

# Newsletter

Winter 2016

## Healthwatch Sutton new Information & Advice service



If you need Information and  
advice about health and/or  
social care you can  
call 020 8254 2616 or visit  
[www.suttonalps.org.uk](http://www.suttonalps.org.uk)



Healthwatch Sutton,  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA  
020 8641 9540  
[info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk) | [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)  
Company limited by guarantee no 8171224  
Charity Number 1151601

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## A message from our Chairman...

What a year! Having completed a successful tender I am delighted that we will once again be delivering your local Healthwatch, championing the voice of local people to improve health and social care for everyone in Sutton.



We relish the opportunity to work in partnership with Citizens Advice Sutton who will provide our information, advice and complaints advocacy services. I know this will benefit local people greatly as now as there is now one phone number for these much needed services.

We also celebrate our success in securing further funding to continue supporting and empowering patient groups.

Our staff team, volunteers & directors continue to be the backbone of our organisation and we look forward to working with Sutton CVS's new Chief Executive, Alison Navarro.

Read on... to find out how we have been making a difference to the lives of the people of Sutton and working effectively with our stakeholders.

**David Williams**  
Chair, Healthwatch Sutton

## The future of Healthwatch

We are pleased to say, we were successful in winning the London Borough of Sutton Healthwatch Sutton contract. We will continue to deliver the good work we do listening and sharing your views with local commissioners and Healthwatch England, with a view to improving local health and social care services for everyone.

We will be working in partnership with Citizens Advice Sutton. Citizens Advice Sutton through the Advice Link Partnership Sutton will provide the Healthwatch Sutton Information, Advice and Complaints Advocacy service.

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# NEW Healthwatch Sutton Information and Advice provider.

We are excited about our new partnership with  
Advice Link Partnership Sutton.

From 1<sup>st</sup> October 2016 Citizens Advice Sutton, through Advice Link Partnership (ALPs) started providing the Healthwatch Sutton Information, Advice and Independent Complaints Advocacy Service. The aim of the new service is to provide free, confidential, independent and impartial information and advice to enable local residents to make informed choices and decisions regarding their health and social care needs as well as supporting people who want to make a complaint about health and social care.

Advice Link Partnership Sutton is made up of three organisations (Citizens Advice Sutton, Sutton Carers Centre, Age UK Sutton) all well-established, registered, local charities who have served the people of Sutton for many years.

The new Healthwatch Sutton Information, Advice and Complaints Advocacy service will be accessible via one telephone number **020 8254 2616** between 9.00am and 5.00pm and via an online referral form <http://bit.ly/hwsalps>

ALPs provide information from locations across the London Borough of Sutton:  
Sutton Citizens Advice Bureau; Central library, St Nicholas Way, Sutton, SM1 1EA.  
Sutton Carers Centre; Benhill house, 12-14 Benhill Ave, Sutton SM1 4DA .  
Age UK Sutton; 1/ 2 Lower Square Civic Centre Surrey, St Nicholas Way, Sutton SM1 1EA.  
ALPS also works with the Sutton Library and Heritage Service to provide local community information.

Steve Triner, Chief Executive of Sutton Citizens Advice said

*“We are very pleased to be delivering the Healthwatch Sutton Information and Advice Service as part of the existing ALPs service; combining the two services will make it easier for local people to access the information they need”.*

*“We will continue to provide the high quality Healthwatch Sutton independent Complaints Advocacy service”.*

If you live or work in the London Borough of Sutton and need Information, advice or support to make a complaint about health and/or social care you can call 020 8254 2616 or complete the online referral via <http://bit.ly/hwsalps>

For more information about Sutton ALPs please visit  
[www.suttonalps.org.uk](http://www.suttonalps.org.uk)



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# Meet one of our Directors ...

## Launa Watson MSc, RGN



*I practiced as a Registered General Nurse for 43 years, now retired. I have worked in a variety of specialities in NHS and Private hospitals and Care Homes and specialised, for 23 years, in the Care of Older People and Community Hospitals.*

*As a Ward Sister, I lead a multidisciplinary team in Older People Rehabilitation. From 1998 -2000 I was involved in the Redevelopment of a Community Hospital which won an award for Best Service Redesign. I have held several subsequent posts including Discharge Facilitator, at North Surrey and Woking Primary Care Trusts with responsibility for discharge planning across six sites. I trained a multidisciplinary team to plan and co-ordinate effective discharge and managed beds and patient flow across the sites.*

*My role as a Continuing Care Assessor and Reviewer for Older People and Young People with Physically Disability gave me an opportunity for continuity of the patient's journey of care. In 2003 I was appointed as a Modern Matron for Older People's Rehabilitation for two Community Hospitals in Hampshire (one of which was an NHS partnership with a Charitable Trust). As a Modern Matron one of my key responsibilities was prevention and control of infection - acted as an Infection Control Link Manager from 2007-2008 covering large areas of the Trust.*

*Working in partnership with Nursing Homes and Acute Hospitals, I designed a Rehabilitation Pathway which improved the patient's journey of care, reduced delayed discharges and average length of stay (Modern Matron Leadership, DoH, 2004). The Pathway has since been replicated in other organisations.*

*I am a champion for older people and in 2004 completed an MSc in Gerontology: Policy, Care, and Practice.*

*I was involved in the development and implementation of new services in the community hospitals - providing care closer to home.*

*Raising the profile of Older People's care, it was my responsibility to ensure a well trained, highly skilled work force and evidence based practice. I was highly commended, for Innovations In Care, Community Hospital Association 2005 and Implemented Practice Development Unit (PDU) 2007.*

*I remain passionate about the well-being of older people, and the health and social care they receive. I am enjoying my role as a Befriender with Volunteer Centre Sutton.*

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## Are you missing out ...

We send out regular e-bulletins and frequently share information on our social media accounts.

Follow us on <http://bit.ly/twitterhwsutton>

Like us on <http://bit.ly/healthwatchsutton>

If you have an email address and would like to receive our e-bulletins sign up by visiting <http://bit.ly/hwssignup>






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# Inpatient Care

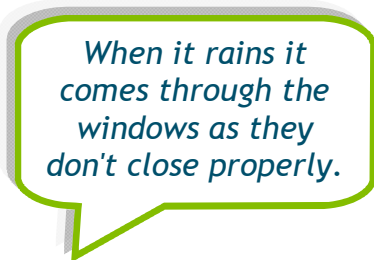
Since our last newsletter, our project to investigate people's experience of staying on wards at St Helier and Epsom hospitals has been full steam ahead. Healthwatch Sutton volunteers teamed up with Healthwatch Merton volunteers to visit 8 different wards across both hospitals. In total, our volunteers made 17 visits each lasting about 2 hours. They spoke to 166 different patients and supported them to complete an in-depth survey about their stay. Volunteers asked patients about noise at night, the quality of care given by doctors and nurses, whether there were enough nurses and if they received all the help they needed. They were all asked to rate their overall experience. Most people were very happy with the care that they received. We also received hundreds of comments about the care they received.



*Excellent standard. Best hospital I have stayed in.*



*Outrageous charges for TV*



*When it rains it comes through the windows as they don't close properly.*

Our final report is very close to completion and will be published very soon. We will then send our report formally to the Chief Executive of Epsom and St Helier Hospitals University Hospitals NHS Trust and ask the Trust to respond to each of our recommendations for improvement. We will also be sharing our areas of commendation that shows where the Trust is doing well in relation to patient experience. Watch this space.

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## Scoping the Mental Health needs of people in Sutton

Over the past couple of years we have been working our way through the priority areas. Our priority areas are agreed by the Board of Healthwatch Sutton following the information we gather from the local community.

Our next project will be to find out how we can support improvements to the mental health of people in Sutton and the mental health services used by local people. Mental health is an incredibly broad area of health that encompasses anything from mild anxiety and depression to inpatient services provided to people with more acute mental health issues. This makes it quite difficult for us to work out where we focus our work.

We are still in the process of evaluating where local people feel that we should concentrate our efforts and where we can practically make an impact.

In July 2016 we held a mental health engagement event where we started to gather people's priorities.

We are also inviting anyone with an interest in mental health to put themselves forward to be on our Mental Health Project Group. This group will be used to steer our project.

If you are interested in joining this group, then please email [info@healthwatchsutton.org.uk](mailto:info@healthwatchsutton.org.uk) or call 020 8641 9540.

# Let's make Support work for Everyone

In 2016 we heard from local community groups that parents, carers and people with learning disabilities were growing concerned with the quality of support in the London Borough of Sutton. On 28th June 2016 we held an event supported by Sutton Mencap and Speak up Sutton. Parents/carers, people with learning disabilities and support workers were invited to come along and speak openly and confidentially about their concerns.

We are pleased to publish our easy read report with key recommendations which will be presented to commissioners of support services for the London Borough of Sutton. Recommendations for the London Borough of Sutton include;

- Council contracts must recognise the importance of a skilled, appropriately paid workforce to provide support work.
- The council must have a robust system for monitoring the quality of support work and acting promptly on concerns.
- People who use support and parents and carers must be involved in monitoring the quality of support.
- Where poor quality support has been identified, an action plan must be put in place and regularly monitored.

Recommendations for service providers and support workers include;

- Employers of support workers should introduce systems to ensure only appropriate people are employed.
- Employers of support workers should monitor the quality of support provided by their employees.
- Employers of support workers should be clear about how payment for activities, entrance fees and fares should be met.
- Support workers should be able to give their views on the quality of support they see being provided by other support workers.
- Support workers should develop contacts with each other, across organisations, to enable them to provide better support for service users.



Visit <http://bit.ly/hwsupportreport> to read a copy of the easy read report

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# Enter and View Jubilee Health Centre

After the Jubilee Health Centre was opened, Sutton Local Involvement Network (LINK) carried out a monitoring visit, in January 2013, to gauge people's first impressions of the Centre and the services provided and to obtain feedback on the patient experience of using the Centre.

Healthwatch Sutton took this on and identified the need for a further follow-up visit to look at progress with regard to the LINK recommendations. This follow up 'enter and view' was carried out in November 2013. The subsequent report identified a number of ongoing concerns and some key recommendations. These were progressed by the council's Overview and Scrutiny committee and a round table discussion, with involved parties, agreed an action plan.



In February 2016 a follow up 'enter and view' visit was carried out to see what progress has been made.

Visit <http://bit.ly/hwsjhcreport> to read a copy of the report

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## Caring for people with Dementia

We are nearing the end of our piece of work on dementia and carers of people with dementia.

We set out to capture the voice of local people who are living with or caring for people with dementia so that we can represent their views to the people who provide local health and social care services.

We wanted to find out what people have found is working for them, is helpful and provides them with the support that they need. We also wanted to see if there are any areas where people reported that services need improving, where there are gaps and what might make their lives easier or better.

We gathered information from local people at an event, through a survey and by talking to carers on the phone. We also carried out some interviews so that we could produce case studies. We hope that by sharing these stories it will bring to life the diverse experiences of both carers and people with dementia that will illuminate how communities and services can best provide them with the support that they need.

“Those in the know get good services and better outcomes”

“I find caring for someone with dementia very stressful.”

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# St Helier hospital responds to our report about Outpatient services

In March 2016 we published our report about the outpatient services at St Helier hospital. We found that:

- Over 80% found it easy to change their appointment.
- Less than 2% of those who needed time to discuss their health or medical problems felt that they did not have enough time.
- Only 1% of patients felt that they hadn't been involved as much as they wanted to be in decisions about their care.

However, we made recommendations that the hospital should address the following findings

- Over 20% (1 in 5) of respondents stated that the hospital had changed their appointment to a later date.
- In response to the question 'How satisfied were you with the amount of time between arriving at the clinic and being seen for your appointment?', nearly a third of patients (32%) stated that they were not satisfied with the amount of time they had to wait.
- Of those people who had an appointment delayed by more than 15 minutes over half advised that they had not been informed of the delay.
- There were no questions relating to pharmacy in the questionnaire, however, respondents have made several comments expressing their frustration with the Pharmacy at St Helier Hospital.



We were very pleased to receive a detailed response from the hospital Trust to our recommendations. You can see their full response at <http://bit.ly/2fRfiVo>. We understand that, in response to ongoing issues with the hospital pharmacy, the Trust are looking to find an alternative provider for the service that can address the delays experienced by patients. We are looking forward to receiving an update on all the actions that they have taken in response to our recommendations at their next internal Patient Experience meeting being held in December 2016.

**For more information or to download the reports please visit**

<http://bit.ly/hwsoutpatientreport>

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## Healthwatch Volunteers

Ten Healthwatch Sutton volunteers took part in The Big Celebration Breakfast on 7th June 2016 at Sutton Salvation Army for volunteer's week, laid on by Sutton Volunteer Centre. The theme of the event was happiness and well being. Evidence suggests that that is a strong link between volunteering in later life and wellbeing. We think our happy volunteers are evidence of this. Each of the volunteers received a letter thanking them, very specifically for the skills and personal qualities that they bring to Healthwatch Sutton.





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# Complaints Advocacy

The Healthwatch Sutton Independent Complaints Advocacy Service is delivered by a team of staff and volunteers working at Citizens Advice Sutton.

Where an individual feels that they've been failed by a health or social care service, the Healthwatch complaints advocacy team helps them understand their options for addressing their concerns and assists them in navigating the process that they choose to resolve their issue. The team can offer a range of support depending on the individual needs of the client, their desired level of assistance and the stage of the complaint handling process at which they make contact.

The first meeting with a Healthwatch complaints adviser involves an in-depth discussion of the client's issue, which gives the adviser a chance to gather the information necessary to understand how the client has been affected by their experience and to assess what their potential options are. At the end of this appointment the adviser will help the client to define what they want to achieve by making a complaint or raising a concern, advise them about the relevant procedural routes that may help them achieve this outcome, and agree with the client what level of support they need. The adviser will also give information and guidance on the potential consequences of pursuing each option, as well as the time scales involved and, when relevant, how to access medical-legal advice services such as AvMa or specialist advice from a medical negligence solicitor.

Where a client feels that they need the adviser to have an active role in resolving their issue, the adviser will help them to articulate the nature of their complaint in writing, help them to understand and respond to further correspondence from the service in question, ensure that deadlines are met and support them through resolution meetings. If a complaints process is resolved and the client is unhappy with the response, our advisers can then assist them in referring their case to the Parliamentary Health Services Ombudsman or the Local Government Ombudsman and can provide the same level of support during this process. Every complaint is different, but some can take several months to resolve, and typical outcomes include an apology, financial compensation, a change to a service being provided or access to a service that was previously denied.

If you need advice or support to make a complaint you can ring 020 8254 2616 or visit [www.suttonalps.org.uk](http://www.suttonalps.org.uk) to complete an online referral form.



# Supporting Patient Groups in Sutton

At the start of this financial year we were pleased to receive, once again, some funding from the Sutton Clinical Commissioning Group (CCG), to support and develop practice based patient groups (Patient Participation Groups) and the borough wide Patient Reference Group, which focuses on patient feedback on the local services commissioned by the Sutton CCG.

Patient Participation Groups are continuing to flourish at many Sutton GP practices, providing patient input into a range of activities including organising health information events for patients, contributing a patient perspective to update a practice website, and encouraging patients, in waiting areas, to sign up for online access.

At Cheam Family Practice, practice staff and members of the patient group ventured out into the community with a stall at the Cheam Charter Fair. Armed with information leaflets (see below) about patient groups, the group were pleased to see 10 potential new members at their recent patient group meeting.

If you have a patient group and would like some leaflets to promote your practice Patient Participation Group please contact Pam Howe via [pam@suttoncvs.org.uk](mailto:pam@suttoncvs.org.uk)

**Patient Participation Groups**

**What are they?**  
Groups 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.

Patient Participation Groups actively work, in partnership, with their practice to bring about ongoing changes and improvements to services and to the quality of the health care provided.

**Why have PPGs?**

- Every GP practice in England is now required to have a Patient Participation Group (PPG)
- Consulting with patients allows GPs and their staff to plan services with patients' needs in mind in order to increase their effectiveness and efficiency and achieve high quality responsive care.
- Patients have a forum through which they can have a voice and provide a patient perspective on how services are planned and delivered.
- PPGs can help foster better communication between all patients and the practice and support the practice in providing patient feedback, promoting good health and improving patient awareness.

**Thinking of joining your PPG?**

- PPGs are open to all registered patients and carers of registered patients.
- 'Face to face' groups meet on a regular basis on practice premises. (Some practices may have criteria for joining or a waiting list for its 'face to face' group)
- 'Virtual' groups also exist alongside 'face to face' groups allowing for contributions from the whole patient population through email, on line surveys and social media.

XXXXXXXXXXXXXXXXXXXX PRACTICE

XXXXXX Practice is looking for patients to join its Patient Participation Group.

The 'face to face' group meet XXXXXXX.

The virtual group XXXXXXXXXXXXXXX.

If you are interested in joining the Patient Participation Group please XXXXXXXXXXXXXXX.

This flyer was produced by Healthwatch Sutton, your local independent 'consumer champion for health and social care'. AS part of our work we are funded by Sutton Clinical Commissioning Group to develop and support Patient Participation Groups in Sutton.  
Healthwatch Sutton | [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk) | 0208 641 9540  
Registered charity number 1151601

**healthwatch Sutton**

# Sutton Patient Reference Group

In September 2016 The Patient Reference Group held its annual workshop, providing patient feedback for commissioning planning. Representatives from practice groups brought patient feedback on current services and what they would like to see commissioned in future. Patients reported liking the Sutton Uplift service, moving more services out of hospital and into the community and the NHS 111 service. Across most areas of services patients would like to see changes that will reduce waiting times.



Healthwatch Sutton is planning to hold its annual patient group forum early in 2017. This will provide an opportunity for members of patient groups to meet up and find out what other groups are doing.

The programme will include a speaker from the Care Quality Commission who will talk about what patient groups can contribute to help ensure practices achieve good ratings.



# Annual Membership Survey

It's that time of year where we ask our members to tell us what they think of their local Healthwatch.

Our aim is to listen to and represent the views of local residents who use health and social care services. Over the past year we have carried out an enter and view visit to the Jubilee Health Centre, gather the views and experiences of patients using the Outpatient services at St Helier hospital as well as investigated the Inpatient care at both St Helier and Epsom hospitals.

We are keen to hear what you think about Healthwatch Sutton, please visit <http://bit.ly/hwsannual16> and complete our survey, you could be in with a chance to win a £20 Marks and Spencer's voucher.

The deadline for completing surveys is 3rd January 2017

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## Healthwatch Sutton Board Meetings - Dates for 2017

Healthwatch Sutton Board meetings are meetings held in public.  
*If you would like to attend, as an observer, please contact the Healthwatch office in advance of the meeting.*

Month	Date	Time	Venue
January	9th	2pm to 4pm	Granfers Community Centre
March	27th	2pm to 4pm	Granfers Community Centre
May	8th	2pm to 4pm	Granfers Community Centre
July	10th	2pm to 4pm	Granfers Community Centre
September	11th	2pm to 4pm	Granfers Community Centre
November	13th	2pm to 4pm	Granfers Community Centre

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