



Welcome to Healthwatch Cornwall's September 2013 newsletter.

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

This month, Healthwatch Cornwall, the people’s champion of health and social care in the county, took part in the Big Health Day at the Eden Project, ran an information drop-in event in Penzance, shortlisted for its Enter and View volunteer roles, and held Steering Group and Executive Board meetings. It also interviewed for its Chief Executive Officer - read more below.

Visit www.healthwatchcornwall.co.uk for more updates or join in the conversations on [Facebook](#) and [Twitter](#) too.

New CEO for Healthwatch Cornwall

Healthwatch Cornwall has taken on a new Chief Executive Officer to lead the organisation.

Debbie Pritchard will take up the post from her current role as Health and Social Care Programme Lead at Cornwall College from November.

She said: “This is a fantastic opportunity to build on the good work that has gone into setting up Healthwatch Cornwall and I am looking forward to taking the organisation to the next stage on behalf of the people of Cornwall.”

More details to follow next month.

Health and Wellbeing Board recommendation

Healthwatch Cornwall made a recommendation to the Health and Wellbeing Board in August, which was endorsed, that commissioners of mental health services work with it to consider evidence it has received from individuals and their carers around not being able to access services when in crisis. More than 50 individual experiences have been given to Healthwatch Cornwall, which also include concerns relating to the pathway of care from primary to secondary care service and access to psychological services.

A lack of support not only effects the person’s wellbeing but also impacts on other services, such as A&E and the Police.

A meeting of relevant organisations was held on September 23 and an action plan will now be put in place.

Healthwatch Cornwall will keep you updated on progress.

To share your views or for information about health and social care services you can call Healthwatch Cornwall’s freephone advice line on **0800 0381 281***.
Get in touch to have your say.

*mobile networks may charge



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Out and about listening to you

In September Healthwatch Cornwall held its second drop-in information event, this time in Penzance at its One Stop Shop, with a number of people attending, sharing their views and asking about volunteering.

Staff also attended the Big Health Day at the Eden Project to chat with people who have learning disabilities about their experiences of health and social care services.

It collected a number of comments and Emma Squire, outreach and engagement officer, said: “This was a great opportunity to hear from people who may not share their views through our usual channels.”

Healthwatch Cornwall continued to attend a number of other meetings to influence decisions, including inputting into the Health and Wellbeing Board’s Communication Strategy. It’s acting director Jayne Zito also spoke with Public Health, partner Pentreath Ltd about the psychological impact of serious untoward incidents and never events within the NHS, and attended a Healthwatch England event in Taunton that launched a local Healthwatch outcomes and impact development tool.

The volunteer steering group met on September 26 to discuss the work it will undertake, while the team also shortlisted for the Enter and View Visitor volunteer roles, with interviews taking place in October.

One of its volunteers has continued to work on cross-border issues at Derriford Hospital, which has helped towards the hospital building a new multi-storey car park and offering later day surgery appointments.

Frank Trew said: “Thanks to all the feedback that has been passed to Derriford Hospital by Healthwatch Cornwall, and other organisations representing those needing treatment, there have been some big improvements at Derriford. “It has been heartening to see the management there take notice of this feedback and improve services.”

Healthwatch Cornwall’s work to address a gap in autism spectrum disorder diagnosis for children aged 5 or more, without a mental health problem, which resulted in NHS Kernow creating a new service, has now been used by Healthwatch England as a success story in its annual report and as a case study to be sent to MPs.

To find out more please visit www.healthwatchcornwall.co.uk or call 0800 0381 281.



If you are receiving a postal version of Healthwatch Cornwall’s newsletter but can access email or the internet, please call **01872 243549** to update your details.

Every penny saved on postage will be put into research and community engagement and will help Healthwatch Cornwall bring about positive changes in the county’s health and social care services, where necessary.



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Other health and social care news

Doctors, nurses, councillors and health campaigners met on September 25 to share their ideas on the future use of Poltair Community Hospital.

NHS Kernow and Peninsula Community Health will now produce a consultation document to help the public make an informed choice, which will be shared when the second stage of the consultation begins in December.

Neil Walden, a Marazion GP and the locality lead for NHS Kernow, said: “Absolutely no decision has been made about the hospital’s future, which is why it is important to bring together people who represent patients when considering how services are delivered and the needs of the people who use them, both now and in the future.

“We will be running public events across west Cornwall during December and January to give people the chance to ask questions and express their views and everyone’s opinions will be shared with the Governing Body once the consultation has ended.”

The public events will be promoted nearer the time.

Visit www.kernowccg.nhs.uk to find out more.

Cornwall Community Foundation manages and distributes funding on behalf of individuals, companies, charitable trusts and statutory agencies in the county and Isles of Scilly.

It is now offering carers and the person they care for the opportunity to spend some quality time together away from their caring role via its Together Grants.

Applications, from residents of Cornwall only, can be made for trips or leisure activities that will improve health and wellbeing.

To find out full details call the grants team on **01566 779865**, Monday to Fridays from 9am to 5pm.

Do you want to get out more in Tavistock and surrounding areas? The Tavistock Area Support Service runs a voluntary car service, has wheelchair accessible vehicles, and has a wide range of mobility solutions to lend out.

Call **01822 617525**, Monday to Friday from 10am to 4pm to find out more.



Healthwatch Cornwall wants to work in partnership with established voluntary and community sector networks within the county.

Organisations that would like their voice to be represented by Healthwatch Cornwall can join via the [Members Sign Up](#) page or by calling **0800 0381 281**.

Healthwatch Cornwall will then contact the organisation to discuss future collaborative working opportunities and gain a better understanding of the work they do. This will help to develop further signposting information about local services.

Contributions from community-based groups are essential in helping Healthwatch Cornwall influence the design and delivery of services, and reduce health inequalities.

Individuals can also sign-up as members and will receive Healthwatch Cornwall’s newsletters and potentially be invited to take part in surveys, polls, and more.



Events around the county

Healthwatch Cornwall will be attending this year's Honey Fair in Callington on October 2.

This is a great opportunity to come along and chat with staff and volunteers about your health and social care concerns at a fun and lively event.

Pictured on the right is volunteer Frank Trew at last year's event, attended by Healthwatch Cornwall's predecessor LINK in Cornwall, talking with visitors to its stand. He hopes even more people will drop by this year to share their views, particularly in relation to cross-border services.

On October 10, Healthwatch Cornwall will be joining Healthwatch Plymouth at a Falls Prevention Day at Stuart House, Barras Street, Liskeard (next to Library) from 10am to 4pm.

As some Cornwall-based people have to access health and social care over the border, Healthwatch Cornwall aims to build on joint working opportunities to ensure the county's population is properly represented.

Come along to have your say but if you can't join Healthwatch Cornwall at its up and coming outreach events yet have something to say about your experiences of health and social care services in the county, visit

www.healthwatchcornwall.co.uk or call **0800 0381 281**.

Holifield Farm Project, Gweek, a day centre for adults with learning disabilities and additional needs, is holding an open day with an apple theme on Thursday, October 3, from 11am to 3pm. There will be free tea and cake and lots of apple fun. Take a walk around the beautiful farm and bring a picnic lunch. There is free parking and disabled access. Call **01326 221017** for more details.

Spectrum is holding a conference on Friday, October 4, at the Headland Hotel, Newquay for up to 120 delegates and exhibitors. They will be able to hear, see and talk with a range of dynamic and knowledgeable speakers specific to autism spectrum disorders and its associated challenges. If you would like any further details or if you would like to book a place, tickets cost £75, please call **01872 278378**.



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