

## Welcome to Healthwatch Cornwall's March 2015 newsletter.

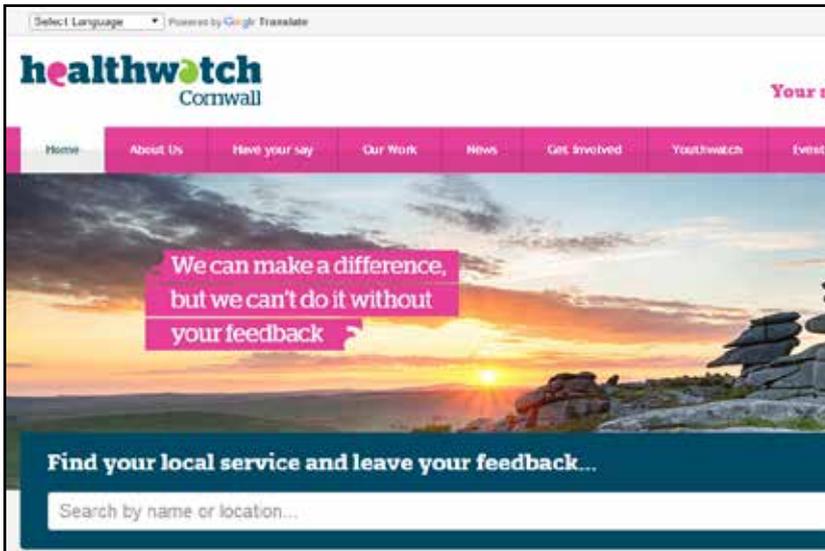
**“Putting you at the heart of health and social care”**

“Orth agas gorra yn kres gwith yehe ha socyal”

### New look website launched

Healthwatch Cornwall has launched a new look website that has some extra features to help people share their experiences of health and social care.

As well as accessing all the latest news, reports and work updates online, you can now access Healthwatch Cornwall's new **Rate and Review** option in addition to its Have Your Say service.



Rate and Review will enable you to leave feedback about a specific publicly funded health or social care service such as your doctor, dentist, pharmacy, care home or hospital. For more complex issues that relate to more than one service you can still opt to leave feedback via our **Have Your Say** form.

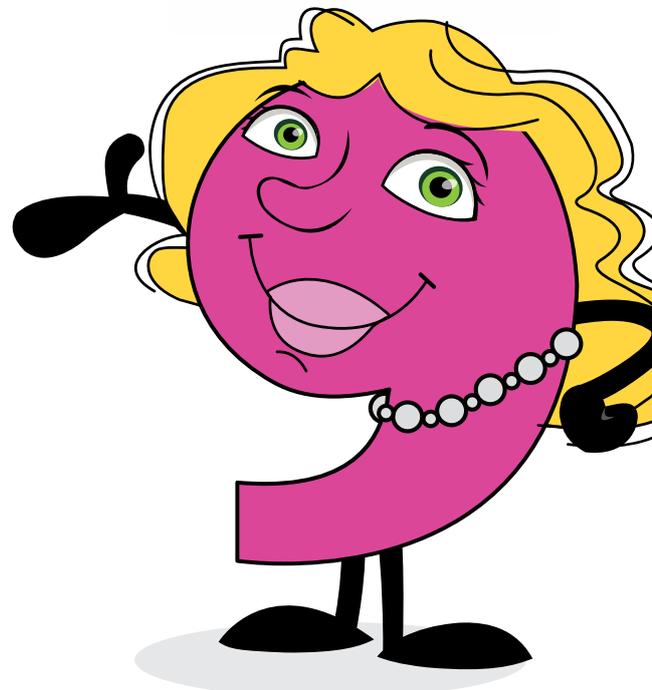
The new website has been supported by the South West Academic Health Science Network and NHS England and incorporates a 'friends and family test' feature. Whether on desktop, mobile or tablet you can easily (and anonymously) rate the care that you receive in an engaging and simple way.

Visit [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) to take part.

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

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

\*mobile networks may charge





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## Working for you

Healthwatch Cornwall has worked hard with Cornwall Council and NHS Kernow to address issues of concern raised by a number of care at home providers about the sustainability of the current processes, particularly the Care at Home Framework.

Evidence and information about domiciliary care provision has been given to Healthwatch Cornwall through sources such as its website, phonenumber and its own focussed meeting to collect feedback, with the majority of feedback to date relating to provider experience.

Debbie Pritchard, Chief Executive said: “To add further weight to our findings, we are appealing for more people who receive help in their own homes and those who work as carers to share their experiences.

“It will help Healthwatch Cornwall represent a personal perspective in addition to provider comments when presenting the research to commissioners, ensuring the individual’s voice is taken into consideration when reviewing how care at home services are provided.”

You can share your story via the [new website](#) or by calling **0800 0381 281** - you can do so anonymously if preferred and you could make a big difference.

Healthwatch Cornwall aims to publish its final report in May.

In March, Healthwatch Cornwall attended Helston, Stratton and Bude, and Falmouth community hospitals to speak with staff and patients using services such as Minor Injuries or Physiotherapy. People also spoke about GPs, 111, and the ambulance services at these events.

Outreach worker Eileen Rix also attended a Special Educational Needs and Disability (SEND) Transitions Conference in Wadebridge. She said: “This was a good opportunity to learn more about SEND reforms, and mental capacity and best interest in decision making.” Healthwatch Cornwall is currently researching children to adult transition support in Cornwall - if you or a family member has experience of this, please share your story as part of the research by leaving feedback at

[www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) or calling **0800 0381 281**.

Staff and volunteers also visited Penzance Library where they were able to talk to people about services in their area, while the regular, monthly information gathering session took place at Royal Cornwall Hospital.



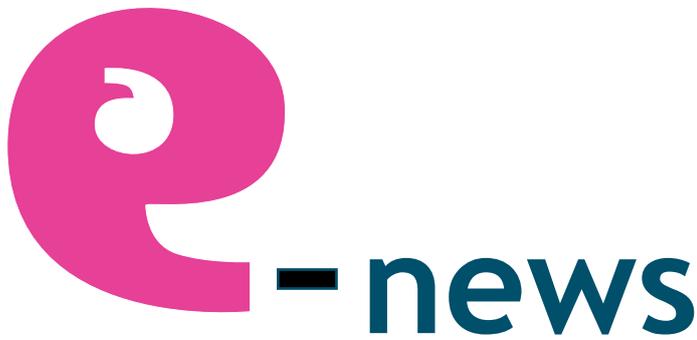
## Healthwatch Cornwall - in the news

March has been a busy month for Healthwatch Cornwall in the news.

As well as recording for the Health and Wellbeing Show on **Pirate 2**, Chief Executive Debbie Pritchard took part in a live TV discussion with ITV at the Royal Cornwall Hospital about the difficulties it has faced recently in discharging patients who are fit to leave and the reasons why this has happened.

Healthwatch Cornwall also regularly attends the Royal Cornwall Hospital (RCHT) Board meeting and at its latest session a demonstration took place outside about the Trust’s potential privatisation of pathology, sterile and IT services.

Members of the public put questions to the Trust Board and Healthwatch Cornwall will continue to feedback any public/patient opinions it receives to RCHT to ensure it is taken into account in any decisions made that may affect patient services.



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### Other health and social care news

Healthwatch Cornwall’s partner Age UK Cornwall is one of a number of charities and community groups in the county to receive a new minibus from the Department of Transport’s £25 million community transport minibus fund.

Age UK Cornwall will develop and host a locally owned ring and ride service supported by GPs, the acute hospital and community networks to connect people to social, leisure and health based activities in West Penwith.

Visit the news section at [www.gov.uk](http://www.gov.uk) for more.

Two of Healthwatch Cornwall’s partners are part of a wider group of charities that have set up Leave a Gift to Cornwall. Young People Cornwall and Age UK Cornwall, among other charities involved, are encouraging people to consider leaving a legacy to them, and to help with this the group is launching an option to have a free will drawn up.

Visit [www.leavegifttocornwall.co.uk](http://www.leavegifttocornwall.co.uk) to find out more.

Healthwatch Cornwall has attended two public meetings to discuss the merger of a number of St Austell GP practices. It is hoped even better services can be delivered by having one provider, including access to an urgent care centre, named GPs for continuous care and clinics for specific conditions. The merger has now been confirmed following an NHS England consultation with patients from Polkyth GP surgery and patients will transfer to the new arrangements during the summer months.

Healthwatch Cornwall has shared feedback from concerned people with The St Austell Healthcare Group and NHS England. Visit [staustellhealthcare.co.uk](http://staustellhealthcare.co.uk) to find out more.

Cornwall Council, NHS England and the Council of the Isles of Scilly are working in partnership with NHS Kernow to develop a new vision for Children’s Community Health Services, with a tender for these services now open.

Go to [www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk) for further details.

Cornwall Partnership Foundation Trust and Age UK Cornwall will both receive a share of a government windfall to help link up volunteers and elderly people.

Visit the [www.gov.uk](http://www.gov.uk) news page to read more.

### Healthwatch evaluation

Healthwatch Cornwall has taken part in an independent, national evaluation of the network, conducted by the King’s Fund, for the Department of Health.

A spokesperson for Healthwatch England said that the report “raised a number of positives” but also highlighted some areas for improvement.

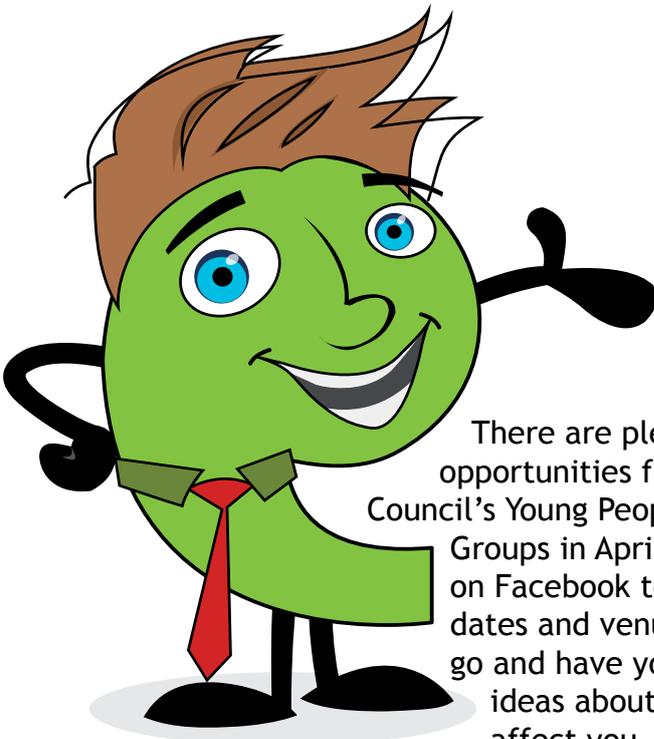
Headlines from the report included recognition of the progress local Healthwatch have made in gathering people’s views and influencing providers and commissioners, but also that limited capacity and differing local interpretations of how to carry out statutory functions may lessen effectiveness.

Chief Executive of Healthwatch Cornwall said: “We are proud of what we have been able to achieve in less than two years and will continue to keep patient experience at the heart of all we do.”

Healthwatch England added that conducting the research early had been useful in reflecting some of the realities of setting up a national network from scratch.

Visit the [External Reports](#) page to read the full review.

## Events and outreach



There are plenty of opportunities from Cornwall Council's Young People's Reference Groups in April. Join **Youth Kernow** on Facebook to find out about dates and venues where you can go and have your say and share ideas about the issues that affect you. You can also input into how the Groups are run.

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.

What do you know about the new Care Act coming in to play from this April? If you have yet to learn about it, or want a refresher, you can visit the **Our Work** page on our website for more details.

On Sunday, April 19, (Primrose Day), a five mile race will be taking place in Penzance.

Organised by Penwith Community Development Trust the run provides an excellent opportunity for people to raise money for their charity or community group.

The race starts in The Wharfside Car Park in Penzance at 10am and takes runners on a scenic route to Marazion along the cycle path and back again.

Anyone aged 15 or over can take part - individuals and teams can run.

Visit [www.pcdt.org](http://www.pcdt.org) to download an application and sponsorship forms and to find out more information.



CQC is the independent regulator of all health and adult social care in England. We are given powers by the government to register, monitor and inspect all health and care services

**Tell us about your care**

Provided by  
**Plymouth Hospitals NHS Trust**



Come to our public listening event and meet our CQC inspectors. Share your experience of the services and care provided by the Trust in the last 12 months:

**Tuesday 14 April 2015 at 6.00pm**

**Plymouth Guildhall**

**Armada Way, Plymouth, Devon PL1 2AD**

You can also contact us via [www.cqc.org.uk](http://www.cqc.org.uk) or call 03000 616161