

Welcome to Healthwatch Cornwall's August 2014 newsletter.

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

“Orth agas gorra yn kres gwith yehees ha socyal”

PEOPLE in Cornwall with mental health problems have told Healthwatch Cornwall that they are being let down by their GPs.

Research conducted by the organisation showed that 75% of the young people aged 17 and under who responded felt most dissatisfied, particularly in relation to how clearly their doctor spoke to them about their condition and treatment.

The investigative survey, which took place from January to April, also indicated that most people felt they had not been offered a choice of treatment and medication was often an easy option for the GP; a quarter felt dissatisfied with the GP service; more than 25% disagreed that their doctor referred them to a suitable support organisation; and the younger and older respondents found it most difficult to book an appointment.

Eight recommendations have been made to NHS England and other health and social care providers to address the issues raised.

They included the review of current training for GPs in relation to young people and mental health, and having a named GP for patients with a diagnosed mental health condition.

Overall, most of those surveyed were satisfied with the interest shown by their doctor, with 80% of those aged 50 to 64 agreeing with this.

Healthwatch Cornwall now aims to work with commended GP practices to disseminate mental health best practice to other surgeries and will be requesting a response from those with poor feedback to address how they will use it to improve their services.

Visit www.healthwatchcornwall.co.uk/you-said-we-did/ to read the report in full.

Call Healthwatch Cornwall's freephone information line on **0800 0381 281***.

Get in touch to have your say.

*mobile networks may charge



healthwatch
Cornwall

A Report into the Quality of Mental Health Services Provided by General Practitioners and their Surgeries.



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Working for you

Healthwatch Cornwall is beginning to receive feedback from commissioners and providers to the recommendations it made in reference to its cross-border research.

In relation to dentistry findings its recommendations included exploring NHS dentist provision in Bude, Liskeard, Launceston and Callington; appointment accessibility through longer opening times; and raising awareness of how people can find an NHS dentist.

In response NHS England committed to looking into how to improve access to dental care across the county within a six month timescale, devising better publicity of a dental helpline number and reviewing a pilot scheme of later opening hours at a dental practice in Liskeard with a view to expanding across the county.

Healthwatch England released its own findings on dental services nationally, which seem to echo local issues.

Call the dental helpline on 0845 0020 034 or 01392 822348.

Visit the [You Said - We Did](#) page online to read more.

This month Healthwatch Cornwall's Enter and View volunteers attended the neurology follow-up clinic and held pre-visit meetings with ward managers at the Royal Cornwall Hospital. They also spoke with residents and staff at a care home and a full report will be available soon to highlight the work and its findings.



Greetings from (l-r) Patricia, Charlotte and Eileen at Be Active



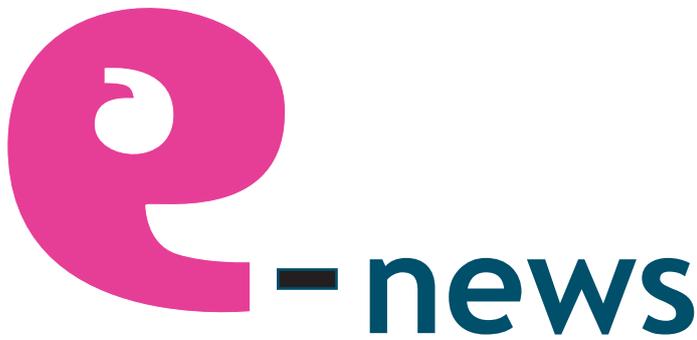
Healthwatch Cornwall - in the news

Hospital staff parking charges at the Royal Cornwall Hospital and the scrapping of the Park and Ride concession led to Healthwatch Cornwall taking part in a BBC Radio Cornwall discussion. It also commented on the news that the Royal Cornwall Hospital's Chief Executive hopes to merge the organisation with two other health care providers. The release of Healthwatch Cornwall's report into GPs and how people with mental health problems feel supported by them has also been picked up by media, helping to raise the report's profile and recommendations made on the basis of the findings. To find out more, visit the [News](#) page and [You Said - We Did](#).

It has been a busy month for Healthwatch Cornwall's outreach team and volunteers (pictured left), with visits to events such as Be Active Truro and Playfest taking place.

Outreach and engagement officer Eileen Rix said: "It has been wonderful to get out and about during the summer months to meet people and gather their views on health and social care services, which will all help to further our research.

"Visit the [Events](#) page online to find out what's happening next."



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Other health and social care news

Healthwatch Cornwall’s partner Age UK Cornwall and the Isles of Scilly is to receive a share of £2 million from the Reducing Winter Pressures Fund.

The fund, managed by the Cabinet Office and the National Tripartite group (NHS England, Monitor, the NHS Trust Development Authority and the Association of Directors of Adult Social Services) assists projects that use social action to help older people stay well, manage their conditions or recover from illness or injury, reducing pressure on hospitals. It is testing 8 volunteer supported services throughout the winter to see what will work on a bigger scale, with the Nuffield Trust evaluating these projects.

The Chief Executive, Lezli Boswell, of the Royal Cornwall Hospital has proposed the hospital joins merger talks with the Cornwall Partnership Foundation Trust and Peninsula Community Health to provide a single organisation that “could revolutionise healthcare in Cornwall”.

Read more at www.healthwatchcornwall.co.uk/news/.

From Monday, September 1, there will be an extended x-ray service at the Camborne Redruth Community Hospital (CRCH) minor injury unit. The service will be available from 5 to 8pm, Monday to Friday until further notice.

GP appointments will also be increased at CRCH during this time, resulting in an additional 15 patients a week.

GP practices that provide inadequate care will be given deadlines for improvement or face closure, under a new system of ‘special measures’ proposed by Professor Steve Field, Chief Inspector of General Practice at the Care Quality Commission. Visit www.cqc.org.uk for the full story.

Visit the [Other Health and Social Care News](#) page to find out more about the Care Act and Cornwall Council’s current plans to deal with the changes.

The South West Citizens Assembly is gathering views on how emergency surgical services should be configured in the South West. You can share your comments by September 10 via the survey at www.surveymonkey.com/s/GNSFW5D.

Thousands of pounds to help young people with mental health problems.

The Fulfilling Lives: HeadStart programme has been awarded almost £500,000 to help young people suffering from mental health problems and equip them to cope better with difficult circumstances, including giving them skills to cope with periods of depression and anxiety.

Cornwall Council will work in partnership with Cornwall Youth Work Partnership, Trelya, Healthwatch Cornwall’s partner Young People Cornwall, Cornwall Voluntary Sector Forum, CAMHS, Cornwall Association of Primary Heads/ Secondary Heads and NHS Kernow.

HeadStart will fund partnership working with schools, families, community groups and charities so that young people can benefit from joined-up support. The aim of the HeadStart programme is to influence changes in policies and services at a national level.

More information on the project in Cornwall is available by contacting Natalie Smith at natsmith@cornwall.gov.uk or by visiting [HeadStart Kernow](#).

Events and outreach



#HCsallysays
Talk to us today

As the busy summer months draw to a close Healthwatch Cornwall's outreach team begins its autumn schedule.

One of the first outreach session's people can attend is a

drop-in at the Royal Cornwall Hospital on September 10. Healthwatch Cornwall will be joining SEAP, which provides advocacy for NHS-related complaints through the Health Complaints Advocacy Service in Cornwall, from 10am to 3pm.

There will also be an experience sharing day to help people with an Autism Spectrum Disorder (ASD) learn about Healthwatch Cornwall and enable them to share their views about their personal health and social care.

Hosted by Spectrum, which provides residential care and education and outreach support for adults and children affected by ASD, the event will take place on September 23 at the Pearl Centre, an Autism resource and information centre, at Godolphin House, Cathedral Lane, Truro, TR1 2QS.

There will be five sessions during the day at 9-10am, 11-12pm, 1-2pm, 2-3pm, and 6-7pm for up to 10 people per session. Anyone who has an ASD diagnosis or is waiting for one is welcome to book a place to chat in more detail.

Please call Gavin Pedley to book your place on **01872 278378**.

Healthwatch Cornwall's public Board meeting will be taking place on September 3 from 10am at Truro Library.

Visit the events page [here](#) or call **0800 0381 281** to find out more about what's coming up too.

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***.

*mobile networks may charge

PLEASE NOTE:

The Healthwatch Cornwall freephone information and signposting service uses an answerphone when it is not manned.

Please leave your message or feedback and a member of the team will call back if requested.

Memory Walk | Fighting dementia together

Who will you walk for?

SUNDAY 14TH SEPTEMBER 2014
Sponsored walk open to all
Start 1pm - Hayle Swimming Pool 2 or 4 miles
Contact Katherine or the team on:
westcornwallmemorywalk@gmail.com or 07935 989 686
www.facebook.com/groups/Haylememorywalk/
To donate visit:
www.justgiving.com/teams/westcornwallmemorywalk

memorywalk.org.uk

Alzheimer's Society | Leading the fight against dementia