused on:

- mental health services

- the care of people at the end of their lives

- improving communication between services and their service-users

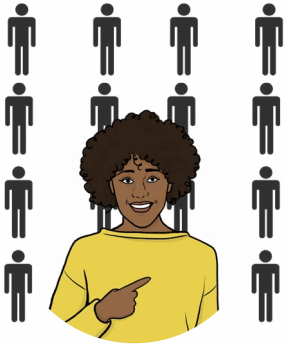- making it easier for people who often don't have a say about things

- improving the way the **Partnership Boards** work.

Partnership Boards are meetings of professionals, carers and service-users to talk about services
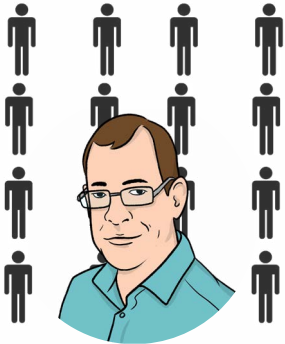
- telling health and social care managers what people think.

This year

This year we had:

- 17 volunteers working with us

- 16 members of staff.

Over 1,000 people told us what they thought about health and care services.

We went to over 100 meetings where people spoke up about health and care services.

We wrote 5 reports about certain health and care services.

How we made a difference

End of life

We have been looking into how services can improve the way they work together to help people at the end of their lives.
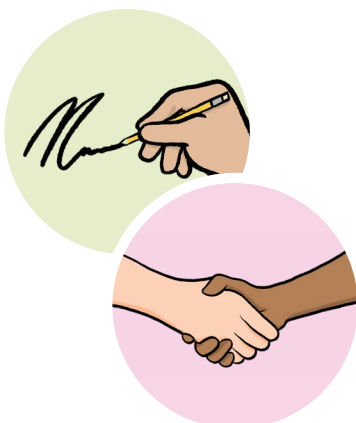
We wrote a **Charter.**

A **Charter** is a document that explains how something should be done.

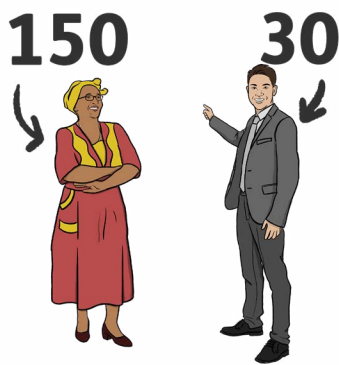Our Charter sets out 8 ways for services to work better.

We want services to sign and agree to this Charter.

Mental Health

We have been looking into mental health services in Cornwall.

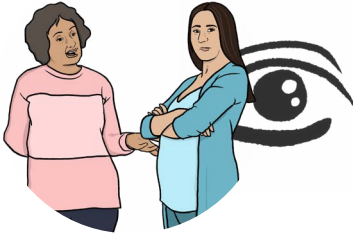We spoke with over 150 people and 30 organisations.

We wrote a report and held a **conference.**

A **conference** is where people meet to discuss something important to them.

The Eye Unit

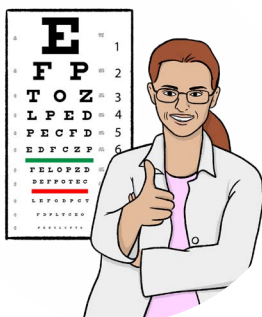We talked to people who use the Eye Unit at the Royal Cornwall Hospital Trust.

People said they had to wait a long time. The waiting room was often crowded.

We spoke to the managers at the hospital.

Now some of the work is being done at your local **optician**, so the hospital isn't so busy.

An **optician** tests your eyes and may help you to get some glasses. They may ask you to go to hospital for more tests.

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Safeguarding

The council asked us to look at how they keep people safe from harm.

We are listening to people who have been harmed or abused.

We will look at ways Cornwall Council could improve things in the future.

The 4 Partnership Boards

Healthwatch Cornwall manage 4 Partnership Boards for Cornwall Council.
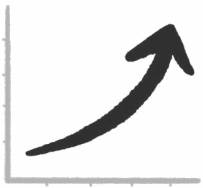
These Partnership Boards are for:

- people with learning disabilities

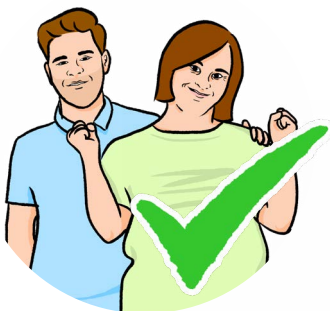- people with Autism

- carers

- older people.

Long term plan

Last year the NHS in England wrote its long term plan.

This explains how it plans to improve everyone's health.

We asked people in Cornwall what they thought of the plan.

People said services should:

- give people care in a way that is right for them

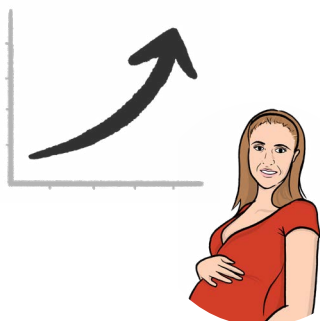- treat people with respect

- not keep people waiting.

People want:

- better information

- services that are easier to access.

Helping you find the answers

Maternity Voices Partnership

We have been working with other organisations to improve maternity services for all groups.

We have also helped to set up a team of **midwives** that work with the local traveller community.

Midwives help and support women who are pregnant and after they have had a baby.

Since the lockdown the team have also been communicating with women using **Facebook Live**.

Facebook Live is a way of using video to talk with people online.

Ask Cornwall

We set up a new website called Ask Cornwall.

This website lets people ask questions and give us ideas about how to improve health and care services.

Young people

We asked over 250 young people what they thought about health and care services.

We held 3 group meetings with young people to get more information.

We used the information to write a report.

New website

We set up a new website for Healthwatch Cornwall. It is easier to find out what we do.

Volunteers

Our volunteers help us to find out:

- what people think

- how services could improve.

This year:

- our volunteer, Maggie Vale, won volunteer of the year in the NHS Parliamentary Awards - this is an event to celebrate the work of NHS staff and volunteers

- our volunteers helped at over 100 events

- our volunteers spoke to thousands of people at the Royal Cornwall Show 2019 - this is a show that celebrates local communities and businesses.

Our plans for next year
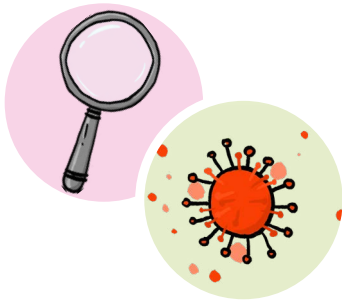
We have had to find new ways of working because of the lockdown caused by Coronavirus.

We are finding new ways to communicate with people.

Because of the lockdown, we think that many people will be wanting help from mental health services.
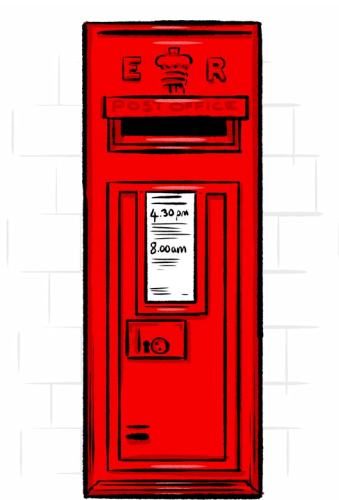
Many health services have been changed during the lockdown, some are delayed.

We think that a lot of people could be suffering worse health because of these delays.

We plan to carry on helping people to speak up and improve health and care services.

Contact us

If you want more information please contact us by:

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