



Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report (January - March 2018)



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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

“One of the things that I most value in the work of Healthwatch Torbay is that a single service user can walk into our office in Paignton Library and raise an issue or concern. We can then take their experiences and raise it at local, regional and even national level, changing services for the better for all local residents.

We ‘harvest’ residents’ views and experiences in many ways, including:

our walk-in facility where people can call in with their complaints and concerns about health and social care; meetings with councillors and MPs; our outreach in communities; discussions with trade unions and voluntary organisations; our online TripAdvisor™-type rate and review feedback centre of all services; and through the growing Torbay network of Patient Participation Groups in GP surgeries.

The other primary role of Healthwatch Torbay is to inform residents of changes in services and so enable communities to respond to challenges.

In this Report we can see how we are pushing this agenda forward.

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. 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.

Even with the current challenges to services across the Bay, we can still make significant improvements as we work alongside our colleagues in the statutory and voluntary sectors. By taking into account patient experiences, those able to make changes are listening to what patients, Carers and communities are saying about services and striving to make positive changes. This is all about working together.



*Dr Kevin Dixon
Chair of Healthwatch Torbay*





Quarter at a glance

We've met hundreds of local people at over 12 community events



Social media users have seen our posts nearly 80,000 times



Over 150 people have reviewed over 40 different services on our website



We've received over 30 public enquiries, issues or concerns



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



We've escalated 14 serious complaints or concerns to other organisations



We've released 2 feedback reports on areas including Torbay Carers Services



You've received 57 responses to your online reviews from key organisations and providers





healthwatch Bulletin

The following is a snapshot of some of our main activities during the past three months.



Drop-in session at Croft Hall Medical Practice

'Silver Surfer' Training Begins

Healthwatch Torbay has been out in the community delivering their free local programme of online health & social care training and support.

The informal training involves showing people how to use online health and social care resources such as online appointment-booking or prescription-ordering systems. It can also offer one-to-one support to those aged over 50 so that they can receive advice and support.

We have been hosting 'drop-in' sessions at GP Practices in Torbay and various different community venues such as the Ellacombe Community Partnership, Hookhills Community Centre and the Lounge community shop in Torquay. Visit us on Facebook to be kept up-to-date with the latest event dates.

If you are interested in receiving the training or would like to host a session, please call free on **08000 520 029** or email admin@healthwatchtorbay.org.uk.

OUTCOME

We have distributed nearly 400 training booklets and had 230 unique views of our online training guide via <https://healthwatchtorbay.org.uk/online-tutorials/>

Carers Consultation

Healthwatch Torbay received over 800 responses from local carers to an independent survey and review of local Carers, as part of improving and monitoring the Torbay Carers Strategy for 2018 - 2021.



Every three years Carers Services looks back at its Carers Strategy to see what has been achieved, and then develops its strategy (plans) for the next three years.

We created an extensive report (via <https://healthwatchtorbay.org.uk/about-us/meetings-reports/>) on the feedback we gathered which we shared with Torbay Carers Services and Torbay and South Devon NHS Foundation Trust. Katy Heard, Carers' and Volunteers' Lead for Torbay and South Devon NHS Foundation Trust, commented:

"A huge 'thank you' to the over 800 Carers who gave their time to fill in our questionnaire... We are always striving to improve our services, but part of the value of this report is that it shows us what works well, and... also emphasises areas which need continued work or improvement."

OUTCOME

Your feedback in our report has been used to draft the main priorities of the Carers Strategy, including how they plan to re-design support to meet Carers' changing needs.



Social Care Concerns

Since our work highlighting concerns from the public regarding the ‘deterioration’ in the quality of social care provided at home in Torbay, we have received confirmation from Torbay and South Devon NHS Foundation Trust (TSDFT) that they have carried out a comprehensive review of care delivery and have been working with providers to address the concerns that were raised.

We raised the concerns you highlighted with us nationally via the Government’s Health Select Committee, who have since launched a joint inquiry, with the Housing, Communities and Local Government Committee, into long-term funding of adult social care.

We have submitted a detailed report to this inquiry, based on the concerns you have shared with us regarding the difficult social care complaint’s process, continuity of care, communication and budget restrictions. We hope this inquiry will lead to a way of sharing resources and intelligence to avoid the deterioration in the quality of care and the support people receive in the long term.

OUTCOME

Your feedback will be used at the evidence session during the Health and Social Care Committee’s joint inquiry into long-term funding of adult social care.

General Data Protection Regulation (GDPR)

GDPR is a regulation in EU law on data protection and privacy that aims to give control back to citizens and residents over their personal data. It becomes enforceable in May 2018, which means before then we need to review and agree the processes around how we obtain and store personal data to ensure that it is accurate, consented, secure, only kept on record for a set amount of time and then properly disposed of. We will also need to destroy any data we have no consent or lawful basis to store.

OUTCOME

We have appointed an administration support role to prepare for GDPR

Healthwatch England News

- Our national partner Healthwatch England (HWE) launched their new 5 year strategy, thanks to the ideas you and others shared. They believe greater public involvement in health & social care is critical to overcoming the challenges our society faces. The strategy, titled “Health and care that works for you”, is available via <https://www.healthwatch.co.uk/resource/health-and-care-works-you-our-strategy-explained-2018-2023>.
- HWE gave evidence from the local Healthwatch network to the House of Commons Health Committee inquiry into integrated care: organisations, partnerships and systems. The inquiry examined what health and care might look like if Sustainability and Transformation Partnerships (STPs) are effective. HWE highlighted the need for good communications and engagement, plus independent STP Board Chairs.
- See more via www.healthwatch.co.uk.



Public Engagement

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

- Drop-in sessions at various locations around Torbay including libraries, leisure centres community centres and cafes.
- Talks, coffee mornings, health and wellbeing events and community group meetings, including special feedback consultations at:
 - **Torbay Hospital's** new main entrance, with a rate and review tablet kiosk for people to leave feedback
 - **Paignton Health and Wellbeing Centre** (formerly Paignton Hospital), where we spent a lot of time speaking to patients in the waiting rooms to find out what they thought about the new centre.



Volunteer David Young at Torbay Hospital in January

OUTCOME

To continue our work with the Torbay Children's Safeguarding Board to engage with children and young people and find out "what it feels like to be a young person living in Torbay" we have appointed a project coordinator in Tilly Adams (right).



Enter & View

Our Enter & View Team of volunteers are authorised representatives who visit care services to observe and assess their quality, from the community perspective.

This quarter our Enter and View team continued their work visiting local care home settings and assessing quality. They have completed four of the ten planned care home visits already and produced feedback reports for each, to be shared with the provider, public, commissioners, CQC and others. An initial overarching report will be done on the first 4 homes, which will include lessons learned and any changes to the pilot scheme as it moves forward.

After all the visits are completed in June 2018, we will meet with the care homes to review what is working well and which areas may require improvement across all the homes. With support from support from Care Home Owners and Managers we hope to ensure shared learning is carried forward to improve the residents own personal experience of the service provided.

Website & Social Media

This quarter we received approximately 4,350 visitors to our website www.healthwatchtorbay.org.uk and our top referrer continues to be Facebook, where we have surpassed the 819 like mark with a huge reach of nearly 60000 this quarter (the number of people who saw any activity from our page); and also over 2,677 Twitter followers with nearly 20,000 impressions (the number of times Twitter users have seen our tweets). *Come and join our online community!*



Healthwatch Torbay



@HWTorbay



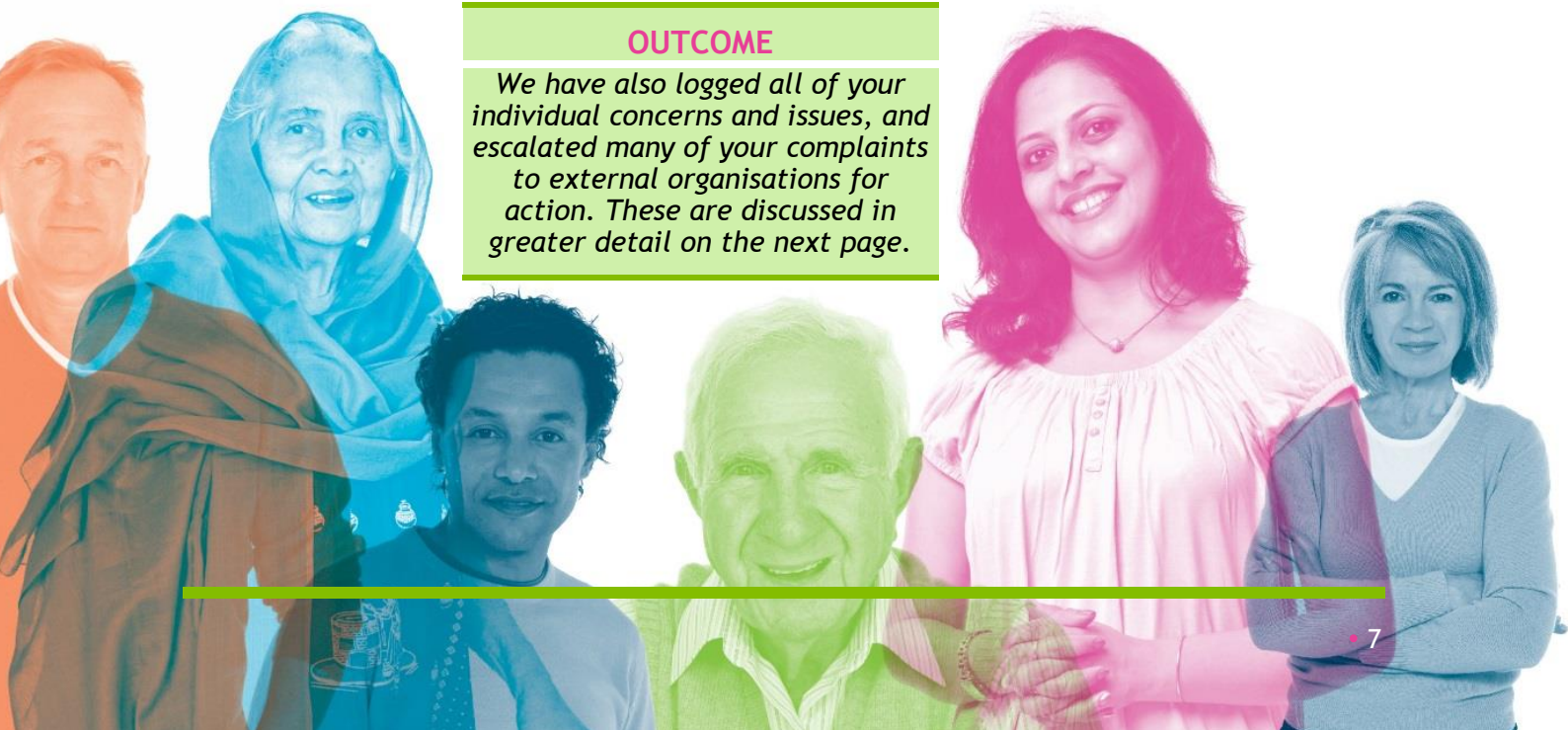
You Said, We Did

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:

- **Domiciliary Care** - Torbay and South Devon NHS Foundation Trust (TSDFT) have carried out a comprehensive review of care delivery and have been working with providers to address the concerns that were raised by you in our feedback report. We also raised your concerns nationally via the Government's Health Select Committee, who have launched a joint inquiry, with the Housing, Communities and Local Government Committee, into long-term funding of adult social care.
- **Our online digital training programme**, designed based on public feedback, has been very well-received locally. The online training has accrued over 230 unique page views and 400 copies of the printed training booklet have been distributed and shared locally. This includes with Torbay Healthy Lifestyles Team Health Coaches and South Western Ambulance Service NHS Foundation Trust (SWAST) Learning and Development team. SWAST are sharing the training package with up to 200 of their frontline staff and have agreed to keep copies of the training booklet on each of their vehicles in South Devon. We have also begun conducting training sessions at Torquay's Windmill Centre, where young people not in education, employment or training are delivering the training to the centre's elderly visitors. This is in addition to our regular drop-in sessions at various Torbay GP Practices.
- **TRIO Project** - We have been working with TSDFT and the Adult Social Care Zones in Paignton and Brixham to involve a service user in their health and wellbeing hub meetings. A suitable patient representative has now been appointed.
- **Provider Responses** - We contacted some providers to share your online reviews and concerns of local services to providers, and this quarter you have received **57** responses to your online reviews from key organisations and providers, all available to view online via www.healthwatchtorbay.org.uk.
- **Advocacy Support** - we continue to hold well-attended monthly drop-in sessions at our Paignton Library walk-in Centre with SEAP advocacy service, so they can support you with any health complaints. Call us now free on **08000 520 029** to book a place.

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.





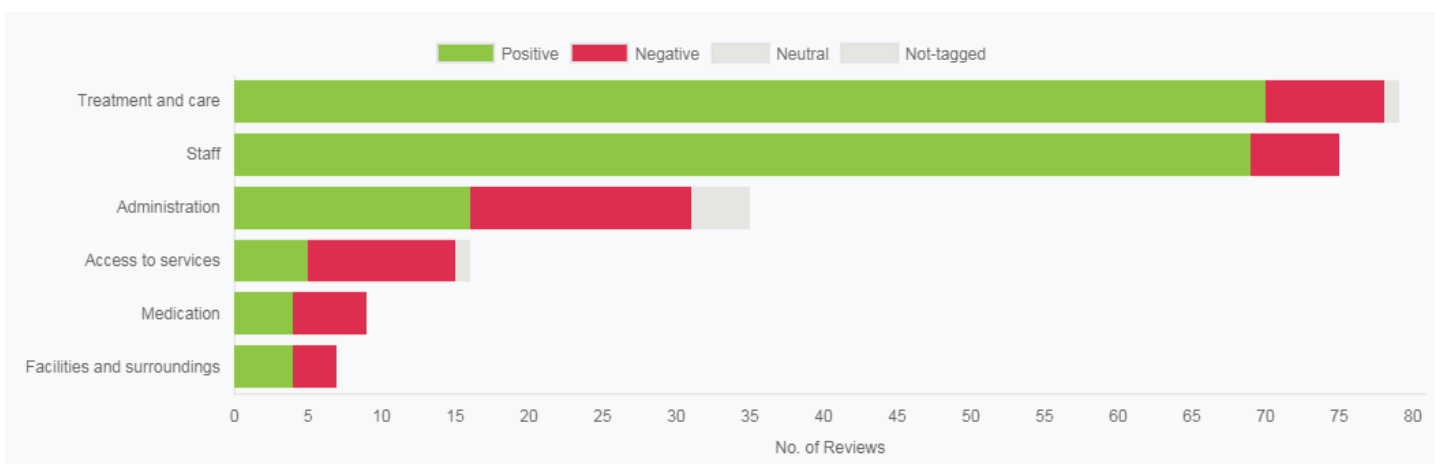
Healthwatch Intelligence



Rate & Review feedback centre

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

This quarter (from January 1st to 31st March) we received **157** reviews of **46** different services, with the majority of feedback positive (average 4.7 stars out of 5 this quarter against an overall average of 4 out of 5) and centred on GPs, Hospitals and Community Services. We also received **57** provider responses to online reviews, all of which can be viewed via www.healthwatchtorbay.org.uk. Overall review themes and their sentiment are:



Further Issues & Concerns

In addition to online reviews, we received **37** concerns and complaints that required following up and/or escalation either in person, by phone, or by post.

OUTCOME

All feedback is logged in our system for further analysis, and this quarter, where relevant, **14*** serious complaints and/or concerns have been referred to either Providers, Practice Managers, Safeguarding, NHS Patient Advice & Liaison Service, NHS England, CQC, local Health Trusts and/or SEAP Advocacy.

**some duplicate referrals in complex cases*

Your Stories



"I left a review on the Healthwatch Torbay website saying it was really difficult to book non-urgent appointments in advance at my GP Practice.

They told me I could do this using the internet now and that they would be visiting my GP Practice the next week to show people how to do this for free.

I sat in the waiting room and was taken through the registration process by someone from Healthwatch and a member of staff at the Practice.


Now I can not only book appointments using my smartphone, but I can also order my prescriptions and message my GP Practice!

It saves me so much time, I can't believe I wasn't doing it before. The Healthwatch online guide is also really useful, there's so much more you can do using the internet that I didn't know.

I even got a free training book with all the information I need if I ever forget. Thank you Healthwatch!"



Your Feedback

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

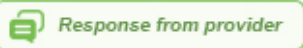


Hospitals



Fractured my left arm

Several months ago I fractured my left arm. I had to have regular checks in this dept. Always had to wait a long time to be seen for my appointments.

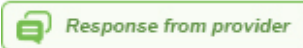


GPs



Good service but...

As a very elderly patient, I find it difficult to get an appointment. This is due to the fact that I no longer drive and have to get a taxi or ask for a lift, so when I am given an appointment at short notice find it very difficult, and I wish I was able to book an advance appointment when it's not urgent.



Community Based



Excellent service

Very friendly and efficient staff. Easy, quick appointment. They go to the extra mile to help. Quick and efficient, although the eye drops sting.



Pharmacies



Always helpful with a smile on their faces

Very gracious staff, always ready to help and advice. Very handy having my flu jab there, rather than trying to ring up for a nurse apt at my GP's.



Care Homes and care at home



Wonderful caring attentive kind team

The deputy nurse and staff made my brother's much needed respite stay comfortable and safe. They were kind and caring. Nothing was too much, I couldn't have asked for more. Thank you for your empathy and warmth.

OUTCOME

You've received 57 responses to your online reviews from key organisations and providers.

*The above are online reviews taken verbatim from members of the public. All these reviews, including any provider responses, are available to view online via www.healthwatchtorbay.org.uk.

Health & Social Care News **in Brief**

Local News

- Torbay Hospital is to get a new Emergency Department with around £13m spent on the new unit from money allocated to the Devon Sustainability and Transformation Plan, set up to improve health and care services for people across Devon. The plan is based on 'a new model of emergency care', meaning a smaller number of minor injury units and two urgent care centres in Newton Abbot and Torquay, as well as the new emergency department at Torbay Hospital.
- **Torbay and South Devon NHS Foundation Trust (TSDFT) and Torbay Council have been declared the winner in the Health and Social Care category in the prestigious 2018 national Local Government Chronicle Awards, for their integrated care. The awards aim 'to shine a spotlight on the achievements of those councils and their partners whose pioneering best practice can inspire others to improve services.'**
- A Torbay Hospital now has 'lifestyles screening and advice volunteers', the first hospital in the South West to do so. Six volunteers have now been trained and they're based across various areas of the hospital including the emergency assessment unit and pre assessment wards, with patients being offered some basic screening and advice by the volunteers. A further seven volunteers are currently undertaking the recruitment process.
- **Torbay Council's Public Health Team has advised local dental teams to give sugar the brush off and help parents change the snacks they give their children by promoting the key messages of Public Health England's latest Change4Life campaign which advises families to look for 100 calorie snacks, 2 a day max.**
- The directors of Torbay and South Devon NHS Foundation Trust publicly thanked staff, volunteers, patients and service users for their support after the region experienced a bout of extreme weather with much of the area covered in snow.
- **Devon Partnership NHS Trust became one of the first NHS mental health and learning disability providers in the region to go completely smoke free.**
- TSDFT has teamed up with the University of Birmingham to install and trial their "Virtual Reality Wembury" project within Torbay Hospital's Intensive Care Unit to improve patient rehabilitation. The first time the device has been used this way in the South West, the Virtual Reality (VR) system allows patients to cycle and escape the hospital setting, without leaving the building.
- **Exeter City Council has now given planning consent for the new Mother and Baby Unit (MBU) to be built on the Wonford House site.**

Health & Social Care News **in Brief**

National News

- NHS England and NHS Improvement have set out guidance for commissioners and service providers to update their plans for 2018/19. We're pleased to see this includes Healthwatch England's five principles for public engagement to involve patients and the public in service change.
- The Department of Health and Social Care has published its key aims for the NHS over the next year. Some key areas highlighted include the NHS doing more to demonstrate what it has learnt from complaints and feedback, and greater evaluation of the progress being made in mental health. Alongside the Mandate to NHS England, the Minister has written to Healthwatch England outlining in more detail how the Government is addressing each of the six issues the Healthwatch network highlighted to them in January.
- **Plastic cards as proof of exemption from NHS charges are being phased out and replaced with paper certificates (and in the future, digital certificates). Tax Credit Exemption Certificates are the first to be replaced, with changes starting in March 2018.**
- The Care Quality Commission (CQC)'s annual report on the Mental Health Act has been published, looking at how mental health service providers are caring for patients and whether patient's rights are protected. The report found that they have seen limited or no improvement in the key concerns they have raised in previous years and that too many children and young people are at crisis point don't get the kind of care they deserve.
- **There has been a 'dramatic' 42% increase in the number of people in England signed up for online GP services over the past year, NHS England has said. Latest figures from NHS Digital show that nearly 14m patients are now using online services to book appointments, order repeat prescriptions and view their records. This represents 24% of all patients, NHS England said.**
- A "one-stop" service to test for prostate cancer is set to cut diagnosis times from six weeks to just a number of days. The "world-leading" programme is being trialled by the NHS and will see patients undergo all their tests in one day using a new and more accurate scanning method.
- **NHS England has said it will fund 160 more pharmacists to work in GP surgeries, taking the total number to over a thousand across more than 3,000 practices.**

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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