

Welcome to Healthwatch Cornwall's October 2015 newsletter.

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

“Orth agas gorra yn kres gwith yehe ha socyal”

Improvements to continue

Healthwatch Cornwall attended the popular St Austell Healthcare Health Fair on October 10, held at Polkyth Leisure Centre to find out more about what people thought of the new GP practice.

Along with information stands on topics such as the Carers' Support Service, Abdominal Aortic Aneurysm Screening (for men over 75), and the Stop Smoking Service the Fair included an innovative immunisation scheme that enabled people needing flu vaccinations to access them conveniently and early in the season.

Healthwatch Cornwall took part in response to feedback already received that indicated difficulties in making appointments by phone or ordering repeat prescriptions. We surveyed a sample of 100 people and of the 90 responses we received on this topic, 55 were negative, reporting long waits in a phone queue or the need to phone repeatedly.

Several people told us it was quicker to go to the surgery and book an appointment in person. However, 35 people said the service was efficient, better or improving.

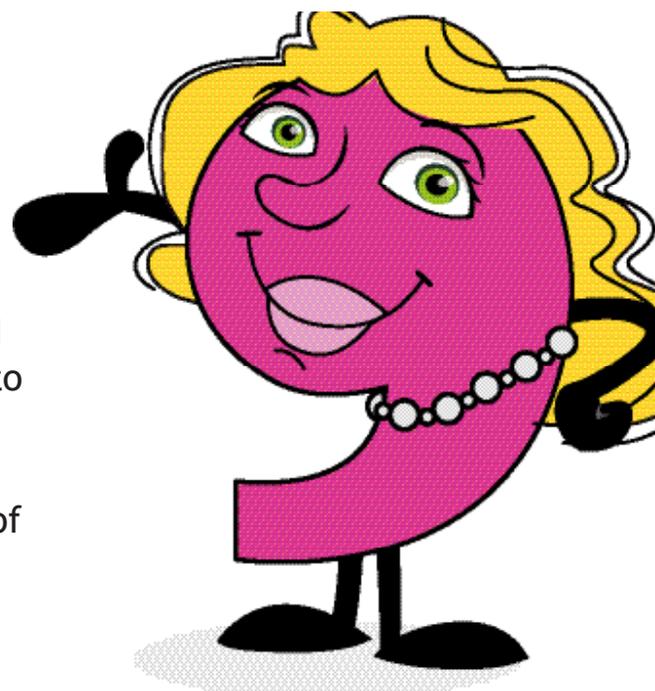
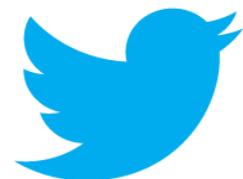
Chief Executive of Healthwatch Cornwall Debbie Pritchard said: “We are aware that there have been increases in the number of reception staff employed to answer phone calls and processes are under way to improve online prescription ordering.”

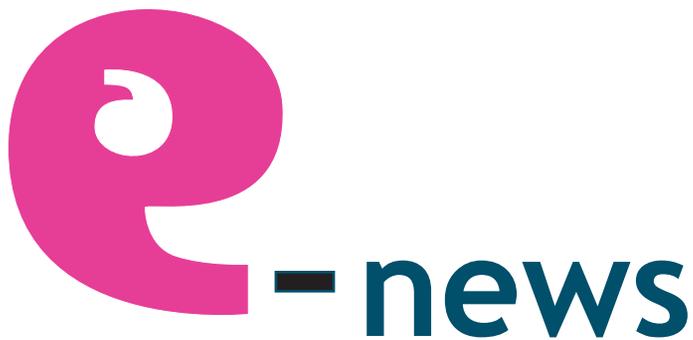
Visit our [You Said - We Did](#) to read more or call 0800 0381 281* to find out how you can share your views of your health and social care.

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

Healthwatch Cornwall is working with a number of its network colleagues across the UK to find out more about Gender Identity services.

If you are using, are thinking of using or have used services in Cornwall to support you in relation to your gender identity, please take part in our online Survey Monkey questionnaire:

www.surveymonkey.com/r/genderHC

By doing so you could help to improve local services (if needed) and also influence national commissioning decisions via NHS England.

Our outreach team has been visiting a number of libraries across Cornwall in October, while Newquay Community Hospital also welcomed us, enabling us to access the minor injuries unit and clinics to chat to patients. More than 3,500 students from schools and colleges across Cornwall attended Career Fairs last month and we went along too. We were able to collect plenty of feedback from young people, who told us about their main health and social care concerns and issues accessing services. Next month we will be at libraries and community hospitals - see the [Events](#) page for info.

The purpose of Healthwatch Cornwall is to listen to concerns people have about health and social care services in the county, and to act to bring about improvement where needed. Anyone can talk in confidence to us, including health and social care staff. We supported the Turn Up the Volume event in October as it is working to ensure employees airing their worries can do so without fear. You can watch a film about the day [here](#).

Visit healthwatchcornwall.co.uk or call 0800 0381 281* to find out more about all of our on-going work, our reports and more.



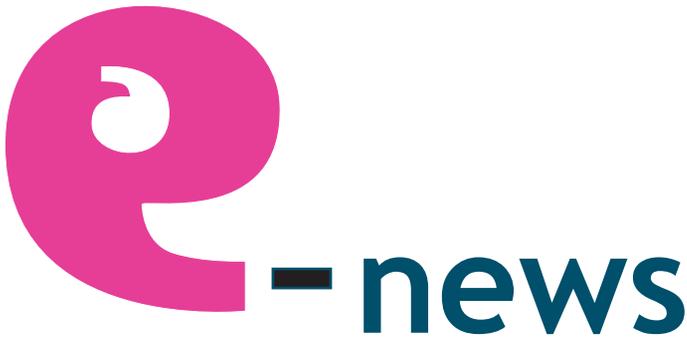
In the news

Healthwatch Cornwall joined Lawrence Reed on his BBC Radio Cornwall show to discuss the Care Quality Commission's State of Care report, and how it relates to Cornwall.

This report highlighted the pressures facing health and social care, stating changing care needs and tough financial demands have contributed to an environment where “higher quality is hard won”.

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

To mark Global Handwashing Day and to make sure people are washing their hands correctly, the Royal Cornwall Hospital Trust (RCHT) has launched a handwash video for staff and new starters, entitled ‘Let’s Wash’. Staff sing along with new words to the tune, Uptown Funk. Watch the film on [YouTube](#).

Wobbly Wednesday on November 4 is Nystagmus Awareness Day. The aims of Wobbly Wednesday are to have fun and help people understand nystagmus, which is involuntary movements of the eyes. It affects around 1 in 1,000 people. Nystagmus Network is the UK’s leading charity for nystagmus, providing support and information as well as encouraging and funding research and raising awareness of the condition. Call **0845 634 2630** or visit nystagmusnet.org to learn more.

The South West Clinical Senate will be deliberating access and provision of mental health services across the South West at the next Senate Council meeting on November 19. The Citizen’s’ Assembly is keen to be able to feed the wider patient and public view into the Senate Council’s debate and is seeking views from interested groups and individuals. Visit surveymonkey.com/r/3HNWGQZ to take part - the deadline is November 13.

Free 24 week Cognitive Stimulation Therapy courses to help people with dementia will be starting in December. Delivered by Memory Matters South West, the programme, taking place at day clubs in St Austell, Lostwithiel, Liskeard, Bodmin and Wadebridge will include activities that stimulate thinking while also enabling people to gain support from peers in a relaxed and fun environment. Call **01752 692264** to find out how to get involved.

Adults (19+) experiencing mild to moderate mental ill health, such as depression, anxiety and stress can apply to access free courses in topics such as conservation, textiles, ICT or mindfulness. To find out more about the sessions, taking place across the county, email Fran McLean at fmclean@cornwall.gov.uk or call **01726 223675**.

Antibiotic Awareness

World Antibiotic Week runs from November 16 to 22, with the European Antibiotic Awareness Day falling on November 18.

The aim of these events is to encourage responsible antibiotic use in order that the medications continue to offer treatments for every day bacterial infections such as bronchitis.

Antibiotics should only ever be prescribed by a GP after a medical examination that rules out viral infections. Antibiotics do not help with these and are not effective against colds and flu.

If prescribed, the full course of antibiotics must be taken to eliminate the potential development of antibiotic resistant bacteria.

These bacteria are harder to treat and infections can become worse before an appropriate antibiotic is found that will work.

The Cornwall Anti-Microbial Resistance Group is urging people to find out more about how to best use antibiotics and also to pledge to become an Antibiotic Guardian.

Visit antibioticguardian.com or ecdc.europa.eu to find out more and to make a pledge.

e-news

healthwatch
Yeheeswool Kernow Cornwall

enquiries@healthwatchcornwall.co.uk

www.healthwatchcornwall.co.uk

0800 0381 281

Events and outreach



Get in touch
today

As well as sharing your experiences of health and social care via our [website](#) and phonenumber, in November you can come along to chat with Healthwatch Cornwall at various events, including libraries and community hospitals. You can also attend our in public board meeting on November 18 or email your questions to the board at

enquiries@healthwatchcornwall.co.uk by November 13. Visit the [Events](#) page for fuller details or call us on 0800 0381 281.

The Liskeard Forum of Cornwall Carers' Service will take place on November 4 at the Liskerret Community Centre. For further information visit cornwallcarers.org.uk or call 01872 243531.

The Disability Partnership (Sense, Mencap, Scope and The National Autistic Society) has joined forces with NHS England and the South West Strategic Clinical Network to host an exciting public participation event on November 9. The event will focus on enabling and supporting disabled people, service providers and commissioners to work together to ensure meaningful participation in health and social care. The event takes place at the Holiday Inn Taunton, Deane Gate Avenue, Taunton, Somerset, TA1 2UA. Lunch and refreshments will be provided. You can register by Friday, October 30 at surveymonkey.com/r/meaningfulparticipation or by calling A'Ishah Waheed on 020 7520 2600.

Visit our [Events](#) page for details of these events and to find out more about other events such as Intensive Interaction Days, Autism Forums in East and West Cornwall, and sessions to explain Personal Budgets.

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

Healthwatch Cornwall will be holding an End of Life event for professionals and the public on January 29. Fuller details to follow.

Alcohol Awareness Roadshow 2015



Cornwall Alcoholics Anonymous

FOR PROFESSIONALS

If you are a professional, somebody that works or comes into contact with those suffering from alcoholism and alcohol problems, whether it be in a social, mental health, medical, family liaisons, probation, emergency services or crime capacity and would like to know more about alcoholism and Alcoholics Anonymous then please feel free to attend one of the sessions taking place all over Cornwall in November.

To register your place please visit the professionals pages on the AA Cornwall website
www.aa-cornwall.co.uk
or e-mail
aa.cornwall.eclo@hotmail.co.uk

LISKEARD
Thursday 5th November 2015 10am - 12pm
Liskerret Community Centre, Varley Lane, PL14 4AP

LAUNCESTON
Friday 6th November 2015 10am - 12pm
Launceston Town Hall, Launceston, PL15 7AR

BODMIN
Wednesday 11th November 2015 10am - 12pm
St Mary's Parish Centre, St Mary's St, PL31 1NF

NEWQUAY
Friday 13th November 2015 10am - 12pm
Sandy Lodge Hotel, 6-12 Highgrove Rd, TR27 2QY

TRURO
Friday 20th November 2015 10am - 12pm
Epiphany House, Higher Treheverern, TR1 3RW

ST AUSTELL
Tuesday 24th November 2015 10am - 12pm
St Augustine RC Church, Woodland Rd, PL25 4RA

PENZANCE
Wednesday 25th November 2015 10am - 12pm
Queens Hotel, Western Promenade Rd, TR18 4HG

REDRUTH
Thursday 26th November 2015 10am - 12pm
Trickey's Hotel, Tolgus Mount, TR15 3TA

FALMOUTH
Friday 27th November 2015 10am - 12pm
Falmouth Hotel, Castle Hill, TR11 4NZ