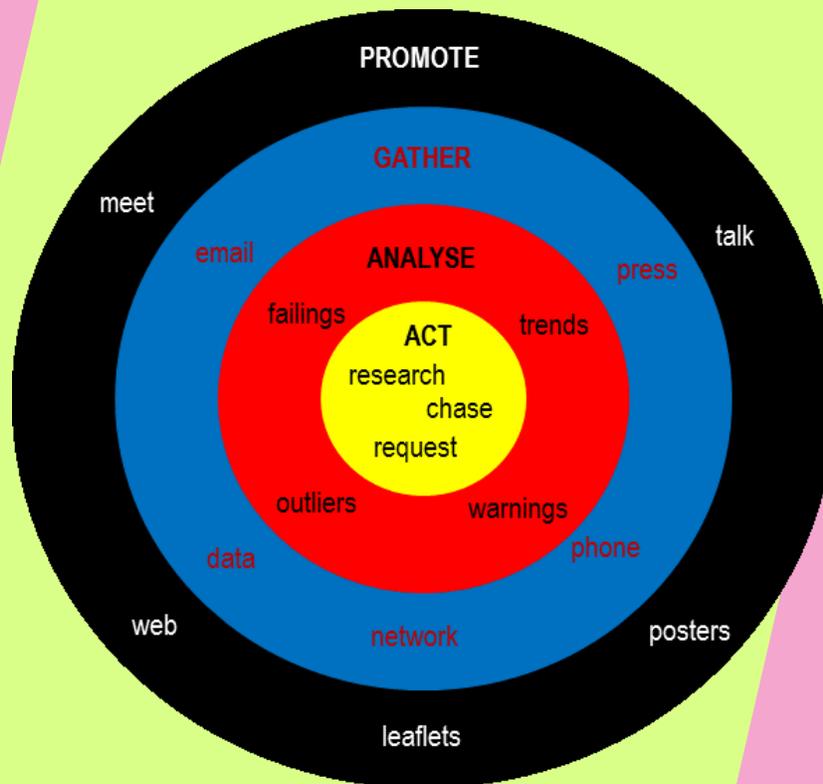


Activity Report No 3: 18th July 2014



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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For use by:
Healthwatch Sandwell Board Members
Internal

NB After consideration by the Healthwatch Sandwell Board, this report and the information within can be shared publicly, except where specified otherwise by the Board.

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Analysis and Strategy

Key Lines of Work

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	1) Notifying HWWB area of concern to be investigated. Action plan begin developed. 2) Area of concern to look into further	Open
Sandwell Hospital Care	Halesowen Chronicle 18/04/14 Concerns from Cllrs		Trend/spot	H	1) Enter and View undertaken and ok. 2) Ongoing concern. More E & Vs recommended	Open
ASSIST	Consultation schedule, meetings and issues list		Trend/ongoing	SC	1) Contacted Bev Hellend for update and Ian still chasing performance data as offered at Launch. Considering FOI request. Attempted to get to HSCG 2) Ongoing area of concern.	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	2) Situation has changed. Watching.	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

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 (press stories in particular will be this type), 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

- Information from a consultation partner: the group works with deaf/hard of hearing people who have had difficulty seeing their GPs who lack deaf awareness. They encounter barriers in communicating with their GPs due to lack of interpreters and lack of written materials in a preferred format.
 - We are in the process of bringing deaf, blind and deafblind organisations together with GP Reps.
 - Status: ongoing.
 - Possible Trends: GP service suitability

- Anonymous raised concerns of financial abuse and possible neglect occurring in a care home.
 - CQC report checked. Recently inspected and no concerns raised.
 - We delivered Healthwatch Sandwell posters and leaflets to the care home to raise awareness of our role.
 - We will speak to a care home expert about the issues in the letter.
 - Potential for Enter and View.
 - Status: ongoing.
 - Possible Trends: Issue with particular home, care homes with these issues being allowed to operate/ not picked up by CQC

- Patient with several conditions contacted us. He feels his GP treats him as an irritant and he struggles to access services as a result. This has become more of an issue since the patient's benefits were cut last year and the patient feels the doctor did not provide adequate evidence to the tribunal about his health conditions. The patient has compiled a dossier of complaints against his GP. He submitted a complaint to his GP before contacting us and was awaiting our response.
 - Patient informed of complaints process and his options depending upon the response from his GP. He was made aware he can pursue his complaint with the Ombudsman as a next step if he is not happy with the response.
 - Status: closed / Follow-up scheduled.
 - Possible Trends: None

- Further issue arising from a previous issue. ASSIST will not provide a patient with certain mobility equipment, as they say other equipment is sufficient for her needs. However, her carer argues she needs a wheelchair to get out. Carer has lodged a complaint.
 - Status: Ongoing.
 - Possible Trends: ASSIST issue

- Issue picked up at CARES Panel. Appears to be confusion regarding the process to follow when making contact about direct payments. People phone POHWER but are referred back to ASSIST. People should contact ASSIST first to be referred to arrange new Direct Payments or to arrange new personal assistants etc. This is not made clear to people who are confused and annoyed by this.
 - Clarification on who to contact added to the 'your rights' section of the Healthwatch Sandwell website.
 - Status: ongoing.
 - Possible Trends: ASSIST issue

- Daughter concerned about the lack of treatment her dad has been receiving. Her dad is due to be discharged from hospital soon but she feels he is not yet physically recovered enough to go home and the occupational therapist needs to provide more support. The daughter has submitted a complaint to PALs.
 - We advised the daughter to wait for a response from PALs before taking further action. Daughter was pleased with the response from PALs.
 - Status: closed.
 - Possible Trends: Discharging too early, continuing healthcare

- Mother contacted us via the website about concerns around health treatment her daughter is receiving. Her daughter has had difficulty getting an appointment with a doctor. She has seen locum doctors but feels they are not investigating the problem. The problem is reoccurring and she has been in pain. Her daughter has also attended the walk-in centre. The daughter has tried to change to another doctors, but was told she was out of the catchment area.
 - Status: ongoing.
 - Possible Trends: Misdiagnosis, problems changing GP, GP access

- Carer feels his wife had an unsatisfactory continuing healthcare assessment. They complained about the process to the organisation managing the care home but received an inadequate response. The response received was to challenge their "facts". At this meeting, an attempt was made to discharge his wife, but it failed. It took another four weeks before the carer could negotiate a safe level of care so that discharge could take place. The carer feels his wife had to endure an unnecessary prolonged stay because of administrative failure of all concerned.
 - Added to Healthwatch discharge special inquiry and will be shared with Healthwatch England.
 - Status: closed.
 - Possible Trends: Continuing healthcare, complaints handling, early discharge, poor communications

- Patient said they could not be discharged from hospital until they had a specific physiotherapy assessment. The patient was then informed an assessment was

- not necessary. They then experienced difficulty related to the specific issue and as a result had to sleep downstairs for nearly six weeks. Before being discharged from hospital, no-one asked if she needed any support.
- Added to Healthwatch discharge special inquiry and will be shared with Healthwatch England.
 - Status: closed.
 - Possible Trends: Continuing healthcare, inappropriate discharge
- Carer was unable to collect partner from hospital when they were discharged as the carer had recently had a stroke. The hospital arranged transport but said the carer could not travel with her. The carer had to persuade the hospital to allow him to travel with the patient.
 - Added to Healthwatch discharge special inquiry and will be shared with Healthwatch England.
 - Status: closed.
 - Possible Trends: Inappropriate discharge, continuing healthcare
 - We requested a representative from ASSIST attends the next Health and Social Care Group meeting. Despite several requests, ASSIST was unable to provide someone to attend the meeting. They also were not able to provide alternative dates when someone would be available.
 - Status: ongoing.
 - Possible Trends: ASSIST
 - 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.
 - Status: ongoing.
 - Possible Trends: Complaints handling
 - This issue was identified from a follow-up to an earlier issue. Carer referred to us by Consultation Partner. Carer's wife was recently discharged from hospital, however the carer feels he is not receiving enough support. He has spoken to the GP who says he is receiving enough support.
 - Given POhWER's details.
 - Status: closed.
 - Possible Trends: Continuing healthcare
 - Family member rang us on behalf of an 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.

- Status: closed.
- Possible Trends: Continuing healthcare assessment
- 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 issue, 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.
 - The patient decided not to have the meeting as the Hospital apologised to the patient prior to the meeting.
 - Status: closed.
 - Possible Trend: Dignity, complaints handling, specific clinician
- 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.
 - Status: closed.
 - Possible Trends: Complaints handling, inappropriate treatment
- Concerns raised about Sandwell ASSIST 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 (ongoing).
 - 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 satisfactorily.
 - ASSIST were resistance to a visit from Healthwatch when requested. Councillor Yvonne Davies has agreed to look into us visiting ASSIST.
 - Status: ongoing.
 - Possible Trends: 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 of 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.

- Status: closed.
- Possible Trends: Discharge, continuing healthcare, complaints handling

N

Closed and Info items will be removed from next report.

This report does not contain all immediate actions or items from the issues list. Those not included include items where the details may make the item identifiable to those involved.

Press Summary

Date	Topic	Sources
14/07/2014	Midlands Metropolitan Hospital	Express & Star; BBC News; Daily Mail
03/07/2014	£4m plan to help Sandwell residents live healthier lifestyles – CCG project to educate people on preventing illness and stay independent	Express & Star
29/06/2014	High costs of agency staff being employed across Birmingham and the Black Country	Express & Star

Safeguarding Issues Raised and Action

None

Gathering

Issues Recorded

Total Issues recorded from 22/052014 to 18/07/2014	=	36
Total Issues recorded to 18/07/2014	=	55
Local health and social care issues in the press	=	3
National issues that have informed our position	=	23

Complaints and Quality Data (External Organisations)

Organisation	Latest version received
CCG	16 June 2014
West Mid Ambulance Service	May 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)

- Stroke Review (sub region)
- Urgent Care Review.
- Primary Care Review.
- Sandwell draft Dementia Pathway.
- Sandwell Council Care Act consultation.
- The Association of Ambulance Chief Executives consultation on changes in the use of ambulance services in England.
- CQC Inspection programme – inspecting GP services and out-of-hours services.
- Review and improve musculoskeletal services.
- NHS England consultation on clinical commissioning services for specialized services.
- Monitor hearing services review.

Upcoming Issues

Better Care Fund

Healthwatch England Special Inquiry into Discharge:

Various activity has been undertaken to support this including requesting information from the Consultation Network, requests via social media, and holding a Health and Social Care Group meeting on the subject attended by speakers from Healthwatch England.

CQC Inspections Schedule

July – September 2014 CQC Inspection Programme

Plans for inspecting NHS GP practices and GP out-of-hours services during July-September 2014/15.

In these inspections we will visit Clinical Commissioning Group (CCG) areas and inspect approximately 25 per cent of the practices in each one as well as the relevant out-of-hours providers.

Sandwell and West Birmingham

CCG

04/08/2014

By e-mail to: enquiries@cqc.org.uk

Please ensure that the subject line of your e-mail is Q2 CCG inspections.

By calling 03000 616161

Service Changes, Notices

None

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	Teresa	Open membership. 4/6/14 Teresa agreed to feedback, replacing Graham.
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	
Mid' Metro' Hos' Design Group	Pam	17/7/2014

* (start date, parent groups etc)

Health and Social Care Group

	Date	Venue	Attendance	Theme(s)/ speaker
Next Event	18/07/14	Salvation Army, Oldbury	13 (booked to date)	HWE Special Inquiry
Last event	18/3/14	Yemeni Centre	36	Care.Data/ Dr Damian Williams
Previous event	NA			
Event before	NA			

Future dates planned are: 19/09/14 and 14/11/14 (ASSIST advised regarding providing a speaker, following attempts to get a speaker for next event, now set for 18th July)

Other Events: None

Consultation Schedule

As of (date)	Number of organisations in schedule
17/5/14	33

Period (start to end date)	Number of consultations
14/05/2014 To 17/07/2014	44

Note: Sandwell Advocacy has our Consultation Network as an agenda item for their staff meetings

Enter and View

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

Number of active volunteers	3
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Media

Website update	News Pages, Consultation Schedule
Social media update	Twitter – 400, Facebook – 132

RADIO BROADCAST

Interviewed by Free Radio following the announcement of the new hospital. Was headline item on 4, 5 & 6pm broadcasts.

Additional Comms/Engagement Activity

HWS leaflets, all 5000 now distributed – will need to re-order, will be opportunity to update and refresh.

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

Period	Visits
14/05/14 – 15/07/14	16

Piece of work to plan with Sandwell Deaf Community Assn & Sandwell Visually Impaired regarding access to services for people with impairments

Posters & Leaflets to Health and Social Care sites

Period	Visits
14/05/14 – 15/07/14	17