Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report (April - June 2017)
Introduction

The Man in the Chair

“When we first set up Healthwatch Torbay we asked residents what they wanted from their Healthwatch. Two requests were most common: the need for a walk-in facility where people could call in with their complaints and concerns about health and social care and a TripAdvisor™-type rate and review of all services which could be used to drive up standards across the Bay.

We can now say that we have achieved both these requests and, by taking into account patient experiences, those able to make changes are listening to what patients, Carers and communities are saying about services and striving to make positive changes.

I’m particularly proud that a single service user can walk into our office in Paignton Library and raise an issue which can lead to real improvements at local, regional and even national level.

This is all about working together. One thing that we have come to realise is that collectively as service users and providers we can think ‘outside of the box’ and make positive changes. So, even with the current challenges to services across the Bay, we can still make significant differences as we work alongside our colleagues in the statutory and voluntary sectors.

To make this happen Healthwatch Torbay has two main roles: to harvest the opinions of residents and to explain issues in ways we can all take on board. In this Report we can see how we are pushing this agenda forward. Over the past few months we have been working hard to encourage the Torbay public to share their experiences with local health and social care.

As Chair of the NHS Senate’s Citizens’ Assembly for the South West I have been able to raise the issues and concerns of the people of the Bay at a regional and national level.

Together we really are making a difference, and I hope you will continue to support by sharing your stories and encouraging others to do so.”

Dr Kevin Dixon
Chair of Healthwatch Torbay
Quarter at a glance

<table>
<thead>
<tr>
<th>We’ve met hundreds of local people at over 15 community events</th>
<th>We’ve had over 200 public enquiries, reviews and feedback</th>
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<tr>
<td>Over 30 members of the public have contacted us in person at Paignton Library</td>
<td>Social media users have seen our posts over 29,000 times</td>
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<td>We’ve taken part in 2 enter &amp; view visits to local health and/or social care services</td>
<td>We’ve escalated 20 complaints or concerns to other organisations</td>
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<td>We’ve released 3 feedback reports tackling issues from Elderly hospital wards to GP Appointments</td>
<td>You’ve received 74 responses to your online reviews from key organisations and providers</td>
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In the past three months the volunteer, Trustee and staff team have been busy trying to ensure that the voice of the community is represented at various levels. The following is a snapshot of some of our main activities during this time.

The report is being launched as part of the Healthwatch England #ItStartsWithYou campaign, which showcases case studies of how local people’s experiences of health and care services have improved in the past year due to our involvement. You can read it now via www.healthwatchtorbay.org.uk.

**Healthwatch Annual Report**

In June 2017 we released our Annual Report for 2016-17, which highlighted all our activities for the last financial year, including financial information. The report goes into greater detail on the thousands of people we met, hundreds of issues we collated, scores of services we visited and quality reports we released, and also how we reached over 100,000 people online via social media.

It also details where we have made an impact on local services in the past year to address your issues - ranging from Hospital Transport and discharge to local domiciliary care and learning disabilities - including our involvement with the New Model of Care Consultations - South Devon & Torbay Clinical Commissioning Group’s (CCG) public consultation on proposals to change the way services are provided locally.

**Local Domiciliary Care Work**

Since our report highlighting concerns from the public regarding the ‘deterioration’ in the quality of social care provided at home in Torbay instigated a Care Quality Commission (CQC) investigation which placed a local domiciliary care agency in ‘special measures’, we have been working with them more to address public concerns.

Since the investigation, Healthwatch Torbay now has regular meetings with the local authority and commissioners regarding domiciliary care and regular joint meetings with local CQC lead inspectors, even hosting the CQC team meeting to meet the inspectors in person.

We also opened up a more transparent dialogue with the local domiciliary care
agency and now have regular meetings with their new Complaints Manager to discuss service user feedback and any concerns raised. They are now actively responding to service user feedback directly on our online rate and review feedback centre. We continue to work with key service users to develop a service user group, and the local domiciliary care agency are also - on the request of service users and with our support - developing a newsletter for circulation to their entire client base.

**OUTCOME**

We have finalised an update report on the local domiciliary care agency where we revisited the original clients who raised their concerns to ascertain whether any improvements had been made. This report will be made available following the conclusion of the CQC’s current re-inspection of the local domiciliary care agency in July 2017.

Sustainability & Transformation Plan

The Sustainability and Transformation Plan (STP) is a five-year plan to transform health and care services for local people so they are fit for the future.

All three local Healthwatch (Devon, Plymouth and Torbay) are working together to ensure representation on the STP Joint Clinical Cabinet meeting for North, East and West (NEW) Devon Clinical Commissioning Group (CCG) and South Devon and Torbay CCG, discussing both the Success Regime for NEW Devon CCG and the STP across the whole of Devon, covering both CCGs.

As Devon’s two CCGs start to work in a more integrated way, it’s important that all three local Healthwatch work more collaboratively to ensure that service users and the community are engaged with effectively. These changes are very positive moves towards joint working across both CCGs and will help develop stronger system working across Devon.

We continue to ensure patient representation at all levels, including many of the workshops set up to discuss the service changes and the impact on the local community.

Although progress was made in 2016/17 by NHS and Local Authority partners working collaboratively across the whole of Devon, there are still some concerns with the implementation of STPs.

**OUTCOME**

Between the three local Healthwatch (Devon, Plymouth and Torbay), we nominated a Healthwatch lead representative for each of the seven identified STP work-streams.

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Healthwatch England News

- After reviewing over 150 entries, Healthwatch England have announced all of the finalists for the Healthwatch Network Awards 2017. Celebrated every year, the awards recognise the ways in which Healthwatch across the country have helped make people’s views of health and social care services heard. Healthwatch Torbay have been shortlisted in the Engagement in service improvement category for their work with the Care Quality Commission trying to improve local domiciliary care in Torbay. Look out for how we did in the next edition!

- This summer Healthwatch England are running a campaign to help local Healthwatch raise awareness of Healthwatch. The It Starts With You campaign will start on Monday 3 July and will celebrate the people who speak up about their experiences of health and social care and help make services better. Local Healthwatch can use this as an opportunity to promote their Annual report and the local people who contributed to changes and/or improvements. See more online via www.healthwatch.co.uk.
Public Engagement

Healthwatch Torbay have taken part in a number of events this quarter to gather public feedback, with support from our volunteer engagement team, including:

- Drop-in sessions at various locations around Torbay including libraries, leisure centres community centres and cafes.
- Talks, coffee mornings, health and wellbeing events and community group meetings, such as:
  - Babbacombe Fayre
  - Living Well with Dementia Day Event at Paignton Library
  - The first Children and young people’s engagement and experience forum meeting
  - Torbay Multi-provider Forum
  - Torbay Community Wellbeing Forum
  - Hollacombe - celebrating learning disability awareness and health event
  - Leonard Cheshire Disabilities Douglas House Family Day (Brixham)
  - South Devon & Torbay Clinical Commissioning Group Health Fair and Annual General Meeting

Moving forward, the focus from July - September 2017 will be to continue with drop-ins and summer events across Torbay, supporting the BRAVO mental health café (Wednesdays 11am - 1pm at Palace Avenue Methodist Church), whilst also exploring ways of setting up an engagement activity with either the Eastern European or Asian communities in Torbay.

Enter & View

Our Enter & View Team of volunteers are authorised representatives who visit care services to observe and assess their quality, from the community perspective. Their main areas of work this quarter have been:

- To provide the opportunity for patients to express their opinion of the success of the Take a Quarter training process at an elderly patient hospital ward.
- To gain public insight into the success of the Ambulatory Medical Unit at Torbay Hospital.
- Conducting interviews with service users to gather feedback about the quality of care provided at home delivered by domiciliary care subcontractors.
- In the next quarter the team are are exploring ways that various groups/organisations visiting individuals within health and social care setting to gather patient experience can work more collaboratively to avoid duplication and provide greater coverage throughout Torbay area.

Website & Social Media

This quarter we received 4,128 visitors to our website www.healthwatchtorbay.org.uk and our top referrer continues to be Facebook, where we have surpassed the 660 like mark with a massive reach of over 16800 this quarter (the number of people who saw any activity from our page); and over 2,430 Twitter followers with over 13,000 impressions (the number of times Twitter users have seen our tweets). Come and join our online community!
You Said, We Did

We use your valuable feedback to produce various reports and recommendations for change to key local health and social care decision makers, this quarter we have seen your feedback have the following impact:

- **Quality Reports** - In addition to the release of our Annual Report, we released an Enter and View Report evaluating the impact of ‘Take a Quarter’ training for improving communication with frail elderly people during their period of care on a hospital ward, using the ‘I statements’ developed by Healthwatch and the Parliamentary Health Service Ombudsman. This was well-received and is being used by Torbay and South Devon NHS Foundation Trust (TSDFT) to assess quality.

- **Provider Responses** - We contacted some providers to share your online reviews and concerns of local services to providers, and this quarter you have received 74 responses to your online reviews from key organisations and providers, all available to view online via www.healthwatchtorbay.org.uk.

- **GP Appointments Report** - We released a report summarising feedback received by Healthwatch Torbay’s rate & review system on local GPs during April - May 2017, together with some social media comments surrounding the frustrations that some members of the local community have faced when accessing their GPs. This was following increased social media activity, particularly negative posts from the public regarding GP booking systems via Facebook groups, which led to an increase in patient feedback on the Healthwatch Torbay’s online rate and review feedback centre regarding dissatisfaction with access to GP Surgeries in Torbay, particularly appointment booking systems. The Report is being discussed by the South Devon & Torbay Clinical Commissioning Group’s primary care commissioning committee.

- **Quality Accounts** - this quarter Healthwatch Torbay have responded and provided a comment to four different local quality accounts - Local Account, Devon Partnership Trust, Mount Stuart Hospital, Torbay and South Devon and NHS Trust and South Western Ambulance Service NHS Foundation Trust.

- **Advocacy Support** - To make it more convenient for you, we continue to hold well-attended monthly drop-in sessions at our Paignton Library walk-in Centre with SEAP advocacy service, so they can personally support you with the health complaint’s process. Call us now free on 08000 520 029 to book a place.

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**OUTCOME**

We have also logged all of your individual concerns and issues, and escalated many of your complaints to external organisations for action. These are discussed in greater detail on the next page.
Healthwatch Intelligence

Rate & Review feedback centre
Our online rate & review tool allows the public to visit us online via www.healthwatchtorbay.org.uk and rate a local health and/or social care service that they recently used.

This quarter (from April 1st to 30th June) we received a significant increase to the previous quarter with 157 reviews of 46 different services, with the majority of feedback positive. We did receive negatively centred feedback on GP appointment booking systems, following some increased recent social media activity. We also received 74 provider responses to online reviews, all of which are available to view online via www.healthwatchtorbay.org.uk.

Further Quality Issues & Concerns
In addition to our rate & review, we receive a number of concerns and complaints that require following up and/or escalation. The main themes from these issues are waiting times, available care packages upon hospital discharge, and issues booking appointments following GP mergers.

Intelligence Reporting
We are now using and developing our work with the CiviCRM, Healthwatch England’s Customer Relationship Manager (CRM) IT System. We are in the process of importing reviews from our online feedback centre, which will mean that for we can confidently bring together a full monthly intelligence report of concerns, complaints and issues that incorporates ALL our incoming data and public feedback. We will share some of the main intelligence from this in our next Quarterly Report.

OUTCOME
All feedback is logged in our system for further analysis, and this quarter, where relevant, 20 members of the public wanting to make an official complaint have been referred to either Providers, Practice Managers, Safeguarding, NHS Patient Advice & Liaison Service, NHS England, CQC, local Health Trusts and/or SEAP Advocacy.

Your Stories
“I left a review of my GP Surgery on the Healthwatch Torbay website because I was unhappy at having difficulty getting through on the phone, then having to tell a receptionist my symptoms before being told that I could only get an appointment at a different GP Surgery to the one I’m registered with. It was so frustrating, even if the Doctors were good when I eventually got to see them.

Healthwatch Torbay raised my concerns with the GP Practice Manager, who responded to each online by replying to my original review.

He explained that to prevent its closure due to financial viability, my surgery recently merged with two others in Torquay, and that new systems were being put into place, including a new telephone system, to cope with the extra demand.

He also explained that receptionists have now been replaced by trained ‘Health Navigators’, who ask questions in order to find us patients the most appropriate service available at that time to meet our needs.

He even told me about a way I can book appointments and order prescriptions online via the surgery website that I didn’t even know about to save time ringing up in the morning!

It’s good to know they are trying to improve appointment systems, and I now understand the pressures they are under. Hopefully I will see a real change in the coming months when the new system begins to work properly.”
Your Feedback

A selection of your critical comments this quarter are displayed below, where there is a [image] the provider themselves have responded to the review directly via our website, www.healthwatchtorbay.org.uk.*

Hospitals

Treatment following fracture.

Treatment following fracture of my wrist and frozen shoulder. Staff knowledgeable, however not enough staff for adequate follow up. Given exercises to do but more hands on needed in order to progress. I had to attend a private physio who was excellent.

Response from provider

Dentists

Terrible experience

I’ve never ever had an issue with going to the dentist but after this visit I felt like I might never visit again. I expected a routine scale and polish and as he started he said “this may be a bit rough”…. He ignored my signals to stop during the procedure. His attitude to my shock was one of total annoyance with me. I could understand this (a bit) if I was a nervous patient and had not coped with any pain but I felt utterly panicked by being ignored in so much unexpected pain. I did not feel the treatment was well explained and nor was it like any other scale and polish I have experienced.

Response from provider

GPs

Annoyance turned to delight!

I have to say that my annoyance turned to delight last week when I tried to phone for an appointment at my recently merged GP Surgery. I tried calling first thing in the morning and was 13th in the queue. After 5 minutes, I was still 13th so I hung up and tried their website. I filled out the online consultation form and was advised at the end that they would get back to me by the end of the next day. In actual fact, I was called within the hour and offered an appointment the same day at a time that was convenient at their other surgery. I arrived 10 minutes early and was seen almost straight away. The doctors are extremely busy and understaffed, so I think we all need to cut them some slack. It doesn't help when people call the doctor for ridiculous things that could be diagnosed and remedied by a pharmacist.

Response from provider

Care Homes and care at home

Helpful & friendly

Helpful, friendly and efficient. Well-furnished and comfortable. Interior of the building could be more user friendly. It is hard work pushing a wheelchair through heavy doors which do not stay open. Lift is rather small for its purpose.

Response from provider

*The above are online reviews taken verbatim from members of the public. All these reviews, including any provider responses, are available to view online via www.healthwatchtorbay.org.uk.
**TORBAY GP MERGERS**: St Luke’s and Greenswood Surgery closed their branch site at Greenswood with effect from the 1st April 2017. St Luke’s practice has now teamed up in a partnership with Symphony Healthcare Services (effective 1st July 2017), which will provide an improved and more sustainable service to patients and staff. As part of Symphony Healthcare Services, practices have access to services such as finance, IT, estates, and human resources, making them more sustainable and better able to adapt to the changing and challenging NHS environment. Pembroke House have also closed their Grosvenor Road site with effect from 1st June 2017.

- A doctors’ surgery has opened a third branch in Torquay and created 27 new jobs. Chelston Hall Surgery has opened a third branch in Torquay and created 27 new jobs. It is now the largest practice in the area, with 24,000 registered patients. The new surgery has introduced an e-consultation service to make appointments quicker and more convenient for patients.

- Torbay Hospital has defended its reputation for the number of urgent operations cancelled after national figures appeared to show it had one of the worst records in the country. An urgent operation was cancelled about every three day on average in the Torbay and South Devon NHS Foundation Trust last year, according to the NHS England statistics. But the trust says its performances is much better than suggested by the statistics and is improving.

- Midvale Clinic, based on Midvale Road, Paignton received patients for the last time on 31st May 2017, and the building has now closed. All services provided at Midvale Clinic have now moved to the Paignton Health and Wellbeing Centre (Paignton Hospital site). There are no longer any inpatient beds at Paignton Hospital, and the MIU remains open for the time being but is scheduled to close in due course. As a result of these changes the hospital is being re-named as Paignton Health and Wellbeing Centre. This relocation is happening as part of the wider changes to community health services announced by South Devon and Torbay Clinical Commissioning Group earlier in the year.

- Devon Partnership NHS Trust has been successful with its bid to secure a new specialist mother and baby unit (MBU) for the south west. It is one of four MBUs commissioned by NHS England to address a shortfall of beds nationally and will provide women from across Devon, Somerset and Cornwall with a much needed specialist inpatient service, reducing the need to travel such large distances for care and treatment in the future.
The entire NHS estate will soon be able to access free internet as part of NHS Digital’s Wifi Programme. It aims to get all GP practices set up by the end of 2017, with hospitals and secondary care to follow in 2018.

NHS England has launched £640m test sites to redesign mental health services. A new tranche of sites to redesign mental health services, with plans to cut out-of-area placements, has been revealed by NHS England. The 11 sites will look into bringing down the number of people receiving in-patient hospital treatment and will bring services for those who require more intense care closer to home.

The NHS hospital and ambulance trusts in England have recorded a total deficit of more than £700m for the financial year to April 2017. The deficit shows an improvement on the £2.4bn shortfall run up by trusts in 2015-16, but was achieved in part because of an emergency Government injection of an extra £1.8bn at the start of the year to ease financial pressure. Trusts have been engaged in a huge programme of cost-cutting at the same time as having to deal with record numbers of attendances at A&E departments and rising pressure on the system.

NHS trusts experienced disruption after a cyber-attack caused havoc in more than 150 countries. The unprecedented ransomware breach froze computers across the health service, with hackers threatening to delete files unless a ransom was paid. Operations and clinic appointments were cancelled and patients were being diverted from accident and emergency departments. Some GP practices had to close from while staff at other NHS services also found themselves unable to work.

Sugary drinks are to be banned in hospital shops from next year unless suppliers voluntarily take decisive action to cut their sales over the next 12 months, NHS England has announced. The organisation says leading retailers have already agreed to continue voluntarily cut sales of sugary drinks to 10% or less of their total drinks sales within hospitals. New national incentives for hospitals and other NHS providers to improve food on their premises are also being introduced so that, by April next year, 60% of confectionery and sweets stocked do not exceed 250 kcal, rising to 80% of confectionery and sweets in 2018/19.
Contact Us

your voice counts

We want to hear about your experiences of health and social care in Torbay and the treatment and care you received.

Whether it’s a positive experience or there’s need for improvement, having your say can really make a difference.

Volunteer with Healthwatch

We are looking for volunteers to undertake a variety of flexible roles to support us in key areas of our work.

Leave feedback now:

www.healthwatchtorbay.org.uk

Telephone: 08000 520 029  Email: info@healthwatchtorbay.org.uk
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