

healthwatch
Cornwall

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Welcome to Healthwatch Cornwall's March 2014 newsletter.

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

Healthwatch Cornwall's first year is coming to a close this month so it's time for a look back at some of its achievements so far.

The people's champion of health and social care now has 25 volunteers working with it to bring about positive change in services when necessary, and celebrate good practice.

These volunteers have assisted staff in outreach work, with strategic decisions, by determining the issues it researches further and by becoming Enter and View Visitors.

One of Healthwatch Cornwall's first successes, in 2013, ensured that NHS Kernow, Cornwall's clinical commissioning group, remedied a gap in autism spectrum disorder diagnosis services for children aged 5 and over that do not have a mental health problem.

Following on from this the organisation ran an awareness-raising campaign around older people and loneliness, which included Secret Santa visits to a number of day centres, and took part in the national Time to Change event to get people talking about mental health.

The organisation has also nurtured and developed its partnerships with Age UK Cornwall, Pentreath Limited, Disability Cornwall and Young People Cornwall, including holding information events for other health and social care organisations and forums for young people to share their views and discuss involvement.

Healthwatch Cornwall also played a part in encouraging the Department of Health to delay the introduction of patients' records extraction from GP practices.

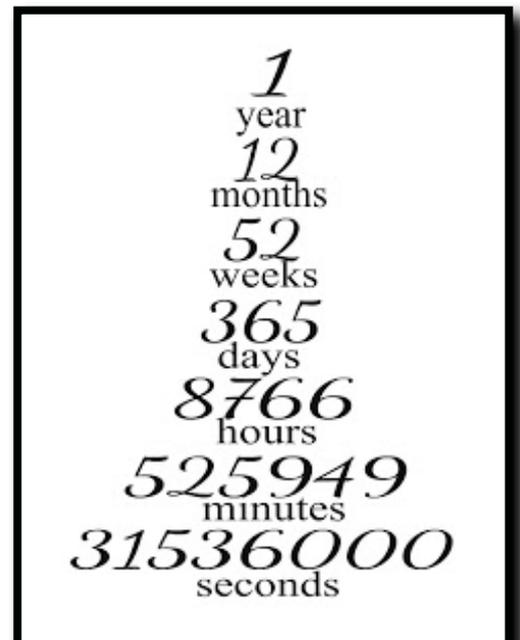
Media coverage has been vital to Healthwatch Cornwall to enable it to highlight awareness of, and comment on, issues that are important to people in the county.

As well as building constructive relationships with other health and social care organisations, Healthwatch Cornwall has run a successful community outreach programme, visiting venues from Bude to Penzance.

There are even more plans in place to develop Healthwatch Cornwall - find out how you can be part of it by visiting www.healthwatchcornwall.co.uk, calling **0800 0381 281** or joining 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

Healthwatch Cornwall held an Enter and View information session for providers of care services so they could learn more about this statutory power.

Visit www.healthwatchcornwall.co.uk/enter-and-view/ to find out more.

Pictured right is volunteer June Hackett at Healthwatch Cornwall’s outreach event at Bodmin Library, which outreach worker Ffion Stanton described as “brilliant”.

She also said: “Healthwatch Cornwall’s community events are a great way to give people a voice on how to improve future health and social care services.”

Healthwatch Cornwall’s current work projects are taking shape, with research into how GPs relate to those with mental health problems currently attracting 130 responses from across the county. This includes feedback gathered through partners Young People Cornwall and Pentreath, and also via CRCC, Invictus Trust and Outlook SW.

A number of volunteer organisations have also been contacted to help raise the profile of the research, which will continue for a few more months.

The second project, looking at the quality of health and social care services in North and South East Cornwall, was instigated after feedback indicated that it may be harder to access health and social care services the closer a person lives to the Devon and Cornwall border.

Healthwatch Cornwall has now received more than 600 responses to its questionnaires on the topic, with the following providing an initial indication of concerns:

- Awareness of minor injuries unit
- Waiting times to join an NHS dentist
- Access to Derriford via public transport
- Cost of parking at Derriford

The full report will be available at the end of April.

The final work project is now focussing on people’s understanding and awareness of when to use the NHS 111 number and emergency care departments. It will include a review of the new 111 number’s performance in Cornwall and whether emergency departments are being used properly by patients attending.

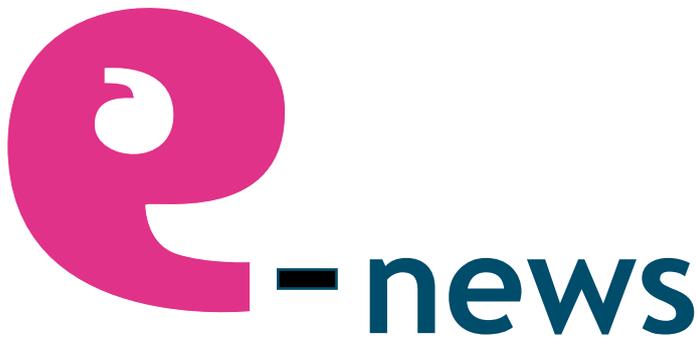
More details can be found at [Our Work](#) on the website.



Healthwatch Cornwall - in the news

This month, Healthwatch Cornwall commented on a number of media topics, including speaking with ITV about the Care Quality Commission’s inspection of the Royal Cornwall Hospital Trust, taking part in a Radio Cornwall interview about changes to the Minimum Patient Income Guarantee, speaking with Pirate FM about concerns relating to GP registration letters, and discussing mental health issues with Spotlight TV.

A number of meetings took place in March, including with Devon and Cornwall Housing, Coastline Housing, the Carers’ Forum, the Parent Carers Council Conference, Felicity Owen from Public Health, and GP surgeries’ Patient Participation Groups, to raise awareness of feedback received and to build constructive organisational relationships.



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

Other health and social care news

Hearing Loss Cornwall’s purpose is to support deaf and hard of hearing people in Cornwall and the Isles of Scilly. It is exploring if the support it offers is meeting the needs of those individuals through a short survey.

Visit www.surveymonkey.com/s/JRHCVRX to take part.

The NHS in Cornwall is looking for people to share their views on service performance. Initially, participants will take part in Equality and Inclusion training on April 9 before joining an assessment panel to review provision.

Email Debby.Lewis@rcht.cornwall.nhs.uk or call **07795 645338** for more information.

Cornwall’s integration pioneer programme, which involves voluntary and health and social care providers working together with an individual to determine their own care preferences is assisting a number of people in the Penwith area. It is hoped that if this follows on from the pilot’s success in Newquay that it will be rolled out across the county in the next 18 months.

Visit www.kernowccg.nhs.uk/about-us/pioneer/ to find out more about the scheme.

Cornwall’s existing commissioned domestic abuse and sexual violence service pathway now has further support through the new Risk Evaluation and Coordination Hub (REACH).

During the initial phase of development the aim of REACH is to improve accessibility to domestic abuse services across the county, providing advice, risk evaluation, support and information to all professionals working with victims of domestic abuse, victims and survivors of domestic abuse and the public.

Visit www.twelvescompany.co.uk or call **0300 777 4 777**.

Diabetes specialist nurses from Peninsula Community Health have had their innovative new toolkit to treat hypoglycaemia launched at the Royal Cornwall Hospital Trust (RCHT).

The three nurses, along with colleagues from RCHT’s simulation training programme, developed a scenario based around hypoglycaemia to assist with ongoing skills training. Read the full story at www.peninsulacommunityhealth.co.uk

The Care Quality Commission (CQC) has released its report about the Royal Cornwall Hospital Trust. The inspections looked at how safe, effective, caring, responsive and well-led acute services were at the Treliske-(Truro) hospital, St Michael’s in Hayle and West Cornwall in Penzance.

The overall outcome stated that the Trust needs to make some improvements relating to responsiveness and safety. In particular, to the security, accuracy and upkeep of patient notes, and staff shortages and high occupancy levels impacting on how responsive to individual patient needs the Trust is.

Debbie Pritchard, Healthwatch Cornwall’s Chief Executive, said: “We have held discussion with RCHT around bed shortages and community partnership working and hope the plans in place will deliver a better result in future.”

The Trust has been advised it must improve patient record keeping, and planning, to include community partners, to deliver safe care.

Read the full report [here](#) or at

www.cqc.org.uk/search/hospitals/RCHT

Events around the county

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.

The day will be jam-packed with things to do and information to find out, including a very special Open 'Art' Surgery. Health and social care organisations wishing to find out how to take part can email:

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

Could represent Healthwatch Cornwall in your community? Yes, you can 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](tel:01872 273501) to find out more.

Go wild in the county

Nature Workshops, a Cornish social enterprise running outdoor nature events for children and adults, is screening the documentary 'Project Wild Thing' at Trereife House in Penzance on April 12. It will also be running a Forest School session for children in the Trereife grounds during the event so they can be inspired by the great outdoors.

Visit www.natureworkshops.co.uk for more details.

Dedicate a tree at Holifield Farm

By purchasing a £3 tree dedication you can help Holifield Farm Project turn its 10 acres of scrubland into deciduous woodland. The scrubland, popular with trainees who enjoy learning about woodland management and conservation, at the learning disabilities day care centre, will be planted with 8000 Oak, Sweet Chestnut, Hazel and Rowan trees. You (or the person you are gifting it to) will receive a certificate and annual updates on the restoration of the wood.

Call Sharon on [01326 221017](tel:01326 221017) or visit the [website](#) for details.

SEAP - advice on advocacy support

The health advocacy service SEAP has a number of drop-in sessions arranged at the Royal Cornwall Hospital in Truro and at numerous One Stop Shops and libraries across the county. The aim of the events is to enable people to find out more about the services it offers and how it can help.

Call [0300 3435706](tel:0300 3435706) or visit www.seap.org.uk to find out more.



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.

Young People Cornwall has continued to support and develop Healthwatch Cornwall's engagement with younger people.

A new web page and other ideas will be coming soon, specifically created for young people - watch this space. To find out more visit www.youngpeoplecornwall.org