

Welcome to Healthwatch Cornwall's October 2014 newsletter.

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

“Orth agas gorra yn kres gwith yehes ha socyal”



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

Get in touch to have your say.

*mobile networks may charge



More than 10 thousand NHS-related complaints could be going unreported across Cornwall, Devon and the Isles of Scilly, Healthwatch Cornwall has discovered.

This number has been highlighted following the publication of the Healthwatch England (Healthwatch Cornwall's national body) report **Suffering in Silence**, which makes several recommendations for improvement in health and social care complaint handling, such as a 72 hour maximum response time for all complaints.

Anna Bradley, Chair of Healthwatch England, said: “We are calling for legislative time to be dedicated to this issue as soon as possible following the election, with the aim of creating a new, streamlined and genuinely responsive system that will give people what they want.”

The report also highlights findings from the Health and Social Care Information Centre (HSCIC) in August that indicated more than 174,000 national NHS-related hospitals, community health, GP and dental complaints were received from April 2013 to March 2014.

Debbie Pritchard, Chief Executive of Healthwatch Cornwall said: “Across Cornwall, Devon and the Isles of Scilly the HSCIC report figures show that of the 4,123 hospital and community health complaints recorded only 43% were upheld, while of the 2,550 for GP and dental services only 55% were upheld but there maybe many more going unreported.”

Healthwatch Cornwall joined more than 100 fellow local Healthwatch organisations and more than 80 parliamentarians, at Westminster on October 14 to highlight this issue as well as Healthwatch England's Annual Report.

Visit www.healthwatchcornwall.co.uk/press-releases/ to read more.

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Working for you

During the past seven months Healthwatch Cornwall has received 343 comments relating to GP surgeries and health centres. The feedback has been positive, neutral and negative and Healthwatch Cornwall has published a report of the comments and a summary of trends.

Go to www.healthwatchcornwall.co.uk/our-reports/ to find out more.

Don't forget, you could win a **£50 Healthy Hamper** by taking part in a survey about your understanding of, and views to improve or change, urgent care services in Cornwall. Visit <https://www.surveymonkey.com/s/Cornwallurgentcare> to take part. Call **0800 0381 281** for a paper copy. More than 350 responses have been received so far.

Healthwatch Cornwall has remained concerned about the progress of decisions relating to Poltair Hospital. This led to a meeting with NHS Kernow. To find out more, go to www.healthwatchcornwall.co.uk/consultation/.

During October, Healthwatch Cornwall took part in various activities. This included an event organised by partner Young People Cornwall to highlight World Mental Health Day on October 10 (pictured below); an interactive event with Age UK Cornwall as part of its AGM; and visits to nursery schools.



Enter and View volunteers are planning visits to care homes during November and December and to elder care wards and follow up clinics at the Royal Cornwall Hospital at Treliske. Enter and View is a useful tool for Healthwatch Cornwall to identify best practice, to follow up concerns that are fed in, and to speak to people at the point of receiving their care rather than relying on people's memories of care after treatment. Reports will be published on the website.



Healthwatch Cornwall - in the news

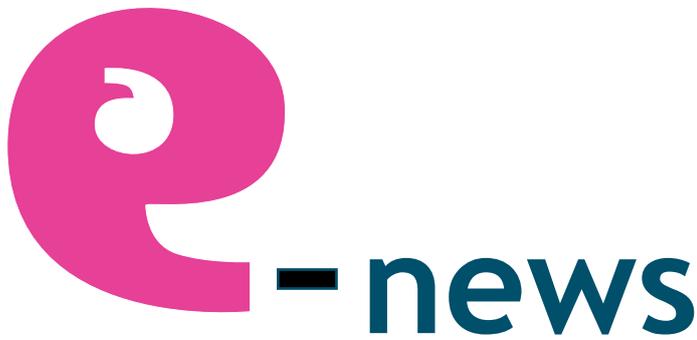
Healthwatch Cornwall took part in a series of interviews with the BBC this month as part of its national coverage about dementia.

Chief Executive Debbie Pritchard and Research Officer James Buist spoke about the work Healthwatch Cornwall is instigating around dementia care and support in Cornwall. More details to follow on how you can feedback your experiences of dementia diagnoses and support.

It also commented on the Care Quality Commission's **inspections of care homes**, which included arranging for Kimberley Court Care Home in Newquay to discuss its view on the new process with Laurence Reed from BBC Radio Cornwall.

The work Healthwatch Cornwall has undertaken in relation to autism has been highlighted in Healthwatch England's annual report, and Healthwatch Cornwall also joined the national call for a **caring complaints system**.

You can hear all about Healthwatch Cornwall on the Pirate 2 digital radio Health and Wellbeing Show - if you didn't catch the October sessions you can listen again at www.pirate2.co.uk.



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Other health and social care news

NHS Kernow has informed Healthwatch Cornwall that it is now entering phase three of its review of children’s health and wellbeing services. The procurement stage aims to ensure there is a “robust” service in place for April 1, 2016, that allows children, young people and their families to access services that improve their health and wellbeing. It will involve NHS Kernow, Cornwall Council, NHS England and the Council of the Isles of Scilly.

Sue Smith, Programme Director Delivery at NHS Kernow said: “It is our vision to improve children and young people’s experience of care and support, and reduce the cost of care. “Phase Three will now begin and the commissioners will work collaboratively to ensure the vision and aims of the review are achieved - we hope to be able to announce the successful provider(s) next year.”

Healthwatch Cornwall will update on news as soon as it is made available.

The Care Quality Commission has called for urgent action to continue to improve access to and the operation of health-based places of safety for people experiencing a mental health crisis.

Visit the [CQC](#) website to read the full story.

It also confirmed how it will regulate, inspect and rate care homes and community adult social care in England.

The NHS [Five Year Forward](#) View was published this month and sets out a vision for the future of the NHS. Chief Executive of NHS England Simon Stevens commented that “the NHS is at a crossroads and needs to change and improve as it moves forward”. Visit [NHS England](#) for more.

The Care Act aims to make the social care system fairer and help people get better care. It is to come into force from April 2015. Go to [www.gov.uk](#) to read more about the Final Care Act guidance.

The Galaxy Hot Chocolate Fund re-opens on November 3 and is looking to help small, local community projects and community-minded people. From November 3, for 16 weeks, the fund aims to make 80 donations of £300 each. Go to [www.galaxyhotchocolate.com](#) to apply.

Smiles all round

It has been smiles all round for a Camborne man as he finally finds an NHS dentist thanks, in part, to Healthwatch Cornwall.

Derek Simpson, 71, of Camborne, returned to the county more than 10 years ago, leaving behind an NHS dentist but found he could not get one in Cornwall.

With no other option, Derek paid to go private before eventually finding a Helston dentist able to take him on as a patient.

Although happy with his care at the Helston dental surgery he had attended, the travel issues Derek faced led him to search for one closer to home, yet despite making numerous calls to find a more local practice he had no joy.

Having already signed up to receive Healthwatch Cornwall’s newsletter, Derek said: “I read about its research into access to NHS dentists and this acted as the trigger for me to take action and call the helpline.”

Read more on the [Case Studies](#) page of the website to find out what happened to Derek after he called the NHS dental helpline on **0845 002 0034**.

Events and outreach



#HCsimonsays
Get in touch
today

Hearing Loss Cornwall is running Basic Sign Language sessions at the Dracaena Community Centre in Falmouth, during November and December. The sessions will commence on Tuesday, November 4, for six weeks and cost £35 (payable in advance). Call **01872 225868** to find out more.

November is Alcohol Awareness Month and

Alcoholics Anonymous is holding nine roadshows across Cornwall. The events are intended to inform professionals and the public about how Alcoholics Anonymous work and of the various services it offers, which are freely available. Visit www.aa-cornwall.co.uk/alcohol_awareness_roadshows_2014 for full details of dates, venues and to book a place.

The South West Maternity and Children's Strategic Clinical Network and Public Health England are working in partnership to improve the uptake of vaccinations during pregnancy, with an event being held on Thursday, November 20, from 10am to 3pm at Exeter Racecourse. Email amy.warren@nhs.net for more details and/or to book.

A series of quarterly 'Let's Talk' inspiration and innovation evenings at the Royal Cornwall Hospital will start on November 13 with presentations from specialist diabetes teams. There will also be talks and access to diabetes advice. The event begins at 6pm but there are limited spaces. Call **01872 252858** to find out more and to book a place.

Healthwatch Cornwall will be at Wadebridge Library on Thursday, November 6, from 10am until 3pm, and at an **Autism listening event** on November 21. Visit the [events page](#) or call **0800 0381 281** 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***.

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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.

BOARD MEETING

NOVEMBER 5

10am at Truro Library

Join Healthwatch Cornwall's Board at its next meeting to find out more about your health and social care champion. If you have a question for this 'in public' meeting you can **email** or call **0800 0381 281**.

Questions will be acknowledged and responded to following the meeting if an answer can not be provided immediately.