

Welcome to Healthwatch Cornwall's November 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehe ha socyal”

Remedies to orthotic services

When patients told us they were struggling to get help from Cornwall's orthotics service we began to investigate further.

A number of exasperated patients said they were finding it hard to access an appointment or receive essential orthotic equipment that could help keep them safe and improve their mobility.

Healthwatch Cornwall Chief Executive Debbie Pritchard said: “We heard feedback such as the patient who told us he had had a “horrendous time” securing an appointment to a family that is desperate to get protective equipment but has been waiting since January. For those who need orthoses to live an independent and pain free life, delays in provision can have a detrimental effect.”

NHS Kernow said it is confident issues are now under control and it would work with local partners to address our recommendations.

Disability Cornwall runs the administrative element of the service and told us that some problems such as a lack of orthotists were beyond its control but it had been working hard to make improvements and that some issues in the report were now rectified.

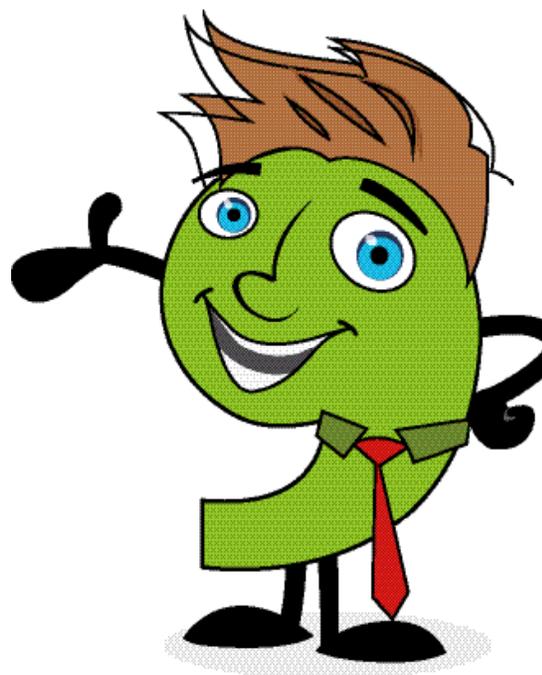
Healthwatch England also relayed concerns from the national Healthwatch network about orthotic services to NHS England. This informed a [national report](#) and new national guidelines to drive improvement in orthotic services across England.

Visit the [Our Reports](#) or [News](#) page to read the full report or call 0800 0381 281* for a postal copy.

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, and with you

MORE than 640 people responded to our survey about pharmacies and the services they deliver in Cornwall, with politeness rated highly but privacy falling short. Healthwatch Cornwall’s pharmacy research highlighted that 93 per cent of participants found pharmacy staff polite and helpful but more than half of the younger people responding felt less comfortable talking to their pharmacist about their health problems, with a third saying a lack of privacy impeded this.

Visit the [Our Reports](#) and [News](#) page to find out more about the results and recommendations.

The Healthwatch Cornwall board met on November 18 and the papers will be available to read on our website soon. Our outreach team and volunteers went out and about to a variety of events and meetings, including an Age UK Cornwall Christmas Fair, Penzance Library and Stratton Community Hospital. We also attended the Health and Social Care Overview and Scrutiny Committee and our Chief Executive met with a number of the county’s new MPs to find out more about their constituents concerns. See the [Events](#) page for information about where we will be in December.

Earlier this year, one of our volunteers, who is also a retired doctor, began work on our behalf to discover how people access GP appointments across the county. He spoke with a number of GP practices and we are now visiting seven randomly chosen ones to chat with patients about what they think works well or could be improved. Feedback gathered through this will help us to share best practice ideas with doctors’ surgeries across the county.

Visit healthwatchcornwall.co.uk or call 0800 0381 281* to request hard copies of our reports or to find out more about our on-going work.



In the news

This month, the focus has been on our research into pharmacy and orthotic services. In particular our findings relating to patient experience of the orthotic service was covered by BBC Spotlight, radio and online.

We also provided a [press statement](#) in relation to our views on NHS Kernow’s decision to award the adult community services contract to an NHS collaboration.

Visit our [News](#) section for the latest updates.

If you, or someone you know, would prefer to listen to our Health and Wellbeing Show podcast to catch up with our news, visit our [Pirate 2](#) page online.



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Other health and social care news

Cornwall Council’s new **Chief Executive** Kate Kennally, who is currently the Strategic Director for Commissioning and Deputy Chief Executive at the London Borough of Barnet, will take up her role in January.

South Western Ambulance Service NHS Foundation Trust is launching a new service on Tuesday, December 1, as a measure to further support the physical and mental health and wellbeing of its workforce. Read more on our **Other Agency News** page.

In response to Sir Robert Francis’ Freedom to Speak Up review, Monitor, NHS TDA and NHS England are proposing to introduce a national whistleblowing policy. Visit www.gov.uk to help inform the policy.

A local NHS consortium has been named as NHS Kernow’s preferred provider to deliver the adult community health services contract in Cornwall and the Isles of Scilly from April 1, 2016. Visit www.kernowccg.nhs.uk to find out more. The clinical commissioning group is also seeking views on its draft procurement policy. Have your say by December 1 at www.kernowccg.nhs.uk/get-involved/consultation/.

NHS England has worked with patient groups and advocacy organisations to produce guidance on registering with a GP. To find out more visit our **Other Agency News** page.

A photography competition has been launched by the Royal Cornwall Hospital Trust to raise awareness of organ donation and to encourage people to talk to family and friends about their wishes. Amateur photographers can take part by January 4, 2016. Visit www.rcht.nhs.uk for full details.

If you are in poor health or at risk of ill health, or with underlying health issues, or caring for a vulnerable person and/or worried about your home being cold or damp then Winter Wellbeing can help. Visit www.cornwall.gov.uk or call 0800 954 1956 to find out how.

Save the date in 2016

Healthwatch Cornwall is currently planning the final details for its End of Life event to be held on January 29, 2016.

The event has been inspired by our research earlier in 2015 into the care and support available to those nearing the end of their life.

Since then, we have spoken with a number of organisations working in palliative and end of life care to find out what issues they may face in delivering care, and their ideas to solve any problems or build on good practice.

Healthwatch Cornwall is bringing together professionals in this field to take part in workshops that aim to create a strategy for end of life care in Cornwall.

On the same day, Talking Outside of the Box will be hosting a public event, to include an art exhibition **A Graceful Death**, that will encourage visitors to talk about what they would wish to happen at the end of their lives and to plan accordingly.

The venue is St Austell **Business Centre** but full details will follow in the December newsletter, on our website and via our social media.

e-news

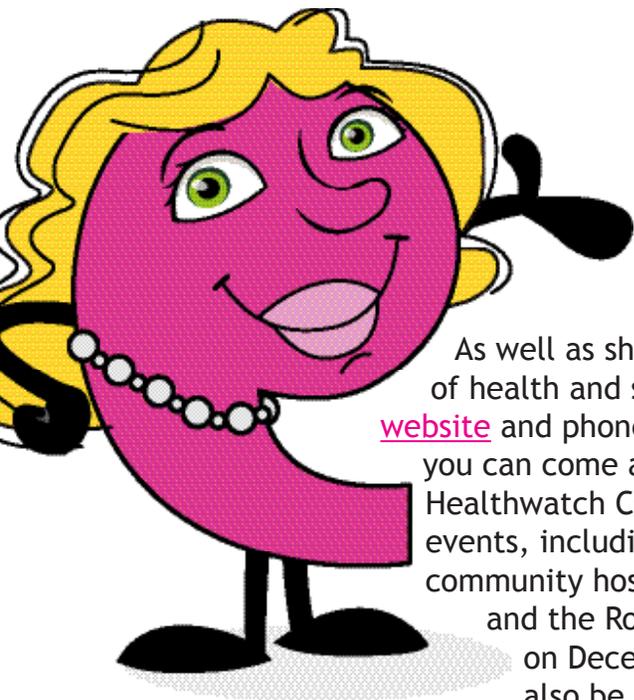
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Events and outreach



Get in touch
today

As well as sharing your experiences of health and social care via our [website](#) and phonenumber, in December you can come along to chat with Healthwatch Cornwall at various events, including Falmouth community hospital on December 2 and the Royal Cornwall Hospital on December 9. We will also be in Wadebridge on December 10.

Throughout December you can take part in a number of sessions to put your questions, on any topic, to John Pollard, Cornwall Council Leader, and Adam Paynter, Deputy Leader. John said: "I hope that as many people as possible will be able to meet with us and share their views." The first event takes place in Bodmin on December 1, with other events in St Ives, Truro and Saltash.

An event to transform the emotional wellbeing and mental health offer across Cornwall is taking place on Wednesday, December 9 in Wadebridge.

Visit our [Events](#) page or call 0800 0381 281 for full details of all the above events.

You can also find out about the variety of sessions being run by Cornwall Healthy Weight on its [website](#).

Get ready to see who's on our 12 Days of Christmas Stars list.

Just follow us on [Twitter](#) #12daysstars, like us on [Facebook](#) or check out our [website](#) for more info.

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.

Save the date

Keep January 29 free to attend our End of Life event for professionals and the public. Fuller details to follow.

Are you taking multiple prescribed medication? You can take part in a consultation by the South West Academic Health Science Network that will be deciding on the possibility of pharmacy to pharmacy (hospital to community) referrals in Cornwall. Click this [link](#) to take part.

The Care Quality Commission will be visiting the Royal Cornwall Hospitals NHS Trust's acute services soon and it is seeking feedback from individuals about the care they have received. Visit www.cqc.org.uk or call 0300 616161 to share your views.

