



“Putting you at the heart of health and social care”
“Orth agas gorra yn kres gwith yehes ha socyal”

Cornwall Sustainability and Transformation Plan



Healthwatch Cornwall staff and volunteers attended the STP public engagement events in January to gain an insight into how well they were received. It was no surprise to see the strength of feeling invoked by the outline business case to proposed changes and savings in the county's health and social care services. Comments from our feedback included people

feeling that the current plans are simply too woolly, not allowing for constructive comments. Other views included frustration at the event style, with the option to join tables to discuss only two topics from all of the plan's ideas sidelined for a preference for lively debate. Some attendees also called for the STP to be rejected.

Healthwatch Cornwall is concerned that whether specific plans have been made or not - either way it is troubling, particularly given the timescale to announce the full business case by the summer. We are also seeking clarification of what would happen should the STP be rejected.

Did you attend an event organised by Cornwall Council and the NHS? What is your take on the process?

Visit our [STP page](#) online to find out more about our next steps and how to continue to have your say.





What's next?

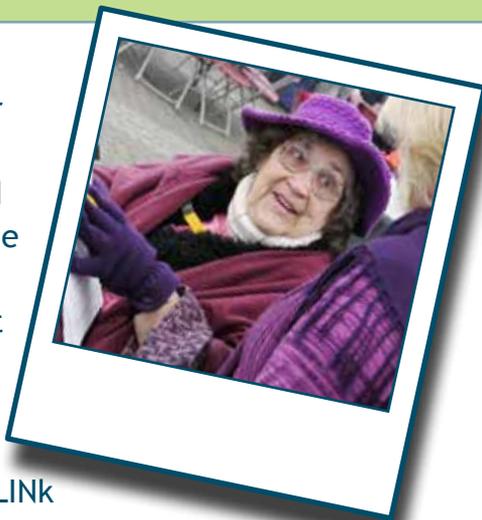
Could you be our new Chief Executive? Do you want to have an impact on improving the county's health and social care services, where needed? Can you turn your hand to strategic decisions while also nurturing a dedicated staff and volunteers? We are seeking an inspiring leader to bring new ideas and to support current plans that will help develop Healthwatch Cornwall further in its role.

Or perhaps you would like to be our new, part-time Outreach and Engagement Officer. Initially for six months, this position will enable you to get out and about in the county to speak directly with people about what they think of their health and social care services. This has a direct influence on the work we do.

To see the full job details for both roles, please visit our [Working For Us](#) web page.

We are sad to learn that our longstanding volunteer and supporter June Hackett has died. She first joined us at Healthwatch Cornwall's predecessor, LINK

in Cornwall, in 2008. June was a delightful lady to spend time with and a wonderful volunteer. Her dedication to making things better and her gracious yet strong-willed personality inspired many. Our condolences to her family and friends.



In the news

Listen to our podcast with Pirate 2:

healthwatchcornwall.co.uk/pirate-2/

Read the latest news at:

healthwatchcornwall.co.uk/news/

Find out people's views on our Word of Mouth blog:

healthwatchcornwall.co.uk/word-of-mouth/





Other health and social care news

Jim McKenna, a Cornwall councillor, has been confirmed as the new Chairman at Royal Cornwall Hospitals NHS Trust. He is a member of the Cornwall Council Cabinet and the Portfolio Holder for Adult Care - a role he gave up on January 30. He said: "I am fully committed to working with the local community, hospital staff and other service providers to improve local health and social care."

NHS England is reviewing the The Accessible Information Standard, which sets out requirements for NHS and adult social care providers to meet the information and communication needs of people with a disability, impairment or sensory loss. Visit england.nhs.uk/ourwork/accessibleinfo/ to take part.

NHS Kernow is consulting on non-emergency patient transport. Visit kernowccg.nhs.uk to have your say.

Access to NHS services that support people with mild to moderate anxiety and depression should be easier as Outlook South West begins a new contract from April 1. This will provide a range of evidence-based psychological therapies ranging from traditional counselling services and Cognitive Behavioural Therapy to web-based support and 1-2-1's via video link.

Read more details about these stories, and others, on our [News](#) page.

Healthwatch Cornwall's board director Nadia Hewitt has stepped down. Fellow directors and the operational team would like to thank her for her input and wish her well for the future. We hope to start recruiting for this volunteer role soon.

We are also on the look out for new volunteers to help us with our events, in the office and at external meetings.

Young people may soon be able to support us through time banking opportunities too. Visit our [Volunteer](#) page to find out more and to register your interest.

VOLUNTEER





Dates for your diary

Our drop-in sessions at the West Cornwall, Stratton, and Launceston hospitals for patients to provide feedback on the service they receive will take place on February 1 and February 6 respectively. Full details can be found on our [Events](#) page or by calling 0800 0381 281.

A Fuel Poverty Awareness Day is taking place on February 17 at New County Hall, Truro. Running from 10am to 1pm it will give elected representatives and decision makers the opportunity to find out why tackling this issue is crucial. Visit [Eventbrite](#) to find out more.

Do you feel isolated or lonely? Do you have mental health difficulties? Are you missing a much-loved canine companion? Pop along to K9 Crusader's Paws for a Chat event every Wednesday from 10am to noon at All Saints Church Community Centre, Tuckingmill, TR14 8RQ and enjoy a cuddle with one of the K9 pooches.

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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.

