



Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report - Spring 2019



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What is healthwatch ?

Healthwatch Torbay are the people's champion of health and social care in Torbay, South Devon. 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 TripAdvisor™-style online 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 Torbay’s representative on 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 dozens of local people at our community events



Social media users have seen our posts nearly 70,000 times



118 people have reviewed 39 different services on our website



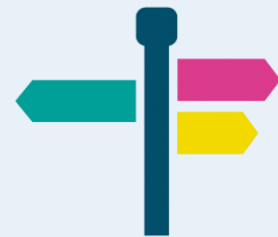
We've received over 62 public enquiries, issues or concerns



We visited many different parent & baby/toddler groups as part of our Maternity Mental Health project



We've escalated 33 serious complaints or concerns to other organisations



We've produced 3 feedback reports on topics such as what young people feel about living in Torbay



You've received 44 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



Seoul City Government employees visiting Healthwatch Torbay and Torbay Carers Services

Torbay Healthcare model inspires South Korean Government

South Korean Visitors from Seoul Metropolitan Government have returned to Torbay to learn more about how integrated health and social care works in the region.

Seoul is the capital of South Korea and home to nearly ten million people, more than London and Paris, and the Government there are aiming to adopt a new healthcare system later this year based on the model here in Torbay.

Prior to this, Seoul City Government employees requested to visit Torbay to learn more about the integrated health and social care system, particularly how they can ensure patient feedback informs planning and assures quality in the integrated system they are developing in Seoul.

With this in mind, eleven Korean delegates came to visit Healthwatch Torbay, the independent consumer champion for health and social care in the Bay. Here they heard a presentation about the way Healthwatch use the real healthcare experience of local residence to influence

the way local services are run at a strategic level.

They were also shown the charity's online 'rate and review' feedback centre - a 'TripAdvisor' style website which allows the public to rate and review the healthcare services they use from their own internet-enabled device. They were even impressed to see that the website could be translated into a number of different languages - including Korean - at the click of a button. Healthwatch Torbay Chair Dr Kevin Dixon said:

"It was a real pleasure to greet global guests to our offices at Paignton Library and even better to see how impressed they were with our website and the way we here at Healthwatch Torbay use the real experiences of local people to influence the way services are run by those in charge."

Dawn Butler, Interim Director of Transformation and Partnerships for Torbay and South Devon NHS Foundation Trust, said: *"It was a privilege to welcome our international visitors to share the developments of our integrated care organisation. A reminder of how far we have come as well as a great opportunity to share learning with our visitors about our ambitions for change as we continue to deliver high quality care to our local population."*

OUTCOME

Seoul City Government employees will return to South Korea and adopt what they have learned at Healthwatch into their new healthcare system.



Your Views Sought on how the NHS should change in Devon

People keen to influence the future of the NHS in Torbay, Plymouth and Devon are being encouraged to make their views known and really ‘make a big difference’.

Healthwatch Torbay, Plymouth and Devon are working together to launch a special consultation entitled ‘What would you do?’ - to encourage people to share their views about what changes to local NHS services should look like locally.

The Government is investing £20 billion a year in the NHS as part of the NHS Long Term Plan. Local organisations have now been asked to work out what changes will be made locally to help make the NHS better for local people.

The Devon public are being asked for their views about how support services such as Cancer, Heart and Lung and Dementia care could be improved. They will also be asked to share their ideas on how people can live healthier lives and what improvements they think could be made to help people access services quickly.

Dr Kevin Dixon, Chair of Healthwatch Torbay, said:

“We know that the NHS only works when people’s voices are heard and we know that with growing pressure on the NHS, changes are needed. This is a once in a generation chance for local people to help decide where this extra money from Government should be spent in our NHS services in Devon.”

“We want to hear from as many people, groups and communities as possible to ensure the local plans reflect the needs of our population. We want to hear about what works, what doesn’t and how people think local health services should be improved. No matter how big or small the issue, we want to hear about it. Sharing your experience with us is quick and easy - and could make a big difference.”

OUTCOME

People can share their views in an online survey via www.healthwatch.co.uk/what-would-you-do.

Representatives from the local NHS will also be carrying out engagement work with patients, staff and the community to encourage feedback on the local plan.

Healthwatch staff and volunteers will also be setting up special focus group events to find out what people think, with more details on this appearing soon via their websites.



Maternity and Mental Health Project

Last year, Healthwatch England, the statutory, independent national champion for people who use health and social care services, began a major project to find out about the public’s experience of mental health services.

Having now analysed the initial feedback they received from service users they requested that six Healthwatch teams around the country undertake what they



call a ‘deep dive’ piece of work, each focusing on specific areas.

Healthwatch Torbay was selected to explore our community’s experiences of mental health support, during pregnancy, throughout the perinatal period and up to 3 years beyond. The intention is to enable a deeper understanding of strengths, challenges and gaps as experienced by the public and by service providers.

Our work will include interviews with staff - both mental health and maternity professionals - and will involve visits to specialist mother and baby units or maternity wards for background field work. We’ll also be considering the impact of deprivation issues identified in the Public Health Local Authority Health Profile for Torbay* and encouraging responses from people (including partners) often considered to be seldom heard, focusing, too, on those whose English is not their first language.

The selection of Healthwatch Torbay recognises our capability to deliver on work of national relevance. It also recognises the desire of our local stakeholders to use the experience of local people to inform service improvement.

OUTCOME

Healthwatch England will inform mental health policy and practice by creating a robust evidence base about people’s experience of mental health care at different stages of life. It is intended that the information gathered will be used to make improvement and support what people would like to see in the future.

Easter Bank Holiday Advice

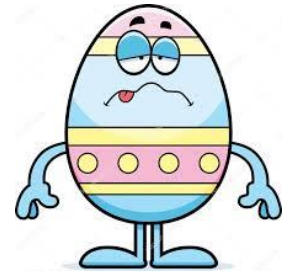
With Devon’s NHS facing a busy time ahead of the Easter bank holidays, people are being urged to visit pharmacies for minor ailments.

GP practices and A&E departments are often under even more pressure at this time of year, but pharmacies can take the strain from people with aches, pains, sore throat, coughs, colds, flu, earache & skin rashes.

Pharmacies are open until late and at weekends, people don’t need an appointment, and most have a confidential consulting area.

This Easter bank holiday, most people across Devon can also book a GP appointment as part of a new scheme, the GP improved access service, which enables patients to see a GP any day of week. This is an extension of the usual GP practice services that patients across Devon will be used to - it is not a walk-in service.

Most patients can book an appointment for the Easter bank holiday weekend (Friday 19 to Monday 22 April) by contacting their own practice in advance. For urgent medical help or advice when GP practices are closed, go straight to 111.



World Autism Awareness Week

To mark World Autism Awareness week, we were very happy to feature a guest blog from Emily Jelfs, Health Navigator, Administrator and Patient Access Lead at Croft Hall Medical Practice, Torquay. Emily has worked closely with us on our Digital Inclusion project and has just completed a Level 3 course on Autism Awareness for both work related aspects and as she has a sibling with the condition. Her story is on the next page, which we hope will help those within the community learn more about the condition...

THE JOYS & CHALLENGES OF AUTISM SPECTRUM DISORDER

By Emily Jelfs, Health Navigator, Administrator and Patient Access Lead at Croft Hall Medical Practice, Torquay



“Autism is defined as a developmental disability which affects language and communication, sensory processing and motor skills, plus social interaction. This sounds like a mouthful, but simply put, autism is just another way of seeing the world. Having an autistic sibling in your life can be such a positive experience, my sibling has shared their unique outlook on life with me and so far it’s been so rewarding. It has helped me become a much more tolerant person and I’m also more accepting of people’s differences. That does not mean that life is always plain sailing, things can be very stressful at times. Even after many years I am still trying to get used to the concept of ASD and still don’t know everything about it.

My sibling has unique abilities unlike anybody else I have ever met. He is priceless and his brain works in a way that mine, and many others, never will. He does not fit society’s norms and sometimes his amazing skills go unnoticed. To be the sibling of a child with autism means every day is crazy and you never quite know what to expect. You hate your sibling and you love your sibling more than anybody else in the world! My sibling has helped me to gain irreplaceable life experiences that have turned me into a strong, independent and caring adult who can truly say she understands the meaning of love, patience, family and hard work.

***Patient, preparation and persistence are key.** I’ve not always been the most patient person and can remember times where I have been annoyed because as a family we had to have such a rigid plan. As I have grown older I have realised this wasn’t my sibling being awkward but more a way of them keeping themselves grounded in an unfamiliar place. I’ve also learnt that it pays to plan in advance, explain what we are going to do and to allow extra time for processing when something goes wrong. **The key is to try and include individuals on the spectrum but also give them an out card.** I give my sibling the choice of being involved in activities with the option of us stopping should he wish to. Nothing is set in stone. Socialising and forming relationships can be very hard.*

***Your parents might treat you differently, but they love you the same.** As a stroppy teenager I would get angry as I felt we were being treated differently. I can remember saying “but Mum you would have told ME off for that”. Now I realise that shouting at someone with autism is more than likely to result in a sensory overload. As I’ve grown up I’ve learnt that autistic or not, every individual is unique and will be treated differently. Our dad has taught, and is still teaching us, about control and reminding us to only focus on things that really matter. He is an individual support to us all in different ways. Quality time as siblings is so much better now as I’ve started to think about where we’re both comfortable and what he would be comfortable doing. I’d encourage someone who has an individual with autism in their life to watch out for where this person feels most happy and appears more animated; sibling time can be planned around this.*

I give my mum a hug and tell her I love her every time I see her; I have probably hugged my brother maybe ten times in my life and he will usually squirm around. I have described how I am feeling about something personal before and he has given me a logical yet somewhat unsympathetic solution. At the same time he is one of the most loving and compassionate people I’ve ever met. I know he would do anything for me. In only the 13 years he has been on this earth so far I could probably write a book on all the things I have learnt about the condition. What really hits home for me is how for every battle we have to fight; they have to fight a hundred more. They see the world differently and often the world isn’t the friendliest to them. I am inspired daily by how much my sibling can achieve, how often he picks himself back up and how truly funny he is. I have no doubt that without having my brother in my life I would not be as empathetic and determined to make the world a better place for those with a condition like autism.

My sibling is pretty amazing, as are the majority of individuals with autism. I hope this can help people going on their own journey of discovering what autism is but also just how fantastic individuals on the spectrum are.

Always Unique Totally Intelligent Sometimes Mysterious”



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, community group meetings & health and wellbeing events
- This quarter we also visited various different parent and baby or parent and toddler groups as part of the Healthwatch England Maternity Mental Health Project, to gather views of parents with regards to the mental health support available to them both pre-birth and post-natal.



OUTCOME

We will continue to visit community settings to gather your views on local health & social care services in Torbay and also recruit a team of Healthwatch 'champions' to support engagement work in communities by being active in their own local area, community or the organisation they work for. Potential local Healthwatch Champions can call us free on 08000 520 029.

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 some were scheduled to undertake mental health first aid training to complement their roles and others also began discussions about their involvement with the 'Quality Checkers' Torbay Safeguarding Project. Run by Torbay Council and Torbay and South Devon NHS Foundation Trust, the aim of this is to deliver "making safeguarding personal" through training a number of volunteers as 'quality checkers' to interview individuals who have been through the safeguarding process. They will be asking users of the process whether it is safe, effective, caring and/or responsive.

Further information on this will be available in the next edition of our quarterly public report in July 2019.

Website & Social Media

This quarter we received over 6,500 visitors to our website www.healthwatchtorbay.org.uk and our social media community continues to grow significantly, surpassing the 948 like mark on Facebook with a massive reach of nearly 67,500 this quarter (the number of people who saw any activity from our page), and over 2,900 Twitter followers with over 33,000 impressions (the number of times Twitter users have seen our tweets).

Please come and join our growing 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 your feedback has had the following impact:

- **Torbay Hospital Emergency Department** - following the release of our final report on feedback we gathered from patients, carers, relatives and others to find out from patients "what matters to you" and what might improve their experience at Torbay Hospital Emergency Department, Torbay and South Devon NHS Foundation Trust included it on the agenda for the Patient Flow Board, which holds the ultimate governance and oversight for the redesign work. Since then, the TSDFT Quality Improvement Group all agreed that it is extremely valuable in the consideration of the redesign of the department over the next 2 years. The group felt that there was really important information contained in the report that they would not have received without a report of this kind. Some of the descriptions of difficulties in accessing the department (for example by care when carrying a sick child) have great impact. The group have agreed they need to ensure that they look at these issues and have ensured that the content of the report will be used to redesign wherever possible.
- **Ambulance Waiting Times** - We contacted South West Ambulance Service Trust (SWAST) after we recently received your feedback saying that while the staff are 'great' and paramedics are 'fabulous', people have often had to wait quite some time for an ambulance to arrive. They've now posted detailed advice on their

website, telling people how to ensure they get the response they need from the ambulance service and setting out the different ways they respond to 999 calls. For more information, including advice on when not to call an ambulance and what other options are available, from visiting a pharmacy to making your own way to your local minor injuries unit, visit <https://www.swast.nhs.uk/welcome/what-we-do/ambulance-response-programme>

- **Provider Responses** - We contacted some providers to share your online reviews and concerns of local services to providers, and this quarter you received **44** responses to your online reviews from key organisations and providers, all available to view online via www.healthwatchtorbay.org.uk.
- **Quality Accounts** - this quarter Healthwatch Torbay have responded and provided a comment to different local quality accounts -carers, families and urgent & emergency care, and Torbay and South Devon and NHS Foundation Trust.
- **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. Where relevant, we also use this online tool to add service feedback we received from members of the public by way of emails, calls and face-to-face.

From 1st January to 31st March 2019 we received **118 reviews/feedback** of **39 different services** via our online rate & review service, with the majority of feedback positive and focussed on community-based services. Review themes are adjacent; negative themes are centred mainly on quality of care, waiting times and difficulty booking appointments.

We received **44 provider responses** to online reviews directly via our website, all of which can be viewed via our website.

Of the 118, **62 were classed as complaints or concerns.**

OUTCOME

*All feedback is logged in our system for further analysis, and this quarter, where relevant, **33*** serious complaints and/or concerns have been referred to either Providers, GP Practices, Safeguarding, NHS Patient Advice & Liaison Service, NHS England, CQC, local Health Trusts and/or SEAP Advocacy.*

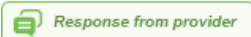
**some duplicate referrals in complex cases*



Theme	Count	Positive	Negative	Neutral
Staff	87	82%	18%	0%
Ambulance Staff/Paramedics	1	100%	0%	0%
Attitudes	31	81%	19%	0%
District Nurses/Health Visitors	2	100%	0%	0%
General	22	95%	5%	0%
Staffing levels	3	0%	100%	0%
Suitability	1	0%	100%	0%
Communication	1	0%	100%	0%
Doctors/GPs	2	50%	50%	0%
Quality & Effectiveness	24	88%	13%	0%
Treatment and care	71	73%	27%	0%
Effectiveness	1	100%	0%	0%
Experience	5	80%	20%	0%
Quality	25	44%	56%	0%
Safety of Care/Treatment	2	0%	100%	0%
Treatment Explanation	17	100%	0%	0%
Speed	19	100%	0%	0%
General	2	0%	100%	0%
Administration	37	62%	38%	0%
Appointment availability	4	50%	50%	0%
Booking appointments	8	75%	25%	0%
General	1	0%	100%	0%
Management of service	3	0%	100%	0%
Medical records	2	0%	100%	0%
See my GP	1	0%	100%	0%
Appointment Waiting Times	16	88%	13%	0%
Telephone	2	50%	50%	0%
Access to services	27	37%	56%	7%
Convenience/Distance to travel	7	57%	14%	29%
General	5	40%	40%	20%
Patient choice	1	100%	0%	0%
Suitability of Provider (Individual or Partner)	1	0%	100%	0%
Waiting times	14	21%	79%	0%



Your Feedback

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

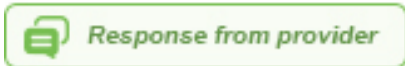


Emergency Care



Inconsistent Waiting Times

I waited for 2 hours for an ambulance (which had been called by 111) whilst I was experiencing symptoms of a mini-stroke. I understand the pressure the ambulance service are under and have a very positive opinion of the paramedics (and when my husband had a heart attack the ambulance came within 10 mins) Luckily, whilst my symptoms were serious I was not in fact having a stroke but what if I had been?



Hospitals



Had to wait for a long time

After falling over & hurting my back. I thought I would just get it checked out at A&E. But was kept waiting for a long time, up to 5 hours, in the meantime my back was becoming more & more painful.

*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.



Community Based



Very satisfied with service

The staff were very pleasant and reassuring. They explained the test fully and in plain language. They gave me the result immediately. I would definitely recommend anyone to have this straightforward test.



GPs



Good medical care

Good medical care but so difficult to obtain an appointment over the phone. I am elderly and it takes some effort for me to sit and wait while one is able to speak to a person. The last time I rang for an appointment it took me 45mins, however good service from Nurse when I did get to see her. Just too many messages on the phone. Most of the doctors here are ok but I feel one or two are not at times, struggle to get an appointment most of the time but I understand it's a bad time of year.

OUTCOME

You've received 44 responses to your online reviews from key organisations and providers.



Our other Project Work

In addition to our statutory work, we are also involved in a number of commissioned pieces of work to ensure the voice of the public is acted upon and included in any future decisions by key local decision makers. This page provides brief updates on these projects.



What does it feel like to be a young person living in Torbay today?

This quarter the Torbay Safeguarding Children Board ‘wholeheartedly accepted’ the ‘valuable insight’ offered by Healthwatch Torbay’s newest survey report of young people’s experiences of life in the bay.

In January 2018, the Board commissioned us to explore the experiences of children and young people (0-25) living here, believing that it’s vital to ensure that all our children and young people live safe and healthy lives. The idea was to find out what young people really feel about life here, what they love, what they don’t, and how they think things could be better for them.

Between April and September 2018, Healthwatch Torbay gathered responses from just over 1900 young people, meeting them across Torbay at outdoor events, visiting both primary and secondary schools, and through voluntary and community groups working with young people. Their views were gathered though

a widespread survey but also in creative ways and through social media.

The findings acknowledge the importance of friends, having more things to do and safety concerns, but also identifies some further areas of interest including: the importance of the environment and local setting to young people; a desire for more targeted, and affordable activities that can be used in all weathers; and a desire for enhanced police presence to address an increasing gang culture amongst young people. There was also a concern that the desires and experiences of older people and tourists took precedence over those of younger people. Healthwatch Torbay Chair Dr Kevin Dixon commented:

“I’d like to thank all the young people that contributed to this report, which emphasises the importance of listening, responding, and addressing the issues raised by young people in a transparent, collaborative, and non-tokenistic way. The young people we spoke to repeatedly expressed scepticism that anything would change as a result of their participation.”

OUTCOME

The Torbay Safeguarding Children Board has agreed that the survey’s findings ‘be further considered at a future meeting of the Children and Young People’s Strategic Partnership so that the recommendations can be actioned by partnership agencies across Torbay.’

Read the full Young People’s report, visit www.healthwatchtorbay.org.uk.



Digital Inclusion Project Expands

Our award-winning pilot project showing people how to access local health, social care and wellbeing services in Torbay using the internet has been awarded further funding to expand its work in Torbay.

Last year we developed a free training and information resource for the public to show them exactly how they can use the internet to access health and social care services such as online appointment-booking, prescription-ordering and self-referral systems. In October 2018 the pilot project in Torbay won a national ‘Highly Commended’ award in the ‘Giving people the advice and information they need’ category at the 2018 National Healthwatch Excellence Awards.

The Healthwatch Torbay Digital Inclusion Project was an Ageing Well Torbay funded project that helps reduce social isolation in older people by showing them exactly how they can use the internet to access health and social care services such as online appointment-booking, prescription-ordering and self-referral systems. Ageing Well Torbay is a 6 year programme funded by the Big Lottery Fund using National Lottery Funding.

Healthwatch Torbay has been successful in its recent funding application to Ageing Well Torbay to develop the project further. This includes adding online

benefit advice and other health and social care resources available using the internet that are local to Torbay. They are looking to deliver the training via various different community drop in sessions and even home visits and digital ‘parties’.

They are also redeveloping the training section into a tool which will offer people the chance to complete a free online training course in their own time, from the comfort of their own device and become a community ‘Digital Health Champion’. The new website training will be launched in April 2019.

OUTCOME

If you wish to take the free training via the new e learning tool, please visit www.digitalhealthdevon.co.uk.

If you're interested in getting involved, please call free on 08000 520 029 or email digital@healthwatchtorbay.org.uk

Self-help video consultation

We are continuing to work with the Bay’s health trust to find out how their self-help video library benefits residents and whether any improvements can be made. You can browse through one of the video libraries online.

It contains over 200 health and care videos, produced with, and written by clinicians, as well as links to national charities, advice networks and local support groups.

The anonymous Healthwatch survey is available to fill out online via www.surveymonkey.co.uk/r/HCVideos

OUTCOME

All responses to the Healthwatch survey and the information provided will be used to inform the final report at the end of the consultation.



How partners use your feedback

We encourage providers of care, bodies that commission services and community partners to explore how we can all improve care provision, based on your feedback. Here are some relevant updates from some of these showing how this has been achieved this quarter:

Working towards Better Births in Devon

Over the summer of 2018, the Local Maternity System (LMS) in Devon - consisting of NHS and health care organisations - undertook 8 weeks of intensive engagement to gather the thoughts, experiences, and views of parents and families about births in Devon. The engagement ran from 19 May - 14 July 2018.

2,267 people gave their feedback, and this has already started to help shape the priorities for maternity services in Devon. Some of the recommendations from families included;

More shared decision-making and better communication between families and health professionals.

Consistent information is needed regarding safety, this is a big part of the decision-making process for families when deciding where to have their baby.

Further post-birth support for when a birth has not gone to plan, including a debrief and help if they are struggling (this could be counselling or support groups), and the chance to talk it through with a health professional.

Consistent information to personalise care, for example on feeding choices, equipment and interventions, multiple births (more tailored information) and pain relief.

Better community support and more peer-to-peer groups. It was felt the reduction in postnatal groups could have a significant impact on families and women, as the opportunity to come together in the community to socialise, support each other through feeding and developmental milestones is highly valued.



Charlotte Burrows, Chair, Devon Maternity Voices Partnerships (MVP)

Better support and **early identification of families who live in very rural locations** is needed, so that professionals can work together to support them.

Many other recommendations came out of the engagement and they will be available in the final Better Births in Devon engagement report, which is due to be published and shared in April 2019.

You can get involved by joining Devon Maternity Voices Partnership (MVP) A collective of parents (and parents to be) and organisations who support maternity services working together to review and contribute to the development of local maternity care across Devon. For more information about Devon MVP contact:

✉ charlotte@devonmaternityvoices.org.uk

☎ 07943 861 420

🐦 @devonmaternity

f Better Births in Devon

'Over 12,000 babies are born in Devon every year, but if you consider how many people it involves bringing a baby into the world you would find four times that amount of people involved in the journey.'

'It's important that people have the opportunity to share their experiences, so that we continually learn from those.'

'What we have heard through the Better Births work gives us a great starting point and we will continue to build on this by encouraging more people to share their experiences through the Devon Maternity Voices Partnership (MVP).'



Local GP leads new NHS organisation in Devon

Dr Paul Johnson, who lives in Exeter and is a GP at Cricketfield Surgery in Newton Abbot, takes up the post of Clinical Chair of NHS Devon Clinical Commissioning Group (Devon CCG) which will serve 1.2 million people across the whole county.

Devon CCG is formed from the merger of South Devon and Torbay CCG and Northern, Eastern and Western Devon CCG, which have both now been formally dissolved.

Devon CCG acts as the headquarters for the NHS in the county and has a budget of more than £1.8 billion. It brings together experienced healthcare professionals to decide what services are needed in the local area and ensure that they are provided. The process of planning, buying and monitoring healthcare is known as commissioning.

Dr Johnson said: “Creating one CCG for the county gives us a wonderful opportunity to take NHS care in Devon into an exciting future and we will now have a powerful single voice in the commissioning of health services.

“We will bring the strength that comes from being the fifth biggest CCG in England, but our teams based across Devon

are focussed on shaping local services to meet the varying needs of people in our many diverse communities.

“We’re looking forward to working with our NHS and local authority partners, patient groups and local people to design and develop services that improve the lives of people across our beautiful county.”



NHS
Devon
Clinical Commissioning Group

Unique Devon mental health scheme helps 1,000 people

Unique Devon mental health scheme ‘New Leaf’ has helped 1,000 people living with mental ill health go back to work.

The Exeter-based project, part of Devon Partnership NHS Trust, helps people who want to develop employment skills as part of their therapy. While participating, people can make products including clothes, which helps to improve their mental health while supporting their return to work, with any profit reinvested back into the NHS to help sustain the programme.

New Mental health crisis cafés

A number of mental health crisis cafés opened this month in Exeter, Torquay and Barnstaple, providing local people who need urgent support access to safe spaces in a relaxed, social and non-clinical environment.

The cafés offer people with mental health issues a welcoming and compassionate environment, which helps to increase their feelings of control and avoid potential crises from occurring. For more information, visit the Mental Health Matters website.

Heart patients waiting times slashed

Patients in Torbay and South Devon suffering from coronary artery disease can now undergo a life-saving procedure at Torbay Hospital for the first time - also reducing waiting times for surgery.

The introduction of a technique called ‘Rotablation’ means that patients waiting for the procedure at Torbay will be seen within one month to undergo treatment.

Previously, patients waiting for this procedure would have been conservatively managed on medication or been referred to another hospital in the South West and experienced longer waits due to demand for the service.

Health & Social Care News **in Brief**

Local News

- Doctors working for Torbay and South Devon NHS Foundation Trust (TSDFT) have begun teaching children vital life-saving classes at the first school in Devon to welcome a new national project.
- **TSDFT is moving a step closer to paperless records, having introduced electronic prescribing on some of the wards at Torbay Hospital. Instead of using paper-based drugs charts, doctors, nurses, pharmacists and ward staff use an electronic system.**
- An innovative new app has been launched across Devon to support new dads and their partners. DadPad is an essential guide for new dads and has been co-produced with new fathers, the NHS and developed and built by Julian Bose from Inspire Cornwall CIC. The project is jointly-funded by NHS England's perinatal mental health development fund, Devon Partnership NHS Trust, Livewell Southwest CIC and NHS NEW Devon Clinical Commissioning Group.
- **The result of the annual NHS Staff survey shows that TSDFT staff rate the Trust highly as a place to work and receive treatment. Some of the key findings where the Trust outperforms the national average demonstrate staff are well motivated. They look forward to coming to work and recommend the Trust as an employer which prioritises the care of patients and service users.**
- TSDFT continues to deliver an excellent level of treatment and care for stroke patients within the region, according to the latest report by Sentinel Stroke National Audit Programme (SSNAP). The recently published SSNAP report, shows Torbay and Newton Abbot Hospitals continue to deliver a high standard of stroke care for the last quarter period, meeting the tough guidelines set by SSNAP.
- **Doctors in Devon are reminding parents to consult the HANDi paediatric app if they aren't sure what to do when their child is unwell. The free app, available to download, was launched specifically with children in mind and has expert advice, support and guidance for parents concerned about their children.**
- Video technology is now being utilised in health and social care community teams covering areas from Ashburton to Dartmouth. The new technology enables them to undertake assessments and meetings across different sites – including in a client's living room. This helps the teams to better coordinate health and social care around individuals' needs ensuring they get the right care in the right place.
- **A proposed merger of Pembroke House Surgery and Parkhill Medical Practice has been officially approved by the Clinical Commissioning Group Primary Care Committee. With effect from 1st April 2019 Parkhill Medical Practice in Torquay will operate as a branch surgery of Pembroke House Surgery in Paignton.**

Health & Social Care News **in Brief**

National News

- **The National targets have been announced to improve the detection and treatment of causes of cardiovascular disease. Health officials want to increase the number of people who have had their cholesterol recorded, and detect and treat millions more people living with undiagnosed high blood pressure in England.**
- The Government has launched a recruitment campaign to try to plug a hole of 110,000 vacancies in the social care workforce. More than 1.45 million people work in social care at the moment, but an extra 650,000 workers will be needed by 2035 due to an ageing population, ministers said.
- **Specialist stop smoking support will now be offered to all pregnant women as part of an NHS England drive to reduce stillbirths. The new smoking cessation measures are being introduced as part of the country-wide rollout of the Saving Babies' Lives toolkit.**
- Almost a third of NHS hospitals in England hit maximum capacity at least once this winter, figures show. General and emergency wards were on average 93.5% full between December 3 2018 and March 3, according to NHS England data. A total of 41 out of 134 acute NHS trusts (31%) reported bed occupancy rates of 100% on at least one day during this period.
- **Almost one in four patients with cancer do not start treatment on time – the worst performance on record, figures show. New data from NHS England shows that the health service has missed its key cancer target for more than 1,000 days, while A&E performance is also at a record low. Hospitals are meant to start cancer treatment within 62 days of an urgent GP referral, with the target stating that 85% of patients should start treatment within this time frame. But figures for January show the worst performance on record, with just 76.2% of cancer patients treated within the target.**
- Hospitals could be fined if they fail to meet new targets for detecting and treating sepsis under new NHS England rules coming into effect in April. The guidance requires staff to alert doctors of all patients suspected of having the deadly condition within one hour, and all NHS trusts in England will be contractually obliged to comply from April.
- **NHS England has said it may scrap its four-hour waiting time target in A&E and will test new "rapid care measures" for patients with the most urgent mental and physical health needs. The plans also aim for people with suspected cancer to receive a definitive diagnosis within 28 days of urgent referral by their GP or a screening service as part of the proposals.**

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.

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



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