

Healthwatch North Somerset Public Reports - Synopsis, Recommendations and Outcomes

<p>Getting to Medical Appointments - Community Transport</p> <p>Synopsis The purpose of the meeting was to understand the issues of transport to medical appointments from the patient and provider’s standpoint, to consider what more might be done to help and to identify what Healthwatch can do.</p>	<p>Recommendations</p> <ol style="list-style-type: none"> 1. Providing patients with an indication of the time the appointment / treatment is likely to take would help the public when booking or making arrangements for transport to hospitals. 2. Inform patients that they may be eligible to claim transport costs back. 3. Hospital appointment makers should consider the distance people have to travel to an appointment as people will cancel appointments if they are unable to get there. 4. Providing information leaflets on community transport schemes with appointment letters would ensure all patients are aware they are available. 5. Information and posters about local Community Transport schemes and reclaiming transport costs displayed in GP surgeries would be of benefit for patients. <p>Outcomes:</p> <ol style="list-style-type: none"> 1. The meeting and report informed North Somerset CCG transport pilot. Which sought to provide consistency and fairness in the provision of transport to hospital appointments as well as freeing up GP surgery capacity. The public feedback was utilised in the pilot and influenced future information resources. 2. The meeting highlighted transport difficulties for patients living in rural areas.
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<p>A Review of Access to North Somerset NHS Dental Services</p> <p>Synopsis One of the key issues that people in North Somerset discuss with Healthwatch North Somerset is difficulties experienced accessing NHS dental services, in particular in areas outside of Weston-super-Mare. It was also highlighted that there are particular difficulties in accessing treatment for people who have disabilities and are unable to leave their homes. As a result of intelligence received from the public, Healthwatch North Somerset decided to investigate and evaluate access to NHS dental service provision in North Somerset.</p>	<p>Recommendations</p> <ol style="list-style-type: none"> 1. NHS England and North Somerset dental practices develop a protocol to work together to ensure the dentist information on NHS Choices website is maintained, up to date and accurate. 2. The 111 service have access to accurate and up to date dental service information in North Somerset to enable them to fulfil their signposting role. 3. NHS England investigate ways to inform people with a disability or medical condition who are housebound, about how to access a NHS dentist if required. <p>Outcomes</p> <ol style="list-style-type: none"> 1. NHS England aware of difficulties caused by inaccurate information on NHS Choices and a commitment to review how the site is updated. 2. NHS 111 advised of inaccuracies in NHS Choices website. 3. HWNS linked with Dental Local professional network and invited to attend network meeting.
<p>Review of North Somerset GP Practice Websites</p> <p>Synopsis With the internet rapidly becoming an essential resource in most households, websites are of growing importance to our everyday lives. In August 2014, Healthwatch North Somerset carried out a review of the websites of GP Practices across the area. This research took into consideration important features which make a website accessible and user-friendly. The website of a GP Practice may also be considered as an online representation of that particular surgery, and so is expected to be as efficient and reliable as the service they strive to provide.</p>	<p>Recommendations</p> <ol style="list-style-type: none"> 1. Practices to create accessible, user-friendly websites. 2. The website should be easy to find, and users should be greeted by a welcoming, warm feel once they enter the site. 3. The website should then be easy to navigate, clearly laid out and labelled, and important information should be clear and easy to locate. It is important to find a balance between giving plenty of helpful information, while also aiming not to overload the reader, as this can be off-putting. However, it is just as important for the website not to be too basic, as this does not give a warm, welcoming reflection of the GP surgery itself. It is also important to maintain a balance between having a modern, up-to-date website

	<p>with the offer of online services, but also to make sure that a particular section of the patient population is not excluded by exclusively offering services online.</p> <p>Outcomes</p> <ol style="list-style-type: none"> 1. A number of GP practice websites have been adjusted to ensure ease of access for patients. 2. Additional information has been added to update some websites.
<p>Hospital Discharge: “Harnessing the Power of Your Experience”</p> <p>Synopsis The hospital discharge process has become a topic that requires attention in North Somerset, and across the country. While it is important that patients receive the best care possible during their time in hospital, it is just as important that the same level of attention and care is paid when patients leave hospital and return home. The Healthwatch North Somerset Hospital Discharge: Harnessing the Power of Your Experience workshop provided members of the public with the opportunity to voice their views, personal experiences and suggest improvements that could be made to the existing discharge processes.</p>	<p>Recommendations</p> <ol style="list-style-type: none"> 1. Streamline discharge processes to avoid long waits after being advised they are to be discharged. 2. Streamline prescription processes so that patients receive medication on discharge and avoid long waits. 3. Development of a patient centred discharge process focused on the patient’s individual needs. <p>Outcomes</p> <ol style="list-style-type: none"> 1. Influenced WAHT Discharge planning 2. HWNS invited to participate in discharge meetings 3. Report on the agenda of the Weston Hospital Patient Experience Review Group 4. Report referred to Mark Hughes of NSC housing 5. Report discussed at ASSH.

	<ol style="list-style-type: none"> 6. HWNS acted as referee for and involvement in setting up the HOSP Promoting safe and streamlined discharge, working together in North Somerset. HWE invited to event. 7. Report sent to the lead manager for the new Advanced Nurse Practitioner for Central Ward in Weston super Mare 8. Included in the discussion around the discharge audit at the next Urgent Care Network 9. Referred to Weston Hospital leads by NSCCG 10. Taken for consideration by NSCCG lead for Learning Disability
<p>Stroke Services</p> <p>Synopsis Services to stroke patients after discharge is an issue highlighted to Healthwatch North Somerset by local people and on which we have received a large amount of feedback. In particular people have advised us that they are concerned about:</p> <ol style="list-style-type: none"> 1. The delay between discharge and therapist appointments; 2. A lack of relevant information provided on discharge when leaving hospital; 3. A lack of follow up after discharge by local health and social care services. 	<p>Recommendations</p> <ol style="list-style-type: none"> 1. The development and implementation of relevant resources to be provided to support North Somerset stroke patients and their carers from North Somerset before discharge from a Bristol hospital. 2. The development and implementation of a North Somerset Stroke Early Supported Discharge service (ESDT), to ensure timely community support after discharge from hospital. 3. To develop awareness and implementation of best practice when speaking to and booking appointments of stroke patients needs at GP practices in liaison with the North Somerset Stroke Association. 4. The development and implementation of a process for follow up appointments with GPs after discharge to ensure every patient receives the same support service regardless of which surgery they are registered with. <p>Outcomes</p> <ol style="list-style-type: none"> 1. Acknowledged by NSCCG – adjustments made to Community services procurement contract 2. Report taken to NSCCLG

<p>Young Peoples Positive Mental Health Day</p> <p>Synopsis Based on the feedback we received and the issues young people raised regarding the stigma attached to mental health and the difficulties in awareness of and accessing services, it was decided to hold a positive mental health event for young people in North Somerset with the aims of:</p> <ul style="list-style-type: none"> • raising awareness of mental health issues; • challenging the stigma associated with mental ill health; • providing the opportunity for young people to share feedback and opinions about health and social care services and have their voice heard; • empowering young people to access services and understand their rights. 	<p>Recommendations</p> <ol style="list-style-type: none"> 1. Improved/further engagement with schools, specifically 6th Forms, around mental health issues. 2. Mental health promotion materials for young people to be readily available especially in GP surgeries as they are often first port of call. 3. Improved promotion to young people of those mental health support services easily available and accessible to them, particularly those which do not require a medical referral, eg, school and college welfare services, voluntary sector services and Positive Step. <p>Outcomes</p> <ol style="list-style-type: none"> 1. Report taken into consideration by CAMHS and procurement of services 2. Report included in wider HWE report on young people's mental health
<p>Good Practice: GP Services in North Somerset</p> <p>Synopsis The Healthwatch North Somerset GP Survey has provided a good overview of the public experience and perception of their individual GP Practices. In undertaking this survey and report in North Somerset, Healthwatch North Somerset has been able to identify issues that create problems for the public in accessing GP appointments. This is a pattern witnessed not just locally, but nationally. This survey provides an independent reflection of those views. There are many areas of patient satisfaction and positive experiences but there are a</p>	<p>Recommendations</p> <ol style="list-style-type: none"> 1. Healthwatch North Somerset recommends the following based on the feedback received by the public in North Somerset: 2. A review of GP Practice opening hours with the Patient Participation Group (PPG) and the wider patient list to explore options and preferences for additional opening hours. To ensure additional opening hours are widely available to suit the needs of the patients in the GP practice area.

number of areas which create pockets of patient dissatisfaction. Healthwatch North Somerset hopes is that the residents of North Somerset, PPG representatives and the North Somerset Health Community take on board the experiences and views expressed in this report and work towards resolving the issues that create difficulties for patients.

3. Consultation with patients to identify the most suitable and popular methods of booking an appointment and adopt a variety of accessible methods so that patients have choice in how they can book an appointment: including in person, by phone, by text and online booking. The particular needs of those, for example with visual impairment or deafness, should be adequately accommodated for within these options.
4. A review and overhaul of telephone booking systems including providing the patient with information about their place in the queue. Good practice should be identified and widely adopted, with accessibility for patients the key consideration.
5. A review of appointment booking systems to consider whether they adequately provide access to booking ahead of non-urgent, routine or follow-up appointments.
6. A review of patient's ability to access appointments with their preferred GP.
7. Increase awareness of out of hours services so that patients understand the system, including how and when to access emergency care appropriately.
8. The provision of increased patient privacy at the reception area.
9. A review of reception staff training to ensure they possess adequate skills, knowledge and support to manage patient contact effectively and efficiently.
10. Reception staff to develop ways of prominently displaying information in the surgery waiting room about current wait times for appointments and the reasons for any delays.
11. Increase awareness of Patient Participation Groups (PPG) and encourage active involvement.
12. The development of fair, open and accessible complaints service which assures patients that they can raise issues without concerns of retribution.

Personalisation

Synopsis

The Healthwatch North Somerset Personalisation public meeting showed there was a lack of clarity about the concept of personalisation, notwithstanding there was some confusion over the similarity of the budget names - personal budgets and personal health budgets as well as direct and managed payments. The use of acronyms used in the meeting caused some additional confusion.

The concept of personalisation is complicated and the audience were keen to understand and this generated a lot of interest and questions. The meeting showed that if the explanations are simple and clear and acronyms are avoided it greatly benefits the public understanding of complicated issues.

Healthwatch North Somerset has recently completed work on the following reports:

- **Access to complaints procedure in GP surgeries**
This report is currently with stakeholders awaiting stakeholder responses prior to being made publically available. Healthwatch North Somerset volunteers, as secret shoppers, visited each GP Practice to ascertain the accessibility of the Complaints process in each surgery. The majority of surgeries had a complaints procedure but 75% of them did not have it displayed publically.
- **Maternity services**
The survey undertook to determine levels of satisfaction with the maternity services provided to women in North Somerset. The survey was undertaken face to face and online. 84% of respondents were happy with the services they received.

- **Public meeting report – Personal Budgets**
This report is currently with stakeholders awaiting stakeholder responses before being made available to the public. Two years after the initial HWNS meeting on Personal Budgets, Healthwatch North Somerset asked North Somerset Council and NSCP to provide an update on progress and uptake. There was a great deal of public interest in the meeting and many questions were asked.
- **Enter and view reports**
Healthwatch trained Enter and View representatives Enter and Viewed three care homes in North Somerset. Earlfild Lodge, Haven Lodge and Manor Park. The reports for these visits are currently with stakeholders for comments prior to being made publically available. The reports showed there was a level of satisfaction in the care provide in the homes.

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