

Healthwatch Monthly Partner Briefing: 1 Dec 2014 – 20 Jan 2015

Healthwatch in the Media

In Response to unprecedented demand in A&E - Hereford Times & BBC Hereford & Worcester Radio

Paul Deneen called for a “fundamental review” of bed use at Hereford County Hospital. Funding should be found for at least another 40 beds.

“It is now clear that to deal with the unprecedented and ever increasing demands at the hospital, and to ensure that the problem is future proofed, additional funding and infrastructure will be required to support another 40 beds being added.

In the short term, he said, it was “vitally important” that anyone with a non-urgent condition sought alternatives to A&E such as community pharmacies, NHS 111, GPs, the walk in centre at Hereford ASDA or the extended hours GP surgeries at Ross-on-Wye, Leominster and Hereford, City.

Healthwatch Praise Dignity Initiatives at Leominster Community Hospital warm and friendly care – Hereford Times.

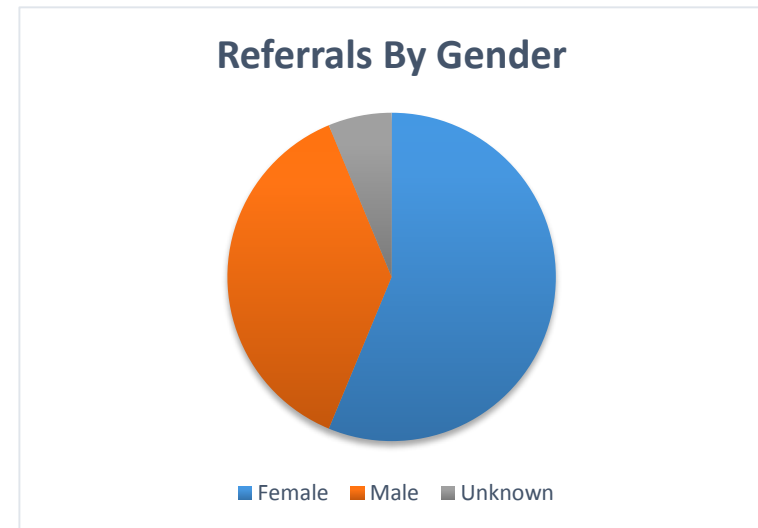
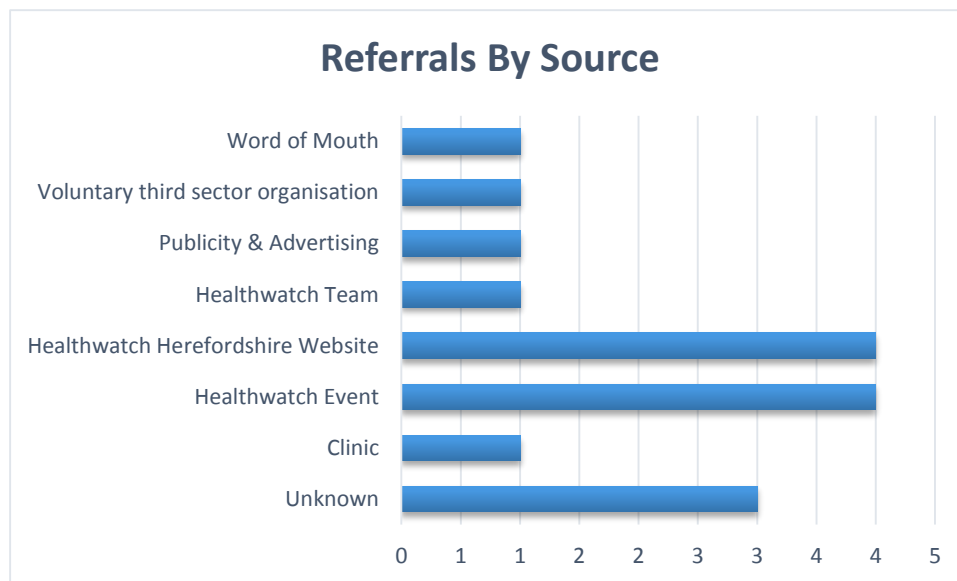
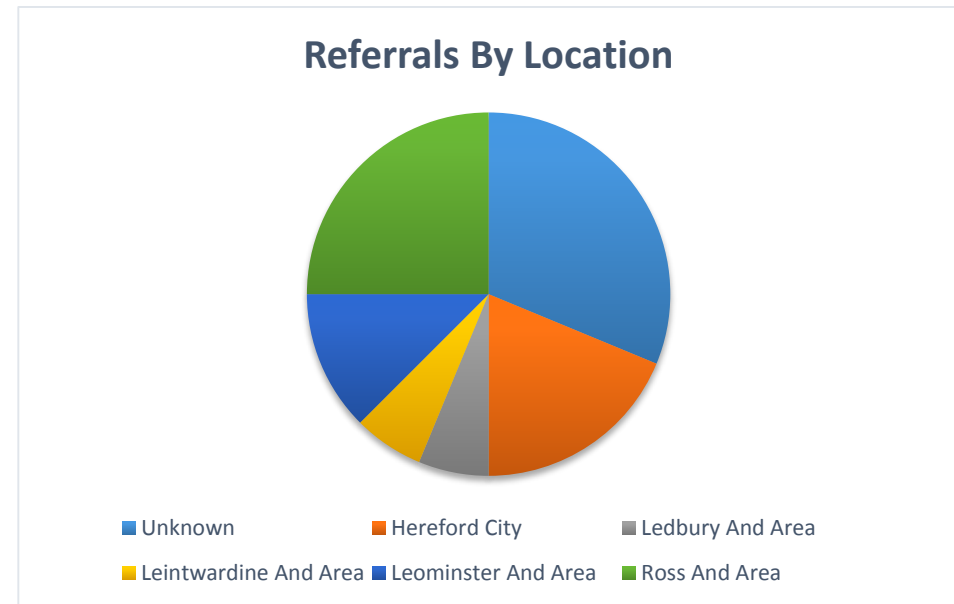
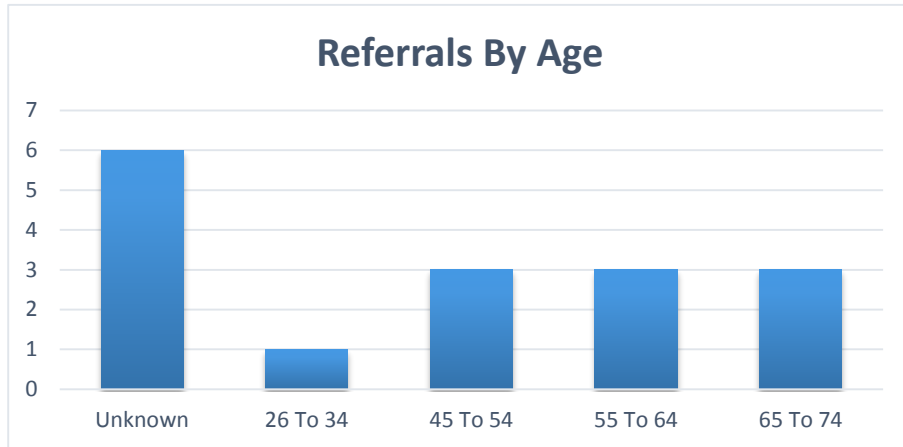
Healthwatch used the Enter & View visit to engage with patients living with a memory impairment asking them about their care in Leominster Community hospital, patients told Healthwatch it was the “little things” that mattered most. Healthwatch have also been to visit Ross Community Hospital this year and will visit The County Hospital on January 21st. **All reports are published on the website www.healthwatchherefordshire.co.uk**

Themes and Trends

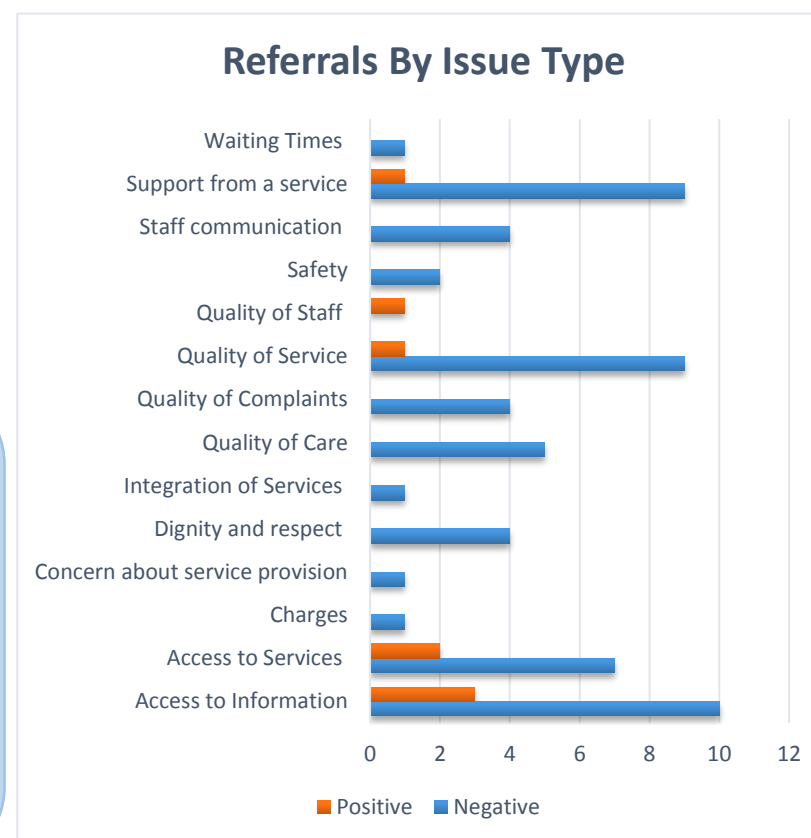
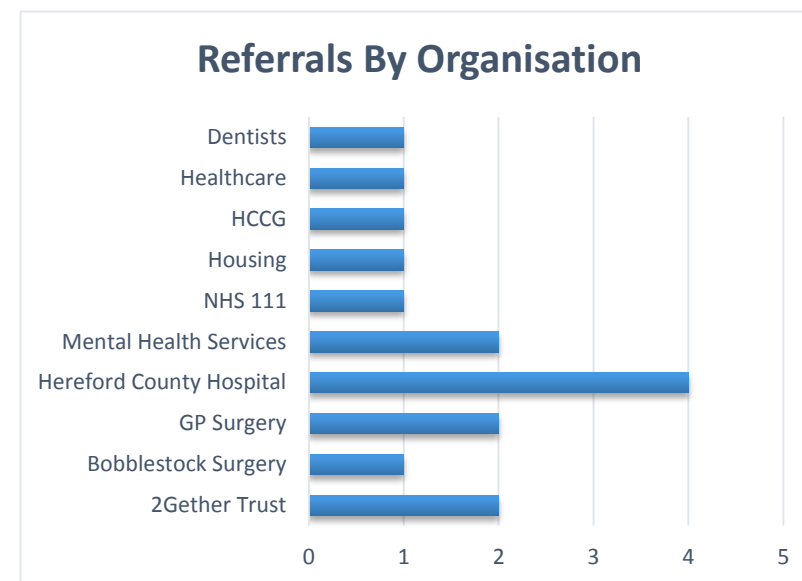
- Access to GP services for vulnerable, hard to reach groups and rural access
- **Homecare Quality and the capacity of available homecare to respond to the needs in the community, and coordination with healthcare services**
- Discharge from hospital, coordination & communication between services
- **Referrals between services within Herefordshire and out of county – poor communication tracking and coordination**
- Communication and expectation management to patients and carers about delays and waiting times for diagnostic services at the Hospital
- **Complaints systems & handling could be more standardised and patient centred**
- The impact to accessing health & social care services in rural areas; provision, marketplace, transport
- **Considering patient and carers Mental Health across services, in particular at the hospital**
- Improvements needed to get the message to the health & social care staff, and the wider public, about choosing the right service for urgent or non-urgent care

Enquiries 1 Dec-2014 – 20th Jan-2015

Number of information & advice referrals: 16



Service Type	Summary of Issue
CCG	Required Information About Herefordshire Clinical Commissioning Group.
Housing	Assistance required with housing
Hospital	Raise Awareness Of Lack Of Proper Input And Support Associated With Husband's Death
Hospital	Adult With ASD & LD Told Not To Come Back To ENT If He Puts Things In His Ears Unless They Become Infected.
Hospital	Poor Experience From Admission To Discharge In Hospital In Dementia Care.
Hospital	Hospital: Long Wait For Referral To Operation (1 Year) Poor Organisation And No Communication.
Primary Care	Lack Of Information Via NHS 111 OR Alton Street Surgery About Taurus Hubs
Primary Care	Do Over 65'S Receive Free NHS Dental Treatment
Primary Care	Bobblestock Surgery, Dr Roper Excellent Supportive And Access To GP Fantastic.
Primary Care	Concern Prostate Blood Tests Do Not Account For Drugs And Record A False Normal Result.
Healthcare	COPD Classes Required In Ledbury Not At The County Hospital Due To Cost And Access,
Mental Health	Needs Information And Advice About Mental Health Services
Mental Health	Poor Access To Dementia Diagnosis And Treatment
Mental Health	SU Poor Complaint Handling And Concerned About Lack Of Support As A Result Of The 2G Complaint
Mental Health	Wishes To Discuss MH Services With HWH



Children & Young People

- Healthwatch is active in representing C & YP on the Children's Partnership Board and the Children's Safeguarding Board.
- Healthwatch have allocated some funding towards the Voice of the Child Project, to find out the views of C & YP on Health and Care services.
- We also are involved in monitoring the Taurus plans involving C & YP
- We have visited and spoke with students on the Sixth Form Colleges site, and that we are planning to visit a primary school in the near future
- Engagement with 22 police cadets 16-18 year olds feedback about Health & Social care

Volunteering

Volunteers are a key part of the work Healthwatch undertake. We currently have 10 trained volunteers and a further 5 potential volunteers going through our recruitment and subsequent DBS process.

We are recruiting for a volunteer Leader.

Since the 1st December 2014 we have used approximately 35 Volunteer hours.

Enter & View

Healthwatch is using the 10 point dignity principles as a framework to speak to patients and carers about their experience of health & social care services. We have focussed on the voice of people living with dementia and their carers, making their voice heard and looking for good practice.

We have published reports on our website for visits to: Oaklands Nursing home, Waverley House and Highwell House Nursing Homes and Leominster Community Hospital.

We have completed a visit to Ross Community Hospital on 7th January 2015 and will be visiting The County Hospital on 21st January 2015.

Engagement & Events

- **Carers Hub** – presented to third sector organisations our Enter and View findings & plans and an overview of Healthwatch Engagement Memory Café findings
- **Clinical Commissioning Group** Public Engagement Event.
- Engagement planning with **2gether** to plan joint engagement with migrant worker communities, increase awareness of Mental Health first Aid and of Mental Health services; Recovery College and Let's Talk.
- **Engagement Gateway**. Healthwatch are leading in **the set up terms of reference and governance of this group to provide a hub for coordinating engagement across Health & Social Care in Herefordshire.**
- Feasibility meeting of Healthwatch evaluating patient experience of **Taurus Link Nurse project**
- Published the findings of Healthwatch patient & carer feedback of **Alzheimer's Society Memory Café** engagement events
- Engaged with Carers at **3 Carers Groups** across Herefordshire.
- Input to **Brandon Trust Consultation** – Commissioned Services for people with a Learning Disability in Herefordshire
- **Macmillan** & Healthwatch planning session to aid & assist the set up of cancer support groups in Kington & Ross
- Developing ways of working locally between **Healthwatch/CQC** sharing information
- **PLACE** – in preparatory stages for 2015-16 inspections with 2Gether. Healthwatch will also subsequently take part in WVT PLACE.