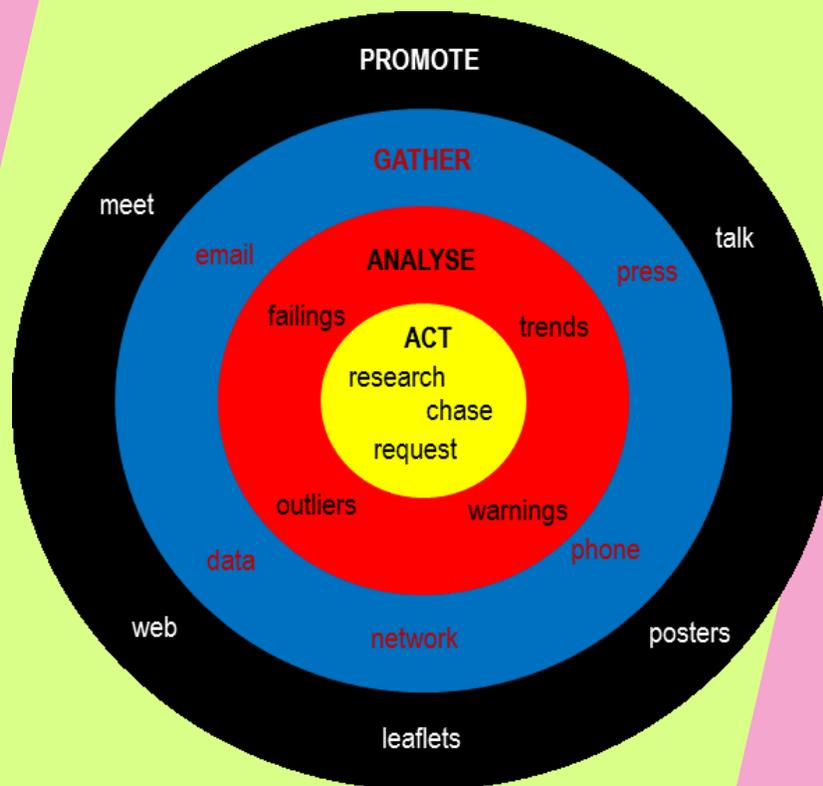


Activity Report - Public Version: 4th April 2014



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

Concerns from Further Analysis and Actions

Item	Source: Issues List ⁽¹⁾	Source: Complaints data ⁽¹⁾	Type ⁽²⁾	H'lth or SC	Action(s) ⁽³⁾	Progress/Status ⁽⁴⁾
120214 Eye hospital never event		NHS E Quality Surveillance Group	Trend/ongoing: 4 recent events	H	Eye hospital is actioning. HWS Board to review in six months/August 2014.	Open

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 serious, other

(3) Possible Actions:

Further investigation (specify)

Enter and View

Schedule review by HWS Board

Raise with:

Provider
LA/ Commissioners
CCG

HWBB
NHS E/ QSG
CQC reg
HWE, escalation

(4) Options for 'Progress/Status' are: open, closed, watching, info only

Immediate Actions

- 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. A 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.
 - This was a follow-up call to an earlier issue. We gave her details of CCG 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. Follow-up has been scheduled.
- Concerns raised over West Midlands Ambulance Service ending of a contract at the end of March for provision of staff through Conduit, and appropriate resources not being in place to address this. This issue arose from a Black Country Healthwatch meeting.
 - Email sent to CCG Accountable Officer by Pam Jones expressing concerns. He informed us delivery of the service will not be affected and that they have a full time manager located within the service.
- 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. Follow-up has been scheduled.
- Patient Participation Group were concerned about the lack of consultation undertaken when closing down a GP surgery – Mallings Wednesbury.

- We liaised on their behalf with NHS England, including a meeting with communications manager and contacting manager. This was not considered a significant change, so no public consultation. Other lack of communication appeared to have arisen from the contractor, Mallings, not informing patients. Employees of the practice had raised the matter with patients.
- Service user of a BME organisation expressed concern over a lack of consultation regarding the potential termination of service contract. This issue was sent in by letter, and picked up at a pre-arranged meeting with the organisation to discuss becoming a consultation partner, which they have agreed to.
 - We liaised with the CCG and they are now in contact with the organisation. We addressed the issue of the CCG not responding to their enquiry, which the organisation was satisfied with.
- Patient contacted us regarding a Birmingham social care concern.
 - They were signposted to Healthwatch Birmingham.
- 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.
- 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.
- Niece wanted to complain about how her uncle was not receiving appropriate care at Sandwell Hospital. Incontinence pad was not being changed as often as she believed that it should be.
 - Her details were passed on to POhWER. A follow-up call has been done. She said that POhWER had supported her through the complaints

process. She was not happy with the outcome and disagreed with their facts, but has had enough and doesn't want to continue.

- Advice sought on behalf of a friend to complain about how he had been advised through the process of securing social care accommodation. His complaint was about treatment from a commissioner at the CCG.
 - He was given details for customer care at the CCG. This was followed up, and he has decided not to pursue the matter.
- Care home resident's daughter contacted us about her Mother being giving notice to leave a care home.

NOTE

The follow-up calls began at the end of March. All those called were receptive and positive, and pleased that someone had bothered to contact them.

Upcoming Issues

Better Care Fund

Safeguarding Issues Raised and Action

None

Gathering

Issues Recorded

Total Issues recorded to 2/4/2014 = 19

Complaints and Quality Data (External Organisations)

Organisation	Latest version received
CCG	Covers November 2013
West Mid Ambulance Service	Covers April 2013 – Feb 2014
NHS England, Quality Surveillance Group	Rec 13/3/2014
NHS England, GP complaints	Awaiting
Adult Service, SMBC	Awaiting
POhWER	Covers April – Dec 2013

Current Consultations (other organisations)

- Urgent Care Review
- Primary Care Review
- Stroke Review (sub region)
- Draft Joint Strategic Needs Assessment

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

Health and Social Care Group

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

Consultation Schedule

As of (date)	Number of organisations in schedule
31/3/2014	13

Period (start to end date)	Number of consultations
To 31/3/2014	2

Enter and View

Period (start to end date)	Number of visits
	Pending

Number of active volunteers	Pending
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Media

Website update	News Pages, Consultation Schedule
Social media update	Twitter – 212, Facebook – 78