

In this issue:

P2

- GPs are going online
- Keep yourself protected against Flu this winter
- Your local pharmacy

P3

- Fire Safety - keep safe and well at home

P4

- Enter & View visits to A&E Report
- Hospital Discharge Waiting areas Report
- Experiences of marginalised and vulnerable people in Gloucester Report

P5

- Two-phase report on dementia care in hospital
- Talking with teenagers in Stroud
- Christmas is just around the corner...

P6

- Talk to us about Care Homes

P7

- Introducing Sally
- Our Partners:
 - SEAP
 - Carers Gloucestershire
 - CCP

Plus...

- *HWG Out and About*

Merry Christmas from all at Healthwatch Gloucestershire!



How are we doing?

Thank you to those of you who took the time to complete our Annual Survey. We received 118 surveys back which was a great improvement on last year's figure of 51 responses. Many positive comments have been received, as well as some suggestions for improvement. HWG Information Advisors were particularly valued by you, with an average rating of 4.4 on a scale of 1 to 5 (5 being very useful).

Email alerts were also positively rated, having an average rating of 4.1 and comments included 'Informative - particularly useful' and 'clear and succinct' however there was also a comment that 'there are too many and they are far too long and detailed'. 60% of you said you used the website to find information on health and social care and positive comments included that the 'Find a Service' tool was 'easy to use', 'good' and 'really helpful'.

Suggestions for issues that HWG should be looking at in the coming 12 months mostly related to: GP services - including access and waiting times and provision, funding and service cuts of Social care. When you were asked which of the three statutory functions of Healthwatch you thought it was important to achieve you put Influencing top at 49%, Gathering People's views at 39% and Providing Information at 21%.

If you would like to look at the Survey in more detail it can be found at <http://bit.ly/HWGAnnualSurvey2016Results> or please request a paper copy by calling us on 0800 6525193.

Healthwatch Newsletter



GPs are going online

GP surgeries across Gloucestershire have been using "GP online services" to allow people to book appointments, order repeat prescriptions, and access parts of their records online. These services make it more convenient for people, as there's no need to make a phone call or visit the surgery. Computer, smartphone or tablet users can make or cancel an appointment or request a repeat prescription at a time that suits them, even when their surgery is closed.



The service is available online via the website or by downloading an app which will give access to these functions on phones or tablets.

To register for "GP online services", drop in and ask at your GP surgery, or find out more by visiting the NHS Choices website at <http://www.nhs.uk/GPonlineservices>

Keep yourself protected against Flu this winter



The NHS in Gloucestershire has launched a new flu campaign, sharing three short video clips which illustrate the importance, for those eligible, of taking up the offer of a free flu jab.

Dr Hein Le Roux, CCG Governing Body GP, said: "It's really important that people who are most vulnerable to health complications associated with flu protect themselves by getting vaccinated. If you are 65 or over or you have an existing health problem, flu can hit you hard. It can also be serious for pregnant women and young children."

For most healthy people, flu is an unpleasant illness from which they recover within a week. However, some people are more susceptible to the effects of flu and are at an increased risk of making existing conditions worse or developing more serious illnesses such as bronchitis and pneumonia. In the worst cases, seasonal flu can result in a stay in hospital, or even death. This year the flu vaccine is being offered to children aged two to seven (via a nasal spray), people aged 65 and over, pregnant women, carers and anyone who is living with a long term condition.

To watch videos about the potential consequences of not getting vaccinated, visit <http://www.gloucestershireccg.nhs.uk/flu-free> or search the hashtag #FluFree on Twitter.



Your Local Pharmacy

Your local pharmacy is more than just a place to get medicines. It provides a range of NHS services and ensures people can get face-to-face, healthcare professional advice without an appointment.

Pharmacies in Gloucestershire can offer a private area to talk, with most community pharmacies having a consultation room where the pharmacist can carry out one-to-one conversations. You will use the room if you come in to discuss your medicines, to ask for sexual health treatments or with a minor ailment. This allows your needs to be met discreetly, while the pharmacy staff are also bound by strict rules on privacy.

Pharmacies in Gloucestershire take it in turns to provide guaranteed access to prescription medicines and advice at set times during the weekend and bank holidays. They are listed in the local press.

Speak to your local pharmacy about all the services they provide or visit our dedicated webpage <http://www.healthwatchgloucestershire.co.uk/Pharmacy.aspx> to find out what your local pharmacy can offer you.



Healthwatch Newsletter

Gloucestershire Fire & Rescue Service offer advice on keeping Safe and Well at home



Two in three people who died in domestic fires had a smoke alarm... but it didn't work! Help us to help you stay safe.

Free Safe & Well Checks

We will complete a thorough safety check of your property, covering a number of topics, making you as safe as possible.



To receive your **FREE** Safe and Well Check at a convenient time to you

Freephone:

0800 1804140

or visit: www.glosfire.gov.uk



Everyone can benefit from properly fitted and maintained smoke alarms. They can give you valuable seconds in which to escape from a fire at home. They can literally mean the difference between life and death. Have at least one smoke alarm on each level of your home. These need to be in the hallways as they are your escape routes.

Whether your smoke alarms are mains or battery powered; for them to look after you, you have to look after them:

- Test your smoke alarms every week by pressing the test button until the alarm sounds. If it doesn't sound, check the battery or replace the alarm.
- Clean your smoke alarms every six months to remove any dust and fluff from the detector.
- Change your batteries every year on a date that you can remember easily, like your birthday. Or fit smoke alarms with a 10 year battery in them.
- Change your smoke alarms every 10 years. Like most electrical goods they can stop working at some point, it is better to change them before they stop working.



Test it



Change it



Replace it

Planning your escape route

If a fire occurs in your home you may have to get out in dark and difficult conditions. Plan an easy escape route now, all you need to do is get down the stairs or across the hall and out the door quickly and safely. Always make sure hallways, stairs etc are free from clutter.

Make sure everyone in your house knows the plans. Practise it and turn it in to a game for children.

Have a designated place for door keys on your escape route. The keys should always be kept here so that everyone can get them in a fire.

**In event of fire, remember:
Get Out, Stay Out & Call The Fire Service**

www.glosfire.gov.uk



Healthwatch Newsletter

Published reports and reports 'Coming Soon'

Enter & View visits to A&E



We carried out a series of 'Enter and View' visits into the Emergency Departments (ED) at Gloucestershire Royal and Cheltenham General Hospitals at the end of August to better understand the increasing numbers using the ED. We talked to patients about their reasons for attending, waiting times as well as their awareness and use of the alternatives, namely GP, Pharmacy and Minor Injury and Illness Units. The report on our visits will be available in the next few weeks and be used to support the work of the hospitals and the Gloucestershire Clinical Commissioning Group on patient flow.



HWG visits Discharge Waiting Areas at Gloucestershire Royal Hospital and Cheltenham General Hospital

Last year, we published a report on people's experiences of leaving hospital, which was welcomed by NHS services in Gloucestershire. We made a number of recommendations to the NHS and social care services in our report.

We are carrying out a review to find out about the experiences of people and their families one year on, and to see whether our recommendations have been taken on board. As part of this review, in September we carried out 'Enter & View' visits to the Discharge Waiting Areas at Gloucestershire Royal Hospital and Cheltenham General Hospital. We listened to patients and their families and carers, and gained valuable insights into their experiences. We have produced a report of the visits which we will be publishing as part of our wider review.

Gloucestershire NHS welcomes HWG report on the experiences of marginalised and vulnerable people in Gloucester



The NHS in Gloucestershire has said that HWG's report Access to health and social care services by marginalised and vulnerable people in Gloucester, published in September, provides valuable insights into the experiences of this group.

To fulfill its function in enabling all people living in Gloucestershire to have a voice in the way that health and social care services are planned and provided, HWG actively seeks to gather the views and experiences of marginalised and vulnerable people across the county. We visited five daytime drop-in services in Gloucester provided by different faith communities, and gathered feedback from people using these services, and also from staff and volunteers. HWG also visited the Nelson Trust's Isis Women's Centre in Gloucester to gather feedback. We also invited feedback from other front-line staff working with marginalised and vulnerable people.

Our key findings included

- People visiting the drop-ins and the Isis Women's Centre access GP services either through mainstream practices, Gloucester Health Access Centre, or the Homeless Healthcare Team which is based at the George Whitefield Centre. Their feedback is generally positive, and feedback about the Homeless Healthcare Team is particularly so
- People value services which help to address their social isolation
- Support with mental health problems is seen as a particularly significant issue, and people consistently identified support with mental health problems as a need they feel is not being met
- There are some people living particularly chaotic lives, with higher support needs who are living in supported housing, or who have learning disabilities, who may not be getting the levels of support they require to make sustainable change

We made a number of recommendations in our report, including:

- That a review be undertaken of the pathways for marginalised and vulnerable people needing mental health support
- That a review be undertaken of the support for those people with a high level of need or learning disabilities

Healthwatch Newsletter

- That a wider review be undertaken of the needs of marginalised and vulnerable people across Gloucestershire, in order to understand and seek to address the needs and experiences of this group not only in Gloucester but across the county, and to evaluate the impact on the wider community; as HWG's review did not extend to the police, probation and criminal justice system, education, employment, and housing.

Gloucestershire Clinical Commissioning Group endorsed the need to review the mental healthcare pathways for this group of people, and has said it is willing to coordinate this work. It also supported the recommendation for a wider review in principle. The 2gether NHS Foundation Trust said that "it is often creative and bespoke packages of care and support that offer solutions to meet need". Gloucestershire Care Services, which provides the Homeless Healthcare Team, welcomed the positive feedback, and supported the recommendations.



Healthwatch publishes two phase report on dementia care in hospital

Healthwatch Gloucestershire has published its two phase report into dementia care in both the acute and community hospitals in Gloucestershire. 21 Healthwatch 'Enter and View' Authorised Representatives carried out visits into the county's two acute and nine community hospitals to observe the care of dementia patients whilst in hospital, using the Dementia-Friendly Hospital Charter and 'John's Campaign' statement as reference documents for best practice. Healthwatch was pleased to report some excellent examples of best practice, particularly in the community hospital settings. The report together with its conclusions and recommendations, can be found on our website at http://www.healthwatchgloucestershire.co.uk/Enter_and_View.aspx

Talking with teenagers in Stroud

HWG and 50 local employers supported one of the county's largest career events for young people recently. 'Stroud Ambitions' 2016 covered nearly 30 major employment sectors, and was attended by about 1,000 Year 9 students (13-14 year olds) from schools across Stroud District. Year 9 is when students choose what academic or vocational subjects they want to pursue for the rest of their time at school, and can determine what future interests and paths they take into higher education and employment.

Working in partnership with staff from the 2gether Trust, we spoke to 70 students who had all booked places on one of our 10 workshop sessions, which were about health and wellbeing. We used interactive games to explore what is meant by 'wellbeing', and stimulate conversations about careers. We found the students to be interested, open and engaged; and we came away with valuable feedback about their views on what works for them to maintain their sense of wellbeing, and what helps if they are feeling low or anxious.



Christmas is just around the corner...

HWG has compiled some information for you on organisations that offer lunches, food and toy parcels over the Christmas and New Year period, so if you or somebody you know of, or care for, are in need of help over this time please keep an eye on our website for updates: http://www.healthwatchgloucestershire.co.uk/News/Christmas_2016.aspx
Alternatively please call us on 0800 652 5193 for more information.



Healthwatch Newsletter



**Do you have a relative in a local care home?
Do you work in a care home?**

Do you or a relative receive care in your own home (domiciliary care)?

Call Healthwatch Gloucestershire now and talk to us.

We are the local, independent champion for health and social care, using your views and experiences to help improve the way services are delivered in the county.

If you have a relative currently resident in a local care home, work as part of the staff team in a home or receive care in your own home, and would like to share your experience of the care with us (good or bad) we would like to hear from you.

All feedback is treated as confidential and anonymous. We also have direct access to advocacy services who can help you to make a complaint if you need to.

Five things to expect from a good home care service

The National Institute for Health and Care Excellence has recently published a guide for older people who arrange their own home care. The guide includes things you should expect from a good home care service.

You should expect to:

1. Have care workers who are able to meet your needs
2. Feel comfortable with your care workers
3. Be made aware of changes in advance
4. Be given a care diary that's regularly updated
5. Be given a home care plan that meets your needs

The Healthwatch Gloucestershire website now has a dedicated page about Care Homes - visit www.healthwatchgloucestershire.co.uk/Care_Homes.aspx for more information.



**Do you have a relative in a local care home?
Do you work in a care home?
Do you or a relative receive care in your own home (domiciliary care)?**

Call Healthwatch Gloucestershire now and talk to us

We are the local, independent champion for health and social care, using your views and experiences to help improve the way services are delivered in the county.

If you have a relative currently resident in a local care home, work as part of the staff team in a home or receive care in your own home, and would like to share your experience of the care with us (good or bad) we would like to hear from you.

All feedback is treated as confidential and anonymous. We also have direct access to advocacy services who can help you to make a complaint if you need to.

Freephone: 0800 652 5193
info@healthwatchgloucestershire.co.uk

Healthwatch Gloucestershire
Community House
15 College Green
Gloucester
GL1 2LZ



www.healthwatchgloucestershire.co.uk

Do you like our newsletter?

Have you any feedback on our newsletters? We trust you find it informative and useful but is there something else you would like to see in future editions? Do you find the section on 'patient story' good and would you like to see more of this kind of article? If so we would love to hear from you with your suggestions.

Let us know your thoughts by calling 0800 652 5193 or emailing info@healthwatchgloucestershire.co.uk



Join Us

Become a member, its completely free!

By becoming a member of Healthwatch Gloucestershire, you have the opportunity to use your voice to have real influence and become actively involved in shaping local services.

Call 0800 6525193, email info@healthwatchgloucestershire.co.uk or join through our website www.healthwatchgloucestershire.co.uk and click on the 'join us' tab at the top of the page.



Healthwatch Newsletter

Introducing Sally



I have been part of the Healthwatch team since it started in 2013 and before that I worked for its predecessor, Gloucestershire LINK. My role is to collate and analyse the feedback about health and social services that we collect from patients and the public across Gloucestershire. This feedback is used to influence how services are commissioned and provided in the county.

Drawing from a wide variety of sources across the county, feedback is collected following talks given to community groups; specific community engagement events and of course, unsolicited calls, emails and letters from members of the public. We value all these sources of feedback and work hard to give our health and social care stakeholder organisations a balanced picture, including positive items from those that want to express gratitude as well as individuals that have concerns over the care and service they have received.

We often hear the words: "I don't want to complain, I just don't want anyone else to experience what I did" - by sharing your story with Healthwatch you are taking the first step to ensuring that positive outcomes can be achieved and lessons learned from your experiences.

The more people who share their experiences with us, the greater the influence of the patient voice will be in bringing about changes to health and social care services in Gloucestershire.

Call us confidentially on free phone 0800 652 5193 or email us on info@healthwatchgloucestershire.co.uk



Research and Intelligence at
Healthwatch Gloucestershire

Our Partners



SEAP (Support, Empower, Advocate, Promote) - <http://www.seap.org.uk>

SEAP provides independent advocacy services to help resolve issues or concerns about care or treatment provided by the NHS. Their aim is to ensure that people are in control of decisions which are made about them and that individual experiences, views, wishes and feelings are heard. Advocacy services are free, independent and confidential. For further information contact Healthwatch Gloucestershire on 0800 652 5193 or 01452 504 989.



Carers Gloucestershire - <http://carersgloucestershire.org.uk>

Carers Gloucestershire is an independent, carer led charitable organisation that seeks to empower carers across the county to promote their rights and enable them to make positive choices to improve the quality of their lives. Working in partnership with other organisations, they are working to enhance the lives of carers. Telephone direct on 0300 111 9000.



CCP (County Community Projects) Advocacy Service - <http://www.ccprojects.org.uk>

The Gloucestershire Advocacy Service provides vulnerable adults with a VOICE to ensure that their needs and wishes are made known, their views respected and their rights protected. This is a free and independent service offering social care advocacy for adults age 18+, transitional advocacy for young people moving into Adult Health and Social Care services, statutory advocacy under the Mental Capacity Act (IMCA) and Mental Health Act (IMHA) and Substance Misuse Advocacy.

Call free on 0800 644 6448 or visit <http://www.ccprojects.org.uk> and see the Services/Advocacy page

"Advocacy helps you to have your say in what happens in your life. Advocacy is supporting you in speaking out about what you need" (Action for Advocacy - the Advocacy Charter).

Healthwatch Newsletter



Healthwatch Gloucestershire Out and about

Since April 2016 we have attended 70 events around the county and collected over 1,000 of your experiences of health and social care in Gloucestershire.

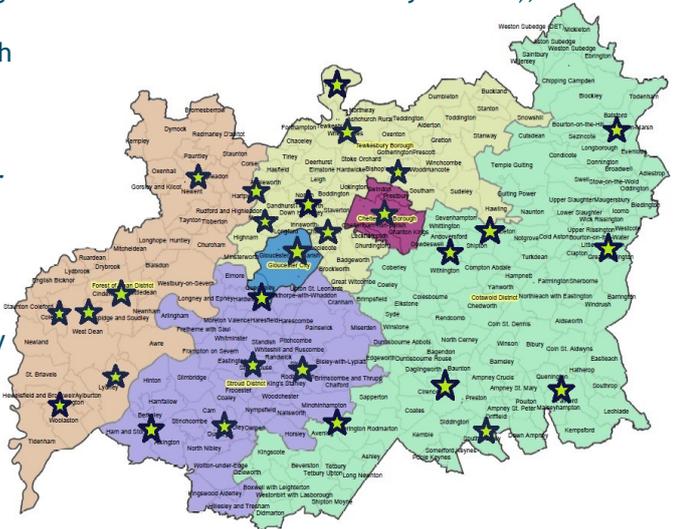
HWG gathered your views throughout Gloucestershire

In September and October we attended six In Touch Events (run by Gloucestershire Rural Community Council), engaged with over 750 students at freshers fayres across Gloucestershire and over 100 working age adults at the EDF Health & Safety Exhibition.

HWG are Out and About - Come and see us, we would love your feedback!

Over the next few months the Healthwatch Gloucestershire pop up stand will be visiting local supermarkets, Gloucester Royal Hospital, Cheltenham General Hospital and the Gloucester Library Health Event; we will also be giving talks at local groups and clubs across the county.

Visit our website www.healthwatchgloucestershire.co.uk or phone us on 0800 6525193 for further details.





Speak Out

healthwatch Gloucestershire

Share your experiences and views with us

You told us:

“I had to attend CGH emergency department a couple of weeks ago. They told me that I should have gone somewhere else, but I didn't know”

“Arriva drivers are lovely. I think having this service is great. I know these drivers and they are fantastic.”

“We really want the MIU at Stroud to stay. We are worried that its opening hours will shrink and shrink, once the reductions start.”

“I am very upset that CCG has decided to axe gluten free bread to Coeliacs. I am a pensioner struggling on a limited income and now will have to pay at least any other £10 per week extra to purchase essential food for my health and wellbeing”

Take this opportunity to tell us your experiences so they can help shape health and social care in the future.

Call us confidentially on freephone: 0800 652 5193 or email: info@healthwatchgloucestershire.co.uk