

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

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

*"Orth agas gorra yn kres gwith yehe ha socyal"*

## Docemberists do it in December



Good deeds are being celebrated this month by Healthwatch Cornwall as part of its festive season caring and sharing drive.

Healthwatch Cornwall is hoping as many people as possible will become a Docemberist by pledging to do something nice for someone else in December.

Chief Executive Debbie Pritchard said: "Whether a big or small gesture, if you are already planning something or this inspires you to do so, helping others improves the wellbeing of all involved so it's a win-win situation."

The staff at Healthwatch Cornwall has pledged to do things such as a visit with a pet, baking cookies for neighbours to collecting food for Truro Food bank, while Debbie is holding a lunch club in her village for anyone who feels isolated or alone.

Debbie added: "Tis the season to be jolly so Healthwatch Cornwall is asking everyone to be jolly kind and make a pledge this month to make a positive difference to someone else."

Visit [www.healthwatchcornwall.co.uk/docemberists/](http://www.healthwatchcornwall.co.uk/docemberists/) for ideas on what you could do, to watch films of the team making their pledges, to read pledges from others, or to register your own pledge and become a Docemberist - and there will be a nice surprise in store for one Docemberist in January too.

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

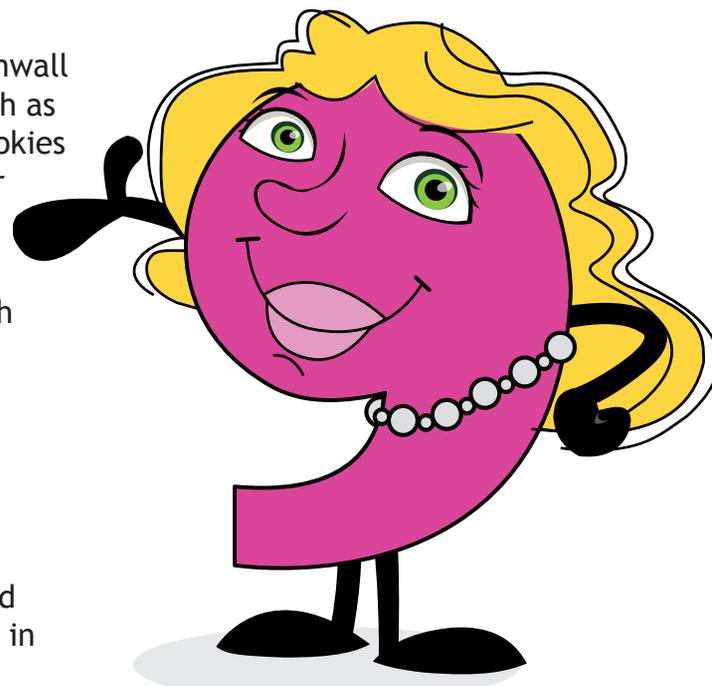
Get in touch to have your say.

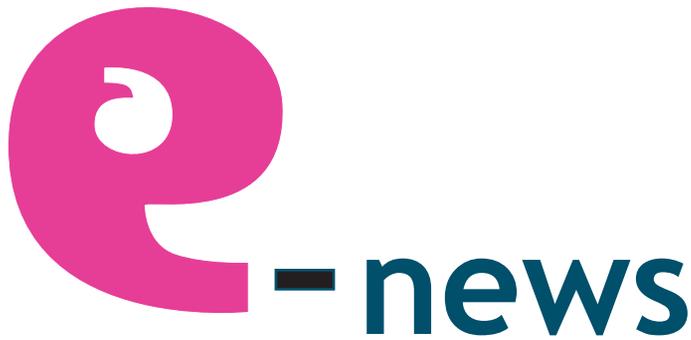
\*mobile networks may charge



## #docemberists

You can upload photos, if you wish, of your Docemberist pledge in action on our Facebook and Twitter pages.





**healthwatch**  
Yehe Wool Kernow **Cornwall**

enquiries@healthwatchcornwall.co.uk

www.healthwatchcornwall.co.uk

**0800 0381 281**

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

**“Orth agas gorra yn kres gwith yehe ha socyal”**

## Working for you

There is still time to take part in our Urgent Care Survey and possibly win a **£50 Healthy Hamper**. Tell us what you understand about urgent care services in the county, and any ideas you have to change and/or improve them. Visit <https://www.surveymonkey.com/s/Cornwallurgentcare> to take part. Call **0800 0381 281** for a paper copy. More than 500 responses have been received so far.

Healthwatch Cornwall is researching young people and families' experiences of moving on from children's to adult health and social care services. Have you or someone you know had experience of this transition? Can you tell us what this was like for you? Do you have suggestions for change/improvement?

Visit [healthwatchcornwall.co.uk/have-your-say/](https://healthwatchcornwall.co.uk/have-your-say/) or call **0800 0381 281** to share your thoughts and experience.

This month, concerns relating to housekeeping, security and food provided by Mitie at hospitals in Cornwall were highlighted in the media.

Having received a number of comments since the new contract began in October, Healthwatch Cornwall was able to highlight its own concerns.

In June, Healthwatch Cornwall wrote to the Royal Cornwall Hospital Trust (RCHT) asking to see evidence that adequate provision had been made to protect the quality of services to patients. In response, the Chairman of the RCHT Angela Ballatti said that Mitie had a successful track record of providing hotel services to other NHS Trusts nationwide and that the Mitie senior team's engagement plans with staff were “impressive”, helping to allay some of the fears staff may have had. RCHT has now had to write to Mitie about its concerns in relation to standards.

Healthwatch Cornwall would like to hear from anyone who has worries about cleanliness, security or food, or any positive feedback so it can independently monitor provision. Visit [healthwatchcornwall.co.uk/have-your-say](https://healthwatchcornwall.co.uk/have-your-say/) or call **0800 0381 281** to share your views.

The outreach team and volunteers have been busy in November attending a number of talks and events such as taking part in a Carers' Rights Day and forums, joining Alcoholic Anonymous on its roadshow through Cornwall, holding pop-up visits to libraries in Wadebridge, Newquay, Truro and Redruth, and visiting RCHT with SEAP.



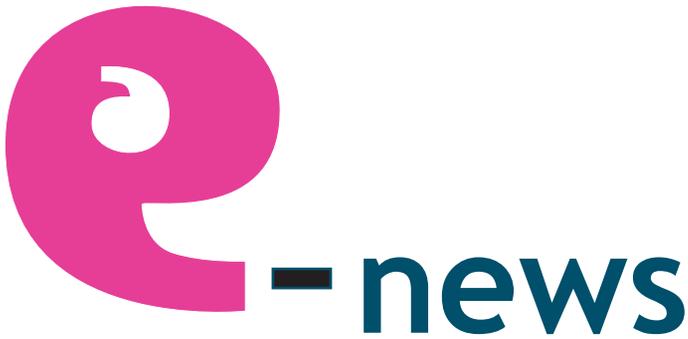
## Healthwatch Cornwall - in the news

In November, Healthwatch Cornwall spoke to the media about the benefits a health and social care people's champion can offer, concerns relating to housekeeping services at hospitals and its Docemberist festive initiative.

BBC Radio Guernsey had received worrying reports about maternity service standards on the island, which does not have a Healthwatch organisation. It asked Healthwatch Cornwall to comment on how it would deal with and use similar feedback and how it can influence positive outcomes.

BBC Spotlight and Radio Cornwall also spoke in depth to Chief Executive Debbie Pritchard about issues with housekeeping, security and food that staff and patients had raised at the hospitals since private firm Mitie was awarded the contract. Healthwatch Cornwall would now like to hear from people about what they think of standards since October this year - read more to the left.

You can hear all about Healthwatch Cornwall on the Pirate 2 digital radio Health and Wellbeing Show - if you didn't catch the November sessions you can listen again at [www.pirate2.co.uk](https://www.pirate2.co.uk).



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

**“Orth agas gorra yn kres gwith yehe ha socyal”**

## Other health and social care news

Speaking about the legal duty of candour coming in to force for health and social care organisations on November 27, Dr Katherine Rake, Chief Executive of Healthwatch England, said: “This marks a huge moment for patient safety in this country. No longer will doctors, nurses and hospital managers be able to bury their heads in the sand when things go wrong.” She added that it represents the culmination of more than a year of campaigning by Healthwatch and other charities as well as the “tireless efforts of countless whistleblowers and failed patients”.

“Enshrining this principle in law will underpin much needed culture change in the NHS and care services, but the real progress in patient safety will only come if staff abide by the new rules. Healthwatch and our fellow patient champions will be keeping a close eye on progress, continually challenging the system and reinforcing that honesty is always the best policy,” she concluded.

People in Cornwall will be able to access new urgent care centres, increased services at minor injury units and extra GP appointments at weekends due to one-off short-term funding from the Prime Minister’s Challenge Fund. The additional services will be available until the end of March next year, at which time they will be reviewed to see if they can continue. Visit [healthwatchcornwall.co.uk](http://healthwatchcornwall.co.uk) to read the full story, including details of availability or call **0800 0381 281**.

Following last month’s update that NHS Kernow is entering phase three of its review of children’s health and wellbeing services, it is now holding a procurement process and required services information event for interested service providers on December 16. It is expected that a decision on the preferred provider will be announced early next year and Healthwatch Cornwall will update on news as soon as it is made available.

On Tuesday, November 25, Cornwall Council approved a four-year budget strategy aimed at cutting spending by £196 million, including changes to services and many job losses. The decision was based on proposals that included input from the public. Healthwatch Cornwall will monitor what impact the budget savings will have on health and social care.

## It’s a toy story...

Can you donate a new toy to help raise a smile this Christmas?

Healthwatch Cornwall is supporting the Children’s Hospice South West (CHSW) this year through Pirate FM’s Toy Appeal.

The radio station has teamed up with CHSW, Flying Start Nurseries, and dozens of other Cornish businesses and is asking people across Cornwall to donate a new toy as a gift for a child, helping to make this Christmas memorable for families at the hospice.

You can drop off your gift at Healthwatch Cornwall’s Truro office between 10am and 1pm, up to Friday, December 5. The office can be found through the tunnel between Mansion House and The Lounge off Princes Street, Truro, TR1 2RF - look out for the double black doors and the Toy Appeal poster.

There are many other toy collection points. Call or visit Pirate FM’s [website](#) to find one nearer to you.

Little Harbour at Porthpean, run by CHSW, is not just a hospice - it’s a special place where families can enjoy precious time together.

# e-news

**healthwatch**  
Yeheeswool Kernow Cornwall

enquiries@healthwatchcornwall.co.uk

www.healthwatchcornwall.co.uk

0800 0381 281

## Events and outreach



#HCsimonsays  
Get in touch  
today

You can support Healthwatch Cornwall's End of Life research by taking part in an event to explore the taboo subject of death and dying. Join others for a drink and cake at Truro Arts Cafe (Royal Cornwall Museum), Truro, on Monday, December 1 from 5.30pm to 7.30pm. Call/text Katrina on **01872 520682** or **07982 408141** to book.

You can don your Christmas hat and join two Christmas Singing and Signing events this month. Join in at the Town Clock in Redruth on December 10 from 11am to noon and at Aylmer Square, St Austell on December 11 from 1.30pm to 2.30pm. The sessions, for people who have a learning disability and the people who support them, will help you to learn some Christmas Signs. Call **01209 219251** or **01208 834455** for more details.

Do you live alone in Grampound Road? Do you feel isolated and/or would you like to meet others in your community? As part of Healthwatch Cornwall's Docemberist sharing and caring drive, you can join a lively Meet and Eat Lunch organised by Chief Executive Debbie Pritchard. Taking place on Thursday, December 11, you can enjoy good food and conversation while also meeting new friends. Call Debbie on **07976 373209** to book a place (ideally by Monday, December 1).

You can join Healthwatch Cornwall at a drop in event at the Royal Cornwall Hospital on December 3, St Austell library on December 4, Liskeard library on December 11 and Newquay library on December 18.

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.

Come along and enjoy good food and conversation at a **FREE Meet and Eat Lunch**

When: Thursday, December 11, from 12.30pm to 2pm

Where: Grampound Road Village Hall

RSVP: Debbie Pritchard 07976 373209 by Monday, December 1.

Tasty Soup with Bread, Mince Pies and Tea or Coffee

**invitation**

**Docemberists do it in December**  
Part of Healthwatch Cornwall's call to encourage community support  
Visit [www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk) or follow on Twitter: @HWCornwall #docemberists