Welcome to the twenty second edition of Healthwatch Sunderland (HWS) news bulletin. This edition covers:

- Well done to Gwen, Healthwatch Sunderland Volunteer
- Engagement Work
- Our Enter & View Report on Deerness Park Practice
- +++STOP PRESS+++ Healthwatch Sunderland Event 13th March
- Update on recent work
- Your Voice—What you told us in January...
- Question around possible gap in Alzheimer's Care
- In the News: Healthwatch England highlight gap in regulation of social care
- Small Sparks Resource

Welcome to this month’s newsletter from Healthwatch Sunderland!

In this edition, we are highlighting our first Enter & View report on a Sunderland GP Practice (Deerness Park). Special thanks to Gwen and Rabia, our Enter & View volunteers for helping with this work—as well as to staff and patients at the Practice.

Lots of interesting work is coming up at the moment and we hope this newsletter gives you a flavour of some of what we have been doing—and shows we have been taking forward what you have been telling us about services in Sunderland.

We are always keen to hear from you about how we can spread the word and engage effectively with individuals and groups—let us know if you have any ideas—we are always happy to hear your views and feedback.
Well Done Gwen!

One of our Healthwatch Sunderland Volunteers, Gwen Young has been honoured for her tireless campaign to improve diabetes care and support. Gwen won the Margaret Hunter Volunteer of the Year award and the Campaigning and Raising Awareness award at the Diabetes UK’s regional Inspire Awards.

Gwen was diagnosed with Type 1 diabetes 22 years ago and contacted the Diabetes UK Careline for advice. Thanks to the support she received, her attitude to her condition was transformed and she has since devoted her time to volunteering for Diabetes UK and campaigning for improvements in care. She volunteers as a Service Champion for Diabetes UK, sits on the local advisory group and is the longest standing member of the Sunderland Diabetes Network.

Stephen Ryan, Head of the North of England at Diabetes UK, said: “Gwen has volunteered a huge amount of time and energy to Diabetes UK and we would like to say an enormous thank you to her. As Service Champion, she is the voice of diabetes in the Sunderland region reporting on, and helping to shape, diabetes services. Her work has had real impact on the lives of people living with diabetes in the area - she was very involved in the development of a primary care centre in Sunderland, ensuring there was a room large enough for patient education. It was also her idea that resulted in people with diabetes getting a foot check at the same time as having their retinal screening, helping to reduce the number of foot amputations for people with diabetes in the region.”

Gwen said: “I couldn’t believe it. I was totally and absolutely shocked to get the Margaret Hunter Volunteer of the Year award. Margaret was such an inspiration to so many, having worked tirelessly for people with diabetes and Diabetes UK. She inspired me to get involved in the Sunderland support group 20 years ago, so it’s really quite amazing that I have now won her award.”

Congratulations Gwen from the whole Healthwatch Sunderland team!

Engagement Work....

On 9th February our Information Volunteer, Kath Mullen (pictured) and our Engagement officer, Kelly Wilson held an information stand at Sunderland Royal Hospital. Healthwatch Sunderland would like to thank all patients, carers and staff for their time in talking to us and sharing their views on Health and Social Care services. We have received quality feedback from our General Health surveys and Social care surveys that were took away on the day. We will be having a regular stand at the hospital and will keep you informed of the dates.
Healthwatch Sunderland Enter & View Report - Deerness Practice

Healthwatch Sunderland picked up some positive feedback from a number of service users of Deerness Park Medical Centre which was reported to us in November and December 2014. This was fed in by service users through our on-line Health Surveys and also by our Engagement Team. Comments included: “Treatment is wonderful - friendly receptionist”; “Excellent Doctor”; “Total excellence”.

When we discussed the feedback as a team and with the Healthwatch Sunderland Board, it was decided to conduct more in-depth research through Enter & View. This would enable us to determine if the positive views Healthwatch Sunderland received from its online survey and engagement were generally reflective of the Practice and, if so, what good practice within Deerness Park could be shared elsewhere.

The Enter & View took place in February 2015 and was carried out by Kelly Wilson, Engagement Officer and Enter & View volunteers, Rabia Tilt and Gwen Young. Overall we found high patient satisfaction levels – 96% of patient said their care was either good or excellent. We found that the Patient Participation Group was very active and could give examples where patient feedback had led directly to action. There were also a number of mechanisms used to involve patients in an effective and meaningful way.

We did hear some negative experiences around appointments and appointment systems but these largely seemed to be due to a lack of information on options available—for example patients were not always aware of the availability of early morning and weekend appointments.


We will share the report with all GP Practices in Sunderland, as well as with the Clinical Commissioning Group, NHS England and the Care Quality Commission.

We are also keen to hear from other GP Practices around patient engagement.

Thanks again to staff, patients and the Patient Participation Group at Deerness Practice and to our volunteers Rabia and Gwen for helping in this work.

Thanks to your staff who carried out the patient surveys and worked with our staff as they did so in a professional manner and made both staff and patients feel “at ease” as they went about their work

Deerness Park Practice Manager
Come join us!

Calling all individuals, groups and organisations in Sunderland! Come to our Network Update Event to hear about our work so far...

We will also have a speaker from HealthNet in South Tyneside followed by a discussion on what this model of community empowerment might offer for the people of Sunderland - so your views are very important to us!

We will also have an opportunity for you to share ideas for our work plan.

Date: Friday, 13 March 2015

Time: 12.30pm-3pm (Event starts at 1pm)

Venue: Sunderland Software Centre, Tavistock Place, Sunderland, SR1 1PB

Refreshments:
Tea / Coffee / Cakes

BOOK NOW if you want to come along and have your voice heard:
Email: healthwatchsunderland@pcp.uk.net
Phone: 0191 514 7145
Website: www.healthwatchsunderland.com/
**Update on recent Healthwatch Sunderland work...**

It’s been busy in the office here at Healthwatch Sunderland and we have been involved in developing some key areas of work. Some of the highlights include:

- **Healthwatch Sunderland have been invited by Sunderland NHS Trusts to be a key partner in their PLACE inspections.** HWS staff and volunteers have attended PLACE training for both Northumberland, Tyne & Wear Mental Health Trust and City Hospitals Sunderland. The inspections are scheduled to take place soon and we will publish the results when completed. PLACE stands for Patient Led Assessments of the Care Environment. In the assessments, local people go into hospitals as part of teams to assess how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. The assessments focus entirely on the care environment and do not cover clinical care provision or how well staff are doing their job. More information on PLACE is at: [http://www.england.nhs.uk/ourwork/qual-clin-lead/place/](http://www.england.nhs.uk/ourwork/qual-clin-lead/place/)

- **Healthwatch Sunderland have been asked by Sunderland Clinical Commissioning Group to help with carrying out a survey around a new service model in care homes.** The Care Home Pilot scheme, which the CCG are running in the Coalfields area, involves offering a full range of NHS services directly in care homes—including GPs, nurses, podiatrists, pharmacists, dieticians, speech therapists etc. The idea of this is that it will have several benefits— reducing emergency admissions to hospital and GP call outs; offering greater continuity of care for residents in need of health services; giving planned care at an early stage; improving quality of out of hospital care. HWS staff are visiting families, carers, professionals and, where appropriate individuals in care homes to talk to them directly to find out if this new way of working is making a real difference to people’s experiences of healthcare.

- **Sunderland City Council must publish a Pharmaceutical Needs Assessment (PNA) which details current and planned pharmacy provision in Sunderland by April 2015.** The Pharmaceutical Needs Assessment (PNA) covers the following: the number and location of community-based pharmacies in the county; the range of pharmaceutical services and locally commissioned services and ease of access to those services against the needs of our communities to identify any current or future gaps in the services provided. Healthwatch Sunderland have been involved in developing a shorter summary document for the public which is available on our website [http://www.healthwatchsunderland.com/sites/default/files/uploads/Healthwatch_Sunderland_summary_version_Sunderland_Pharmaecutical_Needs_Assessment.pdf](http://www.healthwatchsunderland.com/sites/default/files/uploads/Healthwatch_Sunderland_summary_version_Sunderland_Pharmaecutical_Needs_Assessment.pdf)
6 positive comments received about GPs—including Millfield Practice “excellent service”; Victoria Road (2) “the Practice are very good from GPs to all other staff members” and “excellent service. That includes the doctor and lovely reception staff”; and Houghton Medical Centre “service is fast, efficient and considerate... never have to wait long for an appointment, don’t know how they do it”

6 negative comments about GPs—largely around appointments, administrative processes and quality of care.

3 positive comments about Sunderland Royal Hospital - Cardiac Unit “outstanding”; General care “treated with courtesy and dignity and all departments are ready to help with information”; “Very good”

5 negative comments about Sunderland Royal Hospital—around elderly care, parking and quality of care. “lack of help with toileting and showering”; “heavy handed and oppressive penalty charge notice even though I had paid parking”; “lack of follow-up care after knee operation”.

1 positive comment on Pharmacies— Blue House Pharmacy, Washington “high quality and efficient service. The staff are always cheerful and friendly, and professional”

1 positive comment about Walk-in Centres— Grindon “A1”

2 negative comments about Walk-in Centres - “could not get public transport to Grindon on Sunday morning for appointment time”; “needs to be more publicity to say where the walk-in centres are and opening times”!

1 positive comment on Dentist — “Chester Road dentist excellent”

1 negative comment on dentists - “not very many dentists in town centres are wheelchair accessible”

5 positive comments about Social Care Services— Holy Cross Care Home (2) “care is fantastic - whole package is faultless”; “Clean and comfortable, staff and managers excellent. Lots of activity and listen to individual tastes in food etc. Plenty of staff”

Croft Care Home “very happy with care, nice feeling and clean. Lots of activity and stimulation. Very caring staff”; Adult social care “a good service, keep work up”, domiciliary care and social services “I am highly satisfied with the care both from the care provider and also for the help I have received from my local social services”.

1 negative comment about Social Care—largely around intermediate care with issues of poor staffing.

1 negative comment on Physiotherapy Services - unhappy with telephone assessment and feels that at least one face-to-face consultation should be done to show exercises.

1 positive comment on District Nursing Services - “district nurses are very good, I only have to pick up the telephone and they help”

1 negative comment on an NHS service - safeguarding alert made due to seriousness of service user’s feedback

Thankyou for sharing your information with us to help improve services in Sunderland. Please keep filling in our Healthwatch Surveys and telling us your views. If possible please give specific details of the service - such as the name of the GP, the hospital ward number, the name of the care home or care provider - if you can, as this really helps us to look for trends in good or bad experiences in services. Our surveys are online at http://www.healthwatchsunderland.com/healthwatch-sunderland-surveys or call us on 0191 5147145 for paper copies.
In the News...

Healthwatch England have highlighted a gap in regulation of social care—in particular around “supported living environments” (e.g. day centres), which they say can put vulnerable people at risk. These services are not currently regulated by the Care Quality Commission as they do not provide personal care. Healthwatch England have raised this formally with the Department of Health.

Healthwatch Sunderland Surveys...

Since launched in November we have had 115 Surveys on health and social care sent back to us.

We are getting some great feedback direct from service users which is used to look at monthly trends and areas for our workplan. Please keep the surveys coming—only takes 2 minutes! Groups and organisations—please share if you can within your networks and to your service users! Fill in the surveys online or contact us if you would like hard copies. www.healthwatchsunderland.com/healthwatch-sunderland-surveys.

When you fill in, please make sure you include the name and detail of the service provider if possible—e.g. name of doctor, number of hospital ward, name of care home etc. This is very useful when we are looking for trends in experiences of care.

Q: Alzheimer's Care in Sunderland

Healthwatch Sunderland has recently had an enquiry regarding someone with Alzheimer’s being told they require a single sex care home. Unfortunately in Sunderland there are not currently any care homes that meet the needs of this individual due to their age and needs. Therefore the person has had to be moved out of the Sunderland area. This has caused great difficulty and distress to the family concerned.

Healthwatch Sunderland would be keen to hear from anyone else in the Sunderland area—male or female—who has Alzheimer’s/Dementia and has had to move out of the area due to lack of service provision. This is so that we can assess whether there is a potential gap in service provision.

In the News...

Healthwatch Sunderland
Healthwatch Sunderland Small Sparks Resource

Help us to hear people’s voice on health and social care!

Funding available to engage with those seldom heard!

What is Healthwatch Sunderland Small Sparks Resource?
The Healthwatch Sunderland Small Sparks Resource offers a small amount of funding and the support of our experienced team.

In order to help shape services in Sunderland, we need to hear about people’s experiences. The Small Sparks funding is designed to encourage people to come up with ideas that will help support engagement with those sections of the community that are more difficult to reach. We want to hear from groups and individuals across the city who can help us to reach those people whose voices are seldom heard.

What do we mean by “hard to reach?”
We are very flexible in our understanding of what “hard to reach” actually means. It could be around a specific health issue that doesn’t have a lot of publicity; it might be a small group within the wider population of people with a disability; it might be a group of socially isolated older people or people in our ethnic minority population who need extra help to be heard. In fact “hard to reach” can cover so much and so many people, so if you think your group or your idea or concern needs extra support to be heard, why not give us a call? Hard to reach groups could be any section of the community that you think would like to have the opportunity to talk about their experiences, good and bad but who would normally not get the opportunity to do so.

How does it work?
If you have an idea about engaging a hard to reach group, then let us know how you can help make it happen. For example, it might be an event or it might be about some extra engagement work with an established group or a presentation to raise awareness with others. Or you might have other ideas about engaging in creative ways—we are open to suggestions!

How much money is available?
The amount requested must not exceed £500.

How to apply
To apply for the small sparks engagement resource fund you need to send in an application form which meets our criteria, outlining your idea for engagement, who are the groups that will be involved and how the fund could be used to make it happen.
More information is available online at: http://www.healthwatchsunderland.com/resources/small-sparks-engagement-resource

Contact
If you have an idea and are not sure if it fits our criteria or would like to talk more about Small Sparks, contact Healthwatch Sunderland Engagement Coordinator, Joe Hogan 0191 5147145 email joe.hogan@pcp.uk.net or find out more online

If you have an idea about engaging a hard to reach group, then let us know how you can help make it happen!
How you can help Healthwatch Sunderland....

- Join us as a member http://www.healthwatchsunderland.com/become-member
- Fill in our Health & Social Care Surveys http://www.healthwatchsunderland.com/healthwatch-sunderland-surveys
- Be a volunteer http://www.healthwatchsunderland.com/volunteer
- Let us know your experiences
- Come to our Network Events

What people are saying about us...

Thank you for producing so many great reports, I enjoyed reading them
Healthwatch England Professional

Big thank you to all concerned
Sunderland Prostate Cancer Group

Just ask...
How do I get help for an elderly relative?
How can I find a new GP or dentist?

Freephone 0800 023 8840
Your Voice Matters!
Help Healthwatch Sunderland to strengthen the voice of the community by getting involved. Groups and individuals can join online at: http://www.healthwatchsunderland.com/become-member. Or telephone us on: 0191 514 7145, or email healthwatchsunderland@pcp.uk.net, visit our website www.healthwatchsunderland.com or write to us at 112a High Street West, Sunderland, SR1 1TX.

Be our eyes and ears in your community!
Join us as an Information Volunteer...

We are still recruiting Information Volunteers. Read more information about the role at: http://www.healthwatchsunderland.com/volunteer.
Or call 0191 5147145 if you would like to speak to a member of staff.

If you wish to be removed from our e-news mailing list, please send an email to healthwatchsunderland@pcp.uk.net or telephone 0191 5147145 and state you wish to be removed from this mailing list.