

healthwatch
Sandwell



9

Activity Report

**26th September 2015 –
31st December 2015**

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NB After consideration by the Healthwatch Sandwell Board, this report and the information within can be shared publicly, except where otherwise specified by the Board.

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Introduction

Welcome to the quarterly Healthwatch Sandwell Activity Report 9. This report details the work of the team at Healthwatch Sandwell (HWS) and gives an overview of the team's findings regarding health and social care issues in Sandwell, and their other work.

HWS is an independent consumer champion that gathers and represents the public's views on health and social care services in Sandwell. It ensures that the views of the public and people who use the services are taken into account by those who commission and provide services.

This report is considered and approved by the HWS Board. The board members are:

Pam Jones (Chair)	Doug Round (Vice Chair)
Wasim Ali	John Clothier
Teresa Culverwell	Parminder Dhani
Bill Hodgetts	Kwadwo Osusu-Darko
Geoff Tranter	

HWS Team are:

Mark Guest: Chief Executive
Lavida Fletcher: Office Manager
Anita Andrews: Information and Research Officer
Ian McGarry Communication & Engagement Officer
Tom Collins: Support Officer
Melissa Elders: Support Officer
Janet Foster: Support Officer
Paul Higgett: Support Officer

We hope that you find this report informative, if you have any queries do not hesitate to contact us.

This and previous reports are available on our website:
www.healthwatchesandwell.co.uk

Issues, Actions and Outcomes

Patient Safety at Sandwell and West Birmingham Hospitals Trust

As advised in previous Health Watch Activity Reports, research is underway into people's experiences at Sandwell Hospital regarding safety and care. This has resulted from various issues being raised with us by the public.

This has been a substantial piece of work that has seen significant resources utilised and has therefore been our main activity in recent months. A report with findings and recommendations is due to be published soon.

Other

Walk-in Centre usage

A re-occurring issue locally and nationally is the inability for the public to gain GP appointments in a timely manner. It has been reported to HWS that patients are visiting the walk centre in Parsonage Street, West Bromwich because of difficulties getting GP appointments. Due to the amount of these experiences being reported, HWS will be visiting the walk in centre to interview patients to find out if they are there due to this issue. This research was reported previously and is on-going.

Oncology in Sandwell

As a result of this issue being brought to our attention via social media, HWS attended a patients meeting held at Sandwell Hospital on 3rd November to find out more about the ending of an agreement with University Hospitals Birmingham to provide Oncologists to SWBHT. Following on from this meeting, we facilitated a Health and Social Group meeting attended by 35 people to hear the Medical Director, Dr. Roger Stedman as to how the hospital trust will work to ensure that the oncology service is maintained after April 2016. Assurances were given that current treatments would remain unchanged and the hospital trust is working with the Black Country Alliance and other local NHS Trusts to give patients more choice on where oncology can be delivered as well as providing more services locally. Details of this can be found on our website under health and social care group. HWS led on this engagement process to ensure that patients were given the right reassurances and the commitment to their involvement in future service provision.

CCG Primary Care Listening Exercise.

During September, Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) carried out a Listening Exercise, and HWS responded with a report, 'What You Say About GP Services in Sandwell', which is available on our website. This was based on data from our Experience Gathering activity. Over 1200 comments were reviewed and ten common themes identified.

The top three were:

1. Difficulties with booking appointments
2. GP/staff attitude and service
3. Unhappy with diagnosis*

We also responded to the Exercise regarding the approach used. This related to the potential for aggregated data to be produced e.g. 88% people happy with GP access, which could be interpreted as relating to all GPs, when individual practices may vary significantly. The CCG asked to meet with us to explore this issue further. It was agreed that the Listening Exercise is providing an overview, and there needs to be an awareness of how data is presented. The CCG's Primary Care Commissioning Framework is a key part of improving services, and it was agreed that use of patient experience as a metric strengthens this. As part of the overall development planning, it can also address perceptions regarding conflicts of interest. There was agreement that Healthwatch has a role to play through early engagement during the development of stages of engagement.

* Unhappy with diagnosis includes patients not believing their symptoms have been addressed, the diagnosis is wrong and confirmed cases of misdiagnosis. HWS has drawn this issue to the attention of NHS England previously, who noted that this may be an issue that is not currently acknowledged.

CQC - Black Country Mental Health Partnership

The Care Quality Commission (CQC) inspected the Black Country Partnership NHS Foundation Trust in November 2015, this included Edward Street Hospital, Hallam Street Hospital, Heath Lane Hospital and related community services.

The CQC requested feedback from HWS from the last 12 months and were particularly interested to hear about Child and Adolescent Mental Health Services (CAMHS)

HWS collated views from its data base and contacted its Consultation Network to ascertain patients and their carer's views. This was collated and sent to CQC.

HWS also attended a focus group with the CQC re the upcoming inspection, with other Black Country Healthwatches, to discuss the various issues we are aware of.

CQC – Quality Summit

HWS were invited alongside the Local Authority, Clinical Commissioning Group and other stakeholders to a Quality Summit where the CQC reported their findings about Children’s Services at SWBHT. HWS reviewed its data and its findings were in agreement with CQC.

CQC - diabetes care in community settings thematic review - call for evidence

The CQC is undertaking a review into people’s experience of diabetes care. The review will focus on care that is provided in community settings (GP practices, community services and outpatient clinics) to adults aged 18-65.

The CQC have contacted HWS to share people’s experiences of diabetes care in Sandwell and West Birmingham. HWS have supported this review.

Continance Issue

HWS were contacted by a carer whose husband resides in a care home, he is incontinent and required more incontinence pads. The carer had contacted various resources including ICARES, Rowley Hospital and the Practice Nurse at GP surgery. She had been advised they were not entitled to extra pads and were required to purchase themselves.

HWS signposted the carer to the Sandwell Continance service and the outcome was that that they reassessed the husband and was allocated an extra pad a day and night. The carer was thankful to HWS for the guidance and support.

Having identified this issue, we believe that patients should be able to achieve a simpler resolution in future. In supporting this patient, it was clear that the system is confusing e.g. who commissions pads. Some providers were unsure of responsibilities or who else to refer to. Therefore, we will be reviewing this issue to see if there is a systemic problem, and if providers or commissioners need to consider changes to policy or practice e.g. how are decisions made, do providers need to signpost patients when extra pads are refused. What is clear, is the service and/or how patients access it needs to be improved.

Contracting in Social Care

The Healthwatch Activity Report (7) reported on a Carer who was dissatisfied with the way her complaint had been investigated by a private domiciliary care agency. HWS supported the Carer to write a further letter of complaint, as a result she has received a positive outcome and was grateful for HWS’s intervention.

NB

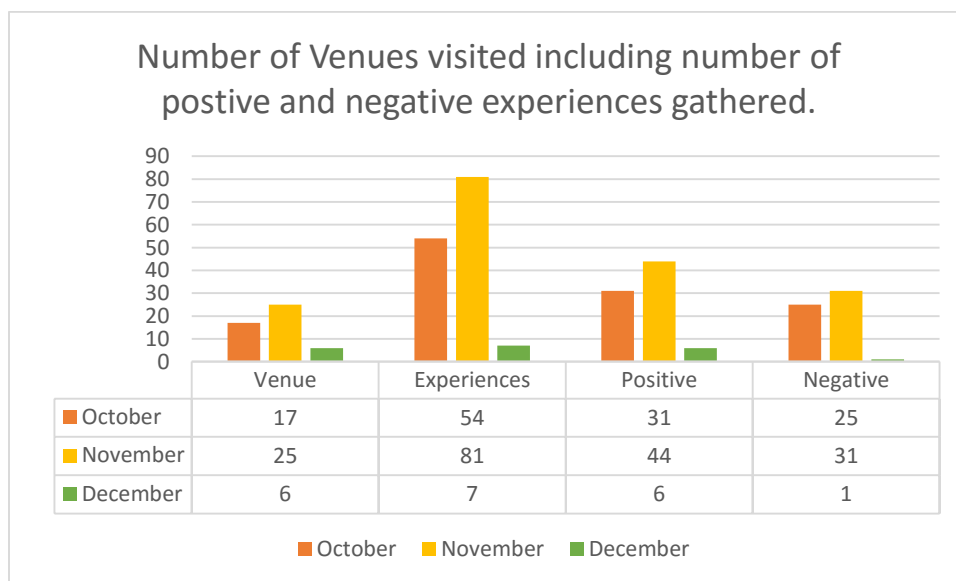
Some details have been changed or generalised for data protection and privacy purposes.

Experience Gathering Review

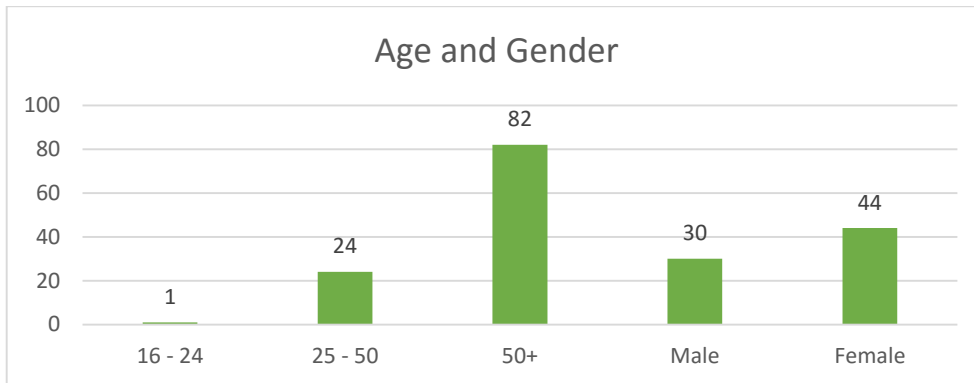
The Support Officers have continued to meet with the public to listen to their experiences of health and social care. They have visited a variety of venues, which include libraries, supermarkets, community events and support groups. During this period a total of 48 venues were visited and over 140 people were spoken to about their experiences.



Melissa Elders (Support Worker) at Local Asda Store



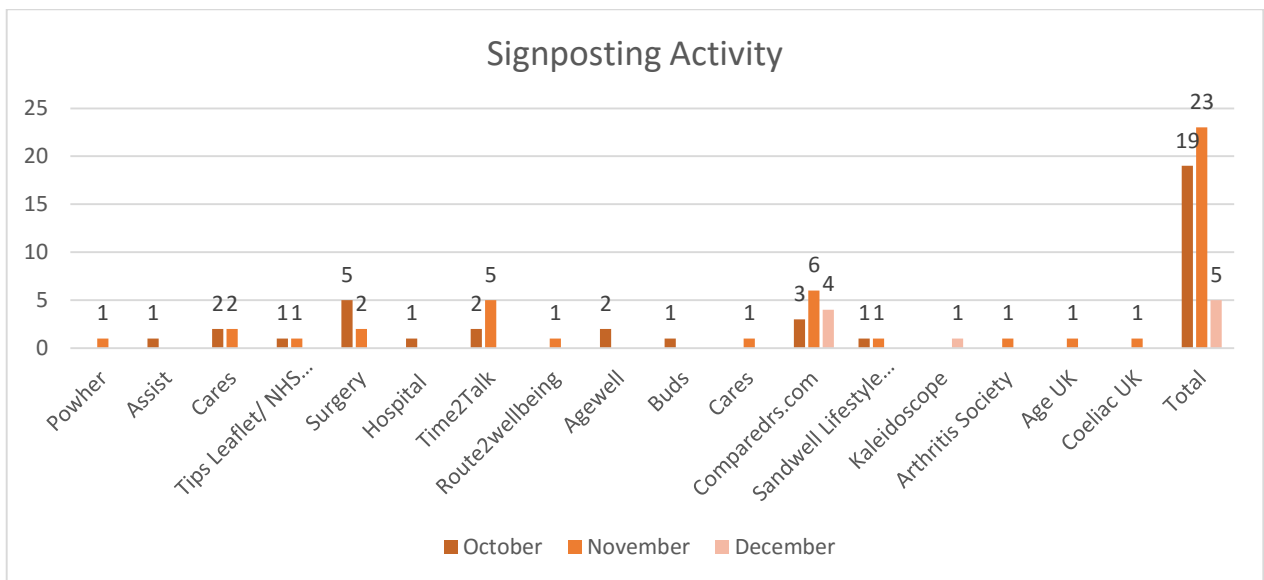
During this period the public have shared examples of good health and social care experiences, which is pleasing to note.



The Support Officers engage with all sections of the community. The main group continue to be female aged 50+

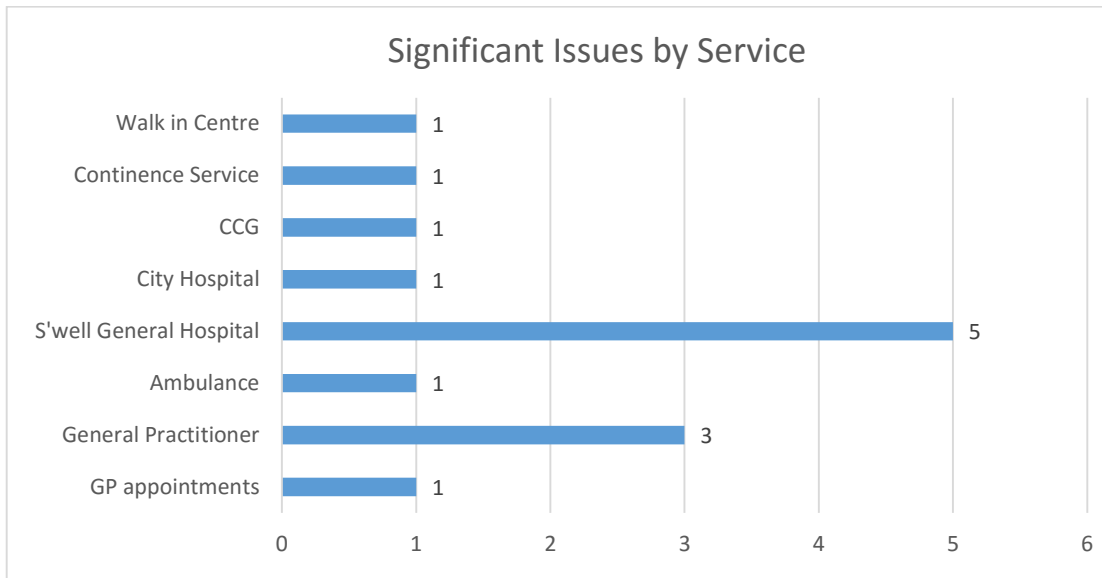
Breakdown of Signposted activity

The Support Officers have continued to signpost the public to various places to help them with their issues.



The Support Officers have continued to distribute leaflets that give information about how to make a complaint to the NHS and leaflets about Time2talk – the Customer Care and Advice service provided by the SWB CCG.

Also the public have been sign posted to our web site www.comparedrs.com as many issues identified relate to GP services. We also have a rolling roadshow to promote this web site to patients.



These significant issues are being followed up by HWS.

Press Summary

The following are stories from the press that relate to Sandwell.

Monday 23rd November 2015 **£2m cardiac labs are open**

Two new cardiac Cath laboratories have been officially opened following a £2 million project at City and Sandwell Hospitals.

The new high-tech labs follow an extensive cardiology public consultation at the Sandwell and West Birmingham NHS Trust.

Chetan Varma, the Clinical Director for Cardiology, said: "it is very fortunate for our patients that we have been able to invest in the latest state-of-the-art equipment. The benefits will be much improved image quality, allowing us to broaden the type of coronary interventions we undertake and improved turn around for patients.

"Any emergency heart attack patients needing the cath lab will have a greater change to get into the next available lab compared to having one per site."

Source: Birmingham Mail

Wednesday 26th November 2015 **Spending Review 2015**

The main measures and forecasts outlined by Chancellor George Osborne in his House of Commons speech.

Budget to rise from £101bn today to £120bn by 2020/21. This is "the largest investment in the health service since its creation".

It means £5bn more research, 800,000 more elective hospital admissions, 5 million more outpatient appointments, 2 million more diagnostic tests.

New hospitals in Cambridge, Sandwell and Brighton and Brighton, and cancer testing in four weeks - plus a "brilliant NHS available seven days a week".

Grants for student medics, including nurses, to be scrapped and replaced by loans. The cap on nurse training places will also go, with the aim of increasing numbers by 10,000

Source: Sky News (online)

Friday, 27th November, 2015

Black Country hospitals fork out £11m a year on food

More than 3.4 million in-patient meals were served at hospitals in Wolverhampton, Walsall, Dudley and Sandwell during 2014/15.

The lowest amount paid at the Black Country's major hospitals was at Sandwell General, where patient meals cost £1.8 million.

Colin Ovington, chief nurse at Sandwell and West Birmingham Hospitals NHS Trust, said that the food it provides represents 'value for money'.

He said: "We provide an extensive menu choice catering for the many diets and preferences of the diverse population we serve including vegetarian, vegan, halal, low fat and kosher.

"We have a new electronic ordering system for patient meals so that even those admitted later in the day will still have a choice of evening meal. This helps eliminate food waste.

"Our current patient food costs represent good value for money."

Source: Express & Star (paper, p.35 & online)

Monday, November 30, 2015

The number of patients being admitted to hospital has rocketed by more than 30,000 in the Black Country and Staffordshire over the last year.

Bosses say a rise in the elderly population is to blame - along with an over-reliance on A&E among people who are not seriously ill or hurt.

The number of admissions across the Black Country and Staffordshire has increased at all NHS trusts except two - Sandwell and West Birmingham, and Walsall.

Source: Express & Star (online)

Thursday, 03rd December 2015

New booking system to combat wasted appointments

More than 55,000 appointments have been missed at Sandwell and City Hospitals – forcing bosses to introduce a new booking system.

Health chiefs hope the new appointment system will cut down on cancelled visits which have proved costly. There were a total of 55,836 missed bookings at Sandwell and City hospitals, costing bosses tens of thousands of pounds. The new system will see patients who need a follow-up appointment within six weeks given a new date before they leave the clinic. But anyone needing an appointment after six weeks will be asked to contact the hospital to arrange a time – those who do not could be discharged.

Source: Express & Star (paper,p.1)

Safeguarding Issues Raised and Action

None identified

Promotion and Engagement

Groups and Meetings Membership

Health & Well Being Board Statutory place	Pam
Health & Well Being Board Executive Observer	Pam
Midlands Metropolitan Hospital Design Group 17/7/2014	Pam
Urgent Care Patient Advisory 2/3/2015	Pam
CCG Patient Partnership & Advisory Group	John
CCG Quality and Safety CCG Sub group. 2 HW reps, other is from Birmingham John appointed March 2015	John
Clinical Governance Committee (Public Health)	John
Sandwell Safeguarding Children's Board (SSCB) Statutory Local Authority group	Teresa
Sandwell Safeguarding Adults Board (SSAB) Contact: Jayne Leeson	Kwadwo
Sandwell and West Birmingham Hospital Trust	Bill
Sandwell Health Overview and Scrutiny Committee (HOSC) Sandwell Adult Services Overview and Scrutiny Committee merged with HOSC April 2015	Bill and Pam
Right Care Right Here Exec Group Sept 2014 (continuing from forerunner group)	Doug
Joint Strategic Needs Assessment Group	John
Health & Wellbeing Board Engagement Group	Pam (Chair) (HWS Staff – member rep)

Health and Social Care Group

Next Event	Details to be confirmed
Last event	07/12/2015
Venue	Salvation Army, Oldbury
Attendees	35
Theme	Cancer service at Sandwell and West Birmingham Hospitals NHS Trust A Board Member has reported that a participant at this event commented on how useful, informative and accessible this event was.
Previous Event	02/10/2015
Venue	Yemeni Community Centre
Attendees	20
Theme	Right Care Right Here update, MHH Update & Primary Care listening exercise

Consultation Network

As of 31/12/2015	Number of organisations in schedule	47
26/09/2015 – 31/12/2015	Number of consultations	68

Volunteering and Enter & View

01/07/2015 -256/09/2015 – 31/12/2015	Number of visits	2
Number of active volunteers	23	(9 Enter and View trained)

Media

Social media update:

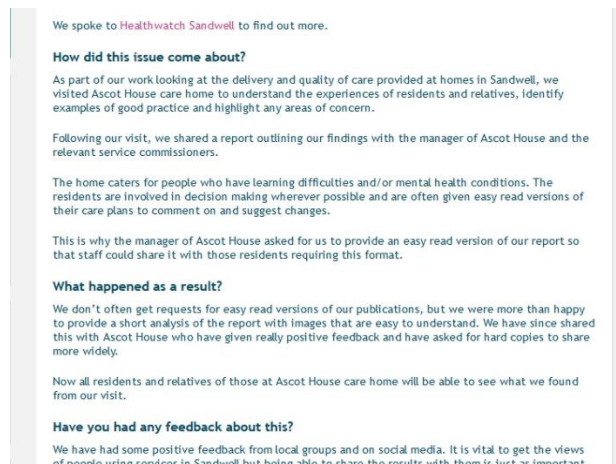
Twitter – 1011, Facebook – 261

Press Update:

Sandwell herald 02/12/2015 HWS Article
Express and Star 18/11/2015 Health and Social Care Group

Free Radio 31/12.2015 – Interview with Mark Guest regarding missed hospital appointments across the West Midlands. The message we gave was that we need to understand why patients are missing appointments and exactly what the statistics mean, and not presume that it is simply patients in the wrong.

From 31st July 2016, all organisations providing NHS or adult social care will have to comply with the [accessible information standard](#). Informing the Healthwatch network of this milestone, Healthwatch England highlighted our easy read enter and view reports as an example of how publications can be made more accessible. An example to the sector of our commitment to making our work readily available to people who have a disability, impairment or sensory loss.



We could not have done this without the help of Ascot House care home, whose residents wanted to read our report and were the main driver of this improvement.