

# News

## Information & Engagement Event Caring for people with Dementia

Come along and tell us about the Carers support & services you feel needs improving.  
Find out more about the services available to support Carers locally at our market place.

Have your say on the Carers Strategy Consultation.

We will also be feeding back the results from the Healthwatch GP Access survey.

### Market Place

SCILL

Admiral Nurses

Citizens Advice Bureau

The Alzheimer's Society

Sutton Carers Centre

Mental Capacity Act

South West London &

St George's Mental Health

NHS Trust

### Guest Speakers

Sutton Carers Centre

The Alzheimer's

Society

London Borough of

Sutton

Lunch  
provided

### RSVP

Healthwatch Sutton

sara@suttoncvs.org.uk

020 8641 9540

Thursday 18th September 2014

10am (9.30 registration) to 2pm

Carshalton Beeches Baptist Church, Banstead Road,

Carshalton Beeches, SM5 3NL

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

020 8641 9540

info@healthwatchsutton.org.uk

www.healthwatchsutton.org.uk



/healthwatchsutton



@HW\_Sutton

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## **A message from the Chair ...**

Welcome to our September newsletter, which gives you an update of our Healthwatch activities.

As a Healthwatch we are involved in the on-going changes to the health and social care structures which are happening nationally and locally. Our remit is to ensure the voice of Sutton residents is heard and we look to achieve services which are responsive to need - “putting people first”.

Two of the major pieces of work are the Joint Strategy for Health and Social Care in Sutton and the Better Care Fund both working towards an Integration of Care services. The Joint Health and Social Care Strategy sets out the joint vision of both the Sutton Clinical Commissioning Group (SCCG) and the London Borough of Sutton (LB Sutton) for the integration of health and social care services for residents of Sutton. Health and social care integration is about combining services locally to improve lives and make public funds go further.

The Better Care Fund provides for a pooled budget, the purpose is the integration of services through joint commissioning, to ensure good quality services designed with users and carers.

There is an additional target for the early diagnosis of Dementia.

I have attempted in this short piece to give a flavour of the changes and look forward to your views and comments

*Doris Richards*  
Chair, Healthwatch Sutton

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## **Patient's experience of being discharged from St Helier hospital**

You may remember from our last newsletter in February that we were carrying out an investigation into people's experience of leaving St Helier hospital. After we wrote that article, our team of dedicated authorised volunteers visited patients on different wards in St Helier hospital to ask if they would be willing to take part in a telephone interview once they had left hospital.



In total 58 patients signed up to take part and we were able to interview 33 patients. We found that nearly two thirds of patients who took part rated their overall discharge experience as 'good' or 'excellent'. We also found examples where patients were given very short notice that they were being discharged from hospital. There were also some instances where there were delays of several days beyond their original discharge date for various reasons.

We are now meeting the Trust to support them to develop an action plan.

If you would like to read the full report, please visit:

[www.healthwatchesutton.org.uk/hospital-discharge-report-2014](http://www.healthwatchesutton.org.uk/hospital-discharge-report-2014)

Paper copies are also available on request from the Healthwatch Sutton office.



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## Information and Advice

SCILL have been busy raising awareness of Healthwatch Sutton and encouraging new members to sign up. They carry this out in a number of ways which includes visits to approximately 4 community groups a month and 6 regular outreach sessions around the Borough.

The Healthwatch Information team can regularly be found in the Phoenix Centre in Wallington, Wallington Library, Sutton Library, Shopmobility and Asda in Sutton as well as many other locations.

If you know of any groups that would like a short presentation on Healthwatch then please do get in contact with SCILL via 020 8770 4065.

The Healthwatch Information team have delivered a number of outreach sessions in the restaurant at St Helier Hospital. These sessions have proved very successful and we have spoken to lots of staff and visitors. At each session we talk and give out leaflets to around 100 people. As a result of these sessions we have spoken to staff on the Stroke Ward, Cardiac and Rapid Response Teams.

A few examples of the type of enquiries we have had in the last couple of months includes:-

- Home footcare services
- Referrals to the IAPT services
- Out of hours and emergency dental services
- Advice on benefits/services for a person recently diagnosed with Huntingtons Disease and Stroke
- Support Groups

The team have had 19 enquiries directly relating to Healthwatch and Health Welfare.

If you need any information or advice regarding health or social care please contact the Healthwatch Information team via [healthwatch@scill.org.uk](mailto:healthwatch@scill.org.uk) or call 020 8770 4065

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## Complaints Advocacy

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.

This service is confidential and completely free to all clients. The specialist Healthwatch advisers use a variety of methods to support clients including;

- writing letters
- making phone calls and
- arranging to attend meetings to support clients

If you would like support with making a complaint you can now self refer using the online referral form via [www.suttoncabx.org.uk/healthwatchreferral.html](http://www.suttoncabx.org.uk/healthwatchreferral.html)

If you prefer to speak with someone you can continue to contact the Healthwatch office who will pass the information on to the Healthwatch Complaints Advocacy specialist advisers.

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## Complaints Advocacy - Case Study

*The client originally contacted the bureaux to assist with potential benefit entitlement. However, upon the Gateway Assessment it was discovered the client had been experiencing difficulties with hospital treatment. As such, an appointment with a Healthwatch Adviser was booked to further investigate the issue and consider potential options.*

*Following a fall at home, the client visited hospital 2 days' later for a pre-op assessment for a heart procedure. After complaining of severe back pain at the appointment, the client was sent to the Accident & Emergency Department. X-rays were taken, but no abnormalities were mentioned. The client then attended the hospital 2 weeks' later for the heart procedure. However, the procedure could not be carried out due to worsening pain in the client's back. Further X-rays were taken and it was clear there was a fracture in the spine of the client.*

*The client was advised of the NHS Complaints Procedure, and of how the Bureaux could assist with making complaints, including taking the matter to the Parliamentary & Health Service Ombudsman if necessary. Additionally, it was offered to the client that the Bureaux could forward the details of the case onto a Barrister based in Central London for his views as to the merits of a potential medical negligence claim against the NHS Trust. The client accepted the referral, which the Bureaux subsequently made.*

*A response was received from the Barrister illustrating what the client would need to prove in order to make a successful claim. However, emphasis was made on the need for a comprehensive report from a medical practitioner to help illustrate whether or not a responsible body of medical practitioners would have made the same conclusions, and if the failure to spot the fracture caused the worsening, significant pain for the client.*

*The Adviser discussed the response with the client, illustrating that if the client wished to proceed with a medical negligence claim, they would need to contact Accidents Against Medical Accidents. It was also relayed to the client that the Bureaux could assist with a complaint through the NHS Complaints Procedure. The client decided that she wished to pursue the medical negligence avenue, and was grateful for the help of the Bureaux.*

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## A big thank you ... To the directors & volunteers

A big thank you to our directors and volunteers who braved the bad weather at the Carshalton Environmental Fair on the August Bank Holiday Monday.

Directors and Volunteers spent the day speaking with members of the public about Healthwatch and giving them an opportunity to complete the GP Access survey and the Children's and Young People's survey.



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## The Future of Health Services in Sutton -

On one of the hottest days of the year we hosted an 'Information Event'. Questions were submitted in advance, by patients and carers, on 'The future of local healthcare services' these questions were answered by a very eminent panel, all directly involved in seeking the best for the people of Sutton.

The panel comprised the two sitting MPs, the Leader of Sutton Council, the Chair of the Clinical Commissioning Group, and the Chief Executive of Epsom & St Helier Hospital Trust.

Some forty questions were pre-submitted, and a balanced selection were chosen, independently of the panel, by us.

The panellists were given notice of the selected questions, so that they could come to the meeting fully prepared.

[In response to demand, those questions not selected for the evening, the additional questions submitted at the meeting, and others sent in afterwards - a total of almost one hundred - will all be answered, and published shortly]

The meeting was arranged to allow local people to hear about the future of their local healthcare services, and have their questions answered by those directly involved in making the relevant decisions.

The evening was, overall, deemed a qualified success. The patients and carers of Sutton were given answers to their questions, and the vast majority went away afterwards much more aware than when they arrived.

The full list of questions and answers will be published on our website in due course.



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## GP Access

When we asked local people what needed fixing in Sutton, lots of people said that getting to see a GP was a real issue. This view has also been reflected recently in the national media with strong views from both patients and GPs about the problems that they have encountered. Healthwatch Sutton decided to investigate this further and designed a survey to find out what the people of Sutton think about appointment systems and different ways that you could see a GP.

We received over 300 responses by the deadline of the 31st August 2014. These are now in the process of being analysed and the resulting report will be coming out in the Autumn. We will be adding recommendations to this report and asking both NHS England the Sutton Clinical Commissioning Group to respond. Keep an eye out for updates on our website and via our newsletters.

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## Jubilee Health Centre - Update

Following our report on the patient experience of using the new facilities at the Jubilee Health Centre we are continuing to progress the recommendations we made for improvements, based on feedback from patients and staff.

We have successfully worked with commissioners of services in the building to highlight and resolve issues that fall within their remit. E.g. improving the patient flow for services provided by Epsom and St Helier Hospital on the first floor.

The SCCG have commissioned a new patient leaflet which will update the information available to patients.

However there remain some key issues, which we believe still need to be addressed, including poor signage. Current indications suggest that those responsible have disregarded quite extensive patient and staff feedback that improvements are needed.

Part of the work we now have to undertake is to identify who has responsibility/ accountability for the areas of concern with a view to getting some engagement and discussion about the patient issues which we raised.

Having escalated our concerns to the Council's Overview and Scrutiny Committee, we have been very disappointed to find statutory agencies not engaging in a meaningful discussion with either ourselves or with Councillors.

It is our intention to continue to work with the Councillors, to update on issues and take this work forward with the relevant agencies until we are satisfied that the patient experience has been acknowledged, considered and improved where appropriate.

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## Patient Participation Group & Patient Reference Group

### **The Sutton Clinical Commissioning Group's Patient Participation Group (PRG)**

meets bi monthly to provide a forum for a dialogue between patient representatives from Sutton GP practice Patient Participation Groups (PPGs) and the Sutton CCG.

In June the group held elections to appoint a Chair and Vice Chair from its membership. The new Chair, David Williams, describes having joined his surgery PPG some years previously and realising “ *that finding the answers to a more viable, efficient NHS, for all patients and carers, was going to be a long journey.....but all such treks begin with a single step.*”

David's commitment, to ensuring that the 'patient voice' is heard, inexorably led him to put himself forward to take on the role of the PRG Chair.

David has seen the group develop to become 'patient-led' allowing the group the independence to become a 'critical friend' to the Sutton CCG.

David's plans for the year ahead include working with the 2 Vice Chairs, Hilary Smith and Michael Pitcher, to ensure the Sutton CCG have a group to be proud of, one which has a work-plan and which enables patients to have a meaningful input into decisions about the commissioning of local health services. Definitely not just a “talking shop”

At their November meeting the group will be feeding in the views of patients on the services they would like to see commissioned in future.

## Healthwatch Sutton Volunteers

Our volunteers undertake a variety of roles in supporting us to be an effective voice of local people. Here are some examples of the work they have carried out recently;

Volunteers undertook a huge amount of the work in supporting the recent hospital discharge project. A team of 9 HWS volunteers collected the discharge experiences of a variety of patients and their carers. Volunteers made a number of visits to 5 wards at St Helier Hospital, approaching patients or carers to ask if they would be willing to participate in a telephone interview after discharge. This was followed up with volunteers carrying out the telephone interviews, with patients or carers and recording their feedback. Volunteers worked through set questionnaires with respondents and also captured important personal feedback. Volunteers were also involved in transferring this data onto spreadsheets in preparation for the analysis and evaluation.

A new patient leaflet, for the Jubilee Health Centre is being prepared by Sutton Clinical Commissioning Group and HWS volunteers have been able to provide “user” feedback on the design, content and language. The CCG acknowledged that their help is “much appreciated”.

HWS volunteers provided support to the Sutton CCG Patient Reference Group counting the votes in their recent election of officers.

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## Annual Report 2013-14



We are pleased to announce that we have published our Annual Report for 2013-14. Following a successful launch event in May 2013 we have been busy raising our profile & engaging with local people to find out about their views and experiences of local health and social care services.

The annual report highlights our work throughout the year including the work of the Information Advice & Signposting service provided by SCILL who attended 154 events and actively promoted Healthwatch engaging with approximately 2000 people.

The Complaints Advocacy Service provided by the Sutton Citizens Advice Bureau (SBCABx) has supported 77 Sutton residents needing advice and support with complaints relating to health and social care services.

Download your copy to of our Annual report via <http://bit.ly/hwsannualreport>

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