

Welcome to Healthwatch Cornwall's February 2014 newsletter.

"Putting you at the heart of health and social care"

This month Healthwatch Cornwall has played its part in bringing about a delay to the **care.data** scheme.

Care.data is an NHS England and Health and Social Care Information Centre project, instigated via the Health and Social Care Act 2012, to extract everyone's medical details from their GP records for research purposes. It was expected to start in March.

Healthwatch Cornwall, along with Healthwatch England, has raised concerns that the promotion of the scheme has not been sufficient, and that many people will not even know about it or that they have an opportunity to opt-out.

Chief Executive of Healthwatch Cornwall Debbie Pritchard said: "Research is the backbone of Healthwatch Cornwall's work and we appreciate how important data is when reviewing services, but our main issue with this is around the lack of any major publicity to help people make an informed choice. The announcement made on February 18 to postpone the roll-out until autumn shows how people can influence major decisions."

NHS England stated it had sent an information leaflet (pictured on the right) to around 26 million households at an estimated cost of £1 million. It is now reviewing how it will raise better awareness of this scheme, which will use details such as postcodes and NHS numbers to connect a person's records from a number of places such as GP practices, hospitals and community services.

Healthwatch Cornwall had heard from a number of GP surgeries, with some expressing concern that some patients are confused between this and the **Summary Care Record**, and the lack of clear publicity leading to fear.

Anna Bradley, chair of Healthwatch England, said: "This is a really positive move by NHS England. Crucially they have agreed to Healthwatch England's request to see the roll-out of care.data delayed to allow more time to ensure the public are fully informed."

Visit www.healthwatchcornwall.co.uk to share your thoughts on this topic, 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



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

Out and about listening to you

In February, Healthwatch Cornwall held a ‘Time for Tea - Time to Talk’ day in support of the national campaign to challenge mental health stigma and discrimination, Time to Change.

Volunteer Jane Harvey said: “We hope our event helped people feel more comfortable about discussing mental health and friends, families and colleagues of those with, or recovering from, mental ill health will feel more confident in supporting them.” Read more [here](#).



Volunteers also took part in other outreach work, which included setting up a feedback stall at Callington’s Tesco and joining actress Jenny Agutter at the launch of a new website,

cornwallarthritis.org.uk, at the Royal Cornwall Hospital, while also attending the fund raising [Callington Charity Day](#).

Partner organisation, Young People Cornwall worked with Healthwatch Cornwall to run an interactive session with young people about what they would like for their health and social care and how Healthwatch Cornwall can represent their views.



Ellie Wright, from Young People Cornwall said: “The event was very positive and we were very pleased that so many young people came along. They were keen to learn more about Healthwatch Cornwall and gave us lots of ideas that will help us to raise awareness about Healthwatch Cornwall among children and young people.”

Healthwatch Cornwall’s volunteers have been instrumental in gathering feedback for its work projects, including 89 responses so far to the [survey](#) about how GPs assist those with mental health issues and 340 to the [survey](#) about how accessible cross-border services are to those in North and East Cornwall. However, more information is needed. Click on the links above or call **0800 0381 281** to request a paper copy of either questionnaire.

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



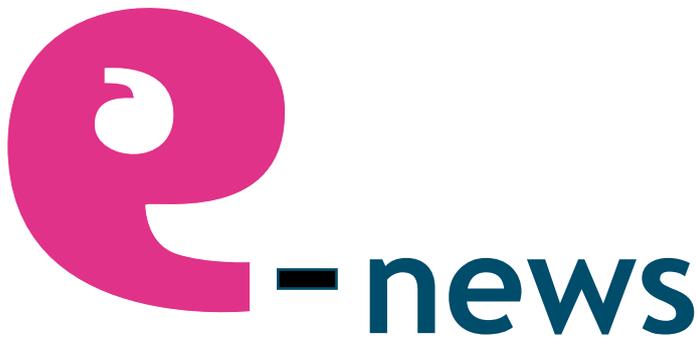
Healthwatch Cornwall - in the news

Hitting the headlines this month has been the [care.data](#) story.

Healthwatch Cornwall has spoken with BBC Radio Cornwall, Spotlight TV and the Western Morning News on this and hopes further local promotion will help people to make an informed choice.

CEO, Debbie Pritchard (pictured above) has attended a specialised services review, given a talk to Cornwall Rural Community Council’s mental health team, met with the Care Quality Commission to discuss the new ways in which it will conduct inspections, spoken with NHS Kernow around the complaints process in Cornwall, and provided an interactive young people’s workshop to gather feedback.

Read full details [here](#) or to read the latest news and press releases click [here](#).



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

Other health and social care news

A care home in Newquay has been praised by its residents in a national survey for the care they receive.

Your Care Rating, the country’s largest survey of care home residents, found that Anchor’s Kimberley Court Care Home in Crantock Street performed above the national average.

Linda Hynd, manager of the care home, said: “We’re delighted with our results as it demonstrates how happy our residents are.” Read more [here](#).

A community interest company set up to identify and plug the gaps in holiday, leisure and short break provision for disabled people, families and carers is asking people to take part in a short survey. Your Resort is planning to open a holiday park in Cornwall with a mix of facilities, activities and entertainment for people with challenging lives and disabilities. It needs help to find out what people think will be needed to make the project a success. Click [here](#) to take part.

Poltair Community Hospital - what next? Following the consultation run by NHS Kernow to gather people’s opinions of the proposed options a workshop to evaluate feedback will take place on March 12. Click [here](#) to access further details.

Over 40? Across Cornwall people aged from 40 to 74 are being invited for a FREE NHS Health Check.

The aim is to help reduce the risk of developing serious conditions such as heart disease, stroke, diabetes and kidney disease. The great news is many of these illnesses can be prevented with some simple changes in lifestyle, even if there is a family history. Click [here](#) or call **01209 215666**.

Volunteer Cornwall has been chosen to lead a bid to the new ‘Big Lottery Fulfilling Lives: Ageing Better’ project. It wants to hear your views and thoughts on how Cornwall can reduce isolation and loneliness for older people. To take part in its survey click [here](#).

Plymouth Hospital NHS Trust is reviewing the car parking charges at its sites. Ann James, Chief Executive of Plymouth Hospitals NHS Trust, said: “Charges for parking have been frozen for five years for staff and members of the public.” Read more [here](#) about the new charges from April 1, 2014.

Healthwatch England has raised concerns that £10 million of money allocated by government to support local Healthwatch functions has gone “missing”.

Healthwatch Cornwall is now in discussion with Cornwall Council to ensure that the full allocation has been provided locally.

Healthwatch Cornwall will keep you updated.

At an extraordinary meeting of the Health and Wellbeing Board, Healthwatch Cornwall learned more about the **Better Care Fund**. This £3.8bn fund (formerly the Integration Transformation Fund) is to be used to support integration between local health and social care services. The board asked Healthwatch Cornwall to assist in promoting this, and **Pioneer**, to the public.

The latest Health and Social Care **Overview and Scrutiny** Committee updated on the Fall to Green exercise to streamline communications between acute care and community support; cross border services; and inspections at Cornwall Partnership Foundation Trust and Public Health.

Events around the county

Healthwatch Cornwall will be “popping up” at a number of events in February and March.

You can find out more on the [events page](#) or call **0800 0381 281** for details.

As a taster, you will find Healthwatch Cornwall volunteers and staff at Redruth, Newquay, Penzance and Falmouth soon, with further events planned in Camelford, Hayle, Helston, Launceston, Wadebridge and Saltash.

Save the date

Healthwatch Cornwall will be celebrating its first year and highlighting its ongoing work at a fun and lively interactive public event on July 30. More details to be announced soon. Health and social care organisations wishing to find out how to take part can email:

josie.purcell@healthwatchcornwall.co.uk for further details.

You could represent Healthwatch Cornwall in your community in a number of ways and whatever your time and interests Healthwatch Cornwall could have a role for you. Click [here](#) or call Jody now on **01872 273501** to find out more.

The Board met on February 19 and welcomed two new directors, Jon McLeavy and Roger Sinden. Both bring a wealth of experience across health and social care and are looking forward to supporting the organisation.

New support group for melanoma patients

A new group supporting those with melanoma, a malignant form of skin cancer, will offer emotional help to patients and families and begins on February 20. For more information about the the Cornwall Melanoma Support Group, email jo.pope@rcht.cornwall.nhs.uk or call **01872 252859**.

Celebrate Spring at Holifield Farm

Take your wellies and a picnic and join the farm’s open day on Thursday, March 6. Go for a walk and feed the chickens, sow seeds in the polytunnel and more. You can also enjoy free tea and cake. Call **01326 221017** or visit the [website](#).

Free Mosaic course through Arts for Health

The art organisation, in collaboration with Volunteer Cornwall, is offering a free mosaic course for adults with learning disabilities. Full details can be found [here](#), by emailing sarah@artsforhealthcornwall.org.uk or calling **01326 377772**.



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.**



Our Partners.

This month, Pentreath Ltd’s Healthwatch Cornwall Champion, Paul Reeve (pictured above) helped out at the Time for Tea - Time to Talk event at Fodders in Truro. Paul held a number of conversations with people about their experiences of mental health. In the afternoon his colleague Octavio Leon joined in too. Paul also attended the latest steering group meeting to help determine the areas where the organisation will carry out further research. Thanks Paul and Octavio for your hard work. Click [here](#) to find out more.