



Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report (January - March 2017)



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What is healthwatch ?

Healthwatch Torbay are the people's champion of health and social care in Torbay. We listen to your experiences and use them to improve local services by raising your concerns with key decision-makers, making sure they listen to and act upon them.

We want to know about the care you receive from local health and/or social care services like hospitals, GP surgeries, dentists, pharmacies, opticians, mental health support services, care providers and care homes.

We are also part of a national network, reporting to Healthwatch England, and can escalate your issues and concerns nationally.

You can share your story with us, or volunteer in a variety of roles, by calling free on **08000 520 029**, emailing info@healthwatchtorbay.org.uk, visiting us in person on weekdays at Paignton Library, or via our website: www.healthwatchtorbay.org.uk.

The Man in the Chair

“Over the past few months we have been working hard to encourage the Torbay public to share their experiences with local health and social care.

To give an insight into what we as volunteers do, here is just one working week in the life of a Chair:

Monday

8.30-1.00 STP Public Meeting in Tiverton
1.30 Meeting with Chair of Torbay Older Citizens Forum
5.00- 6.30 Answering emails etc.

Tuesday

9.30-12.30 CCG Engagement at Pomona House
2.00- 5.30 answering emails etc., writing news articles

Wednesday

11.30-12.30 HW Office- discussions with Carers on Ageing Well
12.30- 1.15 Meeting with Library Service to discuss Health and Wellbeing opportunities
6.00- 7.30 answering emails etc.

Thursday

10.00-12.00 Business Committee Meeting
12.00-12.30 Conference call with NHS Senate to organise CCG/HW session at Conference
3.00-6.30 Chairing STP Public meeting In Kingsbridge
7.00-9.00 Meeting ‘Save our Hospitals’ community activists in Torquay- radio interview

Friday

9.00- 2.00 Peninsula Healthwatch meeting in Plymouth
5.00-6.30 Meeting with Ageing Well Manager in Torquay

I was also invited to the South Devon & Torbay Clinical Commissioning Group Primary Care Committee this quarter to showcase our Rate and Review online system and the impact it is having locally. The more we can encourage people to use this, the better for us all, and we are actively searching for like-minded people to join our crucial team of volunteers to support this. Whether you can only spare an hour or two a week or not, we will find a role for you to help from community champions and enter and view (visiting team) to digital media, events and marketing. Please get in touch if you are interested.

As Chair of the NHS Senate's Citizens Assembly for the South West I have been able to raise the issues and concerns of the people of the Bay at a regional and national level.



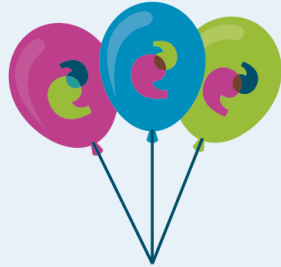
*Dr Kevin Dixon
Chair of Healthwatch Torbay*

Together we really are making a difference, and I hope you will continue to support by sharing your stories and encouraging others to do so.”



Quarter at a glance

We've met hundreds of local people at over 20 community events



We've had nearly 170 public enquiries, reviews and feedback



Nearly 40 members of you have visited us in person at Paignton Library



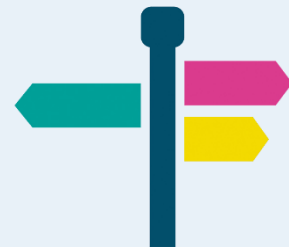
Social media users have seen our posts over 20,000 times



We've taken part in 3 enter & view visits to local health and/or social care services



We've escalated 18 *official* complaints to other organisations



We've released 3 feedback reports tackling issues from Learning Disability to Care Homes



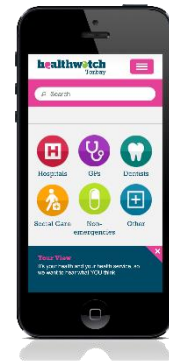
You've received 36 responses to your online reviews from key organisations and providers





healthwatch Bulletin

In the past three months the volunteer, Trustee and staff team have been busy trying to ensure that the voice of the community is represented at various levels. The following is a snapshot of some of our main activities during this time.



New Model of Care

Following the release of our consultation report - entitled *The People's Voice* - on the public consultation on proposals to change the way services are provided locally, implementation of the decisions made by the South Devon & Torbay Clinical Commissioning Group (CCG) governing body at its meeting on 26 January are now under way. Torbay and South Devon NHS Foundation Trust have evidenced that it has met the parameters that need to be in place before services can be switched to the new model of care. First steps in the transition have now been taken, with patients no longer being admitted to Ashburton and Buckfastleigh Hospital or Dartmouth Hospital. From 3 April 2017, new admissions will also stop in Paignton. Torbay and South Devon NHS Foundation Trust is setting up local implementation groups and has invited local representatives, Healthwatch and key community groups to participate in them. The general Torbay public, especially the League of Friends, have raised concerns with us regarding the implementation of service redesign and the closure of both Paignton Hospital and beds at Torbay Hospital. This follows the circulation of inaccurate information to the public.

OUTCOME

We have liaised with both the CCG and the Trust to alleviate public concerns amid the circulation of inaccurate information. They have assured us that there are no further bed closures other than what have already been published and that the Trust is committed to a no redundancy policy and to retaining staff, redeploying them to new roles.

London Eye on Social Care

This quarter we have visited London twice to highlight our concerns about the quality of social care provided at home. It follows the release of our report into the 'deterioration' in the quality of social care provided at home in Torbay. A meeting with local MP Dr Sarah Wollaston



(Chair of the Health Select Committee) provided Healthwatch Torbay with the opportunity to raise our concerns regarding social care and offer key recommendations during an accountability hearing with the CQC and the Government's Health Select Committee.

We also visited London to present at the Healthwatch England Policy Network Meeting, also attended by the Local



Government Ombudsman and the CQC. Our presentation centred on the work we undertook with our investigation into local domiciliary care, which led to a Care Quality Commission investigation and an action plan created by South Devon NHS Foundation Trust, South Devon & Torbay Clinical Commissioning Group and the local domiciliary care provider.

OUTCOME

Healthwatch Torbay now has regular meetings with the local authority and commissioners regarding domiciliary care and regular joint meetings with local CQC lead inspectors. Healthwatch Torbay will be hosting the CQC team meeting in June to meet the inspectors in person.

Our presentation at the Healthwatch England Policy Network Meeting will be shared by Healthwatch England to the national Local Healthwatch network as an example of good practice.

be a need for more formal consultation and this will need to be planned and undertaken to meet all statutory requirements relating to NHS service change. To keep updated, please visit www.devonstp.org.uk.

The pace of service re-design across Devon with regards to STPs is having an impact on local Healthwatch's ability to adequately ensure that patients, service users, carers and the public have the opportunity to participate in the current services review initiated within the STP process.

OUTCOME

Healthwatch Devon, Plymouth and Torbay have been working together to raise concerns regarding the engagement process to senior stakeholders. Regular monthly meetings have now been set up with the new STP Communications Lead to improve communication and overall service user experience.

Sustainability & Transformation Plan

The Sustainability and Transformation Plan (STP) is a five-year plan to transform health and care services for local people so they are fit for the future.

While we know that services need to meet the needs of our population, we need to ensure they are high quality, sustainable and affordable. The ambitions laid out for the Devon STP have 7 priorities:

1. Prevention and Promoting Health
2. Integrated Models of Care
3. Primary Care
4. Mental Health and Learning Disabilities
5. Acute Hospital and Specialist Services
6. Productivity
7. Children and Families

Within these seven priority areas, workshops will be set up to discuss the service changes and the impact on the local community. In some cases, there will

Healthwatch England News

- The Health Select Committee has launched an inquiry into STPs, part of which will look at how the public has been involved in the STP process. Healthwatch England will be making a submission providing a national overview using submissions like ours from local Healthwatch.
- Healthwatch England have released a new report about people's experiences of autism services. Since 2014, local Healthwatch have spoken to over 1,000 people about their experiences of autism diagnosis and care. Waiting times are just one of the issues that families want to see improve. See more online via www.healthwatch.co.uk.



Engagement Activities

Healthwatch Torbay have taken part in a number of events this quarter to gather public feedback, with support from our engagement team of volunteers, including:

- Drop-in sessions at various locations around Torbay including libraries, leisure centres and Churches.
- Talks, coffee mornings, health and wellbeing events and community group meetings.
- Launching a weekly drop-in mental health café called BRAVO! at Paignton Church Hall (every Wednesday 11am - 1pm) to support people with low level mental health needs.
- Working with students from South Devon College to develop HWT Champions and attending a LGBT Family Day to gather feedback.

The main focus for the next quarter is to host a “Torbay Children and Young People’s Strategic Engagement and Experience Forum” to ensure that the voice of children and young people across Torbay is heard loudly to inform effective strategic planning.



HWT volunteer David Young at Torbay Leisure Centre, Paignton

Enter & View

Our Enter & View Team of volunteers are authorised representatives who visit care services to observe and assess the nature and quality, from the perspective of the community. Their main areas of work this quarter have been:

- **Baytree House 6 month review** - we visited and spoke to service users and carers who previously used Baytree House Learning Disabilities and Respite Care Unit in Torquay to establish if the alternative providers have been adequate to meet their needs.
- **Torbay Hospital** - We visited Cheetham Hill Ward as part of the ‘Older People Breaking Down Barriers’ project to to evaluate the success of the “Take a Quarter” training for ward staff - a report will be produced in April 2017.
- **Domiciliary Care** - we continue to follow up our work into a local domiciliary care provider by visiting and speaking with service users who originally raised concerns to see if quality of service and care has improved.
- **In the next quarter** the team are planning to visit two more residential care homes in Torbay

Social Media

Our social media community has also grown this quarter. We have surpassed the 600 like mark on Facebook with a massive reach of over 10,000 this quarter (number of people who were served any activity from our page); and now have over 2,350 Twitter followers with over 11,000 impressions (number of times Twitter users have seen our tweets) this quarter. Come and join us online and be kept updated with the latest Healthwatch Torbay news, events and pictures!



Healthwatch Torbay



@HWTorbay



You Said, We Did

We use your valuable feedback to produce various reports and recommendations for change to key local health and social care decision makers, this quarter we have seen your feedback have the following impact:

- We have released two new Enter and View Reports into two Torbay Care Homes - Ashbourne House Care Home and Southwater Residential Home - both have been relatively positive and both have been used by Torbay and South Devon NHS Foundation Trust (TSDFT) to assess quality.
- We shared your online reviews and concerns of local services to providers, and this quarter you have received 36 responses to your online reviews from key organisations and providers.
- After public requests for more visual information available locally about Healthwatch Torbay, we created newly designed marketing posters, leaflets and pull up stands to encourage both service user feedback and volunteer recruitment. Our fabulous volunteers have been working hard to distribute these into Care Homes and other relevant organisations.
- We also supported service-users and carers to have their voices heard following the closure of Baytree House Learning Disabilities and Respite Care Unit by Torbay and South Devon NHS Foundation Trust (TSDFT). The Trust decided to close the unit and reinvest the Baytree House funding into new options, with alternative providers being offered. On the whole, the feedback was very positive with some minor changes proposed and some recommendations made.
- To make it more convenient for you, we continue to hold well-attended monthly drop-in sessions at our Paignton Library walk-in Centre with SEAP advocacy service, so they can personally support you with the health complaint's process.

OUTCOME

We have also logged all of your individual concerns and issues, and escalated many of your complaints to external organisations for action. These are discussed in greater detail on the next page.





Healthwatch Intelligence

Rate & Review feedback centre

Our online rate & review tool allows the public to visit us online via www.healthwatchtorbay.org.uk and rate a local health and/or social care service that they recently used.

This quarter (from January 1st to 31st March 2017) we received **79** reviews of **34** different services, with the majority of feedback very positive. Hospitals and Social Care were the most reviewed, with the most frequent review themes including:

- **Staff** - mainly positive, with negative reviews centred on staffing levels and capacity
- **Treatment and Care** - significantly positive
- **Administration** - negative reviews highlighting appointment booking systems, particular not being able to see your GP after recent GP mergers
- **Access to services** - negative reviews on waiting times for appointments
- **Facilities and surroundings** - many positive regarding food and cleanliness
- **Medication** - negative reviews highlighting an increased waiting time for repeat prescriptions

Further Quality Issues & Concerns

In addition to our rate & review, we receive a number of concerns and complaints that require following up and/or escalation. The main themes from these issues are waiting times, available care packages upon hospital discharge, and issues booking appointments following GP mergers.

OUTCOME

All feedback is logged in our system for further analysis, and this quarter, where relevant, **18** members of the public wanting to make an official complaint have been referred to Practice Managers (5), Safeguarding (2), NHS Patient Advice and Liaison Service (3), NHS England (1), CQC (1), local Health Trust (2) and/or SEAP Advocacy (5). *some duplicate referrals

As far as we know, **5** of these have reached a positive outcome, **11** are still ongoing, and **2** cases are awaiting further details.



Your Stories



“Healthwatch Torbay visited me at home as I was unhappy about the quality of care my domiciliary care provider was giving me.

I live with rheumatoid arthritis and pneumococcal septicaemia and rely on carers, but it’s not the carers themselves I felt let down by, it’s the company.

Having unallocated carers is disconcerting, not knowing who your daily carers were going to be and having a complete stranger walk into your house. On top of that, you might not even know just when the carers were going to turn up.

I’ve been really struggling to get any kind of meaningful response to my concerns from the company.

Healthwatch Torbay released a report to the Care Quality Commission, who investigated and placed the company in ‘special measures’. A meeting was held with the organisations involved where they created an action plan to address the main issues.

Some of these are still occurring, however, and I continue to share my experiences with Healthwatch Torbay in the hope that things will change for the better.

It’s an emotional strain doing this alone and Healthwatch Torbay has been wonderfully supportive, taking pressure away with their backing.

For anyone out there in Torbay looking for this kind of help and support, Healthwatch Torbay is highly recommended.”



Your Feedback

A selection of your critical comments this quarter are displayed below, where there is a  *Response from provider* image, the provider themselves have responded to the review directly via our website, www.healthwatchtorbay.org.uk

OUTCOME
 You've received 36 responses to your online reviews from key organisations and providers.

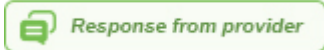


Hospitals



Staff are great

Staff are great here considering the pressure they are under, but the waiting times seem very high in A&E. The out of hours Doctor waiting room shouldn't be in the same place as the A&E either - sick toddlers shouldn't be sat next to battered drunks. Treatment is fantastic when you do receive it though.



Response from provider



GPs



Getting a repeat prescription

They state two working days for a repeat prescription but my husband went into withdrawal after waiting for 6 days for morphine... I was told that the prescription was found in the back of a drawer. Every time that I order a repeat for myself it goes wrong. They need repeat prescriptions to be automatically done every month....



Response from provider



GPs



Impossible to make an appointment

Can't make an appointment, told to ring in morning for any cancelled appointments. Hard when you work. Too large a practice now, very impersonal, much better when it was one surgery with one family doctor. Could always make appointment for a later date with great, friendly nurses that knew your name and put you at ease. Tried making my first appointment in over 2 years & was told to ring a helpline or to go to another surgery whom they've just gone into partnership with. I rang my local Doctor and I wished to be seen locally, but I wasn't.



Care Homes and care at home



Poor communication, patronising staff

Good carers are normally unavailable or leave, some carers are so patronising and they treat me like I'm just another job and do not respect my intelligence. Sometimes carers just don't show up and is left up to us to chase this and find out why. The office staff are difficult to talk to and seem to make it appear that it's our fault that they can't provide the care. Very rarely return our calls and always changing the rota without explaining as to why.



Response from provider

Health & Social Care News **in Brief**

Local News

- **Adult social care in Torbay will receive a boost of £7.4 million over the next 3 years according to the Government's Spring Budget, which recognised that all local authorities are facing pressure on the provision of adult social care.**
- Devon's GPs have been rated among the best in the country, according to research by The Health Service Journal. In the latest official ratings more than 99% of GPs in Devon were rated as good or better, with 14% rated as outstanding.
- **NHS Patients across South Devon now have the opportunity to be reminded about their hospital outpatient appointments by text message. Torbay and South Devon NHS Foundation Trust will be sending text message reminders a few days before your hospital appointment to remind you of the date and time you are due to attend.**
- Devon Partnership NHS Trust – the provider of Devon's mental health and learning disability services - has been awarded an overall rating of good by the Care Quality Commission, though its psychiatric intensive care units and acute wards for adults of working age are still deemed as requiring improvement.
- **The result of the annual NHS Staff survey shows that Torbay and South Devon NHS Foundation Trust staff rated the Trust highly as a place to work and receive treatment.**
- Torbay and South Devon NHS Foundation Trust held an official opening ceremony to mark the completion of its new intensive care unit and main entrance at Torbay Hospital. The £15m project has delivered a brand new, state-of-the-art, 14-bed intensive care unit (ICU).
- **Doctors in Torquay are preparing to merge three surgeries — forming a super-practice covering 34,000 residents. Croft Hall, Chelston Hall and Barton surgeries will work together as the Harbour Medical Group. Chelston Hall and Barton surgeries will formally merge on April 1 with the plan to add Croft Hall to the new organisation in October 2017.**

Health & Social Care News **in Brief**

National News

- **Care firms have cancelled contracts with 95 UK councils, saying they cannot deliver services for the amount they are being paid. According to research, 69 home care companies have closed in the last three months and 1 in 4 of the UK's 2,500 home care companies is at risk of insolvency.**
- The cost of an NHS prescription in England will increase by 20p to £8.60 from the start of April, the government has announced. The price of dental care will also increase, with the lowest-cost treatment rising by 90p and band three treatment increasing by £10.60.
- **The NHS is to revamp its 111 telephone helpline to ensure that many more people get to discuss their illness with a nurse, doctor or other health professional rather than a call handler. GPs and mental health nurses will also play key roles, intended to improve public confidence in 111 so that fewer patients visit A&E or a GP surgery.**
- Suncream, cold remedies and gluten-free food could no longer be available on the NHS in England under a possible crackdown on "low value" medicines. NHS England announced a review after local health bosses identified £400m of spending they believe has little or no clinical value, including some types of pain relief and travel vaccines.
- **GP practices that close for half a day in the middle of the working week will lose funding under a new contract for family doctors across England, health officials have confirmed.**
- Healthwatch England's 2015 Safely Home report – contributed to by Healthwatch Torbay – showed that it can be difficult to access health services if you are homeless. But with over 4,000 people now estimated to be sleeping rough every night across England, Healthwatch England have taken another look at what local Healthwatch have been doing to understand the experiences of people in their community.

your
voice counts

We want to hear about your experiences of health and social care in Torbay and the treatment and care you received.

Whether it's a positive experience or there's need for improvement, having your say can really make a difference.

Volunteer with
Healthwatch

We are looking for volunteers to undertake a variety of flexible roles to support us in key areas of our work.



Leave feedback now:

www.healthwatchtorbay.org.uk

Telephone: 08000 520 029 Email: info@healthwatchtorbay.org.uk

Freepost-RTCG-TRXX-ZZKJ, Healthwatch Torbay, Paignton Library, Great Western Rd, Paignton TQ4 5AG

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