

## Welcome to Healthwatch Cornwall's May 2014 newsletter.

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

“Orth agas gorra yn kres gwith yehees ha socyal”

Healthwatch Cornwall is taking part in an inquiry that will be led by people with direct experience of unsafe discharge from health and social care settings.

The people's champion of health and social care services in the county is supporting its national body, Healthwatch England in its first ever **special inquiry** to find out why things go wrong when people, particularly the homeless, elderly and those with mental health problems, are discharged from care.

Debbie Pritchard, Chief Executive said: “We welcome Healthwatch England's commitment to investigate why this continues to happen nationally and we are keen to hear from people who have had a less than positive experience in Cornwall.

“Healthwatch Cornwall can act as a valuable conduit between commissioners, providers and patients and it is vital people get in touch to let us know what is happening and if they have experience of this.

“That way we can remain effective at bringing about positive change where needed.”

To ensure every discharge is handled safely, the special inquiry will focus on what those with experience think is needed to get it right, particularly if they are homeless, have mental health conditions or are elderly.

The inquiry, which was instigated following input from across the Healthwatch collective will report its findings from across England in September.

Please share your experiences of being discharged from a care setting [here](#) or by calling **0800 0381 281**.

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

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

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

\*mobile networks may charge

In contrast to standard public inquiries, this investigation will be led by people with direct experience of unsafe discharge and will reach out to communities right across the country.



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## Out and about listening to you

In May, Healthwatch Cornwall attended a Health and Wellbeing Board prioritisation workshop, Health and Wellbeing Forums, and met with a number of local MPs, SEAP, the Samaritans and Cornwall Council.

Its Chief Executive Debbie Pritchard met Phillip Yelling from Community Pharmacy and discussed services that pharmacists can provide such as urgent repeat medication if you run out over the weekend and the treatment of minor ailments such as impetigo, urinary tract infection and conjunctivitis. Would you like to see more from your local pharmacy such as weight management services, chlamydia testing, NHS health checks or flu vaccinations? If so, **get in touch** today.

Debbie attended the Liskeard Carers Forum where she heard first hand some of the issues local people had. These views have been added to the database and will potentially influence where Healthwatch Cornwall targets its activity.

Jane Barratt, Head of Public and Patient Involvement at the Department for Health also visited Healthwatch Cornwall to understand more about its remit and what potential there is for working collaboratively.

The people's health and social care champion also took on two new outreach and engagement officers who should be joining the team in June.

One role is covering the organisation's current outreach and engagement officer Emma Squire's post while she is on maternity leave. Everyone at Healthwatch Cornwall wishes Emma (pictured on the right at work on Helston Flora Day) well with the arrival of her second child and looks forward to meeting the baby soon.

The Board also met this month with the next meeting to be held in public - more details to follow soon on the **website**.

Healthwatch Cornwall is looking to recruit a new Chair of the Board and application forms will be available in early June.

Healthwatch Cornwall's Steering Group met this month to discuss current work projects and new ones to be implemented, with two reports on current work due to be published in June.

More details can be found at **Our Work** on the website.



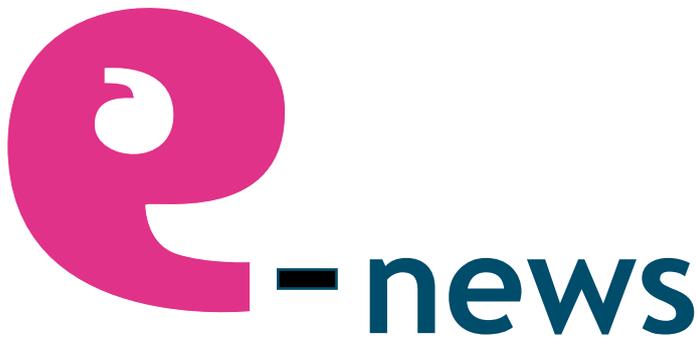
## Healthwatch Cornwall - in the news

This month Healthwatch Cornwall featured in a number of radio and online news articles.

Steering Group Chair Jeremy Preedy spoke with Lawrence Reed on BBC Radio Cornwall regarding the confirmed closure of Poltair Hospital.

Chief Executive Debbie Pritchard also discussed the temporary closure of Longreach adult mental health unit following fire safety issues and Cornwall Council's Audit Committee concerns regarding the Early Intervention Service, while Healthwatch Cornwall's press release about the Special Inquiry was featured in the Western Morning News.

Healthwatch Cornwall's Word from the Expert continues to help people learn more about their health and social care champion. Listen in **here** or visit **www.piratefm.co.uk** to find out more.



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**Other health and social care news**

Healthwatch Cornwall is satisfied that the consultation process that led to the decision to close Poltair Hospital in Penzance took into account all viewpoints submitted, and it is now keen to hear from NHS Kernow about what alternatives it intends to offer to ensure continuation of, and improvement to, care services in the area.

Living Well and the county’s Pioneer status means that the county’s health commissioners and providers will be looking to make better use of the skills and resources from health and social care, voluntary sector organisations as well as from people and their communities.

Healthwatch Cornwall will closely monitor proposed changes and keep you informed of progress now that a final decision has been reached about the much loved community hospital.

Some people often ask why they can not see ‘their’ GP when requesting an appointment. Healthwatch Cornwall spoke with Dr Graham Lockerbie of NHS England’s Area Team for Devon, Cornwall and Isles of Scilly who explained that prior to 2007 patients were registered with a named GP but now they are registered with a practice.

However, some practices feel it is important to try to allocate a regular doctor for patients but this is down to individual surgeries and therefore, although you will be able to see a doctor when you request an appointment if you want to see a particular GP you may have a longer wait.

From April this year those over 75 will have a named GP but they do not have to always see that particular doctor.

Dr Lockerbie added that the Frailty Enhanced Service may also allocate a named professional such as a nurse to an individual to assist with their care plan.

In future it is expected that people may be able to register with two participating Patient Choice Scheme surgeries such as one where they live and one where they work. You can find out more [here](#) and at [NHS Choices](#).

A Purple Angel Dementia pamphlet is now available as a resource for those supporting people with the condition in a care home. Visit the [Useful Information](#) page and scroll down to download a copy.

Healthwatch Cornwall met with the Samaritans in May to find out more about how they support people in times of crisis or need.

It offers a listening service for anyone who is stressed or distressed and would like to talk things through.

There’s no typical person who calls Samaritans, and no typical problem that people talk to them about.

Contact with the charity is confidential; you do not even have to share your name.

Representative for the Samaritans Sylvia Powlesland said: “We do not judge or give advice, but support people to make their own decisions.

“There is no need for an appointment, we’re available all day and all year by phone, email and SMS, or people can call into the branch in person from 9am to 9pm.”

In Cornwall you can call **01872 277277** or **08457 909090**, email [jo@samaritans.org](mailto:jo@samaritans.org) or text **07725 909090** for support.

## Events around the county

### Exciting times coming up in event calendar

There are only a few places left to showcase your health or social care organisation with Healthwatch Cornwall at its fun and lively celebration event on Wednesday, July 30, on The Moor in Falmouth.

Already jam-packed with things to do and information to find out, including Healthwatch Cornwall's very special Open 'Art' Surgery with street artist Cosmic (pictured), now Pirate FM is joining the party with a live broadcast by Scott Temple. Health and social care organisations wishing to find out how to book a remaining space should email:

[josie.purcell@healthwatchcornwall.co.uk](mailto:josie.purcell@healthwatchcornwall.co.uk) by June 11.

There are many other Healthwatch Cornwall events you can attend before July 30. Just visit the events page [here](#) or call 0800 0381 281 to find out more about what's coming up.

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### Ready, steady, cook and budget

Smart Savings is working in partnership with Sanjay Kumar, Sous Chef at Newquay's Headland Hotel, to launch a new 'Let's Get Cooking' course aimed at young people.

During the eight weeks course, participants will learn a number of essential life skills, including cooking and personal budgeting.

The next course begins on June 2 from 10:30am to 12:30pm at The Elms in Redruth. For more information or to book a place, email [jane@smartsavings.org.uk](mailto:jane@smartsavings.org.uk) or call 01209 212579.

### Family Information Day

The National Autistic Society is running a FREE information day to talk to carers and families of people on the autism spectrum about changes in adult social care.

The next event is on June 16 at Cornwall College, Camborne and refreshments and lunch will be provided.

For more detail and to book a place please email [joanne.garbett@nas.org.uk](mailto:joanne.garbett@nas.org.uk) or call Jo Garbett on 07901 512745 (please book early as places are limited).

### National Care Home Open Day

Kimberley Court Care Home, Newquay, will be open to visitors on June 20 from 1pm to 4pm. Take a tour, chat to residents, and enjoy fun activities, including a plant sale and garden party from 2pm. Email [lorraine.young@anchor.org.uk](mailto:lorraine.young@anchor.org.uk) or call 01637 850316 to book by June 6.



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.**



Join in and get creative with street artist Cosmic on July 30.

### Volunteering.

Could you represent Healthwatch Cornwall?

Whatever your time and interests Healthwatch Cornwall could have a role for you.

From helping in the office to getting out and about across the county there are a variety of volunteer opportunities, and one may just have your name on it.

Click [here](#) or call Jody now on 01872 273501 to find out more.