

## Healthwatch Round-up

What we've been doing in May 2016

### Hot Topics

#### Non-emergency Patient Transport Service

- **Met Coperforma's CEO.** Agreed to progressing a number of **follow-up actions**
- Briefed the **Health and Adult Social Care Select Committee's** business planning group, ahead of the public meeting taking place on 30<sup>th</sup> June
- Had assurance the **serious incident** report, expected to be completed in mid-June will be a **public document**
- We are working with provider and commissioners to have **frequently asked questions** on websites and social media, to help patients understand the service better
- Had sight of the remedial plan and performance dashboard
- Working with providers and commissioners to **scope an independent review** of the service, using our *enter and view* function

#### Sustainability & Transformation Planning (STP)

- Added information on website and social media about important planning taking place across Sussex and East Surrey to inform the public
- Calling for assurance over public engagement as part of this process

#### Preparation for the Accessible Information Standard

- Have been raising awareness of the **Accessible Information Standard** and how providers must: *ask, record, share and action* individuals' communication and information needs (including GP practices and CQC)
- Moving forward our plans for working with local organisations to hear from the deaf community about their experiences after the implementation of the standard, e.g. from August onwards

### Engaging Local People and Influencing

#### Health

- Reviewed local authority's recently published Black and Ethnic Minorities needs assessment and engaged **commissioners** (from health and care services) to **support the design** of our seldom heard event on 9<sup>th</sup> July
- Completed **over 25** Patient-Led Assessment of Care Environment (**PLACE** a national programme)
  - ✓ We're now using our observations to **challenge hospitals to improve mealtimes** and planning to revisit in August/September



- Facilitated discussion between Crawley GP Practice and local group, leading to
  - ✓ **GPs and staff taking part in autism awareness training** (mid-June)
  - ✓ **Survey of parents'** so practice can **learn from experience**
  - ✓ Exploring how **PACE Setter** award has helped another local practice
  - ✓ **Sharing learning** with wider practice groups
  - ✓ **Implementing parent/surgery agreed measures**, including some innovations in patient communications
  - ✓ Potential to **increase our links to other groups** in Mid-Sussex.
- Met local people, commissioners and Sussex Community Foundation Trust to discuss future of **Midhurst Hospital**
- Promote need for **public engagement** and **equality impact assessment** at all three Clinical Commissioning Group (CCGs) primary care commissioning committees
- Took part in **Equality and Diversity** task and finish meeting this month to share where we know there are **gaps for Coastal CCG**
- **Briefed Care Quality Commission** with patient experience ahead of planned inspections to local GP surgeries
- Used patient evidence and insight to complete submissions to Trust's annual Quality Accounts, apart from South East Coast Ambulance Trust (SECAMB) - as the Trust had failed to give adequate time for a response

## Adult Social Care

- Published **Enter & View** follow-up visit report on **Darlington Court** showing how the service has improved for its residents
- Reported what local people have told us about **residential care** through the county council's **Raise It** campaign
- Continuing our **Safeguarding Journey interviews**, in conjunction with *Independent Lives* and through Healthwatch stories, to feedback peoples' experiences of the process

## General

- Published our **360' learning** to show what we'll be **changing because of what you told us**
- **Working on new ways of engaging with you ....**

**Check out our new website from 1<sup>st</sup> July 2016**