

Newsletter

Spring 2016

Happy 3rd Birthday

Healthwatch Sutton



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Inside this issue ...

- Meet a Healthwatch Director
- Healthwatch contract update
- Projects Update
 - GP Access
 - Hospital Discharge
 - Body Image
 - Inpatient Care Project
 - Outpatient Project
- Supporting Patient Groups
 - Patient Group Forum
 - Patient Reference Group
- Healthwatch Volunteers
- Jubilee Health Centre
- Dementia Diaries
- Information and Signposting
- Complaints Advocacy
- Grassroots Engagement Project
- What matters to you?
- Board Meeting Dates

A message from our Chairman...

Pride. The first word that comes to my mind, as I write my message for this Newsletter. Pride in reflecting on what we have achieved, despite all that has confronted us.



I believe that our role is simply to give the residents of Sutton a better experience when they may become involved in the local health and social care world. I believe that we have continued to do so, thanks to a number of contributing factors. There is the excellent relationship with the people that we work with - our local Clinical Commissioning Group, and Epsom and St Helier Hospital Trust and of course our partner organisations CAB and SCILL.

We delight in having a loyal, and lovely, group of volunteers, and an experienced, supportive and committed Board.

Then there is the 'golden thread', that brings it all together. Our hard-working, dedicated staff - Pete, Pam and Sara, with guidance from Susanna Bennett (Chief Executive of SCVS) - make Healthwatch Sutton so successful. To everyone, a very big 'thank you' for making my role as Chair both enjoyable, and fulfilling - and easy.

David Williams
Chair, Healthwatch Sutton



Healthwatch Sutton Annual General Meeting

Wednesday 20th July 2016
3.30pm to 5pm
Sutton Salvation Army, 45 Benhill Avenue
Sutton, SM1 4DD

Book your place via info@healthwatchsutton.org.uk

Meet...

Adrian Bonner one of our new Directors



I have been involved in health and social issues for many years, initially my research into the neuroscience of alcohol and the brain underpinned the work-based undergraduate and programmes, which I developed and managed at the Universities of Surrey and Kent. This work led onto more community work focused on marginalised and homeless people.

In 1998 I was invited to review and develop the addiction services of a major Christian charity operating in the UK and internationally. In this capacity I have provided consultations and contributions to conferences in Australia, Costa Rica, Lithuania, Norway, South Africa, Switzerland, Sweden and the US, and represented the organisation at the UN Office Drug

Control, in Geneva. These global insights influenced my research during the last five years reflected in a book; *Social Exclusion and the Way Out: An individual and community response to human social dysfunction* (Bonner A.B. 2006). Currently I am writing *Health Wellbeing at the Edge of the Community*. This book is intended to provide a contemporary view of health and social policy reforms and their consequences for the most vulnerable people in society.

My research skills and understanding of the health and social services, will hopefully contribute to the work of Healthwatch Sutton.

During recent years I have been external examiner for a number of institutions including the MSc Clinical/ Public Aspects of Addiction, Institute of Psychiatry London (2005- 09).

Formerly I have been President of the British Chronobiological Society, Chairman of the Congress of the European Society for Biomedical Research into Alcohol, Director of the Institute of Alcohol Studies, and a member of the European Alcohol Health Forum. I am currently a member of London Health Improvement Board Expert Committee (DoH, NHS London) and an honorary professor in the School of Applied Social Sciences, University of Stirling.

Contract update

Our current contract with the London Borough of Sutton to deliver the Healthwatch Sutton service ended on 31 March this year. The London Borough of Sutton has agreed a six month extension to the existing contract so everything will remain the same until the end of September 2016.

We are expecting to hear in the near future about their plans for commissioning a Healthwatch service from October 2016.

Projects Update

GP Access

Problems making an appointment to see your GP?

In December 2014 we published our GP Access Report. 454 patients from 24 GP practices across Sutton took part in our consultation. The report highlighted a number of concerns, some of which included dissatisfaction around contacting the surgery to make an appointment and the limited number of appointments available on the day and at a convenient time.

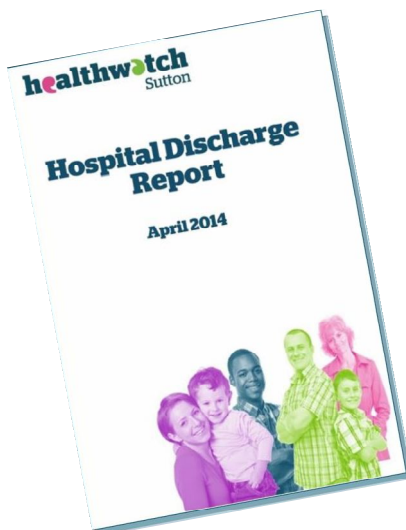
The evidence from the Healthwatch report was used by Sutton Clinical Commissioning Group (Sutton CCG) to develop a new 'extended hours' contract to improve access by extending the opening hours of GP surgeries. This would be achieved by making GPs available outside normal hours at 2 'hubs' in the London Borough of Sutton. Unfortunately this is currently on hold, however we are hopeful that the tender process will be started in the near future.



You can download a copy of the report <http://bit.ly/GPaccess>

Hospital Discharge

Changes made to information people receive when leaving hospital



Our Hospital Discharge report that looked at patients' experience of leaving hospital has also had an impact for patients. A workshop called '*Improving Communication regarding Hospital Discharge*' was run by Epsom and St Helier Hospitals University Hospitals NHS Trust to address the issues raised in the report. The workshop was attended by a wide variety of hospital staff and Healthwatch volunteers. As a result of the workshop all of the patient leaflets that relate to hospital discharge were re-written with clear and up-to-date information.

The report was also used as evidence to improve hospital discharge as part of the work to deliver the requirements of the Better Care Fund (BCF). The BCF is a programme dedicated to improving the way that the NHS and Social Services work together by integrating their funding. The report was used to show how working with a Multi-Disciplinary Team at the point of discharge can make a smoother transition from hospital to home.

You can download a copy of the report <http://bit.ly/hospitaldis>

Body Image

We want to hear from you...

Last year we made a short film showing young people from Sutton talking about the issue of 'body image'. We had the film made because young people told us that this was their greatest area of concern in relation to health and social care. Believing that you have a poor 'body image' can affect young people's mental health in many ways and in the most extreme cases can cause eating disorders and self-harm. Our film has created a great deal of interest nationally and featured as a lead news story for Healthwatch England our national body.

We are very keen to show this film to as many groups of young people as possible so that we can collect more young people's views with a view to putting together a report. This report will identify ways that we may be able to address the issue locally. We have already shown this film at a special youth Local Committee meeting and to over 60 sixth form students at Carshalton High School for Girls. The feedback that they have given has been very insightful.

Do you have any connections with other schools or youth groups? Could we come to show them the film? If so, please contact Pete Flavell on 020 8641 9540 or email pete@suttoncvs.org.uk

You can see the film on You Tube at <https://youtu.be/xpJGn2OzGYI>

Inpatients Care

We're coming to a hospital ward near you

Local people have told us that they are concerned about the level of care patients receive when they stay in hospital. In particular, they are concerned about nursing cover, quality of food and also patients being disturbed by noise at night.

In February 2016 residents from Sutton and Merton attended our first Inpatient Care Project Group meeting. At the meeting residents shared their views and experiences about staying on wards at St Helier hospital.

In the next couple of months, Healthwatch volunteers from both Sutton and Merton will be visiting patients at both Epsom (Elective Orthopaedic Centre only) and St Helier hospitals. We will be inviting patients and their carers to complete a short questionnaire about their stay. The results of these questionnaires will be used to put forward recommendations to the hospital Trust for improvements and Healthwatch will work with them to see what can be done to improve the experience of patients on the wards.

We will provide updates on this project via our website, Facebook, Twitter and our e-bulletins. If you would like to receive our e-bulletins please visit <http://bit.ly/hwssignup>

Outpatients

You told us ... We investigated ...

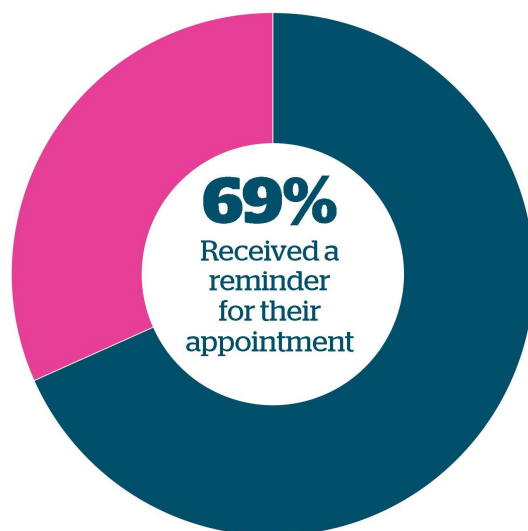
Sutton residents told us they were not happy with the waiting times at the Outpatient Departments within St Helier Hospital. Residents also said that they weren't satisfied with the amount of information they received prior to an appointment and also the length of time they had with their consultant.

In 2015 Healthwatch Sutton volunteers visited different Outpatients Departments within St Helier Hospital and spoke with patients about their experience of the Outpatient Departments.



322

Responded the survey

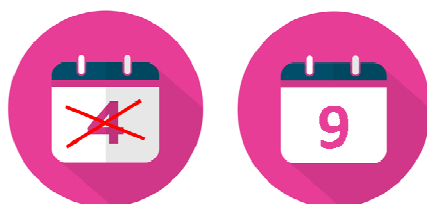


52%



completely satisfied with the time between referral to first appointment

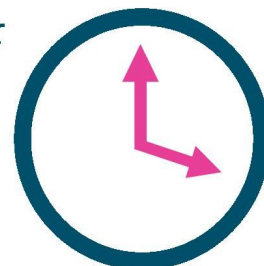
1 in 5



said the hospital changed their appointment to a later date

Over 50%

waited longer than 15 minutes beyond their appointment time



For more information or to download the reports please visit <http://bit.ly/hwsoutpatientreport>

Supporting Patient Groups in Sutton

Healthwatch Sutton has been successfully delivering on its work, commissioned by Sutton Clinical Commissioning Group (SCCG), to support and develop Patient Participation Groups (PPGs) and the borough wide Patient Reference Group. (PRG). We are pleased to be able to announce that Sutton CCG has extended our funding, for a further year, to continue with this work.

Patient Participation Groups (PPGs)

It is encouraging to be able to report that the majority of Sutton's GP practices now have an active and effective patient group.

At our Patient Participation Group Forum, in November 2015 we brought together members of PPGs from across Sutton to meet and hear from others, from different practices, share ideas, concerns and good practice.

Feedback was positive, with everyone finding it interesting and useful. In reporting their experience of working with us one member said;

"Our new group was provided with invaluable guidance and a framework enabling us to move forward with more confidence"



Recent CQC inspections, of some Sutton GP practices, have highlighted some great work being carried out by PPGs, evidencing the value, to a practice, of an involved and supportive PPG. Patient feedback has resulted in beneficial changes or improvements for patients particularly for those with disabilities.

Congratulations to the Cheam practice, where an area of 'outstanding practice' was their engagement, in conjunction with the PPG, with other organisations and the local community, and their educational and advisory events for their patients.

It would seem that excellent practices and good PPGs go hand in hand?

Patient Reference Group (PRG)

Over 90% of Sutton's practices are now represented on the patient led Patient Reference Group which brings together nominated patients, from PPGs, with the Sutton Clinical Commissioning Group, to provide a patient perspective on the planning, delivery and monitoring of the services they commission.

The group held its annual commissioning workshop in September, where feedback, gathered by members of patient groups, on the health services which local people would like to see prioritised in future planning, was collated and forwarded to the Sutton CCG.

Reoccurring themes, that patients want to see prioritised, included;

- Consistency in delivery and quality of care and treatment across services, the Borough and in line with the rest of the country
- More information (to help access services, enable involvement in decisions and make informed choices)
- Support services should be planned and delivered taking into account the needs of carers and parents
- That commissioners making good/better use of existing specialist health/ care services, in the voluntary sector (and private)

Healthwatch Volunteers

It is no longer 'news' to say how much we value our and rely on our volunteers and what a great job they do. They continue to be the backbone of our work. As you read about the different projects you will see the different areas where their dedication and commitment has ensured successful pieces of work that have had an impact on local health services. In addition to projects mentioned, volunteers undertook an informal visit to the new Eye Unit at St Helier hospital following its relocation from Sutton hospital, where they were able to see a new well planned area with the increased space providing greater scope for improving services and improving the patient experience. Volunteers also provided service user feedback on the draft information, prepared by SCCG, to inform local people about the Sutton Care Passport (now renamed the Integrated Digital Care Record).



Volunteers had fun at the Volunteer Big Breakfast hosted by the Volunteer Centre Sutton. Staff and volunteers came together to celebrate the end of a great year by having a Christmas lunch at the Grange in Hackbridge.



Enter and View Jubilee Health Centre

Earlier this year we carried out a follow up 'enter and view' visit, a year on from a roundtable discussion, with those involved in making decisions about the building issues. We went to see what progress has been made on the actions, which were agreed, to work towards solutions to key issues raised in our original enter and view report.

Early indications are that some progress has been made; it is good to see that there is now access through Jubilee Health Centre East to the Jubilee Health Centre West, ensuring a 'one door' access to all services. Interim landscaping has been completed. It remains something of a challenge to find out how to contact the Jubilee Health Centre (rather than the GP surgeries) and way finder signage remains inadequate for some services/facilities.

The Centre has supported information stands, in the waiting area, from voluntary sector groups and worked with Sutton Citizens Advice Bureau (CABx) to install a telephone to give direct access to a debt advice line.

The full report will be published and on our website soon.

Dementia Diaries

Work is almost complete on a project to explore the experiences of local people living with dementia and those of their carers.

Working with Sutton Carers Centre and Sutton Alzheimer's society we gathered feedback at an event and focus group and decided to explore, in greater depth, what life is like for someone following a diagnosis of dementia.

Our volunteers spent some time training so that they could visit and talk to people recently diagnosed with dementia about

their daily life and the challenges that they face.

We were delighted to be part of the launch of the Sutton Dementia Action Alliance in September, where 2 of the participants in our project took to the stage to be interviewed about their experiences of living with dementia in support of the drive to improve everyone's understanding of dementia.

Watch out for more news of our project during Dementia Awareness week (15th - 21st May)

Information & Signposting

Did you know that the Healthwatch Information & Signposting team (based at SCILL) are ready to help with any questions you may have in relation to health and social care?

Here are some examples of the kind of questions people have been asking:-

I have moved to the area and I am looking for a local GP practice. Can you help?

Am I entitled to free dental care?

My Father is unable to leave the home but requires a toe nail cutting service. Who can I contact?

I have heard of Patient Access but I'm not sure what to do next?

I have had a Stroke and I would like to borrow some equipment to help with my recovery. Is this possible?



The team are regular visitors at the Retreat Café in St Helier Hospital. They are available to speak to staff, patients and visitors on a range of topics. The team also run regular information sessions for patients attending the Cardiac rehab and Pulmonary rehab sessions at St Helier Hospital and the Jubilee Health Centre.



Complaints Advocacy

The Complaints Advocacy team support people to make a complaint against a health and/or social care provider, if the service received is unsatisfactory. Below is an example of how the team have helped a client to make a

We recently resolved a long-running enquiry involving a complaint about social services from a client who was originally referred to the Independent Complaints & Advocacy Service by the staff at Healthwatch Sutton. The client in question was dissatisfied with the support that she had received from social services after becoming homeless due to her fleeing domestic violence. After the initial referral there were a number of delays in the client being assessed for support, as well as issues with the social worker assigned to her failing to maintain contact. These delays meant that the client was not able to obtain assistance from social services at the time that she was in most need, which was particularly harmful due to the presence of a child in her household.

The client made a formal complaint to her local council with the assistance of the ICAS and was not satisfied with the stage one response. The council declined to carry out an independent investigation at stage two of the complaint, partly on the basis that necessary services were at that point being provided (despite any delays or failures in the past). An ICAS adviser helped the client take the complaint to the Local Government Ombudsman (LGO) and six months later, after extensive correspondence between the LGO and the adviser, a final report was issued. The report by an investigator at the LGO stated that the council had improperly delayed assessing the client for several weeks, had failed to communicate with her and failed to offer support to an individual who was in crisis. The LGO also stated that they disagreed with the decision to forgo an independent stage two investigation and stated that the responses given by the council at the time had not properly considered the issues that had been raised by the complaint.

Ultimately the council agreed to pay the client compensation and agreed to the LGO's directions about improvements to relevant procedures within social services, these directions being designed to protect individuals who find themselves in similar circumstances to our client. The complaint is now at a terminal point, with the intervention of the ICAS assisting the client in achieving closure on this issue, as well as the material improvements mentioned above. Resolving this enquiry took several months and approximately 40 client contacts, including calls and correspondence by email and letter.

Funding opportunity

Would you like to hold an event/activity for your local group or community?

We are offering grants up to £750 to run one-off events or activities with local people.

The NHS in south west London and Surrey Downs, is working with Healthwatch Sutton to speak to local people about what they think of local health services. They would particularly like to speak to people who do not normally share their views about local health services (seldom heard communities).

What can the money be used for?

We would like to fund activities and events that would be enjoyable for Sutton residents, examples could include: dinner dances; pottery classes; fun days; drop in sessions; afternoon tea etc. The local NHS would attend these events/activities and spend part of the time talking to people about their experience of using local health services.

Who can apply for the funding?

Local groups and voluntary sector organisations who work with or support;

- Older people
- Younger people
- People with physical and/or learning disabilities,
- People with mental health conditions
- Transgender people
- LGBTQ communities
- Pregnant women/new mums
- People from different races and of different religions
- Carers
- Socio-economically deprived communities
- Working population



When does the activity need to be held?

All events/activities need to be held by the end of March 2017

How to apply

Please complete a short application form which explains: what activity you would like to run; who you will be inviting/reaching; when the activity is going to take place and how best you think NHS staff could engage with people at the event.

For application forms and further information please contact:

Sara Thomas sara@suttoncvs.org.uk or Pam Howe pam@suttoncvs.org.uk or call 0208 6419540

What matters to you?

We want to hear about your recent experiences of using local health and social care services.

Share these with us by completing a “What matters to you?” form.

You can do this online via <http://bit.ly/1AXzFaC>

The information you give us will help shape our work plan and ensure local people have a strong voice.

By sharing your experiences we can build a picture of the services that are doing well and those that need some improvements.

Your input will help build strong evidence that will support us in influencing decision makers to improve local services.

healthwatch
Sutton

What matters to you?

“working with you to improve services today, to shape them for tomorrow”

Share your views with us and tell us about your experience of health and social care. By sharing your views and experiences we can influence decision makers to improve services. Please select **one** category from the following list. You can use the comment box on the back of this form to give more details. **You can complete more than one form.**

Primary Care (e.g. GP, Dentists, Pharmacists)	
Inpatient Hospital Care	
Outpatient Hospital Care	
Community Care (e.g. Community Nurses)	
Mental Health Services	
Learning Disability Services	
Dementia	
Carers	
Diabetes	
Heart disease	
Physiotherapy, Occupational Therapy, Podiatry	
Ambulance/transport	
Public Health (lifestyle, sexual health) and prevention	
Social Care services	
Care homes/Nursing homes/Sheltered housing	
Other (please give details on the back of this form)	

Healthwatch Sutton Board Meetings - Dates for 2016

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
July	11th	2pm to 4pm	Granfers Community Centre
September	12th	2pm to 4pm	Granfers Community Centre
November	14th	2pm to 4pm	Granfers Community Centre

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