Healthwatch Staffordshire Update

Healthwatch Advisory Board Meeting

14th February 2017
Enter & View Update

Two Main Projects: Hospital Discharge/ Activities in Care Homes
Progress:
- Awaiting updated action plan from Queens hospital
- Improvements have been implemented at Royal Stoke hospital, these include:
  - increased staffing levels on the discharge lounge.
  - Portage specific to the lounge to deliver medication
  - signage, maps and designated drop off points for relatives in the car park
  - a new medication hub to make it quicker to access medication
  - work undertaken on operational guidelines and drafted a discharge lounge leaflet for patients. (comments have been fed back on this to staff)
  - the staff feel more confident that they now receive patients who fit the criteria for transfer to the discharge lounge as opposed to the general ward.

Next Steps.
- A visit is planned to Royal Stoke Hospital on the 28th February to follow a small number of patients through the discharge process
- A further visit looking at discharge procedures at County hospital is being planned
Activities in Care Homes:

Progress:

- 24 care homes have been visited and individual responses have been sent to each of the participating homes.
- A composite report is being written by one of our Healthwatch Champions. The date for the first draft of the report is the end February.
Other Enter & View Activity:

Reports of recent Enter & View visits are now available on our website [http://healthwatchstaffordshire.co.uk/downloads/](http://healthwatchstaffordshire.co.uk/downloads/)

---

Enter & View visits planned in February/ March 2017

- Ladydale Care Home
- Haunton Hall
- Watford House
- Shenstone Hall
- Beechfields
- Ward 102 Royal Stoke Hospital.
Other Activity:

1. Prisons
We are working with NHS England to facilitate engagement, surveys and focus groups. During February / March we will be visiting:
- Oakwood Prison, Featherstone in partnership with Healthwatch Wolverhampton
- Well Being Day at Drake Hall prison
- Werrington Young Offenders prison

2. Recruitment of Authorised Representatives
We are developing a recruitment campaign for our Enter and View programme volunteers

3. Reviewing Enter and View process
We are working with our Authorised Representatives to improve our Enter and View process
Volunteer Update
Engagement/District Network Update
Healthwatch Engagement Overview

September 2016 to Jan 2017 - Ensure a wide spread of Engagement across the Cannock Chase District

- Chase Leisure Centre
- Cannock Strategic and Voluntary Sector Forum
- Cannock and South Staffs Dementia Network
- Heath Hayes Community Network
- Cannock Hospital x 2
- Rugeley Town Deal
- Cheslyn Hayes Leisure centre swimming lessons
- Conversation Staffordshire - Cannock
- Cannock Dementia Friendly Launch
- Great Wyrley - Stroke Support Group
- Catherine Care - Support Day activities for adults with physical disabilities and learning difficulties
- Rugeley library
- Chadsmoor - Men’s Friendly Retirement Group - STP presentation
Healthwatch Engagement

- Engaged with 226 members of the public / patients
- Signed up 23 new members
- Received feedback forms from 14 people
- Signposted over 30 people to additional service provision. Outreach Officers increasing role in signposting patients and public to other services

- Conversation Staffordshire Promotion and Awareness Raising
- Funding the Future Surveys
- Cannock Hospital - Healthwatch Awareness
- Community Champions
Role of Outreach Officers & Engagement

Key messages - Dementia Support, Falls prevention, access to hospital services,
Increasing partnership working with third sector organisations & their role in the STP prevention Agenda
PPG and Patient Council Model
Sharing local intelligence and Healthwatch influencing change
Wider Issues & Concerns

Hospital Equipment
Once there was no longer a need for such equipment it became very difficult to return the equipment. There was frustration that this is a common occurrence and questions were asked whether money could be saved with the reuse of hospital equipment.

Prescription Assessments
During the Heath Hayes network meeting and outreach there were also a number of comments regarding current and occurring issues around prescription assessments.

Hospital Accessibility
Rugeley are among the furthest away from any major hospital, UHN M Stoke, Burton/Derby or Wolverhampton. Public and ambulance cars or ambulance transport are all very difficult to use to the hospitals from Rugeley. The elderly, young mothers and people with more than one condition are getting increasingly worried about this issue. Sometimes a 20 minute appointment can take a whole day due to travelling. This becomes even more of a problem with patients with a bladder/bowel condition or Diabetes. These issues have now been passed to the UHN M Engagement Manager.
Case Study - Cannock Hospital - EMI Unit

During the last drop in at Cannock Hospital, a nurse on the Elderly and Mentally Infirm Department (EMI) mentioned that there were 2 elderly ladies who had been on the ward for over 2 months. This was due to Wolverhampton City Council’s Adult Social Care department being unable to find a suitable care provider or a suitable wrap around care package. This had been identified as a common occurrence however 2 months had been seen as exceptional.

The issue has been passed over to Healthwatch Wolverhampton and that this has been raised at RWT Patient Experience meeting. RWT had not been aware of this particular situation but it has now been escalated.
Advocacy Update
Advocacy Update

Case in Staffordshire

<table>
<thead>
<tr>
<th>No. of Ongoing Cases as of 7th Feb</th>
<th>169</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Cases with the Parliamentary Ombudsman</td>
<td>38</td>
</tr>
<tr>
<td>No of Closed Cases</td>
<td>305</td>
</tr>
</tbody>
</table>

Cases in Cannock

<table>
<thead>
<tr>
<th>No. of Ongoing Cases as of 7th Feb</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Cases with the Parliamentary Ombudsman</td>
<td>1</td>
</tr>
<tr>
<td>No of Closed Cases</td>
<td>26</td>
</tr>
</tbody>
</table>

Top 5 Themes Q1

<table>
<thead>
<tr>
<th>Quality of Treatment</th>
<th>Quality of Treatment</th>
<th>Quality of Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff attitudes</td>
<td>Staff attitudes</td>
<td>Communications with Staff</td>
</tr>
<tr>
<td>Diagnosis</td>
<td>Communications with Staff</td>
<td>Suitability of treatment</td>
</tr>
<tr>
<td>All aspects of clinical treatment</td>
<td>All aspects of clinical treatment</td>
<td>Medication</td>
</tr>
<tr>
<td>Access to Information</td>
<td>Diagnosis</td>
<td>Staff attitudes</td>
</tr>
</tbody>
</table>

General Themes per Quarter
Miss C is housebound and has regular monthly home visits from her podiatrist. Client received letters from the Trust to say her January and February appointments were cancelled, with no explanation. Miss C’s toe had been extremely painful for several weeks, to the point where she found it almost impossible to walk the short distance to her kitchen and bathroom. The District Nurses were visited regularly to treat a bed sore, and Miss C asked the District Nurse to take a look at her toe. The toe was very red, and swollen, and the District Nurse rang the Chiropody Department.

The podiatrist visited Miss C and was angry that her January and February appointments had been cancelled, as he knew nothing about this, and did not understand the reason behind the cancellations. He examined the toe, and told Miss C that if it had been left a week later it could have become ulcerated, or even gangrenous.

Ms C contacted the service with support to make a complaint, about the cancellation of her appointments, and the advocate visited Miss C at home to draft her complaint letter. As a result of making her complaint Miss C received an apology and systems have been adjusted so that the podiatrist is aware of any problems regarding appointments, and can prioritise his cases. Client is now receiving regular appointments again.
Marketing & Communications Update
Healthwatch Staffordshire Social Media

Twitter: 2,117 Twitter followers (as of 8th February 2017)
18% follower increase in the last 28 days
21% mention increase in the last 28 days

Top Tweet earned 355 impressions
#ActOnUnity World Cancer Day 4th of February. Learn how to reduce your cancer risk: pt.stRfEomE @HelloStafford @StaffordCCG pic.twitter.com/ZuiPcQHemw

Top mention earned 19 engagements
Jan Sensier @JanSensier - Feb 3

#PanStaffsMtp How do we ensure medical professionals treat their relationships with women as a partnership? #matex @HWSStaffordshire

Top media Tweet earned 347 impressions
#Staffordshire's Big Fat Chat starts today - for loads of useful information and how you can get involved go to bigfatchat.com pic.twitter.com/0dILUeJPU

Facebook: 278 Facebook followers (as of 8th February 2017)
Healthwatch Derbyshire has 203 followers
Healthwatch Cheshire East has 176 followers
Healthwatch Birmingham has 174 followers
Press Coverage

To promote our work and opportunities to get involved we issue press releases. Recent stories have included the articles below:

**Conversation Staffordshire and Stoke-on-Trent**

*There are lots of challenges to our health and social care system and a Sustainable and Transformation Plan (STP) is being developed to address these. If you live or work locally, Conversation Staffordshire and Stoke-on-Trent is your chance to take part in an open discussion about your health services and the way they are delivered.*

Conversation Staffordshire and Stoke-on-Trent is about local people talking about real issues – through an open, two-way discussion.

Healthwatch Staffordshire and Healthwatch Stoke-on-Trent are running public events in each of the eight districts in Staffordshire and two in Stoke-on-Trent in November and December 2016. The focus of these events will be the STP and there will be senior managers and clinicians available at each to set out plans and answer questions. These events will give local people the chance to provide input on the development of the plans, and all the feedback/suggestions from the event will be considered.

Read more from Healthwatch Staffordshire and view all the event details.

**Watchdog wants to hear from patients**

A HEALTH watchdog is calling on patients to be vigilant about standards of care as hospitals in Staffordshire struggle to cope with a surge in demand.

The record number of people visiting Accident and Emergency departments throughout the county has led to long delays for patients with non-critical illnesses.

Hospital bosses have repeated calls for residents to attend only if they have serious or life-threatening conditions and they can continually review patients’ safety is being affected by delays.

Healthwatch Staffordshire says members of the public can help ensure the problems are not repeated and is urging anyone affected to get in touch.

Jan Sensier, chief executive of Engaging Communities Staffordshire, which delivers Healthwatch, said: “The crisis that has hit hospitals in this area in the new year is clearly unacceptable, and we want to help make sure it doesn’t happen again.

“All health services are under tremendous strain, but particularly A&E, so it’s very important to be vigilant about standards of care and to make sure they’re standing up to the extra pressure. If anyone does experience problems with services, I’d urge them to let us know as quickly as possible, and we’ll pass on the message to health providers and commissioners.”

She added: “Accident and Emergency departments are too often seen as the automatic choice for out-of-hours healthcare.

“That creates extra pressure in itself, as hospitals and staff can struggle to cope with the high volume of extra patients, and those who truly need emergency care have longer waiting times as a result.”

Comments about healthcare can be left at www.healthwatchstaffordshire.co.uk/x2 or call free on 0800 051 8571.

**Press Release**

**Make your views heard on future of healthcare**

THERE is a meeting being held by Healthwatch Staffordshire on November 30 at the Aquarius in Hednesford to discuss plans for the future of healthcare in our area.

It runs from 4pm to 7.30pm but you can call in and just give your views and talk to experts. This meeting will help set the course for the future of health and care services in Cannock Chase, from how many hospital beds we have to A&E services and the type of care that GPs and district nurses give.

I would like to urge as many people as possible to drop in for at least a short time to discuss what is being planned.

There will be less money for healthcare in the future.

Have your say on what our healthcare services should look like.

GEORGE ADAMSON
Cannock
Our website is constantly updated with news and events and our newsletter is sent out monthly to our members which is over 2600 people!!
Healthwatch Projects update
Neurology project & End of Life project:

Neurology:
The second phase of this project is now underway. We have developed an interview template with people with Parkinsons, MS and MND to explore their experience of the care pathway. This template was designed by service users. The pathways are going to be mapped against the NICE Guidelines so we can see where the gaps/barriers are and where the system works well. We have carried out 15 interviews so far, predominantly with people with Parkinsons and MS. We are therefore doing more focused work around MND to increase participation from this group.

If anyone is willing to be interviewed for the project or knows anyone who may be interested in taking part please come and speak to us at the end of the meeting.

End of Life:
This project is looking at pre and post bereavement support, work force development and advanced care planning to look at the barriers and gaps to achieving a universal approach to End of Life Care and models of best practice. So far, we have done focus groups with professionals at the Donner Louise Trust and we have two more this week. We have another focus group with members of the public coming up. We are also still in negotiation with Acorn, Childrens hospice and Compton House Hospice.
Drug and Alcohol project & Funding for the Future

Drug and Alcohol:
We have sent out a number of surveys and have been trying to link with our stakeholders to assist us in getting access to people who use services designed to support people with current or past drug and alcohol addictions. So far we have had a poor response and only a few organisations have agreed to work with us. The COO’s and some HW Champions have been doing some drop in session and responses are slowly creeping up. In the meantime, however, the decision has been approved to remove funding for D&A services so our efforts now are primarily focused on trying to gather feedback about how the remaining services should be shaped, and also to measure the impact on service users. We plan to roll this out over the next 6 months and gather case studies from service users.

Funding for the Future:
Again, a low response rate for this survey (48 responses to date). COOs and HW Champions have been pushing this out but responses are still low. We need to do some more focused drop ins, possibly look at doing interviews/focus groups to gather more in depth feedback. We have had some very good and very detailed feedback from an event at Cathrine Care which specialises in providing day care and residential support for adults with learning difficulties. If we can replicate this approach with other services in the area, we will have some very rich data.