

# October 2018 Heads Up



## Still difficulties with Accessible Information

Feedback from nearly 500 people, 12 local Healthwatch and 92 health care professionals shows how those with a sensory impairment can still find it difficult to access their health and social care services, despite the introduction of the Accessible Information Standard in 2016. Have you found it difficult to get the information and communications you need from a health or care service? Tell us about your experience.

## Hearing from our communities

- Last week saw a red-carpet celebration when our fantastic young actors, where able to see themselves on the *big screen* at The Worthing Dome theatre, in the presence of the Youth Mayor and Deputy Mayor. Under the direction of [Tori Productions](#), local young actors have created a series of informative short films. We'll be using these in schools and community settings to help us have conversations with students and other local people. The videos will be shown via You Tube over the coming weeks. Our first one can be seen [here](#).



## What's coming up... Listening to Burgess Hill

- You may already have seen our team talking to Burgess Hill residents, as we kick started our Listening Tour at the town's Saturday market. We have also already visited the local pharmacies. What a contrast, between the two days ... Sophie and Cheryl were struggling to keep up with the volume of people visiting our stall at the weekend, whereas it was very quiet during the week.

We'll be touring the town throughout October, visiting GP surgeries, care homes and local groups, to hear what's working well and what could change so people can live the best life they can, for as long as they can.



## ADVICE AND INFORMATION

Helping you to find the answers -0300 012 0122



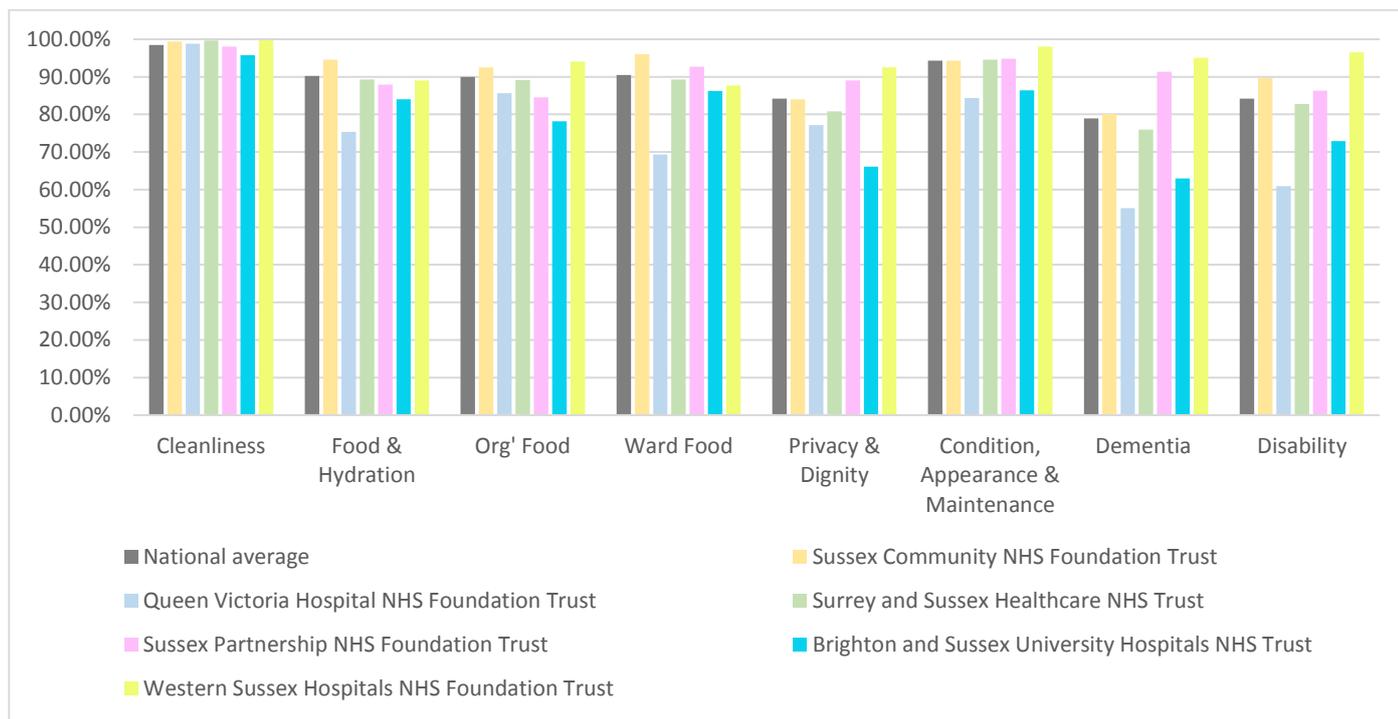
- Care planning enables people to get the support they need to live well. The Social Care Institute for Excellence has created a [quick guide](#) for people using Adult Social Care services. This interactive guide shows you what to expect during care planning and assessment. It highlights that care and support should be based on what an individual can already do, what they want to achieve and the help they need to live their lives in the way they want to.

Find out more about our work and activities at  
[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)



- **Led Assessment of the Care Environment (PLACE) Results published**

Earlier in the year our Authorised Representative teams did 29 hospital visit as part of this national programme, summarised [here](#). PLACE assesses a number of non-clinical aspects of our healthcare premises, identified as important by patients and the public. The [results](#) are now published and show improvements. Locally, for our Trusts, these are:



- **Mental health therapists in GP practices could make it easier for people to access support.**

GPs are usually the first port of call for people needing to access mental health services. [NHS England has created guidance](#) to help GPs, practice managers and commissioners to integrate mental health therapists into primary care pathways. Strengthening the primary care workforce in this way will help it to provide holistic and accessible care for patients and alleviate work pressures on GPs. **We'd encourage Patient Participation Groups to discuss this within practices.**



- **Spotlight on cancer**

The [National Cancer Patient Experience Survey](#) results published in July 2017 (with this year's due out shortly), show the best results in its history with almost 70,000 cancer patients rating their overall care as "good". There are individual Clinical Commissioning Group and Trust reports - so you can see how previous cancer patients have rated the support and service they received.

NHS England begin rolling out the **new bowel cancer screening test FIT** (faecal immunochemical test) as part of the Bowel Cancer Screening Programme in England from Autumn 2018. **This new test is more accurate, easier to use and is expected to help to detect over 1,400 new cancers each year.**

## Recent articles you may have missed

- [Kings Fund Report on the Impact of the Care Quality Committee \(CQC\)](#), 27 September 2018. Look out tomorrow for the CQCs Annual State of Care Report.
- [Council failed to do enough to inform service user of care contributions, finds ombudsman](#), Community Care, 5 October 2018 - lessons from this and our [Financial Fairness Report](#)

\*\*\*\*\*Have your say on [Minimum Income Guarantee Consultation](#) if you pay for care\*\*\*\*\*

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