

News

What matters to you?

What matters to you? When it comes to health and social care for you and your family, what do you think is most important?

We want to hear your views and recent experiences of using local health and social care services. You can share these with us by completing a new “What matters to you?” form. You can do this online (via our website), using the QR code below or by requesting a paper form.

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

Your feedback is completely anonymous.

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)	



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A message from the Chair ...

Welcome to our newsletter and a 'hello' from me as the new Chair of Healthwatch.

We have had some changes to our board, following the resignations of Doris Richards and Hilary Smith. Director Annette Brown has taken on the role of Vice Chair and we welcome our most recent incumbent, Barbara McIntosh.

I am very pleased to report that our funding, from London Borough of Sutton, has been confirmed for the 2015/2016 fiscal year due, in no small way, to the strengthening of our voice and reputation locally.

We have further established our working relationships with the London Borough of Sutton, the Sutton Clinical Commissioning Group, and the Epsom and St Helier Trust. Read about what we have been doing and about how we are listening, engaging and influencing on behalf of the residents of Sutton.

We have an exciting year ahead and we will soon be thinking about finding out about what matters to you so we can go forward with plans to tackle some of the issues that are important to local people.

David Williams
Chair, Healthwatch Sutton

Meet Annette Brown a Healthwatch Sutton Directors

I retired from education in 2007, my career spanned 35 years teaching in adult and further education, latterly managing a curriculum programme for students aged 16-19. As well as teaching in mainstream I taught students of various ages and abilities, in a variety of settings including community education, closed provision, hospitals and residential care.

I have two children and six grandchildren and I've lived in Sutton for 15 years. I'm enjoying my retirement, I belong to a rambling club, I'm a keen gardener, and my main passions are needlecrafts.

I have many years of personal experience of the loneliness, the difficulties and the issues faced by people caring for a loved one with Dementia. I am a Dementia Friend and about to train as a Dementia Champion I want to spread the word and make our community a Dementia friendly community

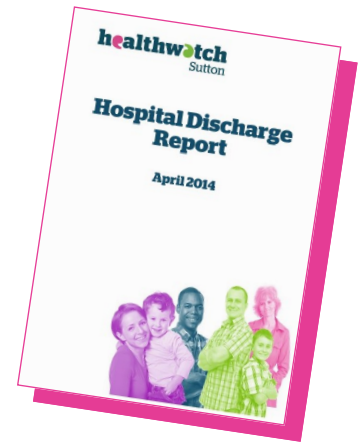
I've always enjoyed volunteering, I support the training of volunteers at my current workplace, I was an Appropriate Adult for many years, and I gave respite care to families with disabled children. I'm currently a volunteer for the Alzheimer's Society supporting carers and families; I'm a Healthwatch volunteer and I work and volunteer at a Residential Nursing home.

I was appointed as a Director of Healthwatch a year ago. At the start I had expectations but I was unsure what I could bring to this role, how I would fit in and what I would get from it. A year on and it has certainly filled my expectations, I sit on various committees; I am able to use the Health and Social Care terminology and acronyms. I have a greater understanding of how the views and experiences of local people are heard and taken forward at strategic meetings. I feel I am able to promote Healthwatch with confidence as the consumer champion for the people of Sutton.



Patient's experience of being discharged from St Helier hospital

At the beginning of last year Healthwatch volunteers carried out interviews with people that had been recently discharged from St Helier hospital. A report analysing the feedback from the interviews was published in April 2014. The report, with recommendations for consideration, was sent to Epsom and St Helier Hospitals NHS Trust. In autumn 2014 Healthwatch staff and volunteers, were invited to attend a workshop, alongside key members of staff from St Helier hospital, to discuss the recommendations within the Healthwatch report. Some of the key issues highlighted in the report are shown below;



<p>Healthwatch Recommendation <i>Discussions regarding discharge to be commenced earlier during a patient's stay / More written information to be given/available for patients to explain the discharge process.</i></p>	<p>ACTION -Working group to meet to review information provided regarding discharge and follow up (inc. Next Steps, Going Home Plan, Welcome to the Ward leaflets and existing Trust Discharge Leaflets). In addition to plan and organise training for doctors in managing patient expectations of the discharge process.</p>
<p>Healthwatch Recommendation <i>Discharge Summaries (Improve Quality of Information).</i></p>	<p>ACTION - Healthwatch representative to attend Junior Doctor's Forum to discuss content and feedback from the Improving Discharge report published by Healthwatch</p>
<p>Healthwatch Recommendation <i>Improve communication between Acute and Community / Social Care.</i></p>	<p>ACTION - Healthwatch to ensure focus on this work-stream through Better Care Fund and share feedback with Better Care Fund Leads to progress.</p>

The action plan will be carried out by the St Helier hospital with the support of Healthwatch Sutton. We would like to thank all the Healthwatch volunteers that carried out the interviews with the patients. You can download a copy of the report via our website.

Jubilee Health Centre - Update

We previously reported that we are still looking to raise and resolve outstanding issues from our Enter and View visit in 2013. We had stated our intention to continue to work with the Council Overview and Scrutiny Committee (OSC) to understand the roles and responsibilities within the Centre so that we can finally take work forward with the appropriate people or organisation.

Plans are now being put in place for Healthwatch to join representatives of the OSC at an informal roundtable discussion to seek clarification on areas of responsibility, as raised by OSC and to explore further our issues regarding the patient experience of using the Centre. (eg signage and the development of the garden).

We hope to meet with all relevant parties (the Landlords agent/Chair of Tenants Committee/NHS Property Services) in March 2015.

Check our website for updates on progress.

Healthwatch Information and Signposting

The Healthwatch Information team, based at SCILL, have been really busy over the past 5 months raising awareness of Healthwatch Sutton and encouraging new members to join.

If you need information regarding health or social care services or would like to meet the team, they can be regularly found in the Phoenix Centre in Wallington, Empire Cinema, Shopmobility and Asda in Sutton as well as many other locations across the Borough. The team also have a regular stand in the Ingredients Restaurant at St Helier hospital, this stand has proved to be useful for both patients and staff and is set to continue through 2015.



37
enquiries
in the last
5 months

You may have also seen the team in some of Sutton's Children's Centres recently where they have been speaking to families about Healthwatch and the SCILL Community Information and Advice Service.

Are you a member of your Patient Participation Group (PPG), the team would love to come and speak to your group and tell you all about Healthwatch and SCILL Community Information and Advice Service. Please feel free to contact the team on 020 8770 4065.

Here are a few examples of the recent enquiries the team have helped with;

- Home footcare services and other home visiting services
- How to self-refer to the IAPT services
- Out of hours and emergency dental services
- Rehabilitation and what's available
- Daily living aids and where to buy them

Do you need help or support to make a complaint?

Do you need advice or support to make a complaint about an NHS service? The Healthwatch Complaints Advocacy team can help. The Healthwatch advisors are based at the Sutton Citizens Advice Bureaux and can assist with making phone calls, writing letters on your behalf and attend meetings with you. If you would like to speak to someone about making a complaint please complete the short form via www.suttoncabx.org.uk/healthwatchreferral.html or phone 020 8641 9540. See below an example of how the team have helped someone recently.



The client had an artificial tooth implanted by a dentist for £1000. The dentist guaranteed that the tooth would last for approximately 15 years before the need for replacing. The tooth was damaged beyond repair after just 1 year.

The Healthwatch advisor assisted the client by citing the Supply of Goods and Services Act, citing the tooth was not of satisfactory quality, nor fit for purpose, along with the surgery not being carried out with reasonable care and skill. Small claims action was threatened by way of a letter to the dentist.

A without prejudice offer was made by the dentist for £750. The client was reluctant to go to court and receive a lesser amount, along with being liable for costs, so accepted the offer from the dentist and was more than satisfied with the outcome.

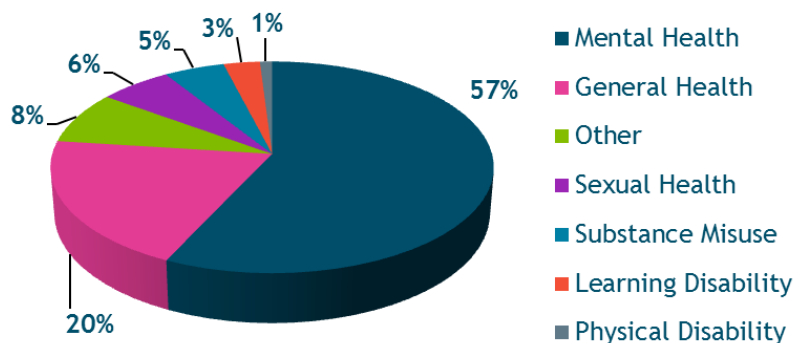
Body image highlighted as top priority for young people in Sutton

Last year we carried out a consultation with young people in Sutton to find out their top health and social care priority. We ran a short online survey and also met with local voluntary and community groups including; Jigsaw4U, Sutton Mental Health Foundation and the Youth Parliament.



When looking through the results from the survey and the discussions we had with young people, we found that Mental Health was highlighted as the biggest issue with body image coming out as their top concern. Body image was closely followed by stress, bullying and diet.

We plan to work with a media group run by young people, based at Sutton Life Centre. They will produce a short film about body image. The film will show young people speaking openly about their views on body image. They will also be asked about how the issues can be tackled locally. We plan to showcase the film at our AGM in July 2015.



Successful information and engagement event ...

In September 2014 we held an event aimed at people who care for someone with Dementia. The event started with an informative presentation from the Alzheimer's Society, explaining the different types of Dementia along with information about the services they offer to both Carers and people with Dementia. Sutton Carers Centre and the London Borough of Sutton also presented information on the Care Act, Better Care Fund and the consultation on the Carers Strategy. This was followed by a lively questions and answers session and group discussions. We were also extremely pleased with our marketplace which was

packed with information from The Alzheimer's Society, Admiral Nurses, Sutton Carers Centre, Home Instead Senior Care and many more.

After the event a short survey was sent to the people that could not attend to ensure they had the opportunity to have their say. We analysed the feedback and found the need for information early on and support for both carers and people with Dementia to be the most important issues. We set up a project group to discuss how we might investigate these issues further. We are looking forward to working with both the Alzheimer's Society and Sutton Carers Centre to develop this piece of work.



Patient Reference Group

In September the Patient Reference Group held a workshop, in response to a request from Sutton Clinical Commissioning Group, to gather the views of Sutton patients about the health services they would most want and where they would want to see them being delivered.

Representatives talked to their patient groups and carried out paper and website surveys to gather the view of local patients to feed into the commissioning planning. 21 GP Practices were represented and almost 200 bullet point comments noted.

So what do local people want?

- More and better services overall particularly in the area of mental health
- The provision of services which support early intervention and prevention
- Quality hospital care

What's important?

That services are local, accessible by public transport, that the needs of Carers are taken into account and that services are not “one size fits all”.

What needs improving?

Information, waiting times, the integration of health and care services



Patient Participation Group

In November 2014, as part of the work commissioned by Sutton Clinical Commissioning Group, we facilitated Sutton's first Patient Participation Group Forum.

We were excited to bring together representatives, from nearly three quarters of Sutton's GP practice patient groups, to explore and learn together about what groups have been doing. Members from different practices shared ideas and good practice and discussed the specific challenges faced in setting up and running a group and how they may have overcome them. It was good to see that many practice groups are making positive contributions and are working, with their practice, to make changes and improvements on behalf of their patients.

One person summed up what many were saying;

“I learned a lot more about running our group and will pass it on... there was a lot that we are not doing”

The success of the event and the positive response means that we look forward to running more Forums during the year ahead.



GP Access

Can you see your GP when you need to?

This was the big question we asked local people as part of our GP Access project last year. After collating and analysing the feedback we published our report, with recommendations, for consideration in December 2014. The report was sent to Sutton GP's via the Sutton Clinical Commissioning Group and NHS England. Common themes highlighted within the report included;



- Issues around booking appointments with a high percentage of people saying they were unhappy about having to call back at different times of day to make an appointment and in some instances people felt they had to visit the surgery as they found it difficult to get through on the phone.
- Availability of GPs and appointments (people of working age showing the greatest amount of dissatisfaction with the availability of GPs).
- A large number of people were keen to use different methods (e.g. email) to make appointments and to communicate with GPs.
- A high percentage of people were also keen to have appointments on Saturdays, early morning or in the evening if it meant they could see the GP they were initially registered with.

We are awaiting a response from both Sutton Clinical Commissioning Group and NHS England. We are looking forward to seeing the potential changes that may come as a result. Watch this space!

Volunteer project, Wayfinding at Epsom and St Helier Hospitals

We were invited, by Epsom and St Helier hospitals, to take part in two special focus groups to help the Trust redesign their signage and improve the patient experience of finding their way around both hospital sites. As part of their innovative 'Patient First' programme, the Trust had asked hundreds of patients and staff about how services could be improved. A common theme has been that the hospitals are difficult to navigate.

The Trust decided they needed to look at 'Wayfinding' at both hospital sites. (Other themes included patient transport, outpatients and the discharge process) In order to make effective contributions two groups of trained 'authorised' Healthwatch volunteers undertook to walk around each of the hospital sites to look at signage/wayfinding and gather views and experiences to feed in.

Message of thanks from Helena Reeves (Interim Director of Communications and Corporate Affairs ESTH)

"I would like to thank you again for coming to our wayfinding co-design events in November and for sharing your feedback and ideas with us - it's been invaluable in shaping our draft strategy to take this important work forward".

We look forward to the implementation of the strategy and the resulting improvements.

Stop Press!!!

We are pleased to report that we are to be funded for a further year to continue the work we have been doing in supporting and developing the patient groups in Sutton.

Staff & volunteers celebrate another successful year ...

Christmas this year saw Healthwatch staff and volunteers celebrating another successful year. Volunteers were rewarded with an excellent lunch at the Grange Hotel. We would like to say a big thank you to all our volunteers and we look forward to working with you in 2015.



Healthwatch Sutton Board Meetings - Dates for 2015

Healthwatch Sutton Board meetings are meetings held in public. If you would like to attend as an **observer** please contact the Healthwatch office, details below.

Month	Date	Time	Venue
January	19 th	2pm to 4pm	Granfers Community Centre
March	16 th	2pm to 4pm	Granfers Community Centre
May	18 th	2pm to 4pm	Granfers Community Centre
July	20 th	2pm to 4pm	Granfers Community Centre
September	21 st	2pm to 4pm	Granfers Community Centre
November	16 th	2pm to 4pm	Granfers Community Centre

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