

Title: Update Report -Healthwatch Torbay

Wards Affected: All

To: Health and Wellbeing Board
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1. Achievements since last meeting

1.1 Patient experience platform (PEP) feedback centre

Our rate and review system is still being used by the public, particularly at our recent consultation caravan events in Torbay's town centres (*a mini report of which is in appendix 1*). We continue to work with the South West Academic Health Science Network (SWAHSN) and NHS England to roll it out across the South West peninsula with other local

Healthwatch.

The development of the friends and family test (FFT) aspect of the system is complete and due to be implemented imminently. Some screenshots are on the right FYI.

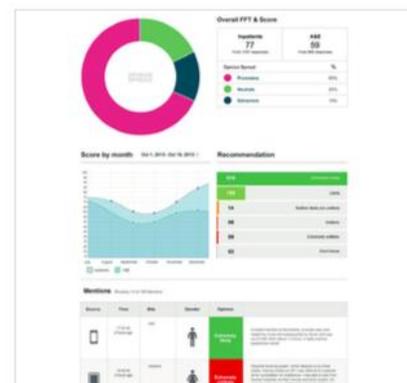
We have so far gathered over 320 reviews of nearly 300 Torbay providers, including 20 official complaints about services.

Benefits:

- ⊕ Increased data collection support
- ⊕ Save time and resource
- ⊕ Compliant with NHSE guidance

FFT website widget

FFT Healthwatch form



FFT Informatics

1.2 Enter & View - We continue to train and develop community researchers for Healthwatch Torbay and have advertised for Enter & View volunteers, and will be shortlisting suitable applicants in the New Year. Training for Enter & View is also scheduled for the New Year. A local Care Home owner has offered us the opportunity to visit and pilot an Enter & View visit in the home using our rate & review system. There is also the possibility, following a recent report (**appendix 2**), that there will be a requirement to visit GP to gain a better understanding of some of the issues faced by both patients and GP Practices.

1.3 Peer Assessment for Local Government Association (LGA) – Healthwatch Torbay CEO Pat Harris was successful in being recruited to attend a 2-day training course in October at Warwick University to undertake Peer Assessments for Health and Wellbeing Boards in other regions. The LGA will give advanced notice when they require her to participate in an assessment for another Authority. The training gave a valuable insight into how Health and Wellbeing Board's operate and when they are not being effective and how this can be addressed. Following on from this, a new toolkit is now being made available by the LGA called "Making an Impact through Good Governance" for Health and Wellbeing Boards. There is some local discussion currently taking place to reorganise Overview and Health Scrutiny Boards and see where key decisions are made and how Healthwatch can influence these.

1.4 Community Health & Wellbeing Forum – further meetings and discussions have taken place to formulate a community Health & Wellbeing Forum for Torbay, designed to join together community activity/engagement in Torbay and streamline engagement which would be fed into appropriate bodies. Ideally the Forum would not only be about providing insight, but also empowering individuals and communities to play their full role in society through participating in decision making and shaping service delivery for the better. The Community and Health and Wellbeing Forum would be ensuring involvement at all levels through various networks and would develop a set of engagement tools, training and a coordinated approach to engagement activities.

1.5 Healthwatch England Special Inquiry - Our national partners, Healthwatch England's special national inquiry into the care that people receive following discharge from hospital, care homes and mental health units will be released in three stages over December 2014 and January 2015, with Healthwatch Torbay having supplied local views in support of the report. We look forward to viewing the findings and communicating these to the Torbay public.

1.6 Dementia Awareness Project (Purple Angel Scheme) - Following a visit from Debbie Sorkin, National Director of Systems Leadership for the LGA, she was extremely impressed with the work Healthwatch had conducted surrounding Dementia Awareness and fed this back to the HSJ Summit. It was held up as a true example of strategic innovation in health and social care, so Torbay is on the sector radar as far as this is concerned. She also spoke to Anna Bradley, Chair of Healthwatch England at the event, and she was really interested in the work as they will be looking for stories about productive and innovative ways that Healthwatch at local level has engaged with

communities. There will be opportunities to feed this into future work. There were a number of Public Health England people at the event as well, and she emphasised the central role that public health was playing in driving population health/integration forward in the Local Vision programmes.

2. Challenges for the next three months

2.1 Current Issues - The main recent quality issues raised via both the system and public engagement events include:

- **Appointment systems at GP Surgeries** – further feedback has again established this as the biggest issue amongst the Torbay public, with most reviewers finding booking an appointment very difficult and confusing, some saying due to this they are using the Out of Hours Doctors more. (*Appendix 2*)
- **Hospital Waiting times** – we have received further feedback highlighting increasing waiting times at Torbay Hospital (particularly in A&E) and also increased time on waiting lists for surgery and/or general appointments.
- **Mental Health Services** – feedback is growing surrounding this area, with many people visiting us to express dissatisfaction and genuine upset with the withdrawal of support services due to funding. Many have said their need for support may lead them to their GPs a lot more and other services who may not be as specialised, leading to a drain on services and isolated, stressed, unsupported people. (*A further basic summary report of these issues can be found in appendix 3*)
- **Recent issues** – there have been other specific issues too, including:
 - Torbay Hospital* - references to early discharge, difficulty getting in touch for reassurance following cataract surgery, not enough staff available in fracture clinic meaning a patient was sent home on morphine and asked to return the next day to set the bone.
 - GPs* - reception staff attitude to confidentiality and publicly asking reasons for appointment despite lack of medical knowledge, and patient communication problems surrounding GP surgery mergers.

All feedback has been logged in our system for further analysis, and, where relevant, members of the public have been referred to PALS and/or SEAP.

2.2 Growing demand - Feedback centred on the difficulty booking GP appointments and waiting times at hospitals is growing, suggesting that the pressure of demand is growing for services too. The withdrawal of Mental Health services may also negatively impact on this pressure and growing demand, as we are seeing more and more distressed and anxious people come through to us with issues around mental health services.

3. Action required by partners

3.1 Coping Strategy – A coping strategy must be discussed and developed now to ensure that this feedback doesn't continue to grow to a point where patients may become increasingly dissatisfied or even not treated in time to help.