

## Welcome to Healthwatch Cornwall's April 2014 newsletter.

**“Putting you at the heart of health and social care”**

“Orth agas gorra yn kres gwith yehees ha socygal”

The NHS 111 service in the South West hit the news headlines in April with claims that it had failed to meet standards in relation to answering weekend calls.

A **BBC report** indicated that nearly 900 people seeking non-emergency advice in Devon, Cornwall, Dorset or Somerset abandoned their calls in one week alone.

In the BBC article, the chief executive Ken Wenman of the South Western Ambulance Service Trust, the NHS 111 provider in the region, admitted that there had been problems with staff capacity at peak times but this was now under review. NHS targets require providers of NHS 111 services to answer 95% of calls within 60 seconds, with 83.58% of calls in Cornwall, in the week to April 13, answered in time.

Healthwatch Cornwall has been running a number of research projects, with one relating to clarity around when it is appropriate to use services such as NHS 111, Minor Injury Units, pharmacy, Out-of-Hours GP services, or 999.

People have said they are unsure of when to use a certain service. This uncertainty could lead to an increase in the number of patients attending emergency departments rather than seeking help from a more suitable source.

To share your views on the NHS 111 service in Cornwall visit the website, email [enquiries@healthwatchcornwall.co.uk](mailto:enquiries@healthwatchcornwall.co.uk) or call **0800 0381 281**.

Tell us what you would use the NHS 111 service for and/or what happened when you did. How was the call handled? Did you hang up and seek help elsewhere? What was good about your call?

The research is also looking at people's understanding of when calling 999 is the right option; what Minor Injury Units can offer and the expectations people have of them; and when to use pharmacy services or GP out-of-hours.

It is expected that a questionnaire on this topic will be available at the end of May.

To find out how you can be part of Healthwatch Cornwall visit [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk), call **0800 0381 281** or join in the conversations on **Facebook** and **Twitter**.

To share your views on, or for information about, health and social care services you can call Healthwatch Cornwall's freephone advice line on **0800 0381 281\***.  
**Get in touch to have your say.**

\*mobile networks may charge



Image: Illustrative purpose only



## “Putting you at the heart of health and social care”

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### Out and about listening to you

In April, Healthwatch Cornwall attended the Health and Wellbeing Board where its push to see the **Disabled Children’s Charter** adopted transpired. This charter means the Board agrees to meet seven commitments focusing on improving health outcomes for disabled children, young people and their families, and to provide evidence after one year on how they have done so.

Five new Enter and View Visitors have now joined Healthwatch Cornwall, taking the total to 14 volunteers. Two visits have already taken place, with one at the Walk-in Centre at Cardrew, Redruth (with a report to follow), and the second at a Cornwall Council-led Social Care Provider Forum, where Healthwatch Cornwall explained its Enter and View rights to more than 50 care providers and, from that, arranged follow-up visits with five providers.

Two of Healthwatch Cornwall’s current work projects are almost complete.

One looked at the understanding and empathy from doctors towards patients that suffer from mental health problems and 250 questionnaire responses have been received. Healthwatch Cornwall is now analysing this data to see whether there are any trends forming, with ten minute appointments not being long enough in regard to mental health discussions and a reluctance to even book a GP appointment being the two most prominent issues currently. A full report on this is expected to be available in June.

The second project, looking at access to health and social care services in North and South East Cornwall, has now been completed with the full report due for imminent publication. Healthwatch Cornwall has collected almost 700 responses relating to this research.

Dentistry is the stand out issue in a number of towns, with other main themes being:

- Waiting times to join an NHS dentist and the ability to book an appointment outside work hours.
- Access to Derriford Hospital via public transport from locations such as Callington and Launceston.
- The distance to travel to an outpatient appointment if you live in Bude and Launceston.

More details can be found at [Our Work](#) on the website.



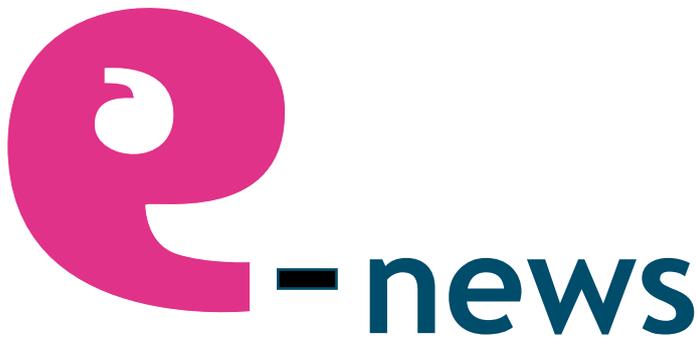
### Healthwatch Cornwall - in the news

Healthwatch Cornwall launched its Word from the Expert podcast on Pirate FM this month.

This enables visitors to the radio’s website to listen to how the people’s champion can benefit those using health and social care. Listen in [here](#) or visit [www.piratefm.co.uk](http://www.piratefm.co.uk)

Social media is playing a large part in helping Healthwatch Cornwall interact with individuals and organisations. If you haven’t already liked the **Facebook** page or clicked follow on **Twitter**, do it today and join in the conversations.

Interaction can lead to positive outcomes such as **Kimberley Court** Care Home in Newquay sharing a photo on Twitter that led to an invite for Healthwatch Cornwall Enter and View Visitors to go along and chat with staff and residents.



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### Other health and social care news

Phase One of the Children’s Health and Wellbeing Service Review has now been completed. Details of the review can be found on NHS Kernow’s [website](#) or by calling **01726 627800**.

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HeadStart is a Big Lottery funded project aimed at 10 to 14 year olds to give them support and skills to cope with adversity and to do well at school and in life.

It is looking for young people’s input into the shaping of this project, which could deliver £10 million to boost services in Cornwall. If you are a young person, especially secondary school aged, please take 5 minutes to complete a short survey at <https://www.surveymonkey.com/s/PHKF3QY>

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Cornwall Community Foundation is welcoming applications for Wellbeing and Prevention Community Grants.

The small grants are available to organisations in Cornwall that can enhance the quality of life for people with care and support needs through developing a range of activities and events, with a focus on social inclusion, integration and independence. The next deadline for applications is Friday, May 30. Call **01566 779865** or email [grants@cornwallfoundation.com](mailto:grants@cornwallfoundation.com) for more details.

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Marie Curie and Disability Rights UK are seeking feedback from carers, patients and clinicians about end of life experiences of disabled people. To take part visit [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org) or click [here](#).

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The All Party Parliamentary Group (APPG) into Mental Health is holding an inquiry to assess how effectively the Government (and others) are meeting the objective to give mental health equal priority to physical health.

In particular, it is looking for feedback from public health teams, the Voluntary and Community Sector and individuals about their experiences of whether local public health work is giving due attention to mental health / mental wellbeing and whether local plans for improving the public’s health are successfully prioritising mental wellbeing, helping to prevent mental health problems from developing, and how they can be improved to support better mental health for all. Click [here](#) to take part in the survey or call **020 7235 2351** for more details.

The Parliamentary and Health Service Ombudsman has launched a **campaign**, Complain for Change, to encourage people with a learning disability, their families, friends and carers to complain if they have received poor NHS care. The Ombudsman is a free and independent service that investigates complaints relating to individuals that may have been treated unfairly or have received poor service from government departments, public organisations and the NHS. It makes final decisions on complaints about these public services for individuals and uses what it has learnt from the process to help improve public services. Working with the charity Mencap, the Ombudsman has run pilot schemes in London, with a national roll out due from May.

Healthwatch Cornwall is supporting Healthwatch England’s call to change the complaints process. The national representative is running a survey to better understand people’s experiences of health and social care complaints and make sure the Government uses them to improve the way complaints are handled and the support that people are offered. Visit the [website](#) or click [here](#) to take part. You can also call **03000 683 000** for more details.

## Events around the county

### Save the date

Don't forget to pop this date in your diary and join Healthwatch Cornwall at its event on Wednesday, July 30, on The Moor in Falmouth for a fabulous day of celebration, activities, art and more.

The day will be jam-packed with things to do and information to find out, including Healthwatch Cornwall's very special Open 'Art' Surgery.

Health and social care organisations wishing to find out how to take part can email:

[josie.purcell@healthwatchcornwall.co.uk](mailto:josie.purcell@healthwatchcornwall.co.uk) for further details.

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### Dance away the day

Healthwatch Cornwall will be at this year's Helston Flora Day on Thursday, May 8.

Come along and say hello, take part in interactive activities or share your views about your health and social care services while you enjoy the Spring festival that celebrates the end of winter and marks the arrival of new vitality and fertility with the trees and flowers bursting into life.

Visit [www.helstonfloraday.org.uk](http://www.helstonfloraday.org.uk) to find out more.

### Be quick - free training spaces

Kernow Positive Support is offering free HIV Awareness Training, funded by the BIG Lottery Fund.

The organisation has a few spaces left on its Friday, May 2 session, but be quick if you wish to take part. Lunch and refreshments will also be available.

The programme will consider what is HIV?; infection and prevention; HIV Treatment; the History of HIV; living with HIV; and stigma and discrimination.

To reserve your place and find out more call **01566 86378**.

### Take up the Cornwall Get Active Challenge

Why not take part in this year's Workplace Get Active Challenge from May 12 to June 22.

Compete against colleagues and organisations across Cornwall in mini-challenges, and win prizes too. Developed and coordinated by the Cornwall Sports Partnership, via the Get Active Cornwall website, this free six-week online challenge offers the opportunity to get active, however you choose.

Visit [www.getactivechallenge.co.uk/challenge](http://www.getactivechallenge.co.uk/challenge) to register.



You can share your health and social care experiences, whether good or bad, with Healthwatch Cornwall by **email, online,** or by calling **0800 0381 281.**



### Volunteering.

Could you represent Healthwatch Cornwall?

Whatever your time and interests Healthwatch Cornwall could have a role for you.

From helping in the office to getting out and about across the county there are a variety of volunteer opportunities, and one may just have your name on it.

Click [here](#) or call Jody now on **01872 273501** to find out more.