

Healthwatch Sutton

Autumn 2019



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Message from our Chair

This year, we're celebrating 6 years of Healthwatch Sutton! Time flies when you're having fun. It's been a busy, challenging and hugely rewarding period for us, and this is reflected throughout our bumper edition.

It's been a while since our last edition, so we've got lots to tell you.

This year, we sadly said goodbye to Ishmael Evans and welcomed our new Communications, Engagement and Projects Officer, Gemma Thatcher.

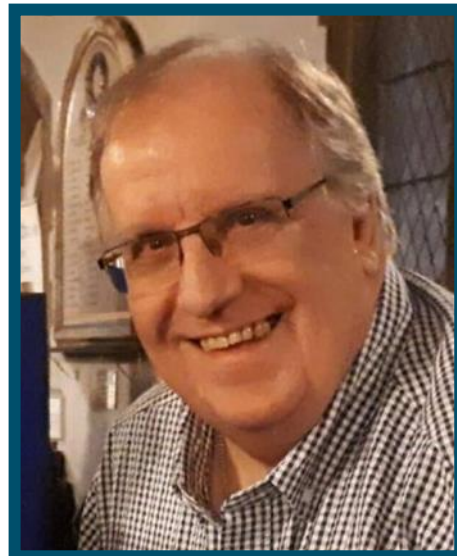
We've published 3 reports on A&E at St Helier Hospital, Children and Young People's Mental Health and Wellbeing and Perinatal Mental Wellbeing in Sutton. You can find out more on **pages 5-7**.

Additionally, we're looking for outreach volunteers to help us 'spread the word' about Healthwatch Sutton. For more information, please see **page 9**.

Over the next few months, we're looking forward to progressing with our Care Homes Project and publishing our report on GP registration for people who are homeless or are temporary residents - watch this space!

We have also continued to provide independent advice, support and information to Sutton's Patient Participation Groups and Patient Reference Group. You can find an update on **pages 10-11**.

Finally, we'd like to say a huge thank you for your valuable contributions. We're looking into how we can best keep you up-to-date with all the happenings at Healthwatch Sutton in these newsletters. If you have any comments or suggestions, please get in touch.



David Williams

Chair, Healthwatch Sutton

Get in touch

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What matters to you?

Your story has the power to make a difference.

The more people share their ideas, experiences and concerns about health and social care, the more services can understand what works, what doesn't and what people want from care in the future.

If it matters to you, it's likely it matters to someone else too. We want to hear your views.

Follow this link bit.ly/whatmatterstoyou or scan the QR code to share your views with us.



Alternatively, if you'd rather speak to us about your experience of health and social care, then please get in touch on **020 8641 9540**.



Please note Healthwatch Sutton does not directly provide any health or social care services and cannot investigate or resolve a complaint you may have with one of these services. Please see our [website](#) or get in touch on 020 8641 9540 for information on where to go if you have an issue/complaint to raise with a health or social care provider/service.

What's new?



Have you read our Annual Report yet?

We're proud to present our Annual Report showcasing our achievements from 2018/19. It highlights how sharing your views and experiences has helped to improve health and social care services in Sutton. The report is available to read on our website: bit.ly/HWSuttonAnnualReport2019. If you need this report in a different format, please get in touch.

Funding update

We're pleased to say that we've secured funding from Sutton Council until 30th September 2020!

Website revamp

We've got a new look and we hope you like it as much as we do! If you have a minute or two, we'd love to know what you think. If you have any questions, comments or suggestions, please get in touch with **Gemma**.

We've been shortlisted for the Healthwatch Network Awards!

Our Children and Young People's Mental Health Project has been shortlisted for the 'Helping more people to have their say' Healthwatch Network Award. Winners will be announced on Tuesday 1st October - watch this space!

What's on?

Healthwatch Sutton Board Meetings

Our Board meets regularly to discuss and use the views they have heard from people in Sutton to help inform our decision making.

The public are also invited to come along and observe the meeting.

The dates below are our board meetings until the end of 2019. The 2020 dates will be published in our next newsletter.

If you would like to attend as an observer, please get in touch with the Healthwatch Sutton office.

Month	Date	Time	Venue
September	9th	11am to 1pm	Small Hall, Granfers Community Centre
November	4th	2pm to 4pm	Small Hall, Granfers Community Centre

Project updates

Children and Young People's Mental Health & Wellbeing

In 2018, we surveyed over 5000 young people aged 11-18 years to look at their mental health needs. We found:

- 6% of young people had experienced self-harm and a further 25% had felt lonely.
- LGB young people are four times more likely to have suicidal thoughts compared to those who identified as heterosexual.
- A decline in wellbeing was shown the more hours they spent looking at a screen.
- Young people's wellbeing steadily declines between 12 and 18 years of age.
- Two fifths of students said that they had sleep problems, and analysis showed that there was a direct correlation between improved wellbeing and the more sleep young people were able to get.
- 30% of young people said that they had felt that they had needed support for their mental wellbeing.

We were pleased with the responses from Sutton Council, Sutton CCG and South West London and St George's Mental Health Trust because our work has helped to:

- **Secure the Trailblazer bid in Sutton.** This work was instrumental in securing an extra £1.8million funding for schools to provide support for the mental health of young people locally. We are now working with the leaders of the Trailblazer and helping to focus resources based on these results. For example, the Trailblazer leaders are looking to provide additional support for young LGBT people.
- **Facilitate discussions with local secondary school headteachers.** Arrangements are being made to present at the secondary heads meeting in Sutton to discuss the actions that can be taken to support young people in schools.
- **Influence the recommission of CAMHS.** The results have already been used by CAMHS (Child and Adolescent Mental Health Service) commissioners to influence the recommission of CAMHS.
- **Improve support for friends and family.** The Trailblazer project is looking to investigate ways to support friends and family so they can offer effective help.

Read the full report [online](#), or get in touch if you require the report in a different format.

Our CEO, Pete Flavell, has been busy presenting the report to different Boards across the Borough including the Health and Wellbeing Board, CAMHS Partnership Board, CQC's South London Quality Surveillance Group amongst others.

We're also really pleased to see how our Partners have used the data to influence their work and spread the word!

For example, Beth Ingram (Director & Peer Support Worker, Hearts & Minds) discussed the data that highlights the particular issues that LGBTQIA+ young people face around mental health in her video series. It features two young commissioners, Helen and Lloyd and gives a really good picture of some of the challenges service providers and commissioners face when thinking about support for LGBT young people and what LGBT young people in Sutton feel could be solutions to these difficulties. [Watch the video.](#)



Project updates

What's going on in A&E at St. Helier?

87 people filled out our questionnaire asking about their experience of A&E. We asked about their experiences with the doctors, nurses and receptionists, information received about waiting times and whether they received pain killers if they needed them.

We found that:

- On average, all staff groups were highly rated.
- 58% of respondents said that they were not told how long they would have to wait.
- Of the patients who gave an opinion on the fairness of the order in which people were seen, 78% thought that it seems to be fair with the remaining 22% stating that it did not seem fair.
- Removing those patients that did not want pain relief, 22% of patients stated that they didn't ask for pain relief but needed it, and a further 5% stated that they asked for it, but didn't receive it.

We made the following recommendations:

- Look at ways to improve communication with patients about waiting times.
- Investigate reasons behind the perceived unfair order of seeing patients. If some situations are unavoidable, look to improve information to patients to explain prioritisation of patients.
- Review processes in place to address pain relief on arrival at the Emergency Department to identify potential ways to improve access to pain relief and ensure that those who have identified a need are able to receive medication where appropriate.

In Epsom and St Helier Hospital's NHS Trust's Quality Account for 2018/19, the Trust made a commitment to act on the recommendations given in our A&E Report. They confirmed that:

- They are working on improving the information displayed to patients on the TVs.
- A supplier is producing a laminated handout that explains the process of A&E to patients as many felt that the order in which patients were seen was unfair.
- A lockable medication cupboard has been ordered to go in triage rooms so that medication can be dispensed as required without prescription.

Read the full report on our [website](#), or get in touch if you require the report in a different format.



Project updates

Perinatal Mental Wellbeing

Earlier this year, we heard from 317 expectant and recent mothers, as well as their partners. We wanted to find about their experiences of services and views concerning mental wellbeing. We found:

- 69% had either received 'not enough' or 'not received any' information about perinatal mental health.
- Pregnant people rate their knowledge considerably lower than those who had a baby in the last 2 years.
- The largest barriers to accessing help and support were
 - Worrying about other people's reactions
 - Not knowing how to access support
 - Anxiety that social services would become involved
- 71% of respondents think there is 'not enough' support for partners.
- 73% would like to access support online.

We made the following recommendations:

- Investigate ways to fill the information gaps for the 69% of respondents who had either received insufficient or no information regarding perinatal mental health.
- Develop a campaign to help remove the stigma around perinatal mental health and reduce fears about social services intervention.
- As people would like to access information online, put in place clear, practical support information in one place online and promote significantly to ensure this is the first place that local people visit for information (to include signposting to trusted organisations).
- Look to further develop support for partners, using feedback from the existing partners group that has already been established.

We have sent letters to Sutton CCG, Sutton Council, Epsom and St Helier Hospital NHS Trust, Sutton Health and Care Alliance, Sutton GP Services (Federation), SWL and St George's Mental Health NHS Trust and Community Action Sutton. We are also developing an Action Plan to be monitored and supported by Sutton Perinatal and Infant Mental Health Early Help Networks.

Please keep an eye out on our [website](#), e-bulletins and social media to receive the latest updates on this project.

**Want to stay up to date with our
perinatal mental wellbeing project?**



Sign up to our e-bulletin:

Link: bit.ly/hwsemail



What's next?

Care Homes



Our plans to visit care homes in the Borough are progressing. We are basing our system on the one that was developed by Healthwatch Sunderland which in turn is based on the 8 principles developed by Independent Age. This will involve asking care home managers, their staff, residents (and their friends and families) about the quality of care in each home. We are starting by looking at care homes for older people.

Primary School Students' Emotional Wellbeing

Following on from the success of our secondary schools work, we are developing another survey that can be used by pupils who are in Years 5 and 6 (9-11 years old). A group of primary school teachers and other stakeholders have been helping us to develop the questions and work out the best way to collect survey responses.

We are now in the final stages of creating the survey to be completed by the pupils on tablet computers. The questions are very different to those used in secondary schools. We are planning to launch this project to all primary schools in September.

Improving Healthcare Together (IHT)

We are currently monitoring the progress of this NHS initiative that is looking to change the way services are provided at Epsom and St Helier Hospitals. The programme is looking to provide a new acute hospital that will provide urgent care on either Epsom, St Helier or Sutton hospital sites.

The IHT team have carried out some engagement and these planned changes could go out to formal consultation in the Autumn of this year.

GP Registration for Homeless People or Temporary Residents

According to Shelter (2017), Sutton is ranked 37th in the top 50 areas for homelessness. With help from our volunteers, we have investigated whether those without a fixed address are able to register at GP surgeries throughout Sutton through a 'Mystery Shopping Report'.

We are currently working with our Partners to develop recommendations before we publish our report in the coming months.



Become a volunteer

Our volunteers are at the heart of what we do.

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with us can help you develop skills, gain experience and make a difference to your community. We are currently looking for Outreach Volunteers to help 'spread the word' about Healthwatch Sutton.

Outreach Volunteer

Do you enjoy speaking to people in the community? We're looking for outreach volunteers to help 'spread the word' about Healthwatch Sutton.

To have the greatest impact, we need to be out and about in the Sutton so we can speak to local people. Volunteers can support our signposting, communication and engagement work by working with individuals, families or communities of interest.

Interested?

You can apply by downloading the application form from our website:

www.healthwatchsutton.org.uk/work-us, emailing us at info@healthwatchsutton.org.uk or phoning us on 020 8641 9540.



Our work, commissioned by Sutton Clinical Commissioning Group

As a Healthwatch we are always looking at ways to strengthen the 'voice' of local people and that includes ensuring that there are opportunities for Sutton patients to participate in and influence decision making around the provision of health services.

Patient Participation Groups (PPGs)

PPGs offer the opportunity for local people to get involved, at their GP surgery, to share ideas, views and experiences and to work in partnership with practice staff and GPs to provide a patient perspective and patient support to inform and influence decisions. Volunteers in PPGs can also provide practical contributions to the services provided, by the practice in its local population.

Pam Howe, our Patient Engagement Officer, has been working with some of your PPGs. Here are some of the activities that Sutton PPGs have been involved with;

Patient surveys - to gather patient feedback so that the PPG can work with their practice to develop an action plan to implement informed changes or improvements.

Volunteer support - talking to patients in surgery waiting rooms and encouraging them to take part in surveys, helping out on flu clinic days, helping to arrange the practices' annual carol service and running a practice walking group.

Helping to plan and evaluate services by contributing to the patient perspective to changes including changes to practice premises and improving practice websites.

Publicising and promoting health and wellbeing support services with stands, talks, adding information on the practice website, using social media, in practice newsletters and with flyers and posters in surgery waiting rooms.

Providing volunteer patient representatives to participate in the activities of the Sutton CCG Patient Reference Group - a Forum, supported by Healthwatch Sutton. At the Forum, patients have had the opportunity to provide feedback and raise issues about local services and take away information about commissioned services to share with their PPG and the wider patient population.



Case studies

Check out our detailed case studies on our [website](#) to see some examples of the fantastic work being done by volunteers and their PPGs in Sutton.

Get involved

If you are interested in getting involved in your practice patient group, check out the practice website to see what is involved or speak to practice staff. Perhaps you are not able to join a patient group but have some skills, experience or time that you could offer in support? If you are offered the opportunity by your practice PPG to give your views or make constructive comments, we would encourage you to support them to ensure that they capture a range of views from patients to inform their activities.

Community Health Champions

Our funded programme to recruit and train Community Health Champions has come to an end, but we are delighted to report that 20 existing volunteers from PPGs and staff and volunteers from voluntary and community groups successfully qualified as Health Champions having undertaken accredited training in 'Understanding Health Improvement.'

We will continue to involve our health champions in our work and ensure that we share with them information about the many local health and wellbeing services that can support people in their communities to live healthier and happier lives.



Our Patient Engagement Officer Pam, with Community Health Champions, David, Tony and Hatti speaking to people and handing out information in ASDA, Sutton in June.

Advice & Information

Have questions about accessing health and social care services in Sutton?

The Healthwatch Sutton Information & Advice Service is provided by Citizens Advice Sutton through Advice Link Partnership (ALPS) and can assist local residents who have questions about accessing health and social care services. Call 020 8254 2616 (Monday to Friday, 9am - 5pm)

Help making a complaint

Thinking about making a complaint?

If you are a resident of Sutton and would like support with making a complaint, please contact the *Advocacy for All* referral team who will take your information and pass it to an NHS Complaints Advocate who will contact you to discuss your complaint.

Call 0345 310 1812 (Monday to Friday, 9am - 5pm)

**Calls cost 3p per minute, plus your phone company's access charge. Charges may vary.*

Email suttonnhscomplaints@advocacyforall.org.uk

Please also see our website for resources, tips and tools for making a complaint:

www.healthwatchsutton.org.uk/help-making-complaint

