

Wiltshire & Swindon Users' Network – One Year On

Dates: Monday 10th February, Civic Centre, Trowbridge
Wednesday 5th March, Neeld Hall, Chippenham

Time: Registration: 10.15 – 10.30 & **Event:** 10:30-14:30

Speakers

Emma Cooper – Healthwatch Wiltshire -(Trowbridge)
Chris Graves - Healthwatch Wiltshire – (Chippenham)
Jo Cullen & Lynn Talbot – Wiltshire CCG (Trowbridge)
Ted Wilson & Lynn Talbot – Wiltshire CCG (Chippenham)

Support for Members

We booked three enablers for Trowbridge and four at Chippenham to give any support needed to our members and guests. All enablers were booked through Allied HealthCare.

Attendance: Including staff members 41 people attended Trowbridge and 59 people attended Chippenham.

Catering

Neeld Hall	Kelly's Outside Bars
Civic Centre	In-house caterers
Details of catering ordered:	Lunch and 2 x teas and coffees

Louise Rendle, Head of Network Services

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Healthwatch Wiltshire and the Wiltshire CCG (Clinical Commissioning Group) – One Year On

Monday 10th February 2014
10.15am-2.30pm

Trowbridge Civic Centre

AGENDA

10.15am	Arrival/Coffee
10.30am	Welcome/Housekeeping
10.40am	Healthwatch presentation – Emma Cooper
11.00am	Healthwatch Question and answer session
11.10am	Healthwatch Workshop
12.00pm	Lunch
12.45pm	Clinical Commissioning Group (CCG) presentation – Jo Cullen
1.05pm	CCG Question and answer session
1.15pm	CCG Workshop
2.00pm	Feedback
2.30pm	Close

Healthwatch Wiltshire and the Wiltshire CCG (Clinical Commissioning Group) – One Year On

Wednesday 5th March 2014
10.15am-2.30pm

Chippenham Neeld Hall

AGENDA

10.15am	Arrival/Coffee
10.30am	Welcome/Housekeeping
10.40am	Healthwatch presentation – Chris Graves
11.00am	Healthwatch Question and answer session
11.10am	Healthwatch Workshop
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2.30pm	Close

Presentations

Appendix 1 – Healthwatch presentation (powerpoint)

Appendix 2 – CCG presentation (pdf) Trowbridge

Appendix 3 – CCG presentation (pdf) Chippenham

Question and Answer Sessions

A question and answer session followed each presentation. Questions have been collated for the two forums and common issues combined.

Healthwatch questions:

Q - Who are the Commissioners and how can we be sure they are eligible to be in post?

A- Commissioners are anybody who is buying a service. In Wiltshire they are from different Council departments such as Adult Services and Child Services. They are employed and appointed by the standard application process.

Q – Can we have names of Commissioners?

A – Healthwatch can find out and supply details

Q – How do you (Healthwatch) plan to reach more diverse areas of Wiltshire?

A – WSUN carried out work on Black and Minority Ethnic groups and Healthwatch will be talking to them about how these groups can be better reached. Healthwatch needs to look at how to reach people who would not normally get involved.

Q – How many doctors on cover in A&E? Patients are reported to have waited four hours to see doctor in Chippenham recently.

A – This is not known

Q – What about help when people come out of hospital?

A – Care co-ordinators are working with doctors making sure people are supported when they come out of hospital.

CCG Questions:

Q – Why are there not more medical centres that include surgeries to save people going in to hospital?

A – There are some very good medical centres with excellent facilities, e.g. Devizes. It may be that this will tie in with the new campuses.

Q – There are hospitals lying empty and RUH is under pressure. If local hospitals were opened up it would free up beds and provide a stepping stone to go home.

A – This is a good point. There is pressure on hospitals and not enough beds. The aim is to create a '7 day a week' service to relieve pressure with 'step up and step down' beds before and after hospital.

Workshops

Two workshops took place at each forum. The Healthwatch items for discussion were the same for each forum so responses have been collated. Numbers by responses indicate how many tables made particular points or suggestions.

Questions asked by the CCG were different at each forum so responses have been collated for each forum.

Healthwatch Wiltshire Workshop

Q1 - How do we get a wider section of the population to take an interest in Health and Social Care and encourage them to feed their issues back to the people who make the decisions?

- Go to them (3)
- Access people via workplaces / employers (2)
- Reach young people via schools & youth groups (2)
- Through GP and health services – everyone uses these at some point (7)
- Give talks to other groups. Groups suggested include Women's Institute, Slimming Clubs, Wessex Chamber of Commerce, Sheltered housing schemes, and sports groups (7)

- Reach people through other services e.g. Bobby Van, Fire Service, Wiltshire Mind (4)
- Put information out in public areas such as; libraries, campuses, colleges, places of worship, supermarkets, parish magazines etc (8)
- To engage with young people; tap into young carers, school councils, art and drama groups, sports groups, students on health and social care courses (4)
- Use free publicity; BBC Wiltshire, local press, internet, social media (4)

Other general comments in response to this question included;

- There is lack of knowledge about the role of Care Co-ordinators
- Need to target certain areas of society to get views of people who do not tend to use services often
- People will sometimes only have a voice when they need a particular service
- There need to be more opportunities for people to come together and share experiences
- Young people find it difficult to ask for help
- If sending information out it should go to named contact so it does not get lost

Question 2

When visiting your GP practice, what are the 3 most important factors to make your visit a good experience?

- Reception; not being asked to divulge personal information to reception staff to get an appointment. Not being asked personal questions at reception desk (9)
- Getting through to surgery – often a long wait to have call answered (4)
- Getting an appointment, especially an emergency – appointment keeping to time (9)
- Seeing the same GP, particularly important for people with learning difficulties or ongoing conditions (9)
- Weekend and evening appointments (3)

- Telephone service so GP can decide if patient needs to come in – might save on appointments (2)
- Difficulties with physical environment – high reception desks, poor seating, disability access (4)

Other general comments in response to this question included;

- Would be helpful if GP can print off summary of appointment, particularly for people who struggle to understand advice or diagnosis during appointment
- Specialism's in some surgeries are good , e.g asthma specialist
- Could virtual appointments be a thing of the future?
- Advance appointments can be difficult to get

Question 3

If you had to make a complaint or compliment about a service would you know who to contact? Is there anything Healthwatch Wiltshire can do to make it simpler?

- No, would not know who to contact(5)
- It is hard to find out who to contact (4)
- There is fear of complaining and possible negative outcomes (2)
- GP surgeries complaints procedures should be accessible and easy to read (2)
- Should be easier to make complaint or give compliment (2)

There were also individual responses to this question;

- Some people would need to help to make a complaint
- Different hospitals serving Wiltshire makes it more difficult
- Should know who practice manager is and be able to speak to them

One theme emerging from all table discussions was that there are many organisations who people can contact; Swan Advocacy, PALS, CAB, Local Councillor, Healthwatch. It was felt by many people that this leads to confusion about who to contact about different issues.

A solution to this was proposed – Healthwatch could work with Practice Managers to set up a way people can be supported to make a complaint, with people being directed to a different organisation if appropriate. This would give better outcomes for patients and surgeries.

CCG Workshop Trowbridge

Question 1

Does the 'Future Care Model' diagram look right?

(Ref; Appendix 2 page 11)

- Can't say as can't understand the model – there is no key, too confusing, too much text, not accessible to all (5)
- Model is not the issue – service delivery is

Question 2

Have we missed anything from the model?

- Family planning and sexual health, podiatry and travel clinic
- Financial advice – this can be key factor in decisions about healthcare
- Cannot comment as it (model) cannot be worked out
- No mention of community campuses
- How will rural areas be supported in this model?
- 24 hour pharmacy for Devizes – works on population but not geography

Question 2

What can you tell us about the services for these conditions?

2.1 Stroke

- Support service at Chippenham reported to be very good though some concerns about capacity (3)
- Core pathways need improving
- Aftercare is key to recovery – can be varied

2.2 Diabetes

- Preventions is all – diet advice at early stage is crucial
- Dementia and diabetes services don't communicate
- Important for people to manage their own care

2.3 Respiratory

- Few specialist services
- Some surgeries have COPD support via surgery
- Perception it is difficult to get a diagnosis as can be put down to common ailments

CCG Workshop Chippenham

Question 1

How can we improve the service you receive from your local GP?

- Out of hours and weekend surgeries
- Improve reception service
- Designated GP
- Suggestion boxes in surgeries
- Information from GP – services should be promoted and leaflets not put out in some surgeries
- Health screening for children
- GPs could offer more services with different GPs having specialisms e.g. screening, mobile chemotherapy
- Skype appointments?

Question 2

How can we improve healthcare for the following groups?

2.1 Young people

- Better education (3)
- More use of social media and technology to inform (3)
- Health promotion and advice (3)
- Shock tactics

2.2 Working age population

- Flexible appointments & walk in clinics (3)
- Well woman and well men clinics / health checks (2)
- Exercise – make cheaper and more accessible
- Get men to talk about health issues – this is OK

2.3 Older people

- Care provision – lack of continuity, H2LAH not working, not enough care given to people (3)
- Problem of transport – cost and availability
- Hospital discharge to unheated home
- Care homes getting too big

Question 3

How can we improve services for these long term conditions?

3.1 Dementia

- Early diagnosis (2)
- Public awareness (2)
- Respite provision for carers (2)
- Better assessments for Alzheimer's
- Protect current services
- Dementia Champions
- Ensure consistency – same GP, district nurse etc

3.2 Diabetes

- Raise awareness and educate people (3)
- More self awareness and diagnosis (2)
- Exercise and fitness are important (2)
- Borderline / at risk – education
- Inform about associated conditions – sight loss etc

Feedback from Attendees

We have received the following feedback to the question: 'Why did you decide to come to this event?'

- To get information about Healthwatch and CCG – 22 people
- Network and meet people – 2 people
- Share views – 1 person
- As a carer – 1 person

We have received the following feedback from the question: 'What is the most useful thing you have gained from this event?'

- Information about Healthwatch and CCG – 25 people
- Opportunity to give my views – 3 people
- Networking and making new contacts – 3 people

We also asked 'Has the day been informative?'

Of the 41 people who responded to this question 39 said yes. The 2 who said no felt that the speakers were aimed at a professional audience, and as such not accessible to the lay person.

We have received the following feedback to the question: 'Is there anything we could do to improve future events?'

- No – everything was fine – 9 people
- Future forum or meeting/s – 5 people
- More time for discussion – 3 people
- Better quality handouts – 3 people
- Presentations easier to see – 3 people

NB: not all people responded to each feedback question.

Accessibility Issues

There were no accessibility issues reported.