

Welcome to Healthwatch Cornwall's June 2014 newsletter.

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

“Orth agas gorra yn kres gwith yehes ha socyal”

Healthwatch Cornwall is making six recommendations to various health and social care providers on the back of its research in to access to cross border services.

Feedback provided by people living in the north and south east of the county highlighted their concerns around accessing services in the area.

To find out more, Healthwatch Cornwall volunteers conducted a letter drop and street surveys in five towns: Bude, Launceston, Callington, Liskeard, and Torpoint.

From January to March 2014 more than 650 responses were collected, with the main concerns including a need for increased NHS dentist services, especially in Launceston; long waiting lists for hospital dentistry, gynaecology and ophthalmology appointments; and extra consideration needed around appointment times for people travelling long distances.

The six recommendations to providers of services to try to address concerns raised include exploring NHS dentist provision in Bude, Liskeard, Launceston and Callington; increasing awareness of minor injury units, with the potential for a public awareness campaign to promote their use rather than emergency departments; and dentists to consider later opening times for at least one day a week or Saturday morning appointments to assist working people.

You can read the full report on the website on the **You Said - We Did** page.

Once Healthwatch Cornwall has received responses to its recommendations it will publicise them online.

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



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

Get in touch to have your say.

*mobile networks may charge



Healthwatch Cornwall is making some changes to its freephone information service. You may reach an answerphone in the next few weeks but do please leave your message or feedback and a member of the team will call back if required.



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Working for you

Healthwatch Cornwall has written to the Royal Cornwall Hospital Trust to request evidence that adequate provision has been made to protect the quality of catering, portering and cleaning following its decision to outsource the contract. It is seeking reassurance that financial and efficiency considerations have formed part of the decision-making, rather than being the end point in contractual decisions. Read the letter on the [Our Work](#) page of the website.

Have you, or do you know someone who is affected by Auditory Processing Disorder? What assistance do you receive in Cornwall? Healthwatch Cornwall is researching how many people may be coping with this condition in the county and what support is available to them.

Please go to [Have Your Say](#) on the website or call 0800 0381 281 to share your experience - it could help bring about positive changes if necessary.

You can read all about Healthwatch Cornwall’s Enter and View rights and the people authorised to carry these visits out on the new [Enter and View](#) website page.

If you want to become an Enter and View volunteer, or are a health and social care organisation looking for further information, please call Jody Wilson on 01872 273501.

Healthwatch Cornwall had a fabulous time at the Royal Cornwall Show. Situated in the NHS marquee, it gathered 48 feedback comments and 109 new members joined.

Mr Shipman from Constantine, Falmouth, won the prize draw of a healthy hamper courtesy of [Archie Browns](#) in Truro. Some of the team and visitors are pictured on the right.

There is still time to take part in the national Special Inquiry that Healthwatch Cornwall is supporting. This aims to discover more about the experiences of unsafe discharge from care settings that homeless people, older people and those with mental health problems may have experienced in the county. This information will be added to the national inquiry and a full report on the responses and recommendations by Healthwatch England will be published in the autumn.

Go to the [Special Inquiry](#) details on the website to take the survey or download a printable version before July 13 to have your voice heard.



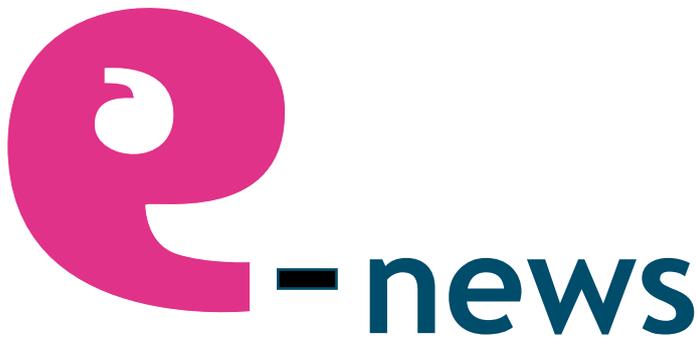
Healthwatch Cornwall - in the news

This month Healthwatch Cornwall commented on a story about ambulance staff picking up [hitchhikers](#) during an urgent call, two reports relating to the Royal Cornwall Hospital Trust (RCHT) and one about GP [out-of-hours](#) services.

The RCHT stories related to its decision to outsource [hotel services](#), and to the potential loss of [£75 million](#) as NHS Kernow puts Elective Services out to tender. Listen to Chief Executive Debbie Pritchard speaking with BBC Radio Cornwall from [02.14](#) on the the timeline.

Visit the [News](#) section of the website to find out more.





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Other health and social care news

A select committee inquiry in to child and adolescent mental health services in Cornwall has published its findings and recommendations.

Cornwall’s Health and Social Care Scrutiny Committee instigated the review following concerns raised by the Portfolio Holder for Children and Young People that repeated inspections since 2008 in relation to these services had not shown demonstrable progress in improving outcomes for young people.

Recommendations include NHS Kernow, NHS England and Cornwall Council jointly coordinating a detailed action plan from the whole system in response to the report; a review of waiting times for assessment; community-based appointments to be made available; and improvement to out-of-hours and weekend support.

Read the full review at www.healthwatchcornwall.co.uk or visit [Cornwall Council](#).

Healthwatch Cornwall has learnt that the refurbishment of Longreach House, the Cornwall Partnership NHS Foundation Trust (CPFT) run inpatient support unit for adults with mental health problems is now back on track.

Work to improve the unit was stopped when it was discovered there was inadequate fire-proofing in the roof. Of the 27 patients at Longreach House, one had to be relocated out of county, two had to go to Plymouth, while all others remained in county. It is hoped some patients will return by July 31 and that it will be fully operational again by October 31.

Families can claim travel costs from CPFT to visit relatives during this upheaval.

NHS Kernow has ring-fenced funding to [Outlook South West](#), the organisation that provides Asperger’s diagnosis for people aged 16 and over, to help lower its 11 month waiting list. It is hoped this will reduce to eight months by December. In 2013 Healthwatch Cornwall’s successfully ensured the commissioners rectified a gap in Autism Spectrum Disorder diagnosis for children aged 5 and over without a mental health problem. It is now looking for further feedback about support in Cornwall. Visit the [Have Your Say](#) website page or call **0800 0381 281** to share your views.

Healthwatch Cornwall’s Annual Report 2013/2014

Find out more about the people’s champion of health and social care in its first annual report.

Read case studies about the work the organisation has been doing in its first year and discover further facts and figures about events, finances, communications and more.

Chief Executive Debbie Pritchard said: “The first year has been invigorating, challenging and above all rewarding for those involved, but hopefully more so for those we have represented. “Healthwatch Cornwall could not exist however without input from people who live in the county.

“It is their experiences and stories that lead the work we do, and they are at the forefront of all of our decisions.”

Visit the [Annual Report](#) page on the website to read the report in full.

Alternatively, call **0800 0381 281** to request a hard copy.

Events around the county

It's All About You

Don't miss out on one of the liveliest and fun health and social care events to take place in Cornwall.

Next month on Wednesday, July 30, Healthwatch Cornwall is hosting Its All About You information and fun day on The Moor, Falmouth, and you are cordially invited to come along, join in and enjoy.

There will be creative art workshops, exercise sessions, a live broadcast from Pirate FM, health checks and the chance to speak with various health and social care commissioners and providers, including NHS Kernow, Cornwall Council and the Royal Cornwall Hospital Trust.

There will also be competitions and a very special visit from Healthwatch Cornwall's mascots, Sally and Simon Says.



Here's a sneak peek of them - add the date to your diary and come along and take a 'Selfie' with Sally and Simon so you can join the #HCsallyselfie and #HCsimonselfie gallery at @HWCornwall on Twitter, with one photo winning a prize.

It will be a great way to have fun while sharing your views on health and social care. Your input matters and can help Healthwatch Cornwall ensure care in the county is of the highest standard.

Healthwatch Cornwall will also be taking part in a number of other events before July 30 such as Blue Light Day, Holifield Camping, a drop-in at Royal Cornwall Hospital and a visit to Stithians Show.

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

In July, Healthwatch Cornwall will be working with Young People Cornwall to run a second session with young people to look at further ways they can get more involved and have their voices heard. The Chief Executive will be meeting Angela Ballatti Chair of the Royal Cornwall Hospital Trust Board, and the assistant head of development Rachel Brown at specialist provider of Autism services Spectrum, to discuss how Healthwatch Cornwall can work with them further.



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.**

Did you know there are nine Carers Forums across Cornwall? These groups enable carers to share any problems they may be facing, with the potential to have matters addressed by the Carers Partnership Board. If you are interested in attending - tea, coffee and biscuits are always supplied - call 01872 274586 to find out about dates.

Peninsula Community Health is looking at how it can improve and develop its therapy services including Occupational Therapy, Physiotherapy, Adult Speech and Language and Podiatry services. If you have used these services, have a patient or care for someone who has, you can take part and share your views at the first Therapy User Engagement Group on Monday, July 7, at 2pm at St Erme Community Centre. Call 01209 318111 to book a place and to find out more.