

WINTER EDITION

healthwatch
Sutton

News

STOP PRESS!!!!!!!
Healthwatch awarded
additional funding to
support the Patient
Reference Group

Welcome to the Winter edition of the Healthwatch Sutton Newsletter. Your views are vital in setting our priorities and hopefully you will find the newsletter informative and a good insight to our progress since our launch in May 2013

First Annual General Meeting

We held our first AGM on 6th February 2014.

Over 60 people attended to listen to the achievements of Healthwatch Sutton since it was set up last year and “contributed their views” on local health and social care issues.

For more information and pictures about the AGM please turn to page 4.



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Welcome message from the Vice Chair - David Williams

Yes, my turn this time, as our Chair - Doris Richards - is away at present on an ecumenical mission to the West Bank. We do take our caring very seriously, going overseas as well! But Doris knew she could happily accept that mission, as Healthwatch Sutton is a collective endeavour, with dedicated hard-working staff, and team of volunteer Directors and members who are always willing to further the presence of HWS in the local health and social care environment.

We have had a very challenging first year - but when we find the time to reflect on all that we have done - all that collaborative work with the Sutton Clinical Commissioning Group, Epsom and St Helier Hospital Trust, our very supportive partners at the London Borough of Sutton, our partners at Sutton CAB and SCILL - we feel we can proudly say that we have had a good first year as **your** Healthwatch.

But there is still so much to do, so many challenges still to face. And to help us do that, we would welcome your involvement - whether as members, maybe as volunteers - and if a little hard work now and again doesn't phase you, perhaps as Directors. We are there for you, as residents.....for we might all become a patient or social care service user one day.

Welcome to the Media World

One of the first jobs that the newly formed team have done is to update our webpage. Check out www.healthwatchsutton.org.uk for the latest national and local news about health and social care as well as Healthwatch Sutton!

We, the Healthwatch Sutton staff team, have been working hard to improve our presence in the social media world. We have now set up a Facebook page www.facebook.com/healthwatchsutton and Twitter account @HW_Sutton. Please like our page on Facebook or follow us on Twitter to receive notifications of our latest news. If you don't have a Twitter or Facebook account, why not set one up? Facebook, Twitter and our webpage all give you the opportunity to share your experience of using health and social care with us. Please see the bottom of page 8 for free training.

We need your email address

Do you have an email address? If you haven't received our e-bulletins and event notifications by email then we don't have your email address on our records. We would really like to keep you regularly informed about Healthwatch Sutton and other relevant news and events. The zero cost of email allows us to communicate more frequently. We will, of course, continue to provide information about our services. Please email us at info@healthwatchsutton.org or call us on 020 8641 9540 to check that our records



send these newsletters and events to you if you do not use info@healthwatchsutton.org or share your email address with us are up to date.

Healthwatch Sutton— Meet The New Team



The Sutton CVS Healthwatch team has had some staffing changes over the last couple of months. It was sad to see Jan McCulloch and Sara Thomas leave for pastures new. Pete Flavell has now joined the team as Operational Manager and Bukky Yusuf is the new Communication and Administration Officer. Pete was the former Head of Patient Experience at two large hospital trusts and Bukky has a wealth of experience of working with volunteers and patient engagement. Pam Howe, Volunteer and Engagement Officer and an experienced member of the Sutton Healthwatch team, is helping the new staff to navigate their way around..

MEET A DIRECTOR—DAVID WILLIAMS



We promised our readers that they will find out a little more about Healthwatch Sutton Directors in each edition. Find out more below

How am I / I am a Director.....

A question I often ask myself! For until you become one, you rarely know what it means. And there are times, if you do become one, you return to the lead question - how did this happen?

I had had a fairly [normal], selfish life and career, helping to raise my boys, without any great thought of my local community. Yes, I think I 'did my bit', where the boys were concerned - fundraising from my clients for their charitable endeavours, managing football teams, serving on the school PTA - but all quite insular.

Then I retired. Then I became restless. Retirement isn't all it's cracked up to be. So, after a while, thinking through my options, I tried to consider what I actually could do for others. No Damascene moment, just 'arriving at' the thought that the guilt of that early, selfish life needed assuaging. I first became involved with my surgery's Patient Participation Group. From that base, I became involved with the training offered through the Sutton Centre for the Voluntary Sector. From there, it was a short step to reading a plea for 'new faces to join the-then new Healthwatch organisation, which was taking over 'the patient's voice' from Local Involvement Network (LINK). I thought - *'I'd like to do that - I think I can do that'*.

To cut a short story even shorter, we met, I liked them, they seemed to like me - and here I am. So what does it actually involve? Simply, supporting the [very] hard-working staff and volunteers, letting and helping them do what they do best, adding the [many] grey hairs of experience accrued over the years. It means sometimes writing articles like this, 'arguing' the finer points of punctuation in project proposals, opening people's minds to what Healthwatch Sutton can do for its members, and the patients/carers of Sutton. All in all, feeling very useful, for once, and beneficially contributing to the lives of others.

Healthwatch AGM

We held our first AGM on Thursday 6th February at the Salvation Army Hall in Sutton town centre. Around 60 people came along, including; the Members of Parliament for Sutton and Cheam and Carshalton and Wallington, Councillors, leaders from local health and social care provider and commissioning organisations, alongside many representatives from local voluntary and community groups and a good number of members of Sutton Healthwatch. At the AGM, Wendy Ferrell and Val Benn both stood down as Directors. We were sorry that they have chosen to stand down and our Chair, Doris Richards, thanked them for the great contributions that they have both made during the first year of Healthwatch Sutton. Ted Gates, who has made a very significant contribution by representing patients and the public in Sutton over a long period of time also stood down and accepted the position of Honorary President of Healthwatch Sutton.

We were delighted that Annette Brown was voted in as a new Healthwatch Sutton Director. Annette has a wealth of skills and knowledge that will complement our existing team of Directors nicely.

We are looking for suitable people to put themselves forward to be a Healthwatch Sutton Director. If you are interested then please contact Pete Flavell on 020 8641 8540 or email pete@suttoncvs.org.uk .

Rachel Royall from Epsom and St Helier NHS Trust spoke to everyone about the impact of the Francis Report which investigated the poor practice being carried out at Mid Staff Hospital. More specifically, how this report has led to changes in the way that they work at Epsom and St Helier hospitals.

As part of the event, participants were asked to identify the key areas for improvement in health and social care in Sutton and then prioritise those comments. These were added to the feedback sent in to us by members who were unable to attend. The following key themes have emerged so far:

- ◆ Access to services locally
- ◆ Carers
- ◆ GP Availability
- ◆ Dementia

Feedback from the event was positive with everyone who completed the feedback form saying that the speakers, content and information received at the event was either 'Good' or 'Excellent'. 'It was a very informative event', 'Well done!', 'Rachel's talk very good' and 'Pleased to see CCG commissioners and MPs in the audience' were just some of the comments that we received.

If you were able to attend, then please accept our thanks for making the effort to come along, listen and share your views. These events would not be the same without you!



Healthwatch Sutton

Information, Signposting and Advice



SCILL is exclusively offering the Information & Advice service for Healthwatch, Sutton

Sutton Centre for
Independent Living
and Learning

Do you need help to make choices regarding your health and social care? We can signpost you to local care services and explain how to access them. We will help you to understand your rights to healthcare.

Please contact us for any help you may need with anything related to health or Social Care on 020 8770 4065, email healthwatch@scill.org.uk or drop into the SCILL Centre, 3 Robin Hood Lane, Sutton, Surrey SM1 2SW between 9.00 a.m. and 5.00 p.m.
Monday–Friday
or
Saturday, 10.00am–1.00pm

Healthwatch

Complaints Advocacy Service Sutton
(HCASS)



Access to Sutton Borough CABx

Sutton Borough CABx has upgraded its telephone system to help meet the demand for advice. The CAB now has a 'VOIP' (voice over internet protocol) telephone system that offers clients transfers to other organisations and specialist services. On Tuesday, Wednesday and Thursday mornings, callers needing debt advice can be directly transferred to a Sutton Borough CABx specialist debt adviser. Clients are also offered the facility of a call transfer to the SCILL information and advice service, the Citizens Advice Consumer Service and Healthwatch Sutton. The CABx expect that this new range of options will help the volunteers on the telephone gateway service better meet demand for the service as the call transfers can be provided without the need to speak to a Sutton CABX volunteer assessor. The CABX telephone 'gateway' operates 10.00 am to 12.00 noon and 1.00 pm to 3.00 pm Monday to Friday. Call 020 8405 3552.

The CABx are also encouraging clients to contact them through their website - www.suttoncabx.org.uk. Approximately 20% of enquiries to Sutton CABX go through the website. The website submitted enquiries are treated the same as telephone enquiries, in that clients can be offered an appointment, a telephone call back or a referral to other specialist organisations.

HEALTHWATCH SUTTON UPDATE

Patient Participation Groups

Most of Sutton's 28 GP practices have now set up 'face to face' Patient Participation groups and are looking to recruit new members.

Patient groups work in partnership with practices to develop and improve services at their own practice and provide patient input into the provision, monitoring and commissioning of services in Sutton at the Patient Reference Group.

To join your practice patient group and help influence local services speak to a member of staff at the practice. No experience is needed and training can be provided. Why not try going along to a meeting to see what they do?

The following practices would be particularly pleased to hear from any of their patients who would be interested in joining their group.

Well Court Surgery, Manor Practice, Beddington Medical Centre, Green Wrythe Surgery, Maldon Road Surgery, Wallington Family Practice, Shotfield Medical Centre, Robin Hood Lane Health Centre and Sutton Medical Centre.

Volunteers

Healthwatch volunteers have been busy. Our team of volunteers undertake a variety of projects supporting different aspects of the work that we do.

A team of volunteers carried out an 'enter and view visit' to the Jubilee Health Centre in Wallington. (Enter and view is a process by which a Healthwatch can use statutory powers to go into health or social care premises to see how services are being provided on a specific day.)

11 volunteers and 1 member of staff were present throughout the building from 8.30am - 1.30pm and spoke to approximately 70 patients about their experiences of accessing and using services at the Centre. A feedback from the patients and staff from the "lay perspective" was reported.

A group of volunteers met to "capture service users and carers views" on a range of patient information leaflets for Sutton and Community services. Feedback from the patient perspective identifying user-friendly language, layout, ease of reading, content, accuracy and overall user-experience was reported and well received as indicated below.

"The feedback has proved very enlightening and has been fed back at both senior management and individual service meetings. It has demonstrated to staff that despite thinking we are communicating clearly in our literature, we have a lot of work to do!"

In February volunteers will undertake a similar review of the patient information for the Jubilee Health Centre.





Jubilee Health Centre

The Jubilee Health Centre (JHC) is an “NHS local health centre” which will provide a range of health services ‘under one roof’ taking services out of hospitals and providing them in the community closer to peoples homes.

Services currently provided include hospital outpatient clinics and diagnostic services to support these clinics (X-ray, ultrasound and ECG) , community services e.g. physiotherapy and diabetic eye screening and 2 Wallington GP practices.

Healthwatch Sutton (HWS) identified the need for a further follow-up visit to look at progress with regard to the LINK recommendations on a monitoring visit carried out in January 2013 and to re-evaluate the patient experience, given the increased number of services introduced or relocated to the JHC.

The visit was carried out in November 2013 and volunteers feedback reports have been collated into a draft HWS report which provides insight and recommendations for improving services and the patient experience. Overall, the feedback from patients about the building and the services was positive.

Typical comments include

“The Jubilee Centre is a good addition to health care in the area”

“easy to find”...”good public transport”

There were a number of things that patients were less happy with and these will be taken forward with service providers.

What is your experience of being discharged from hospital?

At a “listening” event held last May, members identified poor hospital discharge processes as one of the most important areas of concern in health and social care. As a result we have launched a project to look in to patients’ and their carers’ experience of hospital discharge.

Our Authorised ‘Enter and View’ representatives are currently in the process of visiting a number of wards at St Helier and Ward 3 at Springfield Hospital to ask inpatients if they would be willing to take part in a telephone interview once they have returned home. In case you are not aware, Springfield is a hospital in Tooting which provides treatment for patients with mental health issues. This includes those who live in the Sutton area (primarily on Ward 3).

We will then be calling the patients with a series of questions to find out about their experience. This information will be used to form a report with recommendations to go to the management of Epsom and St Helier Hospitals NHS Trust and South West London and St Georges Mental Health Trust.

Have you, a friend or family member, recently been discharged from either of these hospitals? If so please contact Pete by 16th March to let us know your views. Contact details are given on front of this newsletter.



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Your hospitals, your services, your say

Working with your local Healthwatch organisations we're holding three special events to listen to your views about your hospitals and services. We'll focus on some of the key themes that you and your loved ones raise when you get in touch, complain, compliment us and provide feedback.

Please save the date and register your interest in attending at communication@esth.nhs.uk or contact your local Healthwatch organisation.

Your hospitals, your services, your say

Surrey - 2.00pm - 4.00pm, 10 March

Bourne Hall, Spring Street, Ewell, Surrey, KT17 1UF

Merton - 5.30pm - 7.30pm, 27 March

Morden Assembly Hall, Tudor Drive, Morden, SM4 4PJ

Sutton - 2.00pm - 4.00pm, 31 March

Sutton Salvation Army Church and Community Centre, Benhill Avenue, Sutton, Surrey SM1 4DD

For more information and to keep up to date with your local hospital Trust log onto www.epsom-sthelier.nhs.uk or find us on...



Connecting People

Connecting People offers free IT training to help older learners improve their computer and digital confidence.



We can help you with a variety of digital tools, from the very basics to more advanced features. From setting up your computer to email, Facebook, and Skype, from smart phones and tablets to online banking and shopping,

An entire menu of digital training is available, Individual and group classes are available, and participants can learn at their own pace and tailor sessions to their requirements. It's time to tackle the digital jungle!

Contact us on **07799 650 390** or email connectingpeople@ageuksutton.org.uk to find out more.



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