

Welcome to Healthwatch Cornwall's June 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehe ha socyal”

Annual Report

Our Annual Report is now available and is packed with information about our achievements from April 2014 to March 2015.

Learn more about where we have been to gather feedback, how we have represented your views, what impact your involvement has had, how our finances have been used, and much more.

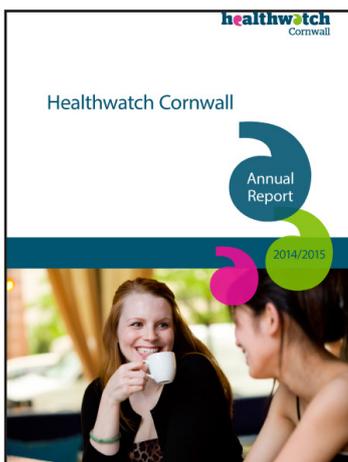
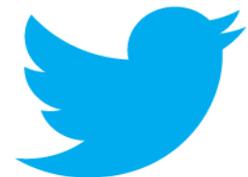
There is information about our plans for the coming year and six Impact Stories that highlight how everything comes together to help ensure health and social care services respond to the feedback you provide when positive change is needed.

To read the report visit healthwatchcornwall.co.uk/our-work/our-reports/ or call 0800 0381 281* to request a print/alternative copy.

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

Get in touch to have **your say.**

*mobile networks may charge



To ensure we reached out to as many people as possible, we also engaged in a number of talks, meetings and sessions with external organisations who support people with a health and/or social care need.

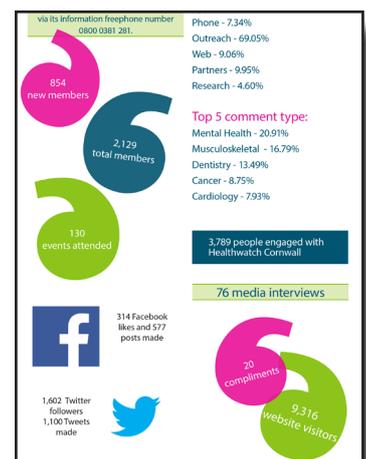
They included, but were not limited to:

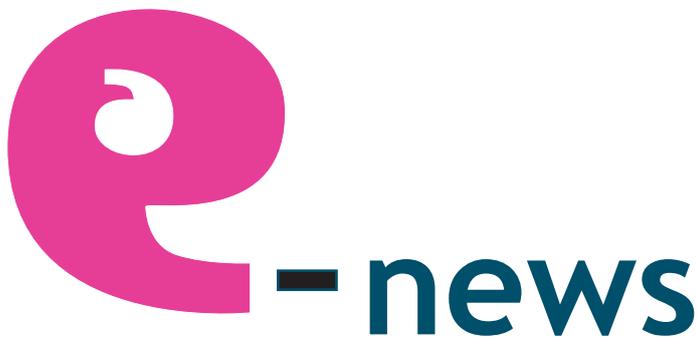
- Carers Forums
- National Autistic Society Parent Information Day
- British Lung Foundation
- British Legion
- Patient Participation Groups
- Addiction
- The Sula Project - domestic abuse support
- Action for Blind
- Homelessness conference
- Alcoholics Anonymous Roadshow
- Merlin Centre - spinal injury talk
- Maternity services

Our outreach work has been very varied to help us achieve our goals.

It has included, but has not been limited to:

- Royal Cornwall Hospital pop-ups
- Spectrum info sessions for people with autism and their families
- Be Active - Cornwall Sports Partnership
- Big Beach Day for people with learning disabilities
- Royal Cornwall Show
- Library drop-ins across county





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Working for you

Healthwatch Cornwall has been working with the Royal Cornwall Hospitals Trust (RCHT), Peninsula Community Health (PCH) and the South Western Ambulance Service Foundation Trust (SWASFT) after it heard from five people with spinal cord injury.

These people all had a less than positive experience when they had had to access either emergency or elected care services at RCHT, which they said had left them feeling vulnerable. The main concerns related to a lack of awareness among staff of Automatic Dysreflexia (AD), which is a sudden rise in blood pressure caused by a number of factors and which can be life threatening if intervention is not timely. The need for regular manual bowel evacuation to prevent the possibility of AD; a lack of consideration for regular turning to prevent pressure sores, feeding and drinking support while receiving secondary care, and appropriate transportation from and to care settings; and a lack of awareness of the advice that could be given by the Spinal Unit were also raised as issues by the patients. Healthwatch Cornwall has made seven recommendations to RCHT and PCH, including access to a specialist spinal cord injury advisor for hospital staff, consideration of a patient passport system to inform staff of specific patient care needs, and a transport review.

Progress to date includes the development of a Patient Passport; a list of trained spinal cord injury personnel to be made available more widely at hospitals; RCHT staff to access training via PCH; and the ambulance service confirming they are working on material with PCH to help their staff. Healthwatch Cornwall will monitor the implementation of its recommendations.

Chief Executive Debbie Pritchard attended the Cornwall Anti Microbial Resistance Group in June. Discussions focussed on antibiotic prescribing, the potential to review the antibiotic allergy status of patients, how to make the most of the European Antibiotic Awareness Day on November 18, and the implementation of a schools programme to highlight how to stay healthy to avoid disease and the need for antibiotics.

Visit healthwatchcornwall.co.uk to find out more about all of our on-going work, our reports and what has happened in our [You Said- We Did](#) section.



Out and about

During June, the outreach team and volunteers attended a variety of events and talks to help people to have their say about health and social care services.

The Royal Cornwall Show was a highlight for the team with 155 people either becoming members, completing Have Your Say feedback or taking part in our pharmacy questionnaire.

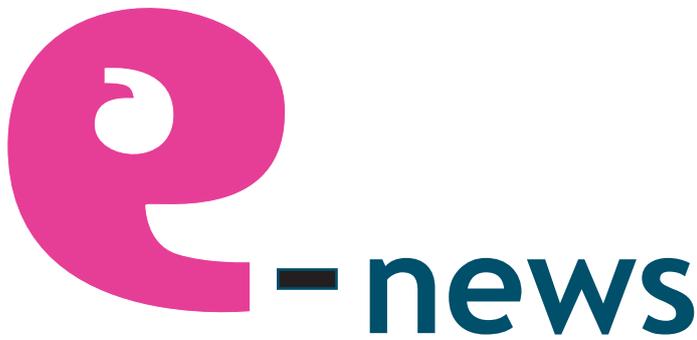
It was also a great opportunity to tell more people about how Healthwatch Cornwall can help them. Thanks go to our



partner Age UK Cornwall for welcoming us on their stand.

Another highlight was being part of the Holifield Farm Project 2-day fun event for people with learning disabilities in Gweek.

Don't forget to listen again to Healthwatch Cornwall in conversation with **Pirate 2**, as part of the Health and Wellbeing Show.



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Other health and social care news

Royal Cornwall Hospitals NHS Trust (RCHT) has appointed Paul Bostock as its new Chief Operating Officer. He is an experienced board level Executive Director and has 10 years experience as a Senior Associate Director in Surgical Services. Paul is currently Chief Operating Officer at Surrey and Sussex Healthcare NHS Trust.

RCHT’s Board has given the go-ahead for its Pathology services to become a Managed Laboratory Service. This means the trust will be looking for a strategic business partner to invest in equipment, training, technology and facilities. It also means staff will remain as employees of the trust and on NHS terms and conditions.

The joint unions involved said they were pleased that the Trust Board had listened to the staff and service users and chosen this model, but recognised that hard work and time will be required to enable the plans to come to fruition.

The Maternity Services Liaison Committee (MSLC) is looking for people who have recently used maternity services to take part in its discussions. The MSLC is a multi-disciplinary forum for users of maternity services and the providers and commissioners of services. To find out how to be involved, or if you would be interested in chairing the group, please call Ben Mitchell at NHS Kernow on 01752 315014.

Access Health Care Ltd has been commissioned to provide a GP service from both [Millbrook and Lodge House Surgeries](#), Torpoint for a year from July 1. NHS England is running a survey from July 5 to August 4 to gather input for a long-term solution - visit www.engage.england.nhs.uk and search for Millbrook to take part. A number of public feedback events are also taking place - see our Event section for dates.

Cornwall Council is asking all carers to take part in its Carers Service consultation. Feedback will help the Council and NHS Kernow understand what works well and what carers would most benefit from in a service. This will inform the commissioners decisions when planning the Carers Service from April 1, 2016. Visit surveymonkey.com/r/cornwallcarers to take part.

Pharmacy feedback

What do you think of your pharmacy? How would you improve it, if at all, and when do you use it? Take part in Healthwatch Cornwall’s survey about pharmacy services and you could be in with a chance to win a £50 voucher for a business of your choice. Go to surveymonkey.com/s/HC_Pharmacy, download a paper copy from the [website](#) or call **0800 0381 281***.

Support research

Healthwatch Cornwall is hoping to speak with people who have self-harmed or attempted suicide in the past 18 months. Earlier research into how people are supported when they leave a care setting indicated that those who have been discharged following self-harm or attempted suicide may not be receiving the support that they need. Feedback will help us to address any gaps in the discharge process or ongoing support, with the aim of instigating improvements where needed. Please call **0800 0381 281***, leave your details and we will call you back to talk further.

Events and outreach



This month you can join Healthwatch Cornwall's outreach team at Blue Light Day on July 1. We will be joining our partner Cornwall People First as they co-host the event once again. This exciting event, one of the most popular in the learning disability calendar, is where all the emergency services come together under one roof to meet people with learning disabilities in Cornwall. Head over to the Royal Cornwall Showground in Wadebridge to take part.

Visit the [Events](#) page for details of where else Healthwatch Cornwall will be in July.

If you want to have your say on the long-term future of the Millbrook and Lodge House Surgeries in Torpoint you can take part from 10am to 1pm on Tuesday, July 7 at Millbrook Village Hall, from 10am to 1pm on Wednesday, July 22 at Torpoint Town Hall, and from 4pm to 7pm on Thursday, July 30 at Sheviok Memorial Hall. Feedback will inform NHS England's service specification for delivery post June 2016.

[Pipeline Theatre](#) has produced a play that explores the relationship between an Alzheimer's sufferer and her new carer: a humanoid robot. The company is offering a ticket concession to carers of someone with dementia for the July 10, 11, and 12 shows from 7.30pm at the Tolmen Centre in Constantine. Call [01326 341353](tel:01326341353) to book.

Do you look after someone? Why not check out our partner Cornwall Carers and their regular forums for carers. These get-togethers are for all informal and unpaid carers and provide an opportunity to chat about concerns and any issues that affect them. Visit cornwallcarers.org.uk for more info.

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.

News in Brief

Healthwatch Cornwall's partner [Age UK Cornwall](#) now has a hearing assessment kiosk at Boscawen House in Truro. Following a short hearing test, participants will be sent a full summary of the results. If more support is needed, Age UK Cornwall can also offer further free advice and screening on a no obligation basis. Call [01872 266388](tel:01872266388) to find out more.