

Q2 Quarterly Activity Report July - September 2018



Highlights of Q2

Speaking to local residents...

We love meeting local people and talking to them about health and social care. This quarter, we have attended lots of events to hear people's views about local services, including:

The **annual Recovery Festival** which took place in St Pauls, Bristol on 7 September. We spoke to members of the public from South Gloucestershire, Bristol and other South West areas about their experiences of mental health recovery services.



Health information week event at Bradley Stoke Library on 4 July. This event, run by UWE Bristol in partnership with South Gloucestershire Council, attracted lots of residents who wanted to share their experiences of using local health and social care services.

We were able to provide information to help people find out more about local services and support.



Do you have some time to spare?

Are you interested in the quality of local health and social care services?

Healthwatch currently has a vacancy on its Executive Board for a Quality lead volunteer.

This person will be a valuable member of the Executive Board, focusing on quality in local service provision and considering the annual NHS Quality Accounts*.

During the year there will also be opportunities to meet with service providers to discuss their priorities as detailed in the Quality Account and track progress and impact for patients and the public.

To find out more about the role and volunteering with Healthwatch South Gloucestershire please call Pat Foster, Volunteer Support Officer

T: 01454 543 402

E: volunteering@thecareforum.org.uk

**An NHS Quality Account is a report about the quality of services by an NHS healthcare provider. These reports are published annually by each provider, including the independent sector, and are available to the public.*

How we have helped improve local services in Q2

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- Healthwatch has undertaken two **Enter and View visits** to date this year, one to Henderson ward at Thornbury Hospital and the other to the new Skylarks Rehabilitation Unit in Yate, as part of an ongoing piece of work to understand people's experiences of South Gloucestershire's Rehabilitation, Recovery and Reablement (3Rs) programme.

- During these visits we gathered feedback from 14 patients, the majority of whom were very positive about the care they were receiving during their stay.

The patients that we spoke to during these visits reported feeling that they were listened to, informed of what was going on and that their family and

friends were as involved in planning their care as they had hoped.

- Healthwatch has shared the feedback gleaned from these visits with Sirona care & health, the organisation that runs both services, to highlight what is patients report is going well and what could be improved.

- At Henderson ward we identified that:

- the very old building creates challenges for staff and patients, particularly a lack of space and cold temperatures
- there were a lack of mirrors available for male patients to maintain dexterity and independence by carrying out routine tasks such as shaving themselves.

- At Skylarks we identified the following:

- concern that delays in discharge were already occurring (on the day of our visit 11 of the 30 patients present were medically fit for discharge, but were being delayed

due to challenges with securing packages of care for them to return home)

- concern at the number of people that were there due to having had a fall
- a recommendation that menu cards were made available throughout the ward, including in patients' rooms, so that people could be aware of what was available
- information, including discharge summaries, is made available in alternative formats, particularly for those patients that have sensory loss/ impairments or learning disabilities.

- Sirona care & health have provided a response to all of these points, including details of the actions that they have taken.

- We are very grateful to patients and Sirona staff for taking the time to talk to us during these visits.

To read the reports from our visits in full W: <https://bit.ly/2JcMWWR>

What is coming up in Q3?

'Self-care' - what does it mean?

As services like the NHS come under increasing pressure, people are being encouraged to take greater responsibility for looking after their own health and wellbeing, in order to prevent the likelihood of them needing to receive treatment and support both now and in the future. This is called 'self-care'.



Self-care can be simple - for example treating minor ailments like coughs and colds at home.

It can be making choices that help you to live a healthier lifestyle, such as walking to the shops rather than driving, choosing healthier options for lunch, or stopping smoking.

Or it can be giving people the skills and knowledge to manage long-term conditions at home, such as diabetes or heart disease.

Healthwatch is interested to know how you keep yourself and your family healthy and well. What services do you use? Where do you get information and support? We will be carrying out a piece of work during the autumn and winter to find out more. More info to come soon!

South Gloucestershire residents can find out more about local services, events, community activities, support groups and much more through Well Aware. It's easy, just search www.wellaware.org.uk



If you don't have access to the internet you can give them a call 0808 808 5252. One of their friendly advisers will search for the information you want and send it to, either by email or post.

Be connected, be informed, be well

You said.....

"Thank you very much indeed for sending me the email from Healthwatch. I am really pleased that the issues I raised have been looked into so thoroughly.

It is great to know that the organisation has taken the comments on board and I hope the message will get through to managers involved in future commissioning.

I am very grateful to you for taking this up and knowing something good can come out of my relative's experience has been a big help and comfort"

(South Glos resident)

Last but by no means least....will we have won??

We look forward to being able to tell you how we and our partners, The Hive (Avon), got on at the national Healthwatch awards dinner on 3 October.....fingers crossed!

