

Summer Edition

# News



Welcome to the first edition of the Healthwatch Sutton Newsletter.

We are the new consumer champion for Health and Social Care in the London Borough of Sutton.

Healthwatch Sutton is a volunteer led organisation working in partnership with three well established local groups; Sutton Centre for the Voluntary Sector (SCVS) who provide the support service e.g. project management, Sutton Centre for Independent Living and Learning (SCILL) who are providing the Healthwatch Information, Advice and Signposting service and the Sutton Borough Citizens Advice Bureau (SBCABx) who are providing the Healthwatch Complaints Advocacy Service.

Our aim is to engage with patients and members of the public to find out their views and experiences (good or bad) of local health and social care services.

**Contact us on our new number  
020 8641 9540**

We held a launch event on 20th May 2013. Over 100 people attended to find out more about their local Healthwatch and contribute towards the priorities for Healthwatch to work on during 2013 - 2014.

For more information about the priorities please turn to page 3.



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## A message from the Chair ...

Welcome to the first Healthwatch Sutton newsletter. On the 1<sup>st</sup> April 2013 Healthcare structures across the country changed with the Health and Social Care Act. Healthwatch Sutton was set up to listen to local peoples views regarding health and social care and to influence and improve local services. On the 1<sup>st</sup> April this year we became fully operational.

I was elected to Chair the organisation at the first Board meeting. I have had the pleasure of meeting and working with a diverse range of organisations across health and social care in Sutton. Many of whom also came officially into being on the 1<sup>st</sup> April 2013. We have been asked to represent Sutton residents in membership of the Health and Wellbeing Board, the Clinical Commissioning Group, Better Services, Better Value and the Local Representative Panel for Epsom and St. Helier Trust.

Healthwatch Sutton Directors and staff are raising the profile of Healthwatch and have attended a number of community events to introduce residents to the new organisation. We look forward to an increase in our membership at what is a very exciting and challenging time for health and social care services. The Board and staff look forward to meeting you at local events throughout the coming year.

*Doris Richards,*

Chair, Healthwatch Sutton

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## Introducing the directors of Healthwatch Sutton



Doris Richards  
Chair



Val Benn  
Vice Chair



Wendy Ferrell  
Vice Chair



David Williams



Derek Yeo



Hilary Smith



Shri Mehrotra



Sylvia Aslangul



Ted Gates

The Healthwatch Sutton directors are all volunteers and come with a wealth of knowledge and expertise in Health and Social Care. In each newsletter we will find out a little more about each one.

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## Introducing the Staff Teams of Healthwatch Sutton

The staff for Healthwatch Sutton are based within the three partner organisations. Pictured from left to right, Jan McCulloch - Healthwatch Manager, Sara Thomas - Communication & Administration Officer, Pam Howe - Volunteer & Engagement Officer, Ros Weiss - SCILL Service Manager, Nicky Davies - SCILL Senior Information Officer, Wayne Neumann - SCILL Marketing & Operations Manager and Steve Triner—SBCABx Chief Executive Officer.



### Staff news:

Jan McCulloch will be reducing her days from the beginning of October and leaving end of November 2013 when the new Healthwatch Manager is recruited.

Sara Thomas will be leaving SCVS at the end of September 2013. Both Jan and Sara have been with SCVS for approx. 10 years and have both worked on the successful Sutton LINK. They have enjoyed their time with Healthwatch Sutton but feel it is time for a change and are both looking forward to their new ventures.

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## Healthwatch Sutton Priorities

Following the Healthwatch Sutton launch event in May 2013 the Board of Directors has agreed the following priorities;

### Representation

The Board agreed that listening to and gathering views of local people needs to be a key priority. Directors, partners and staff attend regular strategic meetings represent the voice of the community.

### Developing the Patient Participation Groups (PPG)

The Clinical Commissioning Group (CCG) has commissioned Healthwatch Sutton to support and develop patient engagement through practice groups and the CCG Patient Reference Group

### Better Services Better Value (BSBV)

We are unsure as to whether the BSBV consultation, regarding the future of St Helier hospital is going ahead. As a very important issue for the local community Healthwatch will play a key role in ensuring local people are made aware of any consultation to enable them to have their say.

### Hospital Monitoring/Enter and View

A key function of Healthwatch will be the monitoring of local Health and Social Care Services and using Enter and View powers to contribute and identify patient/user experience and making recommendation for improvements to services.

### Hospital Discharge

A widespread concern identified by Healthwatch Sutton and other local and community groups.

# Healthwatch Sutton

## Information, Signposting and Advice



This is a very exciting time for SCILL's Information and Advice Service.

Being awarded the Healthwatch contract has introduced a new element to our service which means we will now cover any health and social care related topics.

Have you ever wondered how to easily find a NHS dentist? Who you can go to if you have been discharged from hospital and need extra help? How to make a complaint about a service or what local support groups there are? The health and social care system can be confusing with people sometimes left wondering how they can access services and what their choices are. SCILL's service will help people to navigate their way through by providing local, accurate and current information to anyone, including parents, carers, individual's, friends or families.

As well as contacting us by phone or visiting SCILL you can also find us out and about in the community holding regular outreach sessions in different parts of the Borough - call us using the details below to find out when we are in your community. If you would like us to run an information session in your area please do contact us, we would be happy to arrange a session.

**If you would like more information or to contact us, please ring the SCILL Information and Advice Team on 020 8770 4065, email [healthwatch@scill.org.uk](mailto:healthwatch@scill.org.uk) or drop into the SCILL Centre, 3 Robin Hood Lane, Sutton, Surrey SM1 2SW between 10.00 a.m. and 4.00 p.m.**

### **Did you know?**

- ⇒ If you have been referred to a specialist by your GP and you have an appointment reference number and a password you can book, change or cancel your appointment online or by phone. Using the choose and book service
- ⇒ Some long term health conditions entitle you to free prescriptions
- ⇒ Your local Pharmacist can give useful information and advice if you are unable to get a GP appointment
- ⇒ There is a directory of local care homes and providers available

# Healthwatch

## Complaints Advocacy Service Sutton (HCASS)



Sutton Borough Citizens Advice Bureaux (SBCABx) is delivering the Healthwatch Complaints Advocacy Service (HCAS). SBCABx has always assisted clients with health service complaints but this new service gives the bureaux the opportunity to build on that experience.

The complaints advocacy service is available to residents of the London Borough of Sutton who need advice and support to complain about health and social care services. Residents can access the service by telephoning Healthwatch Sutton on 020 8641 9540 Monday to Friday 9.00 am to 5.00 pm. Healthwatch Sutton will pass the clients details on to SBCABx who will contact the client within 48 hours and, in most cases arrange a face to face appointment with one of the specialist Healthwatch advisers. The Healthwatch complaints advocacy service is provided from two branches, the Carshalton & Wallington branch in Parkgate Rd and the Sutton office underneath the central library, both offices are accessible to people with disabilities.

The Healthwatch complaints advocacy service is completely free to all clients. The service is confidential in that no information about the client or the client's enquiry will be given to third parties without the client's clear consent. The service is independent in that SBCABx is not part of the local authority and is not linked to any health care provider. The SBCABx is impartial and advisers always provide a professional 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. SBCABx works closely with several local solicitors who can advise on the merits of legal action for redress. The Healthwatch complaints advocacy service has assisted clients with a wide variety of concerns including complaints against GPs who delayed referrals to specialists; complaints about hospital treatment and complaints about local authority care services. The advisers used a variety of methods to support the clients including writing letters, making phone calls and arranging to attend meetings to support clients.

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## **Become a Healthwatch specialist volunteer with the SBCABx**

SBCABx is a charity and a major local provider of volunteering opportunities with at least 70 active volunteers at any one time. All volunteers are fully trained for their roles and supported by Advice Session Supervisors.

The SBCABx volunteers are very diverse and include young people, retired people, people with disabilities, unemployed people, parents and part time workers volunteering at the bureaux. The volunteers are however, very carefully selected and have to demonstrate a commitment to the aims and principles of the SBCABx service, including the policies on equality and diversity.

**If you are interested in volunteering at SBCABx, please contact the  
SBCABx Volunteer Coordinator, Maggie Zolobajluk via  
[Maggie.zolobajluk@suttoncabx.org.uk](mailto:Maggie.zolobajluk@suttoncabx.org.uk)**

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## **Patient Participation Groups**

Healthwatch Sutton welcomes the opportunity to support patient engagement in Sutton.

Patient Participation Groups are now being established at most GP Practices in Sutton. Joining a group offers the patient the opportunity to “have their say” and influence the planning, delivery and development of local health services. Working with practice staff and patient representatives, patients can make positive contributions to services ( both at their surgery and in the wider community ) thus ensuring the patient perspective is taken into account and that services provided best suit the needs of the community. This is an interesting and rewarding role and if you are interested in joining **your** surgery group speak to reception staff.

### **WORKSHOPS FOR MEMBERS OF PATIENT GROUPS**

If you have joined a group or are thinking about joining one you may be interested in attending a free workshop designed to support patients to be effective members of their surgery group.

#### **The workshop will cover;**

The role and remit of a patient group  
Understanding the new healthcare structure  
Making effective contributions to the practice annual survey.

#### **Dates;**

**Thursday 19th September 2013 6pm - 8.30pm or**

**Tuesday 1st October 2013 10am - 12.30pm**

**For more information and booking contact your GP practice or Pam Howe at Sutton Healthwatch.**

## **Volunteers**

Volunteers are essential to the work of Healthwatch. We have a range of volunteer opportunities including Healthwatch Champions and ‘Healthwatchers’.

As a Healthwatch we have the authority to ‘Enter and View’ health or social care services to assess standards from a patient/user perspective. Volunteers carry out these visits providing feedback and contributing to reports and recommendations. Volunteers are provided with regular support and training where appropriate.

**If you are interested in volunteering with Healthwatch Sutton and would like to know more please contact Pam Howe at Sutton Healthwatch**

## **Enter and View**

As Healthwatch we will be taking forward any outstanding action from ‘Enter and View’ visits carried out by LINK, A follow up visit has already been carried to Ward 3 (the inpatient mental health service for Sutton residents) at Springfield hospital to assess the outcomes of an agreed action plan for improvements to the patient experience. We are pleased to report that the majority of the LINK recommendations have now either been implemented or work is planned or in progress.

The hard work of the staff of Ward 3 was recognised at this year’s SWLSTG Mental Health NHS Trust’s Annual Quality Awards Ceremony. Staff received the Quality and Value Award in recognition of the work they have done to involve service users and carers in improving the quality of their care.

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## London Borough of Sutton working with Healthwatch Sutton



When the need to establish a local Healthwatch was made clear through the Health and Social Care Act 2012, Sutton was in a good position to make the changes happen. Sutton had what was widely regarded as a high performing LINK and dedicated group of volunteers, already involved in working to improve health and social care services across the borough.

Through the hard work of those involved in Healthwatch Sutton and throughout the commissioning process, we now have a solid organisation in place to ensure that the voices of local people are heard.

Sutton Council will be working with Healthwatch Sutton to make sure as many local people as possible know about the organisation and what it is set up to do. The council is particularly looking forward to working with Healthwatch Sutton as a member of the Health and Wellbeing Board. Healthwatch Sutton has a voice and a voting place on the Board, meaning that, more than ever, local people will have a direct say not only on advising on strategic direction but also on making the key strategic decisions as well. Sutton Council firmly believes that these new arrangements provide us with the opportunity to positively influence existing relationships and systems within and across health and social care sectors locally. We can take lessons learnt from LINK, Healthwatch and the complaints, advocacy and support work, and use them as a catalyst for wider change in how we work towards improving health and social care services in the borough.

Healthwatch Sutton will be working hard to get more people involved in shaping health and social care services than ever before, especially those who might not usually get involved in these discussions. They will be providing advocacy and complaints support to those who need it, and will be signposting local people to the information they need in order to make the best decisions for themselves.

Cllr Colin Stears, Chair of the Adult Social Services and Health Committee, said “We know this is an ambitious range of services and outcomes for Healthwatch Sutton to achieve, but we also hope that, through the partnership approach we have in place and by working together, we can make real and lasting improvements in Sutton which will impact directly on local people and on communities more widely.”

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## The ‘Friends and Family Test’

Epsom and St Helier   
University Hospitals  
NHS Trust

A new national survey that aims to find out how highly NHS patients rate their care has shown that the vast majority of people who took part in the questionnaire at Epsom, Sutton and St Helier hospitals would recommend them to their family and friends. The ‘Friends and Family Test’, asks patients who have stayed in hospital overnight and those who have needed treatment in A&E (accident and emergency) how likely they are to recommend our wards or A&E department to friends and family if they need similar care or treatment.

Results from the first three months of the initiative are very positive for our hospitals, with the results from June coming in at an impressive 74. This figure, which is officially known as a ‘net promoter score’, is reached by subtracting the proportion of patients who would strongly recommend our services from those who would not recommend it, or who are indifferent.

That means that, of the 1,809 patients who took part in June, 1,696 people were ‘extremely likely’ or ‘likely’ to recommend the Trust’s services to a loved one.

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# Become a member of Healthwatch Sutton

Why not become a member of Healthwatch Sutton.

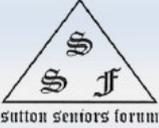
You will;

- Receive regular information and updates about local health and social care services (newsletters/e-bulletins).
- Attend themed focus /discussion groups and meetings.

You will also be able to;

- Share your views and experiences (good or bad) about your health and social care services.
- Volunteer with us, this could include carrying out monitoring visits to hospital wards and producing reports.

For more information and a membership form please contact the Healthwatch Sutton office using one of the methods in the box below.



## International Older People's Day

Celebrate with us on  
**Friday 4 October 2013**

**10:30am to 1:30pm in the Europa Gallery, Sutton Central Library**

Meet your local MPs  
Stay active & enjoy life  
Exercise & musical taster sessions,  
Volunteering and employment opportunities  
Experience the wide range of services  
that local charities and businesses have to offer  
**Tea & coffee will be available FREE**

Refreshments can be purchased at reasonable prices from  
**The Coffee Shop in the Library**  
**The Oasis Café - Trinity Church, Sutton**  
**Sherwood's Café - SCILL, Robin Hood Lane**



☎: 020 8643 6568  
✉: Myfanwy.Wallace@sutton.gov.uk





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