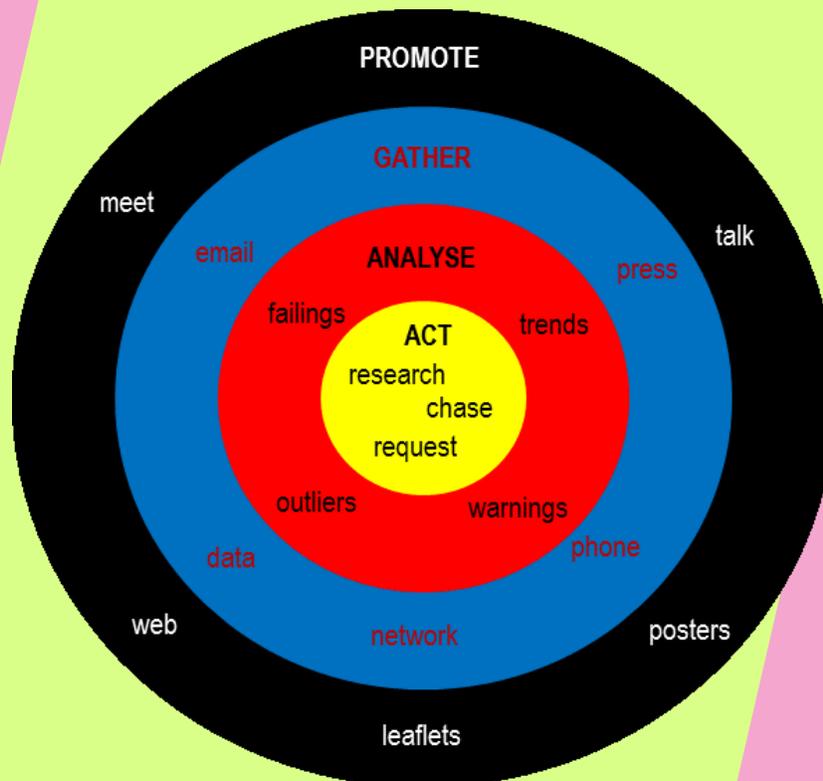


Activity Report No 2 - Public Version: 21st May 2014



Consumer Rights: Promoting information on your rights when accessing health and social care services

Concerns: Finding out your concerns and following them up with service providers

Customer Care: Making sure providers' customer care systems work for you

Community: Working with and listening to communities and voluntary groups

Consultations: Making sure that those who have to consult you, do so properly

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Analysis and Actions

Main Issues

Item	Source: Issues List ⁽¹⁾	Source: Complaints data ⁽¹⁾	Type ⁽²⁾	H'lth or SC	1) Update, 2) Strategic View (Board) ⁽³⁾	Progress/ Status ⁽⁴⁾
Complaints handling: in general, consumer dissatisfaction and often give up	Various		Trend/ ongoing	H & SC		
Sandwell Hospital Care	Halesowen Chronicle 18/04/14 Concerns from Cllrs		Trend/ spot	H	1) Enter and View planned.	Open
Assist	Consultation schedule and meetings		Trend/ ongoing	SC	1) Followed up by CE Officer and seeking to visit	Open
Mallings Centre closing: Planning permission for new health centre, to combine The Mallings Centre and The Spires has been rejected.	Express & Star 9/5/2014		One-off major	H		Watching

120214 Eye hospital never event		NHS E Quality Surveillance Group	Trend/ongoing : 4 recent events	H	2) Eye hospital is actioning. HWS Board to review in six months/August 2014.	Open
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NOTES

- (1) Concerns identified from the Issues List will be checked against complaints data (or wider research) to identify if they are 'known'. Concerns from complaints data not in our issues list can be included if appropriate.
- (2) Options for 'Type' are: trend/ ongoing, trend/spot, one-off major, other
- (3) Information/Research (adequate, more needed), Priority (low through to high), Action (yes, no), Concern (low, high), Other
- (4) Options for 'Progress/Status' are: open, closed, watching, info only

Immediate Actions

- Patient was referred to us by Councillor Yvonne Davies. Due to a bank holiday coinciding with the day the patient's clinical waste is collected, his clinical waste was not collected and he was running low on disposal bags.
 - We contacted clinical waste collection who agreed to collect the clinical waste and supply the patient with further bags.
 - Councillor Yvonne Davies fed back positively on the outcome.
- We identified several issues with NHS England Primary Care Complaints data from the Clinical Commissioning Group.
 - The issues were highlighted by us at a NHS England meeting.
 - We are working in partnership with Healthwatch Dudley to compile questions for NHS England to better understand data and address other issues
- This issue was identified from a follow-up to an earlier issue: Carer referred to us by Agewell. Carer's wife was recently discharged from hospital, however the carer does not feel he is receiving enough support. He has spoken to the GP who says he is receiving enough support. The Carer is in contact with CARES and Agewell.
 - Given POhWER's details.
 - Follow-up has been scheduled.
- Family member rang on behalf of elderly relative. Their elderly relative needed mobility aids due to being housebound. They were told the assessment could only be conducted over the phone, however they felt uncomfortable using the phone.
 - Given contact details for Ideal for All.
 - Follow-up scheduled.
- Out of date Sandwell PCT leaflets on display in dentist waiting room.
 - Contacted customer care at CCG who were unsure whether it was their responsibility or that of NHS England. Therefore, we also contacted NHS England about the issue.
 - CCG informed us they will check that the leaflets are no longer on display in health settings.
- Daughter believes she has been wrongly paying her mother's care home fees after receiving inaccurate information from the Council. She began as a private funder, but was informed by the care home that the Council should pay. She is now getting demands for payment from the Council, but believes that the Council owe her money for the fees she paid. The dispute is based on her saying that her mother's assets were below the threshold amount, £23 000, and being informed incorrectly about this, lack of care assessment, and lack of

- contact from her social worker. She has been to Sandwell ASSIST and was helped by Birmingham Carers, to go through the complaints process, but has been unsuccessful.
- We advised her to contact her local Citizens Advice Bureau to establish her rights and to follow-up the complaint with the Local Government Ombudsman.
 - On follow-up, she informed us she had been in contact with her local CAB who gave her some information about her legal rights. They suggested she contact the relevant complaints department at the Council. We gave her the complaint's department details.
 - A further follow-up has been scheduled.
- Patient upset with Doctor's manner at City Hospital, including inappropriate examination, lack of care and inappropriate/upsetting comments. She went to another hospital with the condition, who said there was a problem and concluded treatment.
 - Customer Care as she was unhappy with the Hospital's response to her original complaint. She intends to pursue and had been unaware that she could until we contacted her. For her initial complaint we had given her PALS and POHWER details.
 - On follow-up, patient informed us she had been in contact with POHWER who are in the process of scheduling a meeting with Sandwell and West Birmingham Hospital Trust.
 - A further follow-up has been scheduled.
 - Patient's carer believes his wife has received inappropriate treatment after being transferred across hospitals and wards. They have tried to speak to staff about their concerns but have not been listened to.
 - Carer given details for POHWER and PALS.
 - The carer has not yet been able to contact POHWER.
 - Follow-up has been scheduled.
 - Concerns raised about Sandwell ASSIST (the contact centre for adult social care which includes safeguarding) from two meetings, including calls not being answered, people saying they wouldn't use it, and a seemingly general acceptance that this was the case.
 - Currently, we are in the process of relaying these concerns to ASSIST. We will then follow-up at the meetings where concerns were raised to establish whether the issues have been addressed to our satisfaction.
 - ASSIST were resistance to a visit from Healthwatch when requested. Councillor Yvonne Davies has agreed to look into us visiting ASSIST.
 - Patient feels she did not receive appropriate care when she should have at City Hospital. She had complications from the original condition, which she believes

came from a lack of care and failure to schedule appointments. Action was not taken until she was seen by a District Nurse, who sorted out appointments.

- Initially, given details City Hospital complaint process, and followed up to check that she had received details. Was followed-up, and she informed us that she had had to resend her complaint as the Hospital claimed to have not received it originally. She then got support from the CAB and is talking to a solicitor about a clinical negligence claim. Follow-up scheduled for a date by which time she should have heard back from the Hospital.
 - At the time of follow-up the complainant had not heard back from City Hospital.
 - A further follow-up has been scheduled.
- We received a query about PLACE assessments as the enquirer was referred to us by the NHS England website despite the assessments being within hospital's remit.
 - We are in contact with other local Healthwatches to find out if this has also been an issue for them.
 - Ensuring consultation on Sandwell's Joint Needs Strategic Assessment (JSNA) is being carried out effectively.
 - We are in contact with Health and Wellbeing team at Sandwell Council.
 - We put on a consultation event on 1st May to collate the views of Sandwell service users and relevant voluntary organisations. The views were forwarded onto Sandwell Council.
 - We have faced issues in receiving adult social care complaints data from Sandwell Council. Their response to our request was the data is published on an annual basis.
 - This is scheduled for review in July after contract negotiations are complete.
 - We were informed by adult social care in April they would send us their annual report containing the complaints data. We are still awaiting it.
 - Patient believes his operation was botched by Sandwell Hospital and has had other health problems resulting from the operation.
 - He has already complained to the Health Ombudsman but the complaint was not upheld.
 - We have advised him to speak to his GP regarding all of his concerns.
 - He was informed of his right to choose which hospital he receives treatment at.

Upcoming Issues

Better Care Fund
HWE Special Inquiry into Discharge
Sandwell and West Birmingham CCG Social Impact Bond

Safeguarding Issues Raised and Action

None

Gathering

Issues Recorded

Total Issues recorded from 3/04/2014 to 21/05/2014	=	15
Total Issues recorded to 2/04/2014	=	19

Complaints and Quality Data (External Organisations)

Organisation	Latest version received
CCG	January 2014
West Mid Ambulance Service	March 2014
NHS England, Quality Surveillance Group	17/3/2014
NHS England, Primary Care Complaints	Covers Oct – Dec 2013
Adult Service, SMBC	Awaiting
POhWER	Covers April – Dec 2013

Current Consultations (other organisations)

- Urgent Care Review
- Primary Care Review
- Stroke Review (sub region)
- Sandwell draft Dementia Pathway

CQC Inspections Schedule

Letter received regarding April – June 2014 programme: none affect Sandwell.

Service Changes, Notices

Mallings Centre Wednesbury closing 11th April.

Notice from Paula Lawley, Practice Manager, Spires Health, by email 27/3/2014
NHS Property Services and Sandwell Metropolitan Borough Council have been in discussion since late last year about the renewal of planning permission for the Spires Health Centre building in Wednesbury. A formal application has now been submitted to the council requesting renewal of the consent for a further three years. NHS Property Services have been meeting regularly with the council and no request has been made for the NHS to vacate the site.

Spire Health Centre is accepting new patient registrations and continues to provide high-quality patient care.

Promotion and Engagement

Groups and Meetings Membership

Name	Rep'	Notes* (start date, parent groups etc)
CCG Patient Partnership & Advisory Group	Graham	CCG Sub group
CCG Quality and Safety	Graham	CCG Sub group. 2 HW reps, other is from B'ham
Sandwell Safeguarding Childrens Board (SSCB)	Wasim	Statutory Local Authority group
Sandwell Safeguarding Adults Board (SSAB)	Kwadwo	Statutory Local Authority group. Start date: 01/11/2013. Chair: Jayne Element, Contact: Jayne Leeson
SSAB Prevention Sub Group	Kwadwo	See above. Start date: 01/11/2013.
Community Ambassadors Forum	Graham	Open membership
Health & Well Being Board	Pam	Statutory place
Health & Well Being Board Executive	Pam	Observer
Sandwell and West B'ham Hospital Trust	Bill	
Sandwell Health Overview and Scrutiny Committee (HOSC)	Bill	
Right Care, Right Here	Doug	Being superceded by Better Care Fund
Joint Strategic Needs Assessment Group	John	
Public Health Clinical Governance Committee	John	

* (start date, parent groups etc)

Health and Social Care Group

	Date	Venue	Attendance	Theme(s)/ speaker
Next Event	TBC			
Last event	18/3/14	Yemeni Centre	36	Care.Data/Dr Damian Williams
Previous event	NA			
Event before	NA			

Other Events

	Date	Venue	Attendance	Theme(s)/ speaker
Last event	01/5/14	Gayton Rd Comm Centre	15	JSNA Consultation

Consultation Schedule

As of (date)	Number of organisations in schedule
16/5/14	30

Period (start to end date)	Number of consultations
01/4/2014 To 16/5/2014	13

Enter and View

Period (start to end date)	Number of visits
01/5/14 -	1 Pending Sandwell General

Number of active volunteers	3
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Media

Website update	News Pages, Consultation Schedule
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Social media update	Twitter – 299, Facebook – 96
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Additional Comms/Engagement Activity

This activity includes introductory visits by HWS, leafleting opportunities etc (these are in addition to the regular Consultation Network contacts)

Period	Visits
08/04/14 – 13/05/14	16