

Newsletter

Spring 2020

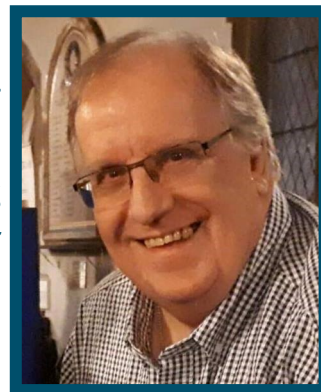


Message from our Chair

Hello and welcome to our first edition of our newsletter in 2020.

On behalf of all the team at Healthwatch Sutton, I'd like to wish you all a very belated healthy and happy new year!

We've been busy since our last edition. Our highlight was being recognised as highly commended for 'Helping more people to have their say' at the 2019 National Healthwatch Network Awards, for our children and young people's mental health project, in October 2019. You can find out more on **page 5**.



We also published our report looking at the ease in which people without proof of a fixed address can register with their GP. We kicked off our Care Homes Project as our Enter and View volunteers visited Crossways Nursing Care Home. Find out more about our current and future projects on **pages 7 and 8**.

We sadly said goodbye to our Director, Annette Brown, but welcomed three Directors to the Board, Noor Sumun, Janet Wingrove and David Elliman. We also welcomed Team Administrator, Simon Foxcroft. You can meet them on **page 6**.

Find out more about Primary Care Networks, and what we've been doing to support local Patient Participation Groups and the Patient Reference Group on **pages 9 and 10**.

Additionally, we are looking for outreach volunteers to join the team and help us 'spread the word' about Healthwatch Sutton at community events. To find out how you can get involved, please see **page 12**.

Don't forget to have your say in our survey 'Changing your GP Service' for your chance to win £100 worth of vouchers! We're also encouraging you to have your say on Improving Healthcare Together's consultation. It's really important to have your voices heard. Find out more on **pages 3 and 4**.

Finally, we'd like to thank you for your continued support and valuable contributions - we wouldn't be here without you!

See you soon.

David Williams

Chair, Healthwatch Sutton

Get in touch

Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

w: www.healthwatchsutton.org.uk

t: 020 8641 9540

e: info@healthwatchsutton.org.uk

tw: @HW_Sutton

fb: facebook.com/healthwatchsutton

Have your say

Changing your GP service

Help design a service that works for you

Have your say for your chance to win £100 worth of vouchers!

The way GPs provide health services is changing. GP surgeries are working together to provide a wider variety of services at a broader range of times. These groups of GP Practices are called Primary Care Networks (PCNs) and there are 4 networks in the London Borough of Sutton. Through their Primary Care Networks, GP Practices are working together to develop new services and improve those that already exist.

All these changes are in the early stages of development and we want to find out your views so we can make the most beneficial changes to services in your area.

Make a difference to your local GP services by taking part in our survey.

At the end of the survey, there is a chance to enter our prize draw to win £100 worth of vouchers. The terms and conditions for the prize draw can be found on our [website](#), as well on the reverse of the prize draw slip.

We have enclosed a copy of the survey, as well as a Freepost envelope to return your views to us. You can also complete the survey online: <http://bit.ly/HWSprimarycare>.

Deadline for responses and prize draw entries: Thursday 30th April 2020.



Find out more about Primary Care Networks and changes to GP services on page 9.

Have your say

Have your say on Epsom & St Helier proposals



Your local NHS is consulting on proposals to invest in both Epsom and St Helier hospitals to build a new specialist emergency care hospital at Epsom, St Helier or Sutton Hospital.

A public consultation has been launched on proposals to improve services at Epsom and St Helier Hospitals NHS Trust.

Members of the public are being asked for their views on three options to invest £500 million of national funding to build a new specialist emergency care hospital - on the Epsom, St Helier or Sutton hospital sites. We are encouraging you to get involved in this consultation, which is being led by NHS Surrey Downs, NHS Sutton and NHS Merton Clinical Commissioning Groups (CCGs). They are responsible for planning local healthcare services.

The consultation takes place from 8th January to 1st April 2020.

There are many different ways to have your say.

You can:

- Fill in the questionnaire on their website: www.improvinghealthcaretogether.org.uk
- Go along to any of their listening events to tell them your views
- Email them at hello@improvinghealthcaretogether.org.uk
- Engage with them on Twitter [@IHTogether](https://twitter.com/IHTogether) or visit their Facebook page [@ImprovingHealthcareTogether](https://www.facebook.com/ImprovingHealthcareTogether)
- Write to them at Opinion Research Services, FREEPOST SS1018, PO Box 530, Swansea, SA1 1ZL
- Call them on 020 3880 0271 (Monday to Friday, 9:00am to 5:00pm)
- Message them via SMS on 07500 063191



As an organisation who is independent from the formal consultation, you can share your views directly with us if you prefer. We are gathering feedback on the proposals and will share this feedback with the Improving Healthcare Together team, drawing themes from your feedback and formally ask them to respond.

You can complete our survey online: bit.ly/2RTKIPJ.

If you require a paper copy of the survey, please get in touch with us on 020 8641 9540.

Our news

Healthwatch Sutton receives highly commended recognition at national awards

Healthwatch Sutton was recognised as highly commended for ‘Helping more people to have their say’ at the 2019 Healthwatch Network Awards.

We surveyed over 5000 children and young people in half of the secondary schools in Sutton to find out how young people scored on a ‘wellbeing’ scale, as well as the mental health challenges they’ve experienced and the support available to them.

This work was instrumental in the application process that secured an extra £1.8million of funding for schools to support mental health in young people. We are now working to ensure that this funding is used to focus on the issues highlighted in the report.

Every year, the Healthwatch Network Awards celebrate the many positive stories of how the local Healthwatch network is helping to make care better for thousands of people. The awards are an opportunity to demonstrate where local Healthwatch worked within the local community to make sure health and social care services meet people’s needs. These awards also recognise how people’s feedback is vital to improving services.

The local Healthwatch shortlisted for 2019 Healthwatch Network Awards were picked from almost 150 award entries. The winner and the highly commended from each category were chosen by a panel of external judges and announced at the Healthwatch England Annual Conference on 1st October 2019.

David Williams, Chair of Healthwatch Sutton, said:

“To be recognised on a national level by Healthwatch England is a reward for the quality of the work that is carried out, every day, by the Healthwatch Sutton team. We are incredibly proud of this achievement, and even prouder of the 5000 children and young people who shared their experiences with us”.

You can read the full report on our [website](#). If you require the report in a different format, please get in touch.



Welcome to the team!



Noor Sumun - Director

"I worked in the NHS for 43 years before I retired in 2018. I trained as a nurse in the 70s and worked in adult and children's mental health and learning disabilities for 15 years. This gave me an insight into the needs and challenges the public faces in health matters. I had a change in career in the 90s after obtaining a Computer Science degree and began work in Information Technology with NHS Blood and Transplant. The ultimate goal in the team was to "save and improve patient lives". I want to use my experience from the NHS to influence change and improve the delivery of services in Sutton. I understand the challenges the older generation faces with the introduction of new technologies and mobile apps and I want to ensure these services are accessible for everyone."



Janet Wingrove - Director

"I trained as a clinical psychologist and later as a mindfulness teacher, and I have worked for many years in adult mental health, offering clinics in GP practices and in hospital-based outpatient clinics. For several years, I was the clinical lead for a talking therapies service. To help me in this role, I studied Service Operations Management at Warwick University Business School. This gave me a greater appreciation of the fact that a good service requires so much more than good clinical care, important though that is. Efficient waiting list management and other operational processes, clear communication, and inviting feedback from people using the service are all essential. As a clinical lead, I set up a service-user forum and found their perspectives an invaluable support. I retired from full-time work in the NHS in 2018, and have since worked part-time, offering psychological therapy teaching mindfulness, and supervising trainee therapists. I am delighted to be joining Healthwatch Sutton as I am still passionate about service improvement and believe that relies on us remembering that the patients and carers who are on the 'receiving end' of services also have much to give in helping services improve, and we can all be both receivers and givers of care in different ways at different times in our lives."

David Elliman - Director

"I am a semi-retired paediatrician. After training at St George's Hospital in Tooting, I worked in Croydon, Kingston and Scotland before returning to St George's about 30 years ago. I now work jointly at Great Ormond Street Hospital and Public Health England. My main interests have always been in improving the health of children and young people by prevention. My current post is related to screening babies for various conditions so the effects can be minimised. I also have a major interest in immunisation and have written articles for a wide range of audiences including professionals and parents. I have also been involved in the Healthy Child Programme. Raised in South East London, I now live in Carshalton. Two of my children were born at St Helier Hospital and I have been a patient at both St Helier and Epsom Hospitals. I hope I can use my broad experiences to the benefit of our local population."

Simon Foxcroft - Team Administrator

A huge welcome to Simon who joined us as our Team Administrator last November!

Goodbye



Annette Brown - Director

Annette stepped down as a Director at our AGM in August last year. We'd like to say a massive thank you for her time, commitment and hard work as a Director over the years. We wish you luck in your future endeavours and please keep in touch!

Project updates

Take 5 (no.2!) project update

We'd like to say a huge **thank you** to everyone who took 5 minutes to tell us what you think of Sutton services. We will produce a report reviewing the key findings in the coming months.

Enter and View Report - Crossways Nursing Care Home



In October 2019, our 'Enter and View' volunteers visited Crossways Nursing Care Home to speak to residents, staff and relatives, as part of our Care Homes Project. [You can read the full report on our website.](#) In the coming months, our Enter & View volunteers will continue to visit different care homes in the Borough to gather the views and experiences of staff, residents and their family and friends about the quality of care in each home.

Primary School Students' Emotional Wellbeing

We have developed a survey which is being filled out by pupils who are in Year 5 and 6 (9-11 years old). So far, 10 primary schools have taken part, and we have collected almost 650 responses.



Response to our perinatal mental wellbeing report

Last year, we published our report looking at 300 expectant and recent mums, as well as their partners' experiences of services and views concerning their mental wellbeing. The findings from our report were shared with Sutton Council, Epsom & St Helier Hospital NHS Trust, South West London St George's Mental Health NHS Trust and Sutton CCG, and we have received formal responses from them addressing our recommendations, which we have published on our [website](#).

New project

Young people's experiences of accessing sexual health services in Sutton

We've identified that there was a change in location of sexual health services provided in Sutton, as well as a new provider. In the coming months, we will be engaging with young people about their awareness and experiences of accessing sexual health services.



Never miss an update

Sign up to our e-bulletin:

bit.ly/hwsemail

(or scan the QR code on your smartphone)



Project updates

***New report* GP registration for people without a fixed address**

Last year, our Healthwatch Sutton Mystery Shoppers contacted GP surgeries across the London Borough of Sutton, to find out whether it would be possible for a person without proof of a fixed address to register with their local GP.

Standards for registering people who are homeless or without a fixed address

NHS England states:

- You do not need to provide ID or proof of address when registering with a GP, but it is helpful to do so.
- You cannot be refused registration because you are homeless, do not have proof of address, identification, or because of your immigration status.
- Where necessary, the practice can use its address to register the patient.

What we did

4 Healthwatch Sutton volunteers attempted to contact 23 GP surgeries in Sutton as ‘mystery shoppers’. In this context, mystery shoppers engage with health and social care providers, posing as service users. This enabled them to assess how well the providers perform in terms of customer service and service provision.

What we found

Of the surgeries who did respond:

18 said that it would be possible to register without a fixed address.

3 said that it would not be possible to register without a fixed address.

1 said that the individual would be able to have an appointment but not register.

Our recommendations

- Remind GPs of the rights of access for homeless patients, with regard to NHS England’s Standards.
- Investigate potential to discuss access issues directly with homeless patients.
- Improve information available to homeless patients about their right to access GP services.

Since we published our report in December, we have presented the findings at the GP Practice Managers Forum. The report was well received with all present stating that they would register someone if they didn’t have proof of a fixed address and agreeing to take this back to the practice to ensure that this is being implemented by all staff.

We have written to Sutton CCG requesting a formal response to our report.

You can read the full report on our [website](#).
Please get in touch if you require the report in a different format.



Changes to GP Services

The NHS needs to change - why?

The NHS and specifically 'Primary Care' (services at your GP Practice/Health Centre) needs to change. Our population is growing and living longer and more people are living with long-term and mental health conditions, and may need to access more services, more often.

With current shortages of staff with a growing, more complex workload and higher expectations, the NHS needs to change to ensure it can continue, grow and ensure what it does is "fit for the future" and providing the right care, in the best place, to meet the needs of patients.

What's happening?

One of the planned changes identified in the NHS Long Term Plan has been to encourage individual GP practices to be part of a "Primary Care Network". These networks will typically cover between 30,000-50,000 patients - small enough to continue to provide personalised care but large enough to allow for health professionals to work together, across practices, to make more effective use of their resources (e.g. staff, buildings, expertise). Networks will be looking at working more closely, with community and mental health services, social care support, local hospitals, pharmacists, and voluntary and community groups. The intention is to build on existing services to provide more pro-active, personalised, co-ordinated care with improved integration between health and care services. **Sutton practices have established 4 Primary Care Networks (PCNs):**

| Cheam & Sutton | Central Sutton | Carshalton | Wallington |
|--|---|---|--|
| Benhill and Belmont Cheam GP Centre Cheam Family Practice James O'Riordan | Grove Road Mulgrave Road Old Court House Robin Hood Lane | Bisopsford Rd MC Chesser Surgery Faccini House Green Wrythe Hackbridge MC Sutton Medical Wrythe Green | Beeches Surgery Maldon Rd Surgery Manor Practice Park Road MC Shotfield MP Wallington FP Wallington MC |

What will change for patients?

PCNs offer an opportunity for health professionals, working in networks, to begin to plan with a view to doing things differently, providing patients with:

- Access to more appointments
- Different ways of accessing a healthcare professional
- Access to a wider range of services closer to home
- Access to a greater range of healthcare professionals
- Access to more specialised services at a Surgery/Health Centre in your network
- Better integration of health and care services

Have your say!

Help design a GP service that works for you. We want to know what you think about changing GP services in Sutton. Have your say by completing our survey (enclosed with this newsletter) or online: bit.ly/HWSprimarycare and be in with a chance to win £100 worth of vouchers!

Our work

Commissioned by Sutton Clinical Commissioning Group (SCCG)

Patient Participation Groups (PPGs)

All GP practices should have a Patient Participation Group (PPG), though the way they are set-up and work with the practice and their effectiveness varies across Sutton. The role of a PPG is to be the 'critical friend', working with practice staff to support the surgery and to be the conduit for patient opinion.

To understand the opinions and experiences of the patients of the practice, many PPGs carry out surveys on the overall patient experience of using services at the practice or on a range of topics to inform their activities. If you are asked to provide feedback at your practice, please take some time to give your views and inform decision making.

Patient feedback on their experiences of using services is also captured in an annual 'National GP Patient Survey'. 2019 results for Sutton and individual practices can be found online: gp-patient.co.uk. Our current work with PPGs is focusing on empowering and supporting 6 PPGs at practices where the 2019 survey results indicated lower or declining levels of patient experience. PPGs, working with their practice are looking to better understand the reasons behind their patient feedback, so they can identify areas where changes or improvements could be made.



Chairs discussing ideas on why some PPGs work and some don't at their first meeting.

To support the work we do with PPGs, we recently held our first PPG Chairs meeting, bringing together patient volunteer chairs to share good practice and experiences around carrying out surveys and to start thinking about the opportunities for joint working and collaboration in Primary Care Networks.

Get involved

Many PPGs struggle to recruit members to their group even though the commitment required is not huge and the activities can be interesting. If you have some time to spare, looking for a new challenge, have some skills to offer or would like to develop your existing skills, then why not get involved? If you are interested in finding out more about the PPG at your practice, speak to practice staff.

Patient Reference Group (PRG)

We continue to provide support to the Patient Reference Group, a patient-led forum for dialogue between patient representatives from PPGs and Sutton CCG around a range of commissioned services. Recent topics for conversations have included Social Prescribing in Sutton, understanding engagement and consultation, the joint Mental Health and Wellbeing Strategy, the merger of Sutton with other CCGs to form a South West London CCG and information on the Improving Healthcare Together programme.

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 for the rest of the year.

If you would like to attend as an observer, please get in touch.

| Date | Time | Venue |
|--|-----------------|--------------------------------------|
| Monday 11 th May 2020 | 2:00pm - 4:00pm | Granfers Community Centre SM1 3AA |
| Monday 13 th July 2020 | 2:00pm - 4:00pm | Granfers Community Centre SM1 3AA |
| Monday 14 th September 2020 | 2:00pm - 4:00pm | Granfers Community Centre SM1 3AA |
| Monday 9 th November 2020 | 2:00pm - 4:00pm | Granfers Community Centre SM1 3AA |

Membership

If you have received this newsletter, then you are a member of Healthwatch Sutton. As you know, membership is free (and always will be) and just means you can receive regular updates about our work, invites to our events and a chance to share your feedback. We keep you informed by sending out a monthly e-bulletin, as well as this newsletter twice a year. We will never inundate you, and you can unsubscribe at any time.

We've got a few favours to ask you, as our member.

Firstly, **do you know anyone else (e.g. a friend or family member) who would be interested in becoming a member of Healthwatch Sutton?** If so, they can sign-up to be a member on our website: <https://www.healthwatchsutton.org.uk/become-member>. Alternatively, please ask them to get in touch with us on 020 8641 9540.

Secondly, **have your details changed?** If you have moved house, changed your name, or had a change in situation since you joined us a member, please do let us know. We want to make sure that we're keeping you informed via the appropriate channels. You can do this by returning the slip enclosed with this newsletter, or getting in touch with us via email info@healthwatchsutton.org.uk or calling us on 020 8641 9540.

Finally, if you have received this newsletter and would no longer like to be a member of Healthwatch Sutton or receive any communications from us, you can let us know by tearing off the slip in the letter we sent you with this newsletter, and return it in the Freepost envelope.

For more information about Healthwatch Sutton, please visit our website: www.healthwatchsutton.org.uk.

Get involved

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**.

