

Highlight

Sharing your stories on health and care in Gloucestershire

Summer 2018

Why I volunteer

Spotlight on
safeguarding

Polishfest gathers
views

**We're
listening!**

Have your say
on local health
and care

healthwatch
Gloucestershire

Welcome



We are delighted to bring you Healthwatch Gloucestershire's first new mini magazine Highlight!

Healthwatch Gloucestershire is the county's independent health and care champion. Our staff and a team of dedicated volunteers listen to what people like about local health services and what could be improved. These views are then shared with the decision-making organisations, so together we can make a real difference.

In this first edition of Highlight, we celebrate five years of Healthwatch in Gloucestershire; talk to our volunteer John Lane about what motivated him to join our team and meet chair of the Gloucestershire Safeguarding Adults Board to find out more about this board and its important role.

We hope you enjoy the first issue of Highlight, please pass on any feedback you may have to us by emailing info@healthwatchgloucestershire.co.uk or calling our office on **01452 504989**.

Alan

Alan Thomas

Chair of Healthwatch Gloucestershire Steering Group

PS. Do you want to be the first to hear about feedback events and our latest findings on local health and care issues? Then join our ebulletin and receive monthly updates. Visit healthwatchgloucestershire.co.uk for more details.

Follow us



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We're listening!



Leave your feedback online
healthwatchgloucestershire.co.uk



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info@healthwatchgloucestershire.co.uk



Call us on
01452 504989

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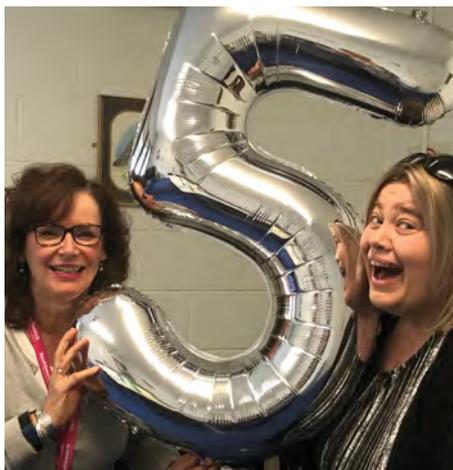
Five ways to give feedback to help shape local health and care services in Gloucestershire

Share your experiences of local health and care services and make it better for everyone – that’s the message from the county’s independent health and care watchdog Healthwatch Gloucestershire as it celebrated its fifth birthday this year.

Healthwatch Gloucestershire, along with 147 other healthcare organisations in England, was set up in 2013 as a result of the Health and Social Care Act 2012. Its role is to listen to the views of the public on local health and care services. They then use this feedback to help influence decision-making at a local level, shaping services for the better.

Community Interest Company Evolving Communities took over the contract to run the local Healthwatch service in April last year. Since then, Healthwatch Gloucestershire has set up a new office and recruited a new team including a volunteer officer, engagement officer and admin assistant.

Over the last few months, staff and volunteers have been out and about in Gloucestershire visiting community hubs to encourage more local people to volunteer with the Quedgeley-based organisation and help shape health and care in the county.



Healthwatch Gloucestershire staff celebrate its fifth birthday.

Julia Butler-Hunt, Healthwatch Gloucestershire Manager, said: “As we celebrate our fifth birthday, our real focus is now on talking to more people than ever before through a strong network of volunteers.

“We plan to run a more diverse range of engagement activities to reach more people. No matter how big or small the issue, we want local people to share their stories of local health and care services with us, so that we can share these ideas with those with the power to make change happen.”

Five ways to share your views on health and care in Gloucestershire:

1. Talk to a Healthwatch Gloucestershire volunteer or staff member on an information stand in the community. See the events calendar for an up to date venue list: healthwatchgloucestershire.co.uk/events
2. Pick up the phone and talk to one a friendly member of staff to share your experience: 0800 652 5193
3. Email your story to info@healthwatchgloucestershire.co.uk
4. Leave feedback online: healthwatchgloucestershire.co.uk/talk-to-us
5. Join our growing team of volunteers - and help give people a powerful voice to make a real and lasting change, visit: healthwatchgloucestershire.co.uk/volunteering

News in Brief

Dates for your Diary

11-17 June
Carers Week

2-8 July
Health Information Week

September
Vascular disease awareness month

10 September
World Suicide prevention Day

10 October
World Mental Health Day

For the most up to date information on events visit healthwatchgloucestershire.co.uk/events

Your Views



Staff and volunteers from Healthwatch Gloucestershire went out to the streets of the county to find out what local people think about health and care services in the county.

"My husband has dementia and the dental practice we attend are absolutely brilliant with him. They always ensure he sees the same dentist, I am able to go in with him and everything is fully explained to both of us."

Julie from Stroud.

"I had an appointment at the hospital recently, and it was only when I arrived I was told it had been cancelled for that day with no reason given."

Derek from Tetbury.

"My little boy has problems with his ears on a regular basis and last week this flared up again. I rang the GP and we were able to be seen the same day and I was very impressed with the way they were so caring in the surgery."

Debbie from Coleford.



Reaching diverse groups and communities

An event organised to give the members of the Polish community in Gloucestershire the chance to share their views on local health and care services in the county proved to be very popular.

Polish Healthfest, organised by Healthwatch Gloucestershire and Gloucestershire Clinical Commissioning Group (GCCG), featured workshops on topics such as men's health, maternity care,

children's healthcare and mental health and wellbeing.

It was organised after a Healthwatch Gloucestershire report about women's experiences of maternity services in the area in 2016. A meeting with some members of the Polish community revealed that many issues people complained about were related to a poor healthcare experience leading to even poorer outcomes for families. People also said they didn't feel listened to or heard.

This feedback will now be presented to local health organisations.



“The event was a great success with a good turn out from the local Polish community. It was an opportunity for local people to find out about the wide range of services the NHS provides, and how to access them.”

Alan Thomas,
Chair of Healthwatch
Gloucestershire's Steering
Group



Why I volunteer

A Cheltenham man who suffered four cardiac arrests and stopped breathing 22 times on the operating table says his experiences of using local healthcare spurred him on to help improve NHS services in Gloucestershire.

Former IT project manager John Lane is a volunteer with the county's independent health and care champion Healthwatch Gloucestershire. He joined to help improve local health and care services after suffering from a series of health conditions including diabetes, ME and heart disease.

John regularly attends community events and helps to man stands around Gloucestershire to gather feedback from the public on local health and care services. This feedback is then collated by Healthwatch Gloucestershire and the common themes are presented to the decision-making organisations in the county, who plan and pay for health and care services.

Father of three John says his own personal experiences of local health services has been mixed but he believes feedback is important to help improve services. He said: "I suffered a heart attack in 1998, this was followed by an episode of bradycardia that left me with minor brain damage – mainly affecting my memory.

"Shortly after this, I had an operation and during this I suffered four cardiac arrests and stopped breathing 22 times! This led to further minor brain damage, the effect of which is that I lost most of my mid-term memory and my short-term memory is still patchy.

"I was diagnosed with ME after five years of tests, and a few years later I was diagnosed with Type 2 Diabetes, which is now controlled well by multiple daily insulin injections.

“My GP (now retired) used to call me his miracle patient as most other patients who had a similar history are dead! I now have to lead a carefully controlled pace of life to ensure that I don’t run out of energy too soon.”

John, 66, has been a regular user of local GP surgeries and hospitals due to his health conditions. He continued: “The regular turnover of GPs at my local practice means that I have no real continuity of care - having to explain anything that is not on the computer records, time and time again, is tedious and wastes valuable consultation time.

“That said, they did save my life when I had the episode of bradycardia. My medication is managed well and they carry out regular blood tests to ensure that I am functioning as well as I can.

“For me personally, I would like to see more continuity of GP care enabling a real two-way relationship to be established with a named doctor. Provision of more support for ME/CFS in Gloucestershire, rather than relying on the Bristol-based team and better care for dementia sufferers.”



John is now urging others to consider volunteering for Healthwatch Gloucestershire:

“Local people can help shape health and care services in Gloucestershire by letting Healthwatch know what their concerns are, so that they can be collated and fed back to the local NHS management.

“I enjoy volunteering Healthwatch Gloucestershire as it gets me out and about meeting people who share my belief that we should all contribute to building a better society.”

Kay Bunyan, Volunteer Officer at Healthwatch Gloucestershire said: “Volunteers like John are at the centre of everything we do, from talking to people about their experiences of local health and care services, to sitting on the local steering group.

“Whatever your background, we are keen to hear from you if you think you could fill one of these roles. People can make a real difference to their communities and help to shape their local health and care services.”

All volunteers with Healthwatch Gloucestershire go through a full training and personal development programme. They are given a comprehensive volunteer handbook and welcome pack, as well as having access to an online volunteer portal with up to date policies and procedures. Out of pocket expenses are also reimbursed.

To find out more about volunteering with Healthwatch Gloucestershire call Kay on **01452 504989** or email info@healthwatchgloucestershire.co.uk or visit healthwatchgloucestershire.co.uk/volunteering



The public have their say over the future of community hospitals

A public consultation on the future of two community hospitals in the Forest of Dean was closely monitored by Healthwatch Gloucestershire, who praised the opportunities given to local residents to participate and share their views.

NHS Gloucestershire Clinical Commissioning Group and Gloucestershire Care Services NHS Trust ran a public consultation to ask local people their views on the option of closing Lydney and Dilke hospitals and replace these with a new £11m facility in the Forest of Dean.

Staff and volunteers from Healthwatch Gloucestershire attended a number of the presentations and drop-in sessions, as well as reviewing the information available to the public. Observations were then sent to the Clinical Commissioning Group to be included in their report in making a decision.

Alan Thomas, Chair of Healthwatch Gloucestershire, said: "We were impressed by the high level of preparation that had gone into the consultation which provided a good opportunity for residents of the Forest of Dean to participate and share their views.

“The consultation included a range of ways for people to have their say including attending public meetings, visiting an information bus, and drop ins - all delivered in local venues. There was also an online option to share views via a survey. We were also impressed by the number of face-to-face opportunities for engagement with nearly 100 people present at the Lydney meeting and a high number of drop-ins. Every presentation we attended was handled professionally including when there was robust challenge and questioning by local people.”

“The Community Hospitals in the Forest of Dean Consultation Team were pleased to see Healthwatch Gloucestershire representatives at a good number of consultation events, giving Healthwatch a great opportunity to see for themselves the full range of events held, from more formal presentations to informal drop ins and tea and talk discussions.

“Healthwatch’s insightful observations are gratefully received and recorded in full in the Outcome of Consultation Report.”

Becky Parish, Associate Director, Engagement and Experience, NHS Gloucestershire Clinical Commissioning Group.



Healthwatch Gloucestershire has made suggestions on what should be considered in the next stages of consultation:

- Information should include some greater clarity around the number of beds which will be available.
- It will be important to demonstrate, in any future consultation, that sufficient account has been taken of future population increases in the Forest of Dean.
- Transport links to a new community hospital (as well as to Gloucester and Cheltenham) will need to be good to serve the local population.
- It will be important that car parking for a possible new hospital is carefully considered.
- The consultation included a proposal to establish a panel of citizens to consider the location of a possible new hospital. It will be important that the members of the panel can represent the diversity of the community in the Forest of Dean and include people who have lived in the Forest for a shorter period of time as well as long-time residents.



Spotlight on
local services

Safeguarding the county's vulnerable people



Last year more than 3000 calls and emails were made to Gloucestershire County Council with concerns over vulnerable adults in the county. Under the Care Act 2014 every area in the country has a duty to have a Safeguarding Adults Board (SAB) to help prevent abuse and neglect. The Gloucestershire SAB was set up in 2009 and is chaired by former policeman Paul Yeatman.



Paul served in Gloucestershire Constabulary for 30 years, finishing as Head of the Public Protection Bureau. He was appointed Chair of the Gloucestershire Safeguarding Adults Board (SAB) in 2014. As an independent chair his role is to hold agencies and partners to account for the work they do and to provide challenge.

Highlight meets Paul to find out more about the work of the Gloucestershire SAB.

Hello Paul, could you briefly explain first of all what 'safeguarding' actually means?

Safeguarding is simply about preventing or reducing the risk of harm from abuse or neglect.

What is the role of the Gloucestershire SAB?

It's basically to promote the health and wellbeing of adults with care and support needs.

Can you give examples of work which has been carried out by the board so far?

The board produces policies, procedures and guidance for organisations working with adults with care and support needs. It carries out learning events to ensure we learn, when mistakes are made. We conduct regular multi-agency audits looking at the quality of work conducted by partners.

What are the unique challenges in protecting vulnerable adults from neglect or abuse in Gloucestershire?

Gloucestershire is like any other local authority area. We have an aging population with ever increasing complex needs, from a health and social care perspective, which makes them potentially at risk from abuse and neglect.

How can members of the public help to protect vulnerable people?

We want members of the public to look out for one another and be vigilant.

If you think someone is being abused in any way or exploited, please report it. Details of how to report abuse are provided below.

What are the GSAB's plans for 2018?

We are currently developing our priorities for the next three years and will be consulting with our partners and the public. A service user engagement forum is also being set up and we are looking for local individuals or groups who have experience of adult safeguarding to join this forum.

You can find details of how to access help and support: gloucestershire.gov.uk/gsab/
Or if you suspect abuse contact the Adult Helpdesk **01452 426868** (8am-5pm Monday to Friday) or socialcare.enq@gloucestershire.gov.uk
for out of hours call the Emergency Duty Team on **01452 614194**. The GSAB can be contacted on gsab@gloucestershire.gov.uk

Remember, in an emergency you should always dial 999.

Meet...

Suzie Compton



Meeting the people of Gloucestershire and finding out their views on health and care services is one of Healthwatch Gloucestershire's top priorities. Engagement Officer Suzie Compton, from Gloucester, does just that plus much more. *Highlight* meets up with Suzie to find out about her role.

What do you do as an Engagement Officer?

I get to go out and about in Gloucestershire, listening to people's experiences of health and social care in the county. I do this in a variety of ways, such as attending Memory Groups, Carers Groups, Information Days, or holding an Information Stand in a library or supermarket.

What sort of health and social care issues are people in Gloucestershire most concerned about?

I have found people have different concerns dependent upon where they live and their access to the services. For example, lots of people in the North Cotswolds are concerned about the transport links to allow them to attend their appointments at the main hospitals in Gloucestershire. Those living in more central locations are concerned about the waiting times for appointments and how difficult this makes everyday life for them.

What do you do with these views once you get them?

Once collated, these views are input into our system and reports are run and the findings shared with the decision-making organisations.

How long have you worked at Healthwatch Gloucestershire?

I have worked for Healthwatch Gloucestershire since the middle of November 2017, so I am still learning every day! Prior to this I was the Volunteer Manager for Longfield Hospice in Minchinhampton and responsible for the recruitment and retention of more than 350 volunteers. I held this role for 10 years.

What is your favourite part about the job?

It's definitely getting out and about to meet people. No day is ever the same and I love the variety. I also enjoy working with the rest of the team and I feel our strengths complement each other well.

What do you like to do in your spare time?

In my spare time I love to garden, grow flowers and look after my three chickens - Zinnia, Primrose and Mariette, two cats, Freddie and Florence, whilst ensuring my tortoise, Esiotrot, does not escape from the garden!

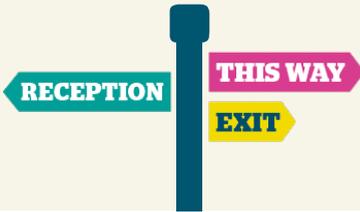
Pointing you in the right direction



An extensive directory of hundreds of community-based services, clubs and activities can be found in one website - Your Circle. (yourcircle.org.uk)

Gloucestershire County Council and Gloucestershire NHS Clinical Commissioning Group, in partnership with Healthwatch Gloucestershire, developed the health and social care information website to help local people and professionals access information quickly.

The website includes information on topics such as health, care and support, caring for others, money matters and benefits. It also has a directory of community-based services, social clubs, care homes, GPs, dentists and voluntary organisations.



Community Wellbeing Service across Gloucestershire

This is a free and confidential scheme which aims to connect local residents to local services, organisations and groups to help improve wellbeing.

The Community Wellbeing Service works in each district of Gloucestershire covering areas such as mental health and wellbeing, long term health conditions, general health and fitness, social isolation, housing and environment and debt and finance.

Cheltenham & Tewkesbury

CCP - covering Cheltenham and Tewkesbury, Newent & Staunton locality areas
0300 365 6463 CommunityConnectors@ccp.org.uk

Cotswold District

GRCC - covering North Cotswolds and South Cotswolds localities
01452 528491 info@grcc.org.uk

Forest of Dean

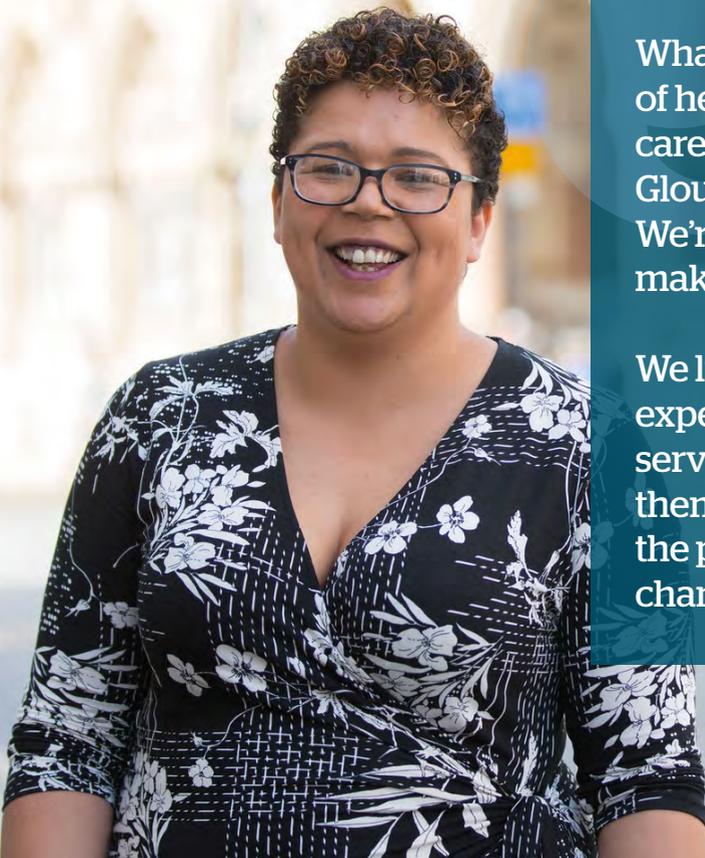
Forest of Dean District Council - covering the Forest of Dean locality plus Newent & Staunton
01594 812447 or 01594 812399 community.connectors@fdean.gcsx.gov.uk

Gloucester City

Home Group - covering Gloucester City locality (includes Churchdown and Brockworth)
0300 131 0024 communityconnector.gloucester@homegroup.org.uk

Stroud District

Independence Trust (Herefordshire Housing) - covering Stroud and Berkeley Vale locality
0345 863 8323 Referrals-CCStroud@independencetrust.co.uk



What do you think
of health and
care services in
Gloucestershire?
We're here to help
make care better.

We listen to your
experiences of
services, and share
them with those with
the power to make
change happen.



Join the hundreds of people in your community who share their story with Healthwatch. No matter how big or small the issue, we want to hear about it.

Together we can help make care better for everyone.

#itstartswithyou

Healthwatchgloucestershire.co.uk 01452 504989 info@healthwatchgloucestershire.co.uk

The Healthwatch service is run by Evolving Communities CIC, a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at Unit 5, Hampton Park West, Melksham, SN12 6LH.