



Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report - Autumn 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 over 187,000 times



142 people have reviewed 37 different services on our website



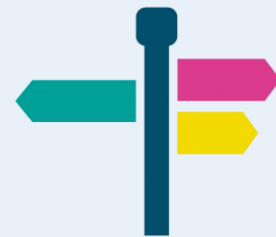
We've received 34 issues or concerns



We attended many different specialist conferences across Devon from Care Homes to Social Prescribing



We've escalated 18 serious complaints or concerns to other organisations



We've produced 2 reports on topics including Maternity Mental Health



You've received 33 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.



Health professionals 'need to make more space' for new parents

Healthwatch Torbay is calling on local services to make more space for new parents to talk about their mental health.

A new report exploring the experiences of women with mental health problems during the journey to parenthood has found that many people are not experiencing the consistent support they should expect if services were following NHS guidelines.

The findings reflect what women in Torquay, Paignton and Brixham told Healthwatch Torbay after the local health and social care champion investigated the issue earlier this year.

Published in September by Healthwatch England, the report - 'Mental health and the journey to parenthood' - focuses on a survey of 1,738 women and draws on the research undertaken by Healthwatch Torbay. These women reported either having a mental health condition diagnosed by a doctor before, during or after having a baby or they said they had experienced a mental health problem which had not been diagnosed.

With the NHS committed to providing maternal mental health support for more than 30,000 extra women by 2020/21, the work undertaken by Healthwatch can help local services understand what's working for new mothers and what isn't.

The national report echoes what people told Healthwatch Torbay, with many women in the report citing good experiences of care locally, particularly with the perinatal team.

However, the national and local research also indicates that many women are not experiencing support that meets national NICE guidelines which set out what mothers should expect when it comes to the recognition, assessment and treatment of mental health problems during and after pregnancy.

When asked about the support they had received, parents in Healthwatch Torbay's report had differing understanding of mental health issues in pregnancy, with many seeking help in the post-natal period by self-referral to a service they had to find for themselves.

Within the Healthwatch Torbay report, health professionals also shared concerns about the high level of depression and anxiety in the local population and their fear that the bar for access to support services was getting higher, with statutory community services becoming more stretched and financially compromised.

With one in four women experiencing mental health problems in pregnancy and the 24 months after birth, analysis of the stories women shared also highlights the need to provide more opportunities for new parents and health professionals to talk about mental health during the journey to parenthood.

OUTCOME

You can view both the national Healthwatch England report and local Healthwatch Torbay report online via www.healthwatchtorbay.org.uk.



Project to Help over 50-year-olds Stay in Own Homes

A pioneering new scheme which will help over 50-year-olds to stay in their homes for longer is being launched in Torbay.

Six organisations, led by the Torbay Community Development Trust are being funded by Ageing Well Torbay to provide a variety of services to older people that will allow them to live on in the homes that they love.

The services cover everything from a low cost handy person service being provided by Yes! Brixham to cooking lessons, menu planning and online shopping on offer from the Ellacombe Community Partnership.

Additionally Healthwatch Torbay will be ensuring that everyone has the access to the health and care services they need when they need it and seAp Advocacy is on hand to make sure people have their voices heard on health, wellbeing and social care issues.

Called **Staying Put**, the project relies on volunteers to be good neighbours and a campaign is being launched to find neighbourhood champions and lots of volunteers who will be trained by Age UK Torbay.

Jess Slade, participation lead officer at TCDT, explained: *“At the heart of Staying Put are local people helping their neighbours remain their neighbours through sharing their skills, time and knowledge, enabling older people to stay in their own homes for as long as they wish to.”*

“We are looking for volunteers across the Bay who will look out for their neighbours and help with often the smallest of jobs.”

Research by National Lottery Community funded Ageing Well Torbay has shown that many people would prefer to continue to live in their own homes but find as they get older that they struggle with some of the

smaller jobs such as changing a lightbulb, curtain hanging or clearing garden paths.

Some also struggle when their partner dies as they have never learned to cook or in some cases have never been responsible for coordinating their own healthcare.

OUTCOME

Healthwatch Torbay will be working to develop a pool of volunteer navigators up to 6 in total supported by a Co-ordinator. If you need or want help, please call 01803 446022 or email stayingput@torbaycdt.org.uk

HEALTHWATCH ENGLAND NEWS

Between March and May this year, the Healthwatch network carried out a nationwide conversation asking communities how they want the NHS to improve locally, engaging with over 30,000 people across the country.

Healthwatch England (HWE) found that travel was a key issue, with nine out of every ten people telling us that convenient ways of getting to and from health services as either important or very important.

In two thirds of the country, communities said they wanted more focus in local plans on improving the links between transport and health and care services.

The public also revealed the issues they face when it comes to travelling to and from NHS services, including issues with public transport, parking and Non-Emergency Patient Transport Services.

OUTCOME

NHS England has announced they will carry out a national review. HWE look forward to working with them on this to ensure that people’s views and experiences inform their plans.



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 attended the South West Annual Care Conference, held at the Riviera International Conference Centre in Torquay (Pictured right), and also the Healthwatch England National Conference in Birmingham. We also supported the Healthy Happy Devon Event - a special health & social care networking even in Newton abbot for healthcare providers throughout Devon.



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 community or the organisation they work for. Interested? 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 our Enter & View Team performed a special clinic visit with Torbay Special Dental Services to gather public feedback direct, as part of an NHS England and NHS Improvement consultation.

They approached us for help reaching people who use special dentist services in Devon. Our fully-trained Enter & View representatives visited Castle Circus Torquay Clinic to speak with dental patients there about their experiences. A full report on the visit is currently being produced and will be made available on our website in the next quarter.

Website & Social Media

This last quarter we received over 6,000 visitors to our website www.healthwatchtorbay.org.uk and our social media community continues to grow significantly, surpassing 1000 likes on Facebook with our biggest reach yet of over 125,000 the last quarter (the number of people who saw any activity from our page), and over 2,960 Twitter followers with over 61,000 impressions (the number of times Twitter users have seen our tweets).

Please come and join our growing online community!



Healthwatch Torbay



@HWTorbay



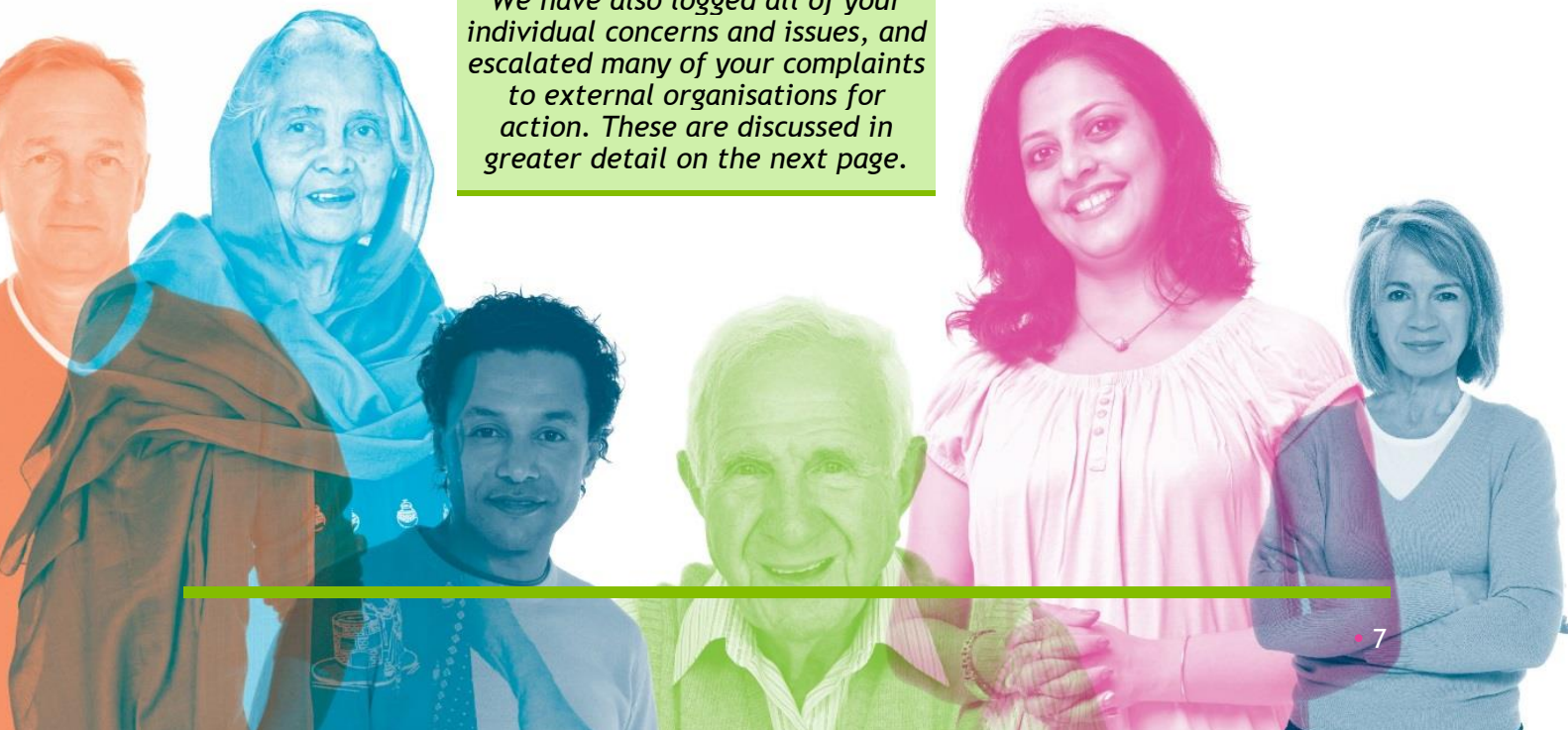
You Said, We Did

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:

- **Quality Issues** - We were approached by a group of patients who had recent negative experiences following operations using varying forms of surgical mesh, we met with the group and are in the process of gathering further experiences and raising this with the healthcare provider concerned. If you have had similar experiences, please let us know via Freephone 08000 520029.
- **Email Newsletter** - you asked us to keep you more updated with our activities so we created a brand new style of reporting - our weekly email newsletter. It now gets over 600 reads a week. Why not subscribe via the Healthwatch website? - www.healthwatchtorbay.org.uk.
- **Digital Drop In sessions** - You asked us to visit different community venues to share our digital training showing people how to do things using the internet like book appointments or order prescriptions. So far we have conducted 74 drop in sessions at 20 different Torbay community venues, plus 10 different GP Practices in the Bay. A further 26 drop in sessions are planned. If you wish to take the free training via the new e-learning tool, please visit www.digitalhealthdevon.co.uk.
- **Provider Responses** - We contacted some providers to share your online reviews and concerns of local services to providers, and this quarter you received 33 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. 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 July to 30th September 2019 we received **142 reviews** of **37 different services** via our online rate & review service, with the majority of feedback positive and focussed on hospital services.

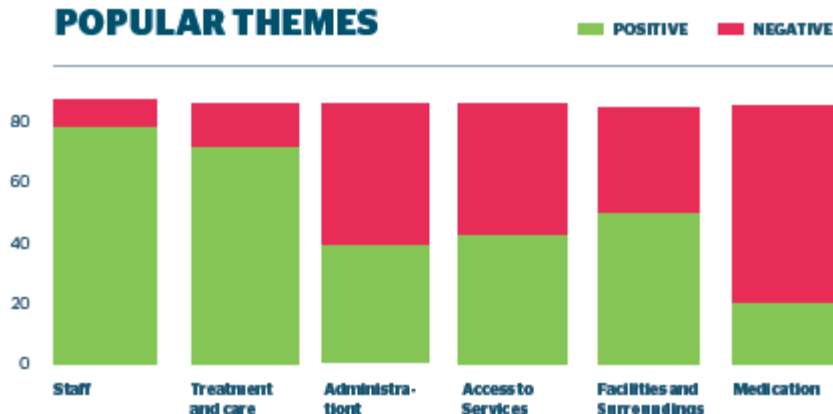
Review themes are adjacent; negative themes are centred mainly on facilities (car parking), waiting times and difficulty booking appointments.

We received **33 provider responses** to online reviews directly via our website, all of which can be viewed via our website. Of the 142 reviews, **34 were classed as complaints or concerns**.

Read more in our quarterly feedback report, available online via <https://healthwatchtorbay.org.uk/about-us/meetings-reports/>



POPULAR THEMES



26

General Practice



😊 46% 😐 15% 😞 38%



34

Community Based



😊 88% 😐 3% 😞 9%



52

Hospitals



😊 54% 😐 17% 😞 29%



6

Dentists



😊 100% 😐 0% 😞 0%



6

Social Care



😊 83% 😐 17% 😞 0%



3

Pharmacies



😊 67% 😐 33% 😞 0%

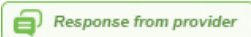
OUTCOME

All feedback is logged in our system for further analysis, and this quarter, where relevant, **18*** 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*



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.*

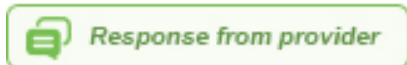


Community Based



Efficient, quick and friendly.

Efficient from start to finish and able to do it at local hospital. Quick and simple. Details made crystal clear by excellent staff who were very reassuring.



Dentists



Treated extremely well by staff

I find all the staff very pleasant and professional here. As an NHS patient I didn't feel as though I was a second class citizen. My teeth were thoroughly examined and an x-ray taken. I have no hesitation in recommending this dental practice.



Hospitals



ARRIVED AT 2.30PM

Not triaged for 2 hours but given a blood test and asked to wait approximately 2 hours for result! 3 hours later a sister announced was a 5 hour wait to see the doctor. Probably done to empty the over filled room! As a nurse I would like to compliment the triage staff who don't appear to stop. But would like to say the department looks tired and out of date. Organisation seemed to be lacking and on the whole I would say a caring attitude was not felt or experienced by us today. At 5pm patients were advised to consider an alternative health provider on a Sunday?"



GPs



Unable to get appointment

As a person who works Monday-Friday 8-5 in healthcare, I am unable to access any appointments. I don't always get to use my phone at 8.30. I have multiple health conditions and sometimes need a non-urgent appointment but not being able to book in advance to see someone is absolutely awful. This is why our A & E departments are overrun.

OUTCOME

You've received 33 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.



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.

Visit our Digital Skills Sessions!

Our informal Digital Drop In Sessions are still running across Torbay, offering free practical, digital support to local residents.

The free award-winning digital training shows people 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.

Torbay residents are being invited to bring their own devices, smart phones or laptops to community drop in sessions throughout the Bay, where they can be guided through different training modules, from online GP and self-referral services to financial benefits and self-care advice using the internet.

For more information on events near you - including those at GP Practices, libraries, hospitals and other community venues - please see our events calendar via www.healthwatchtorbay.org.uk/events/.

The Healthwatch Torbay Digital Inclusion Project is 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. Ageing Well Torbay is a 6 year programme funded by the Big Lottery Fund using National Lottery Funding.

The project website has been redeveloped this year into a tool which offers 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'. This is available for free via www.digitalhealthdevon.co.uk. The site is full of lots of useful information, links and resources.

This quarter we trained 10 care staff at the biggest domiciliary care agency in Torbay, Baycare, who have begun offering one to one digital support to the older, vulnerable people they visit in their own homes. We also trained staff and residents at two of the biggest sheltered accommodation organisations in the South West, Sanctuary Housing and the Guinness Partnership. *(Pictured below)*



OUTCOME

So far we have conducted 74 drop in sessions at 20 different Torbay community venues, plus 10 different GP Practices in the Bay. A further 26 drop in sessions are planned. If you wish to take the free training via the new e learning tool, please visit www.digitalhealthdevon.co.uk.



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:



Local health and social care staff shine in the spotlight

Torbay and South Devon NHS Foundation Trust's first ever 'Staff Heroes' awards ceremony took place in September, recognising individuals or groups whose energy, commitment and dedication is making a real difference to their colleagues or the people who are receiving health and social care in the local area.

Staff, volunteers and their guests attended the event, which was held at the Grand Hotel, Torquay. Nominations are made throughout the year by members of the public and by staff, and were judged by a panel of experts and independent members.

This year there were seven award categories as well as a special 'Chairman's Award'. Award categories included strengthening partnerships, wellbeing at work, individual awards (support services / clinical services), team award, sharing information and prevention and staying well.

If you know someone who you think deserves to be at the awards next year, nominate them (an individual or a team) for a 'Staff Heroes' award by visiting: www.tsdftr.uk/staffheroes.



25 million to be offered free NHS flu jab this winter

Torbay Council's Public Health Team is supporting a campaign to get record numbers of people in England vaccinated against flu this winter.

This will include all primary school children who will be offered the nasal spray vaccine for the first time.

Director of Public Health, Caroline Dimond, has said: *"The health service in England has prepared for its largest ever flu protection drive to help keep people well and ease pressure on urgent care services over the colder months."*

"The number of people eligible has topped 25 million this year as the offer of the vaccine is now extended to all primary school aged children - an extra 600,000 children."

"NHS commissioned school vaccination teams, maternity services, general practices and local pharmacies are geared up to deliver vaccines to primary school aged children, two and three-year olds, those with underlying health conditions, pregnant women and older adults aged 65 years and over."



All aboard the bus to better dementia care

Health, care and voluntary sector staff from the Teignmouth and Dawlish area have been learning through an interactive experience about the challenges faced by people living with dementia.

Staff from local organisations including Torbay and South Devon NHS Foundation Trust, Devon County Council and local voluntary services such as The Alice Cross Centre and Volunteering in Health, attended this virtual dementia experience on board a specially equipped mini-bus.

The team, which includes social workers, occupational therapists, district nurses, volunteers, community nurses and physiotherapists, donned blacked-out glasses, headphones and special 'pain' shoes for a training session to get as close as possible to the sensory view of the world that people with dementia experience every day.

Staff from Torbay and South Devon NHS Foundation Trust's Coastal Locality Health and Wellbeing Team (Teignmouth and Dawlish area) boarded the 'dementia mini-bus' at Teignmouth Rugby Club.

Inside the bus, staff engaged with a trainer to join in an interactive training session giving them an immersive experience with a taste of what it is like living with dementia.



Young volunteers funding boost

The young people's branch of Torbay and South Devon NHS Foundation Trust Volunteers Service has been attracting new blood with the combined help of the youngsters' own efforts and £80,000 new funding.

The funding, from the charitable Pears Foundation and the '#iwill' fund, encourages young people to take part in youth social action and building better communities and has paid for two first-ever new posts.

Young volunteers, aged 16 - 25 are offered a range of roles including hospital ward 'buddy' (patient befriender) and 'wayfinder' (visitor/patient guide).

Reflexology in a hospice

September is dedicated to raising awareness around the benefits of reflexology, one of the holistic practices adopted by Rowcroft Hospice.

Reflexology involves a therapist applying gentle contact on the feet or hands. Rowcroft uses the technique as part of its personalised care packages, which take into account physical and non-physical factors that can impact a person's wellbeing, including stress and anxiety.

Reflexology is part of the complementary therapy services offered at no cost to patients and their family members in South Devon alongside massage, aromatherapy, reiki and relaxation techniques.

Health & Social Care News **in Brief**

Local News

- Torbay Council are looking for 8 self-advocates for the new LD Partnership Board, and 1 of these 8 to be a co-chair. If you have any queries please contact Sue McDermott or Jo Hardwick on 01803 207365.
- **Torbay and South Devon NHS Foundation Trust (TSDFT) has been managing the impact of a critical IT systems failure. Well-rehearsed contingency plans swung into place across the NHS and the majority of systems were restored from midday on 23 September after IT teams worked through the night to resolve the issue.**
- The Health Enterprise East (HEE) has announced a partnership with the Royal Devon and Exeter NHS Foundation Trust. The partnership with HEE will provide staff at the Royal Devon and Exeter NHS Foundation Trust with access to a suite of innovation management services, including support with specialist skills in IP, commercialisation and access to funding.
- **The League of Friends, of the former Paignton Community Hospital, has donated hundreds of pounds worth of new equipment to the physiotherapy team based at Paignton Health and Wellbeing Centre. The League's donation of equipment will assist TSDFT's physiotherapy team who look after NHS patients in the local area.**
- New cancer detection equipment worth a staggering £1.3m has been handed over to Torbay Hospital by a charity. The Torbay Hospital League of Friends (LoF) presented 34 brand new, high definition endoscopes to the hospital's endoscopy unit to support thousands of procedures a year, helping to prevent, detect and diagnose a wide range of illnesses.
- **A community nursing team covering Paignton and Brixham has scooped an Outstanding Care Award. Paignton and Brixham Community Nurses, employed by Torbay and South Devon NHS Foundation Trust, were nominated by Grange-Lea Care Home in Paignton for the recent Outstanding Care Awards of 2019.**
- A large-scale introduction of the most high-tech emergency equipment is taking place across the Trust. Defibrillators are an essential part of Torbay and South Devon NHS Foundation Trust's life-saving capability. More than 70 defibrillators have been replaced with the most modern versions in Torbay Hospital and the patient transport fleet. As part of this mass roll-out, hundreds of staff have also been trained in their use.
- **The Torbay Healthy Lifestyles Team are offering Strength & Balance Exercise Classes for FREE across Torbay and South Devon. For more information on how to sign up please contact 0300 456 1006 or speak with your GP.**

Health & Social Care News **in Brief**

National News

- The NHS bodies have welcomed a new proposal for reform published by NHS England and NHS Improvement, intended to speed up implementation of the NHS Long Term Plan. Plans include more collaborative and integrated working between clinical commissioners, provider organisations and other partners.
- NHS Parents are being warned they could face action for not vaccinating their children, as new figures reveal drops in the uptake of all childhood jabs. Health Secretary Matt Hancock said the fall in immunisation rates was “unacceptable” and refused to rule out “bold action”.
- **Latest figures from the University College London’s Smoking Toolkit Study suggest that smoking rates in England are dropping at the fastest rate in over a decade, with around 200 fewer smokers every hour.**
- A digital version of the NHS’s scheme to prevent diabetes is being rolled out after a successful pilot. Thousands of people at risk of developing type 2 diabetes will receive wearable technology to help them monitor their levels of exercise as part of efforts by the NHS to combat the condition.
- **The average waiting time for a routine GP appointment has reached more than two weeks for the first time ever, according to a new survey. A poll of UK doctors conducted by Pulse, a publication for GPs, found that the average waiting time for patients is now almost 15 days. Out of the 901 GPs responding to the annual survey, 22% said the wait for a routine appointment was more than three weeks, while 6% said it was longer than four weeks.**
- NHS Data obtained by PA shows a rise in recorded admissions among all age groups, including the very young, prompting the head of the UK Sepsis Trust to warn parents they need to be just as vigilant for sepsis as meningitis. The NHS Digital data shows there were 350,344 recorded hospital admissions with a first or second diagnosis of sepsis in 2017/18, up from 169,125 three years earlier.
- **Health Pupils struggling with mental health are to benefit from more joined-up care and support across schools, colleges and specialist NHS services, in a national rollout of a £9.3 million training scheme. Every school, college and alternative provision will be offered training through a series of workshops as part of the Link Programme, with the most appropriate member of staff from each put forward to take part alongside mental health specialists. This is designed to improve partnerships with professional NHS mental health services, raise awareness of mental health concerns and improve referrals to specialist help when needed.**

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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