

**healthwatch**  
Cornwall

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Welcome to Healthwatch Cornwall's  
December 2013 newsletter.

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

## Festive Greetings



From all at  
**healthwatch**  
Cornwall

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

This month, Healthwatch England and Healthwatch Cornwall are encouraging people to support next year's NHS Change Day on March 3.

This aims to see 500,000 pledges from front line NHS staff to “make the changes they feel their patients need”.

To find out more click [here](#) - will you be making a pledge? What will it be? Let Healthwatch Cornwall know via its Twitter or Facebook page or online at

[www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk)



Visit [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) for more updates or join in the conversations on Facebook and Twitter too.

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

## Out and about listening to you

This month Healthwatch Cornwall held its first information event at Heartlands, Pool, for organisations working within the health and social care sector. This looked at the ways those taking part could feed in information to Healthwatch Cornwall to represent the experiences of their particular client base. Read the full report [here](#).

Healthwatch Cornwall's Enter and View Visitors took part in an intense training session to prepare them for their first visits to health and social care settings in 2014. Volunteer development officer Jody Wilson said: “We are fortunate to have recruited ten passionate and highly capable individuals who are keen to start visiting people in their community.” More details about Healthwatch Cornwall's Enter and View Visitors will be available on the [website](#) soon.

Two task groups took place in December, with one discussing how well GPs empathise and understand patients presenting with mental health problems, and the second looking at the quality of cross-border services. Get in touch to [have your say](#) or call 0800 0381 281.

Would you like to represent Healthwatch Cornwall in your community? Would you like to help oversee the direction the people's champion for health and social care takes? If you are interested in volunteering, a number of opportunities with the watchdog are now available. Click [here](#) or call Jody on 01872 273501 to find out more and apply by January 3, 2014.

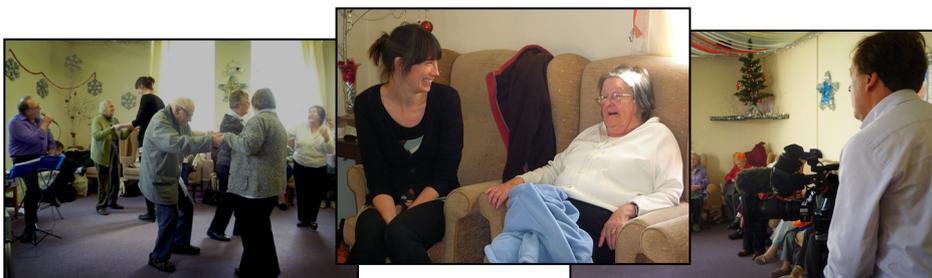
Healthwatch Cornwall's Not Lonely This Christmas appeal, which aimed to raise awareness about loneliness and older people, saw a number of donations given as part of its Secret Santa visits to Age UK Cornwall day centres. Everyone had a great time and Spotlight TV came along too. Call 01872 266388 or click [befriending](#) for more.

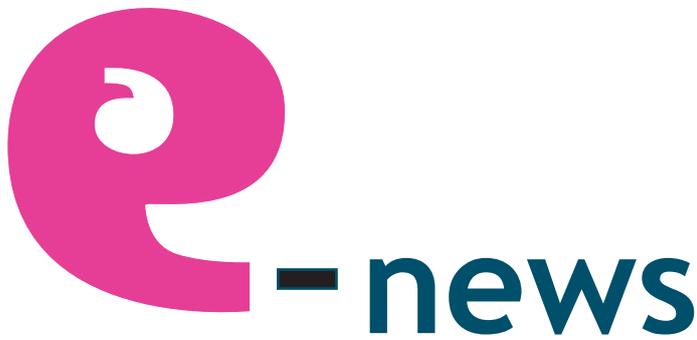


Healthwatch Cornwall - in the news

This month CEO Debbie Pritchard (pictured above) took part in interviews with Spotlight TV, Heart FM and Radio Cornwall.

Debbie shared the watchdog's views on ambulance response times in the south west being the worst in the country; long ambulance handover times potentially being an issue again in the county; Royal Cornwall Hospitals NHS Trust's and NHS Kernow's External Service Review into Cardiology Services; the new NHS 111 phone service in the county; solutions to bed blocking issues in Cornwall and what local commissioners and providers are doing to solve any problems; the end of Serco's out-of-hours contract in 2015; and its Not Lonely This Christmas appeal that aimed to raise awareness about older people and loneliness. You can read the latest news and press releases [here](#).





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

## Other health and social care news

On December 11, leading nations met at the first G8 Dementia Summit in London to discuss funding and research opportunities, with government announcing ahead of the event that UK funding to scientists looking for a cure will double to £132m by 2025.

Healthwatch Cornwall wants to hear your experiences of dementia services within Cornwall. Are you happy with support you have received or do you feel isolated and not sure where to seek assistance?

This will also feed into the The Care Quality Commission's **focused inspections** of some 150 care homes and acute hospitals to review how people with dementia are cared for in England.

Call **0800 0381 281** to share your views or go online [here](#).

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The first of the public consultations on the future use of Poltair Hospital took place on December 11.

Healthwatch Cornwall went along to garner the initial response to the options put forward.

Read the report [here](#) and if you have any comments to make in relation to this you can attend the **upcoming consultation** events, call **0800 0381 281** or contact Healthwatch Cornwall **online**. The people's champion of health and social care has committed to overseeing the consultation process.

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NHS 111 will begin in Cornwall next February. This will help people who need non-emergency medical help to access local urgent healthcare while taking pressure off the 999 service and the emergency department at Treliske, leaving staff to focus on life-threatening emergency cases.

It will be provided by South Western Ambulance Service NHS Foundation Trust - read full details [here](#).

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Cornwall became one of the first areas to be awarded, in November, **Pioneer** status by the government for its plans to deliver better joined up health and social care in the county. Pioneer aims to improve health and wellbeing; improve people's experience of care and support; and reduce the cost of care and support.

In December, Healthwatch Cornwall attended a communications meeting to help influence how the plans will be shared with the public - more details to follow in 2014.



Solutions to bed blocking problems within Cornwall's health care system have been witnessed first-hand by Healthwatch Cornwall's CEO Debbie Pritchard.

She met with staff from the Royal Cornwall Hospital Trust and Peninsula Community Health on Friday, November 29, following a number of cancelled operations in October, which affected one of its own volunteer's due to a bed shortage, to find out what has been done to prevent the situation arising again in future.

Debbie said: “Commissioners and community health providers established a strategy called Fall to Green, which incorporated a week-long exercise that allowed staff to focus on discharging patients, in order to create bed availability consistent with expected demand in acute and community hospitals.”

Read the full story [here](#).

You can share your views on these plans and services at local hospitals [here](#) too.

## Events around the county

Healthwatch Cornwall is having a short break during the festive season. The office will be closed from Christmas Eve until December 30.

The phone line will be closed on Christmas and Boxing Day and also New Year's Day.

You can still access information and/or leave your views on health and social care-related services by visiting the website at [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk)

## Courses in 2014

WEA Learning for Life is holding British Sign Language Entry Level courses that are suitable for anyone who is interested in learning how to communicate with deaf people in everyday situations. Find out more [here](#).

Real Ideas Organisation is running a five-week programme that will give young people the opportunity to make a difference in their community.

If you are, or know someone who is, aged 16 to 24 click [here](#) for further information.

## Your views could help the CQC

The Care Quality Commission (CQC) wants to hear your views of the Royal Cornwall Hospital Trust ahead of its inspection on January 20, 2014.

If you have used the Poltair, Royal Cornwall, St Michael's or West Cornwall hospitals recently the CQC wants you to share your experiences.

You can do so by filling in the online survey by January 7 at [www.surveymonkey.com/s/KB5TSCC](http://www.surveymonkey.com/s/KB5TSCC); calling 03000 616161 between 8.30am to 5pm, Monday to Friday; emailing [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk); writing to CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA; or attending a local public listening event January 21 - click [here](#) for more information.

You can of course call Healthwatch Cornwall on 0800 0381 281, visit [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) or email [enquiries@healthwatchcornwall.co.uk](mailto:enquiries@healthwatchcornwall.co.uk) to leave feedback on your local health and social care services - your voice counts.

## A new pharmacy

A new pharmacy has opened in Roche at 1, Victoria Road, PL26 8JF. The opening hours are: Monday to Friday from 8:30am to 6.30pm and Saturday 9am to 5pm.



Don't forget that you can do your bit to take pressure off emergency services and other health and social care services by knowing the most appropriate care for your condition or concern. Visit the Choose Better [website](#) to find out more.



Healthwatch Cornwall needs your views on the following: Have you had recent treatment from Royal Cornwall Hospital's [cardiology](#) department? Are you still waiting to receive treatment? Have you had to wait for more than eight minutes for an [emergency response](#) ambulance? What do you feel about making a [complaint](#) about a publicly funded health and/or social care service? Did you find the process easy or hard? Call 0800 0381 281 or visit [healthwatchcornwall.co.uk](http://healthwatchcornwall.co.uk) to share your views and make a difference where necessary.