

THE TORBAY HEALTHWATCH MAPPING EXERCISE

Why have a community engagement mapping exercise?

- For a long time, Torbay LINK members have been involved in meetings and groups from statutory, community, voluntary, private and user-led services;
- Nobody felt that they had an understanding of the number or nature of the groups or organisations involved in health and social care in Torbay;
- Department of Health guidance says that any Healthwatch will be;
 - ✓ A community organisation
 - ✓ Open to all
 - ✓ Using the voices and experiences of local people
 - ✓ Encouraging high quality health and social care
 - ✓ Challenging poor health and social care services
- Healthwatch must also;
 - ✓ Promote the voice of local services
 - ✓ Increase the voice of users and carers of health and social care services

Both these statements mean that the best quality health and social care services should be available to those people who need them, wherever they live in the Torbay area.

We have decided to define 'ENGAGEMENT' as the ongoing process of actively involving and supplying information and help to health and social care services, users and carers.

Information that we receive from this, we will feed into the design and delivery of health and social care services in Torbay.

We will be able to feed directly into:

- The GP Clinical Commissioning Group
- The Care Quality Commission
- Local health and social care service providers in Torbay

This is important because, if health and social care services do *not* meet the needs of patients, users, carers and families in Torbay, then continuing to provide them is unethical and expensive.

WARNING!

1. We know that this is not scientific, complete, or the best way to do a mapping exercise, but it was simple, inexpensive, and we know more now than we did when we started!
2. This is a snapshot of the organisations based in Torbay (health and social care) based on feedback that we got from these people and organisations.
3. All this means that it will probably not be accurate today which is why we are asking you to comment!

HOW HAVE WE DONE THIS MAPPING?

1. A piece of work had been undertaken by Torbay Care Trust, and we used that as the starting point for this exercise
2. In early November 2011, we sent an e-mail to all the people on the lists and databases that we could bring together.
3. When we received responses, we developed the map again. We sent the new map to all those that we had originally e-mailed, asking for further comments.
4. We updated the information at the end of February 2012, so what you see today is a snapshot of the map at that time.

WHAT ARE WE ASKING YOU TO DO?

1. Look at the sheets
2. Use the post-it notes to add your comments under each sheet (signed or unsigned, but please make them polite!)
3. All comments will be welcomed and included in the feedback and map.
4. Please give us any advice on how we can develop this exercise, which will be ongoing.
5. Any further thoughts? Contact Gerry Cadogan on gerry.cadogan@nhs.net

PEOPLE/ORGANISATIONS WHO WE CONTACTED

Lesley Roddick-Harris – Action for Blind People
Rebecca Garside - South Devon Healthcare Foundation NHS Trust (SDHFT)
Brent Attenborough -Torbay Care Trust (TCT)
Catherine Hill – TCT
Rebekah Redshaw – Children’s Society
Chris Forster – Sanctuary Housing
Margie Goffney – COOL Recovery
Janette Oxley- CVA Torbay
Deanna Cranston
D.William
Torbay Disability
Emily Willebore – Torbay Council
Pat Harris – LINK
Marisa Cockfield – GP Clinical Commissioning Group
Tracey Cabache – Torbay Council
Gerry Cadogan -TCT
Debbie Stark – TCT
Iain Reid – TCT
Ian Tyson – TCT
Siobhan Grady – TCT
Tim Nand-Lal – TCT
Sarlett Curtis – TCT
Hannah Hurrell – TCT
Jonathon Brook – TCT
Mark Richards – TCT
Fran Mason – Torbay Council
Jess Sneddon – Torbay Council
Mandy Riley – Torbay Council
Kevin Mason – Devon and Cornwall Police
Geoff King – Parkinsons’ UK South West
Jennie Hack – Westcountry Housing Association (Deaf Community)
J.Harriman - Brixham College
Kristy Cooper – Living Options
Julie Backholer – SDHFT
Michael – Intercom Trust
A.Kemp – MS Society
James Drummond – Carers’, TCT
Kelly Ebdon – SDHFT

Carol Pearson – SDHFT
LINK members
Sevil Fertinger – TCT BME worker
Julia Melluish – Parent’s Participation Forum
Jacqui Bamford – TCT (Mental Health Department)

Comments made on day:

Housing is important for patients’ wellbeing- the standard that people live in affects their health! Pity that there was no one present to address their concerns (Cllr Ian Doggett)

Shared Lives South Wes ;PLEASE CONTACT US!; we are social care providers of 24 hour accommodation, and support in family settings for adults aged 18 plus.

Contact Helen Duff (Co-ordinator for Torbay):

hduff@sharedlivessw.org.uk

Tel: 01626 360170

www.sharedlivessw.org.uk

Ramsay Healthcare UK, Mount Stuart Hospital, acute surgical/medical hospital in Torquay since 1984.

Contact Jenny Stevens, Hospital Matron, Mount Stuart Hospital, St Vincents Road, Torquay TQ1 4UP

E-mail: jenny.stevens@Ramsayhealth.co.uk

Gerry Cadogan

8 May 2012