

# Healthwatch Sutton

Winter 2017–2018



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**PRG Update / Volunteering / Have your say**

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## A message from our Chair...


2017 has been a busy year of change at Healthwatch Sutton. We sadly said goodbye to Sara Thomas who moved on to pastures new and welcomed our new Communication and Engagement Officer, Ishmael Evans. Our delivery model changed with Citizens Advice Sutton providing our information and advice service through the Sutton Advice Link Partnership (ALPS). A new partner, Advocacy for All, now provide complaints advocacy.



Over the next few months and years, there are some good things coming our way, and as they develop, you will be hearing about them from Healthwatch Sutton through our regular Newsletters, our e-bulletins, and with regular postings of Twitter, Facebook, etc.

To ensure that the voice of Sutton residents is heard, loud and clear, the Staff and Board are busy listening to you and regularly meeting with the providers of those much-valued services - the Epsom St Helier Trust, the Sutton Clinical Commissioning Group, the London Borough of Sutton, the Royal Marsden, St Raphael's...for what matters to you matters to us. We may be small in number, but we are big in influence.

**David Williams**  
Chair, Healthwatch Sutton

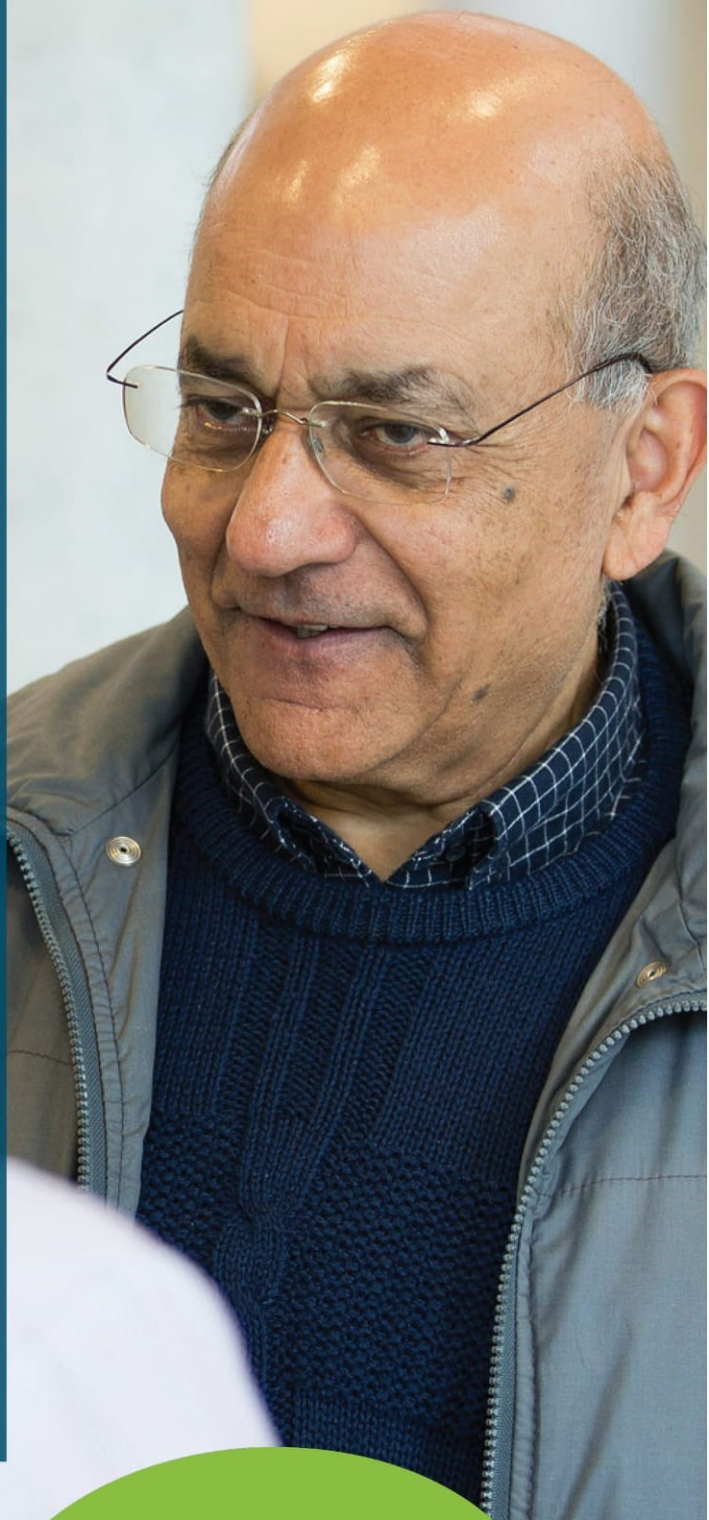


# Do you have an idea that could help improve health and social care?

We're Healthwatch. We're here to help make care better. We listen to your experiences of services, and share them with those with the power to make change happen.

We can only take action with evidence. We need you to speak up and share your experiences and ideas with us. Together we can help make care better for everyone this year.

## #SpeakUp



# #SpeakUp

Find out more  
[www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)

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Sutton

# Project Update

## Inpatient Project

You may remember from our last newsletter that we were on the verge of publishing our report about the experience of patients on six wards at St Helier and two at Epsom hospitals. Our report commended the Trust for the following:

- Average rating of the ‘overall experience’ of staying on the ward, across all participating wards is 8 out of 10
- 89% of patients advised that they ‘Agreed’ or ‘Strongly Agreed’ that they trusted the nurses on the ward that they were staying on
- 91% of patients advised that they ‘Agreed’ or ‘Strongly Agreed’ that they trusted the doctors on the ward that they were staying on

We also made the following recommendations

- **GENERAL** - We received a variety of data about each ward and produced individual ward-based reports.  
**RECOMMENDATION** - Individual wards respond to these reports.
- **NOISE AT NIGHT** - Just less than half of all patients surveyed said that they had been bothered by noise at night.  
**RECOMMENDATION** - Investigate effective ways of alleviating both noise and light.
- **SUFFICIENT NURSES** - 1 in 10 patients said that they felt that there were not enough nurses on a weekday, rising to 1 in 5 patients at the weekend.  
**RECOMMENDATION** - St Helier wards to look at any real/perceived deficit in nurse staffing levels.



We were very pleased with the Trust's response. They have undertaken these actions:

#### Noise at night

- Dimming lights at a set time
- Maintaining nurse call buzzers but monitoring answering them closer at night
- Ensuring all bins are soft close
- Continue to roll out bay nursing where the nurse is seated in the bay and not at the desk
- Obtain eye masks and ear plugs for patients through the introduction of comfort packs on ward

#### Sufficient nurses

- On-going recruitment from abroad will continue to fill vacancies
- Nurses to ensure intentional rounding is carried out 2 hourly to ensure every patient is asked about comfort, pain and position regularly throughout the day
- The nurse in charge will go round every patient once a day and this will be included in their ward improvement programme for 2017/18

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## Changes to emergency care at St Helier Hospital

As I'm sure many of you know, Epsom and St Helier University Hospitals NHS Trust have been out and about putting forward their case for changes to hospital services used by residents of Sutton, Merton and Surrey Downs. Their proposal centres around the need to carry out all emergency care on one site. They have identified that this could be at either Epsom Hospital, St Helier Hospital or at the Sutton Hospital site. Some local people in Sutton have raised concerns about the proposal. They are worried that this change will lead to longer journey times (especially in emergencies) and also that the removal of emergency services at either Epsom or St Helier could lead to the slow closure of other services at either site. The Trust argues that changes will improve the quality of services and that things can't remain as they are as this would lead to very large financial hole.

Healthwatch Sutton held an engagement event with local people in September to find out people's views on these proposals. Daniel Elkeles, Chief Executive of the Trust, spoke at the event and answered people's questions. The Trust is now putting together an outline business case to support financial backing for the change. You can find out more on the Trust's website and see a report evaluating all the feedback that they have received to date.

# Become a Volunteer

We have exciting new opportunities coming up in 2018 to join other Healthwatch volunteers and make a difference in Sutton.

## Healthwatch Enter and View Volunteer

All local Healthwatch organisations have the power to ‘enter and view’ NHS and social care premises to look at services from a user perspective. This often involves speaking to patients at the point of service to find out their views. It can also involve observing activity or assessing the environment. These powers are incorporated in to the legislation that sets out the remit and scope of local Healthwatch.

In order to make best use of these powers, Healthwatch organisations can make arrangements for volunteers to be trained to carry out ‘enter and view’ activities. The following are examples of the kind of activity that might be carried out:

- A team of ‘enter and view’ volunteers carry out a series of visits to local care homes to speak to residents and families about the quality of care provided and observe activity in the care home
- Pairs of volunteers visit a series of hospital wards at a local hospital and support people staying on the wards to complete a survey about care on the ward
- Volunteers visit local Dentists and to check standard charging information and find out what complaints information is available to patients

## Healthwatch Outreach Volunteer

To have the greatest impact, Healthwatch Sutton needs to be really well-known and visible in and around the London Borough of Sutton. This enables us to speak to local people and for them to be able to talk to us. As a Healthwatch Outreach Volunteer your primary role is to “spread the word” about Healthwatch Sutton within the local community. Champions can support our signposting, communication and engagement work by working with individuals, families or communities of interest.

Interested in these volunteering opportunities? You can find out more by:

- Emailing us at [info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk)
- Phone us on **020 8641 9540**

## Three reasons you should become a Healthwatch volunteer:



**healthwatch**

## Opportunity to get involved

### Do you have an interest in care homes in Sutton?

Sutton is very lucky to be one of the NHS Vanguard site for care homes. This has meant that Sutton Clinical Commissioning Group (the organisation that buys the NHS services for Sutton) has been given additional funding to support initiatives to help improve care provided in care homes. One great example is the Red Bag scheme. Residents have a red bag with everything they need for a hospital stay including information about their medication. This scheme has been very effective and is now being replicated across the county.

On a less positive note, while a majority of care homes in Sutton have received satisfactory ratings by the Care Quality Commission (the organisation that assesses quality of service nationally), two care homes have been rated as 'Inadequate' in the last 12 months. This means that there are serious concerns about the care provided in these homes.

Care homes have also consistently been raised as an area that local people feel we should be looking at. As such we are in at initial stages of setting up a project to go to care homes in Sutton, speak to residents and their families, and produce reports about the feedback we receive.

To get the ball rolling we are setting up a project group to oversee the project. Anyone who has an interest in care homes and lives or works in Sutton can take part in this group. This group will agree the questions that we ask people and the way that we collect this information. They will also agree the final report. If you would like to be involved, please contact us via one of the methods above.

# Upcoming projects in 2018

## How happy are young people in Sutton?

This is the big question that we are currently investigating. There has been a lot of national press coverage around the mental health and wellbeing of young people. Surveys and reports have shown the potential negative impact of bullying on social media, like facebook, and the pressures that young people face to do well in exams.

Interestingly, there is very little information at a local level and we wanted to help rectify this. We set up a project group earlier this year to help us find the best way to collect the views of young people in the Borough. The group has representatives from the local authority, schools, NHS mental health service providers (and commissioners) and relevant charities. The group were very enthusiastic about our proposal. We agreed that we would ask secondary schools to help us to collect responses to a survey that we have developed. The survey asks questions about what issues have the most negative impact on their mental health. For example, this could be; pressure to have a sexual relationship, issues relating to body image or use of alcohol or drugs.

We are launching this survey in the New Year and we have plans for a different version to be created for pupils in years 5 and 6 and a version for young people with a learning disability. A Sutton-wide report will be published at the end of the project for key decision-makers in health and social care in Sutton to use to improve the lives of young people in the Borough.

To date, 13 schools in Sutton have expressed an interest in taking part and we will be starting to collect responses in the coming weeks. Is your school taking part? We would like all schools in Sutton to get involved and we are carrying this work out at no cost to

## Look out for us at St Helier Hospital!

We certainly wouldn't wish for anyone to have to go to A&E but most of us have used the service at least once in our lives. It's often quite a stressful time especially waiting to be seen if you are in pain. St Helier A&E has been one of the highest achieving Trusts in the country when it comes to achieving the 4 hour waiting target. However, this hasn't always been reflected in the feedback that they have received from the Friends and Family Test. This is a question that all people who attend A&E are asked. They say how likely they are to recommend the A&E to friend or relative. Strange question I know, but this is how the NHS rates services from a patient's perspective.



**Epsom and St Helier  
University Hospitals**  
NHS Trust

You may also have heard in the press about more and more people going to A&E who might be able to use another service, like the Out of Hours GP service or a local pharmacy.

We are just finalising our plans to investigate both of these themes at A&E in St Helier hospital. We want to know what was good and what was bad about people's experience and whether they were aware of other services.



# Funding opportunity

Would you like to hold an event/activity for your local group or community?

We are offering grants up to £750 to run one-off events or activities with local people.

The NHS in south west London is working with Healthwatch Sutton to speak to local people about what they think of local health services. They would particularly like to speak to people who do not normally share their views about local health services (unheard communities).

## What can the money be used for?

We would like to fund activities and events that would be enjoyable for Sutton residents. Examples could include: dinner dances; pottery classes; fun days; drop in sessions; afternoon tea etc. The local NHS would attend these events/activities and spend part of the time talking to people local health services.

## Who can apply for the funding?

Local groups and voluntary sector organisations who work with or support;

- Children and young people and their families
- People with learning disabilities
- People with mental health conditions
- Older people
- People for whom English is not a first language
- Pregnant women and those who have recently given birth.
- People with physical disabilities
- LGBTQ communities
- People with different races and of different religions
- Carers
- Socio-economically deprived communities
- Those affected by cancer
- Groups identified by Healthwatch Sutton as unheard
- Businesses and social enterprises who can demonstrate that the funds will be spent on community engagement on a not-for-profit basis



## When does the activity need to be held?

All events/activities need to be held by the end June 2018

## How to apply

Please visit [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk) and download an application pack

## For further information please contact:

Ishmael Evans [ishmael@suttoncvs.org.uk](mailto:ishmael@suttoncvs.org.uk), Tel: 0208 6419 540

# PPG/PRG Update

2017 has seen Healthwatch Sutton once again commissioned, by the Sutton Clinical Commissioning Group (CCG), to continue with its support and development of its Patient Participation Groups (PPGs) and Patient Reference Group (PRG). Patient Participation Groups are at every GP practice in Sutton although no 2 groups are exactly the same as they develop to suit the needs of each practice and its particular patient population.



PPGs are made up of volunteer patients and practice staff who meet at regular intervals to consider ways of making a positive contribution to the services and facilities offered, by the practice, to their patients.

The aim of a PPG is to actively work, in partnership, with their practice to bring about ongoing changes and improvements to services, the quality of care provided and in supporting the promotion of good health.

This year's Patient Group Forum provided volunteer patient representatives, from over half of Sutton's GP practices, with the opportunity to reflect on how well their patient group is set up and working and think about how, in the future, they can build better participation.

The group also heard from an inspector of primary medical services, with the Care Quality Commission, about how patient groups can support practices to get good outcomes at inspection and from the NHS Sutton Clinical Commissioning Group who provided an update on plans for local patient involvement in the development of primary care.



Do you have an interest in becoming involved in your practice patient group? Ask at your practice for more information.

## Patient Reference Group

The NHS Sutton CCG Patient Reference Group, brings together representatives from most of Sutton's practices, to provide patient feedback and input into commissioning decisions and take forward, for dissemination, the information provided. This year the group have had presentations and discussions including a presentation from Speak Up Sutton who spoke about their top 10 tips for GPs when treating people with learning disabilities. Practices took on board the messages, with one inviting the group to their staff away day and others reporting that they would explore how they could encourage people with learning difficulties or with any disabilities to join their PPG.

Following a presentation from SCCG's chief pharmacist on medicines optimization patient feedback was given on ways to best engage patients around the key messages. Representatives were encouraged to follow up with a discussion, with their PPG on how best they could disseminate messages about cost effective prescribing, reducing waste, safe prescribing and supporting people to self care.

# Information & Signposting

Did you know that the Healthwatch Information & Signposting team are ready to help with any questions you may have in relation to health and social care?

Here are some examples of the kind of questions people have been asking:-



*I have moved to the area and I am looking for a local GP practice. Can you help?*

*Am I entitled to free dental care?*

*I have had a Stroke and I would like to borrow some equipment to help with my recovery. Is this possible?*

*I have heard of Patient Access but I'm not sure what to do next?*

*My Father is unable to leave the home but requires a toe nail cutting service. Who can I contact?*

Residents can access the service by telephoning on **020 8254 2616**  
Monday to Friday 9.00 am to 5.00 pm.

# Complaints Advocacy

Advocacy for All is delivering the Healthwatch Complaints Advocacy Service.

The specialist Healthwatch advisers advise clients as to their options with regards to complaints and then assist the client with their chosen course of action. The actions may include an informal complaint, a formal complaint or in some cases referral to a solicitor who can advise on medical negligence cases.

Residents can access the service by telephoning Advocacy for All on 0845 832 0044 Monday to Friday 9.00 am to 5.00 pm.

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## Healthwatch Sutton Board Meetings - Dates for 2018

Healthwatch Sutton Board meetings are meetings held in public. The dates below are our board meetings for the next quarter.

*If you would like to attend as an observer please contact the Healthwatch office [info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk) or 020 8641 9540*

Month	Date	Time	Venue
January	8th	2pm to 4pm	Granfers Community Centre
March	12th	2pm to 4pm	Granfers Community Centre
May	21st	2pm to 4pm	Granfers Community Centre
July	9th	2pm to 4pm	Granfers Community Centre
September	10th	2pm to 4pm	Granfers Community Centre
November	12th	2pm to 4pm	Granfers Community Centre