



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

Patient experience feedback



We know how vital it is that patient experience is considered at all stages of care services. That's why we spoke with the Royal Cornwall Hospitals Trust's (RCHT) new patient experience team following the publication of

the Care Quality Commission's inpatient [survey results](#). Overall, the responses indicated high levels of satisfaction but fell down on patients being able to share their views on the quality of their care during their stay and access to information about how to make a complaint. The RCHT patient experience team is committed to improving these elements and we will work with them to ensure the patient voice is heard. Share your views with us and read their news story at: royalcornwall.nhs.uk.





Here at Healthwatch Cornwall we are very aware of the struggle people face in finding a dentist in the county. We previously worked with NHS England to try to resolve these issues in 2014. However, this is an ongoing concern and we are continuing to inform NHS England about feedback we receive.



NHS England will be sharing its latest findings, conducted with Public Health England, with us in the near future and we will update at that time.

NHS England have said that people seeking NHS dental care should call the dental helpline on on **0333 006 3300**. Please let us know how you get on when looking for NHS dental care.



Get ready for the launch of the national Healthwatch campaign on July 3. This will focus on how the work of the national Healthwatch network is benefitting people who use health and social care services. We are supporting this in Cornwall and more will follow in the coming months.

[News](#)

[Our Work](#)

[Blog](#)





Other health and social care news

The Care Quality Commission's latest report, following its unannounced visit to the Royal Cornwall Hospitals Trust's Treliske hospital in January, includes ratings of Inadequate for Medical and End-of-Life Care.

A partnership between Royal Cornwall Hospitals Trust, Kernow Health CIC and Vocare Limited has been chosen to run the new integrated GP out-of-hours and NHS 111 service for Cornwall and the Isles of Scilly. The new service will be in place from December 1, 2017.

A series of 'BOG Casts' have been created to encourage men to think about their health and seek help and advice. Find out more at:

cornwall.gov.uk/bogcasts

The Royal Cornwall Hospitals Trust board has given the go ahead for investment in new CT and X-ray equipment at West Cornwall Hospital as part of a £2 million project.

Read more about these stories on our [News](#) page or via the links.

Did You Know?

Our Annual Report is published. Find out about our work from April 2016 to March 2017 and our future plans. You can download it from June 30 from our [website](#). An Easy Read version will also be available shortly - get in touch if you require an alternative format.





Dates for your diary

Come and meet us at one of the summer events we will be taking part in, or call in and see us at our regular hospital drop-ins.

We will be taking part in the Health Information Week at Truro Library. Talk to us there on July 4.

On Wednesday July 5 we will be at the lively Blue Light Day at the Royal Cornwall Showground in Wadebridge. This is a great day for people with learning disabilities to get together and discover more about their emergency services.

Take a look at our [Events](#) page or call us on 0800 0381 281 to find out more.

Other events coming up:

Whose Shoes

Help improve maternity services in Cornwall.

Friday, July 14 from 10am to 3pm at the Health and Innovation Centre, Treliske.

Contact Helen at helen.ross-mcgill@nhs.net to for full details and to book a place.

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.

