April 2017

giving you advice • gathering your views • giving you a voice

Giving you advice

Healthwatch Wakefield Access Point
Our Adviser is happy to support you with any health and social care advice or information you may need. Just contact them on 01924 234007 or drop in to the Access Point at Citizen’s Advice, 27 King Street, Wakefield WF1 2SR.

Healthwatch Wakefield Office
Healthwatch Wakefield staff and volunteers are based at our registered office: 11-13 Upper York Street, Wakefield WF1 3LQ. The number for staff and volunteers is 01924 787379. Young Healthwatch is based with Young Lives at Lightwaves Leisure & Community Centre, Marsh Way, Wakefield WF1 3LJ, their telephone number is 01924 364198.

Healthwatch Wakefield is a registered charity in England and Wales No. 1166797 and a company limited by guarantee registered in England No. 09907848.

Healthwatch Wakefield News

On 1 April 2017 we turned four years old. Over the last four years thousands of local people have talked to us about their experiences of local health and care services and we’d like to say a big thank you. We know that sometimes it’s not easy to share concerns or to complain so we really appreciate you trusting us with your thoughts and views that we have been able to take to the people who buy and run our services. You have all helped us to try and make local services better for everyone.

We’d also like to say a massive thank you to our fantastic volunteers, we hope you know how valuable you are and what a difference you make. This of course includes our trustees who give their time and commitment to make Healthwatch Wakefield the best it can be, so thank you to Richard, our Chair, Lee, our Vice Chair, and Andrew, Carol, David, Fran, Gary, and John.

Some of our recent work involving volunteers has included an ‘Enter and View’ to the Wensleydale Unit at the West Ridings Care Home. We are delighted that the people who run this service have taken on board a number of the recommendations made to them following our visit. The full report including responses from the provider, BUPA, can be found here.

Another piece of work was the Urgent Care Vanguard work on Stroke Services. Working with our regional Healthwatch partners in Bradford, Calderdale, Kirklees, Leeds, and North Yorkshire we collected almost 1000 surveys, of which almost a third were from people living in Wakefield District, and 52 outreach sessions across the patch speaking to over 1500 people through focus groups, discussions and presentations. This included meeting with voluntary and community groups, attending GP practices, rehab units, stroke wards, and libraries etc. We would like thank Dr Michael Carpenter for attending our Wakefield event and sharing his expertise and knowledge. The report on this work will be available soon.

On the next page you can see what we will be working on over the next months.
### Our work April 2017... (and in no particular order)

|   | **Wakefield Intermediate Care Unit (WICU)**  
   | We will listen to patients and their friends and family at Queen Elizabeth House, which is the Wakefield Intermediate Care Unit (WICU), to find out about their experiences; and work with Mid Yorkshire Hospitals NHS Trust so see if any improvements can be made. |
|---|-------------------------------------------------|
| 2 | **Autism**  
   | We will pick up on previous work with patients and families on the autism assessment and pathways, especially the transition from children to adult services. Recent work done across the Healthwatch network on autism services can be found in this new report [here](#). |
| 3 | **Health inequalities**  
   | We will extend and develop our work with BME communities, seldom heard groups, and those who are underrepresented across our District. |
| 4 | **Social care**  
   | We will develop our work on social care complaints and systems; and look at what support and advocacy is available for local people. |
| 5 | **Quality accounts**  
   | We will continue our ‘task group’ work on the quality accounts for this last year for Mid Yorkshire Hospitals NHS Trust, South West Yorkshire Partnership NHS Foundation Trust, and the Yorkshire Ambulance Service NHS Trust. |
| 6 | **CAMHS: Child and Adolescent Mental Health Services**  
   | We will continue to work with children and young people to find out about their experiences of local mental health services and how they can be improved. Young Healthwatch continues to be involved in the Future in Mind work; information on this can be found on our website. |
| 7 | **Dentistry**  
   | We will continue our work on the children’s dental survey at Mid Yorkshire Hospitals NHS Trust in partnership with Public Health. More information on this can be found later in this newsletter. |
| 8 | **Care homes**  
   | We will finalise our work on the Care Homes Vanguard evaluation and make public our report on this. |
| 9 | **MCP: Multi-speciality Community Provider**  
   | We will continue with our evaluation work on the proposals for a local Multi-speciality Community Provider; also known as an ‘Accountable Care System’. |
| 10 | **Primary care**  
    | We will complete our West Wakefield Vanguard survey work to evaluate patient experiences of physio first and pharmacy first, care navigation, the Healthpod, extended hours, and ‘hub’ patient and carer experience. |
| 11 | **Cancer patients**  
    | We will find out about the experiences of cancer patients and their relatives and carers and work in partnership with the Yorkshire Cancer Patient Forum, Macmillan and the Yorkshire Cancer Alliance. More on this can be found later in this newsletter. |
| 12 | **Neurology**  
    | We will be talking to people and getting their feedback about what they’d like to see from local neurology services and what is most important to them. |
We are delighted to welcome Jill Long as the Macmillan Yorkshire Cancer Patient Forum Engagement and Communications Officer.

Jill is based at the Healthwatch Wakefield office and can be contacted on 01924 787371 or 07715 217845 or email her at jill@yorkshirecancerpatientforum.co.uk

Jill says: “This is a new role, funded by Macmillan and hosted by Healthwatch Wakefield to support the Yorkshire Cancer Patient Forum. The Forum has been running as a voluntary group of people who have been directly affected by cancer and those working within cancer services. They've been doing a brilliant job running the Forum, website and activities. I’m looking forward to helping the Forum get wider recognition so we can reach more cancer patients, their families and carers. The Forum aims to enable the views and experiences of those affected by cancer to be heard and used to improve the quality of cancer care in the Yorkshire and Humber area. They do this by working in a positive partnership with local health care teams and voluntary organisations.”

Jill has worked in the voluntary sector for many years. Before coming to Healthwatch, she was the Manager and Company Secretary of Communities Who Can, the Federation for Tenants and Residents in Kirklees. This busy Federation works with 85 tenant and resident associations and a further 32 affiliated groups not only looking at housing issues, but also helping communities to become more resilient. The organisation has one of the biggest volunteer networks in Kirklees. Prior to Communities Who Can, Jill had various roles at Home Start Kirklees, the family support charity, and Wakefield Relate. She brings a huge amount of experience with her and we’re sure she will be a fantastic advocate for people living with cancer in our region.

Consultation on the Future of Oral Health Promotion Services in Wakefield

Wakefield Council is looking at a number of proposals to determine the future of oral health promotion activities in the District. This survey is to help them understand more about what information would help you look after your children’s dental health, and where you would go to find that information. Please take part in the survey which is available at: https://www.surveymonkey.co.uk/r/V5MZPDK

The survey should take about five minutes to complete and they need to receive your comments by 28 April 2017. Your responses are voluntary and confidential.

Healthwatch Wakefield: Volunteer with us

We have lots of different volunteering opportunities you may want to find out about including: ‘enter and view’: visiting hospitals, GPs and care homes to talk to patients, residents and staff; task and finish groups: investigating a particular topic or issue to find out information and suggest improvements; reality checking: working with people who use services to see if they have improved; research: surveys with the public to find out their views. If you want to find out more, or have an idea about how you’d like to be involved, contact Safeen on 01924 787379 or email safeen.rehman@healthwatchwakefield.co.uk

Healthwatch Wakefield: Out and about

Regular Healthwatch information and feedback stands now take place at different venues and group settings across the District providing you with an opportunity to talk to us about your experiences of local services. If you have any events that are taking place, or belong to groups that might want Healthwatch Wakefield to come and talk to them, please let Ann Marie know on 01924 787379 or email annmarie.maguire@healthwatchwakefield.co.uk
Easter Pharmacy Opening Times

NHS Wakefield Clinical Commissioning Group has compiled all our local pharmacy opening times over Easter and you can find them on their website here.

Prescribing changes come into effect

NHS Wakefield Clinical Commissioning Group has taken the decision to stop the routine prescribing of a range of products, including gluten free foods. They have also decided that requests by patients for more expensive brands of medicines will also not be routinely supported where an appropriate/ alternative generic medicine is available. Certain products which are available readily over the counter will also no longer be routinely available on prescription. They say these decisions come after careful consideration, taking into account the views expressed by local people, health professionals and other stakeholders during the recent ‘Healthy Wakefield Prescribing Changes’ public engagement, which received over 550 responses. More information can be found on their website here.

If you experience any problems as a result of these changes please get in touch with us at Healthwatch.

Sustainability Transformation Plans

Sustainability Transformation Plans (STPs) are five year plans for the future of health and care services in local areas. NHS organisations have come together with local authorities and other partners to develop the plans in 44 areas of the country. STPs represent a very significant change to the planning of health and care services in England. NHS England has created a short video here that explains them and further information can be found here.

The Health Select Committee, Healthwatch England and STPs

The Health Select Committee has launched an inquiry, which will in part look at how the public has been involved in the STP process. Healthwatch England will be making a submission providing a national overview, but the Committee would like to see submissions directly from local Healthwatch.

This is a great opportunity for us to provide evidence based on our experience locally. If there is anything you would like including do get in touch; the closing date for submissions is Tuesday 9 May. Find out more on this here.

BBC Info on STPs

If you want to find out more about the 44 different STP’s and the challenges they may face you can view them all through the BBC News website here.
Update

Wakefield Health and Wellbeing Plan
Following approval of the Wakefield Health and Wellbeing Plan in November 2016, a development session was held on 26 January 2017 for senior leads from the Health and Wellbeing Board who will champion each of these six work streams:

- Radical reduction in hospital admissions where appropriate leading to reinvesting in prevention - Pat Keane
- New Accountable Care Systems to deliver new models of care - Jo Webster
- Collective prevention resource across the health and social care sector and wider social determinant partners - Dr Linda Harris and Anna Middlemiss
- Expanded Health and Wellbeing Board membership to represent wider determinants - Councillor Pat Garbutt and Andrew Balchin
- A strong ambitious co-owned strategy for ensuring safe and healthy futures for children - Councillor George Ayre and John Wilson
- A shift towards allocation of resources based upon primary and secondary prevention and social determinants of ill health - Andrew Furber and Martin Barkley

Briefing sessions took place at the development session and each lead member presented the key themes they felt should be focused upon. Draft plans were submitted to the Health and Wellbeing Board on 23 March.

SEND (Special Educational Needs & Disability) Future Inspection
Wakefield is likely to receive an inspection of the District’s provision for children and young people with SEND. A SEND Inspection is a ‘Local Area’ inspection of the effectiveness of Wakefield Services that meet the requirements of the new duties outlined in the Children and Families Act regarding children and young people aged 0-25. The inspection team will seek to establish:

- How need is being identified;
- If local partners are meeting this need; and
- How well partners work together to improve the outcomes of children and young people.

Inspections are undertaken jointly by Ofsted and the Care Quality Commission who will inspect services provided by the local authority, clinical commissioning group, Public Health, NHS England for specialist services, early year’s settings, schools and further education providers. The inspection will consider children with all levels of special need or disability including children with a health care plan, children with or transitioning to an Education Health and Care Plan, children with a My Support Plan and children receiving SEN Support.

Children’s experiences will be evaluated against a full range of criteria looking for strengths, areas for development and examples of innovative practice and as such the findings report for the local area will be narrative based, not judgement based. The narrative will include: Areas for priority action; Areas for improvement; Evaluation of the partnership arrangements to identify, assess and meet need and how we improve outcomes for children with SEND; Key strengths; and Next steps.

The SEND Transformation Board has been overseeing the implementation of the SEND Reforms across the Wakefield District since 2014. The Board consists of stakeholders and partners from key agencies that are required to be involved in the implementation of the reforms for SEND. If you would like information on the membership or work of the SEND Transformation Board, please contact the SEND Transformation Team on 01924 302410 or visit the Wakefield Local Offer website which has details of the work undertaken by the Board on http://wakefield.mylocaloffer.org/Home
Do you know a local hero?

Wakefield’s first unsung heroes’ event is taking place at Unity Works on Friday 9 June. The Community Foundation are looking for people who have made a difference, who have run/organised activities or contributed in one way or another to helping people achieve their potential or overcome an impediment, more than they could have done by themselves. This could include areas such as sport, disability, mental health, illness, creative activities, or befriending, but they are not exclusive. If you know of someone involved in another area, then please nominate them.

Nominees must:

- Be unpaid volunteers
- Be delivering something extraordinary, regularly going beyond the call of duty
- Have a recognised track record in their sphere of activity
- Reside and/or work within the Wakefield District
- Be nominated by an individual or organisation for whom, or with whom, they have been active for an extended period and fulfil the other criteria above
- Be of any age 16 or above, and are welcomed from any part of the District and every sector of society

A decision about the number of awards to be made, or categories involved, will be made once the closing date for nominations has been reached. Nominations must be submitted by 5pm on Monday 17 April.

Nominations are now open: Download the leaflet and application form or click here to nominate someone online at the Community Foundation website.

Wakefield Deaf User Partnership Communication Access Passport and Deaf Card

Wakefield Deaf User Partnership (WDUP) has developed a Communication Access Passport (CAP) and Wakefield Clinical Commissioning Group has endorsed this development. Once the form is filled in take it to your healthcare appointment. The CAP will provide useful information for you to share with health professionals, such as type of communication you need, whether hearing aids are used or not, medical condition, allergies; and a contact person in the case of emergency. The CAP aims to ensure that your communication needs are recorded and shared where needed with other healthcare professionals; the CAP gives consent to share.

This means that if you request a British Sign Language Interpreter or a lip speaker etc. to attend a medical appointment then the doctor should tell other medical professionals if you are referred. We are hopeful that in time there should be no need to ring and ask if an interpreter is booked for your medical appointment; it should be booked automatically because this information is in your notes. The CAP will work alongside a wallet sized deaf card that the deaf person can show to health and social care providers to request communication support.

Deaf card

Communication Access Passport

If you have difficulty printing the leaflet / deaf card or would like help to fill it in call in to the centre or contact Wakefield and District Society for Deaf People during office hours.

Office hours: Mon, Tues, Wed 9 – 12, Thurs 9 – 4 pm
7 South Parade, (back of George Street), Wakefield WF1 1LR
Voice / Minicom / Fax: 01924 375958
SMS only: 07760 482372
Email: enquiries@wakefielddeaf.org.uk
Wakefield District Sight Aid

Community Outreach
Wakefield District Sight Aid has started their Community Outreach project. They received initial funding from Connecting Care, Wakefield Clinical Commissioning Group to pilot improving outreach services across the ‘West Wakefield 3 Network’ area. Plans have been drawn up to commence the outreach expansion starting with coffee groups to improve social isolation, initially in Horbury and Eastmoor.

Based on member feedback, the scale of services they can offer at each location may be expanded to include specific equipment demonstration and information and advice. Subject to ongoing funding, it is intended to deliver these in two or three community centres across the District.

Demonstration Days
These are held at the Parkside Centre in Outwood. They are a great opportunity to try out specialist equipment, meet with other people who have visual impairments, get advice, support and help or simply have a tea or coffee and a chat. Demonstration days are open to visually impaired people, their families, carers, professionals and the general public. The next ones are on: Monday 22 May and Monday 17 July and run from 10.30am until 2.00pm.

Annual General Meeting (AGM)
The AGM will be held in the Church Hall at the Parkside Centre on Monday 15 May 2017. Refreshments will be available from 10.00am and the meeting will start at 10.30am. Following the AGM there will be guest speakers.

Newsletter Format
The newsletter is available in printed form, by email, on disc or cassette and in braille. We are now making the newsletter available on memory stick. Members who have the appropriate equipment will be able to use this format.

If you would like to contact Wakefield District Sight Aid about any of the above telephone 01924 215555 or email admin@wdsa.org.uk

Making Sense - a group for mothers who are living apart from their children
8 sessions starting Thursday 4th May, 10am - 12pm at Well Women Centre

Making Sense is a group for women who live apart from their children. The group will look at the experience of being apart from your children, the effects on your wellbeing, the judgements of others and on ourselves, forgiveness, responsibility, patterns, power, boundaries and contact. We will look at strategies to maintain our wellbeing as well as acknowledging the grief, anger, regret and powerlessness you may be experiencing.

The sessions will be run in a safe, confidential and supportive environment at the Well Women Centre. For more information call the Well Women Centre on 01924 211114 or email info@wellwomen.org.uk
Wakefield and the Five Towns Dementia Action Alliance: Virgin Trains East Coast and Wakefield Westgate railway station

Wakefield and the Five Towns Dementia Action Alliance have been continuing their fantastic dementia friendly work with Virgin Trains East Coast by delivering three Dementia Friends sessions to staff from Wakefield Westgate railway station and Leeds railway station. Also in autumn last year Virgin Trains East Coast invited a group of people living with dementia and family members to visit Wakefield Westgate railway station and meet with a firm of consultants, Arup, who were ‘road testing’ a method of assessing if railway station premises were dementia friendly. It was a very positive afternoon, with a suggestion about station announcements being picked up and tried out whilst the visit was taking place. Arup's full report of the visit and the results has now been sent to Virgin Trains East Coast and a meeting is being organised with them and the group to share the report and talk about next steps.

Coming soon...

Open Country

Open Country is setting up a project in Wakefield District. They are a charity who organise countryside activities for disabled people like walking, cycling and green gym activities. Find out more at www.opencountry.org.uk

Different Strokes

Different Strokes is a support organisation for younger stroke survivors, from birth to 65 years. They are setting up a support group in Wakefield District. To find out more about Different Strokes go to www.differentstrokes.co.uk

South West Yorkshire Partnership NHS Foundation Trust

Find out more about the Fieldhead master plan

Staff, service users and carers are invited to see plans, hear from architects, and find out more about the clinical benefits of the new buildings. There will also be the opportunity for a site visit – please wear sturdy shoes! Visits are taking place on Monday 12 June, Friday 22 September, and Monday 18 December between 9.30am – 12 noon, in the large conference room at the Learning and Development Centre at Fieldhead.
South West Yorkshire Partnership NHS Foundation Trust NHS charity survey
Charitable Funds is the charity of South West Yorkshire Partnership NHS Foundation Trust. They’re doing some research to find out how well known it is and what might encourage people to get involved. Fill in this quick survey to share your thoughts.

South West Yorkshire Partnership NHS Foundation Trust Non Executive Directors Needed
South West Yorkshire Partnership NHS Foundation Trust are running a recruitment exercise for two Non Executive Directors to join their Board to replace two long standing Directors coming to the end of their terms of office. They are seeking outstanding individuals to join the Board to complement existing skills to ensure they can meet the Trust’s exciting and demanding agenda. To make an effective contribution candidates must work at a senior level and show that they are committed to quality and delivering excellence.

They are holding two information events for people who might be interested, now or in the future, in seeking a Non Executive Director position in the Trust. The events are informal drop in sessions and members of the Board and Members’ Council will be available to provide more information about the role, what they would look for in a Non Executive Director generally and what skills and experience they are specifically looking for to fill the two vacancies.

18 April 2017 - 5.00-7.00pm
Large conference room
Learning and development centre
Fieldhead Hospital
Ouchthorpe Lane
Wakefield
WF1 3SP

25 April 2017 - 5.00-7.00pm
Rooms 5 & 6
Laura Mitchell House
Great Albion Street
Halifax
HX1 1YW

South West Yorkshire Partnership NHS Foundation Trust CQC report
improvements in services
Last year the CQC inspected 14 of the Trust’s service lines and found over 70% to be ‘good’ as well as some outstanding practice. They were given an overall rating of ‘requires improvement’.

They say: “As a learning organisation we welcomed the inspection and independent view of our services and we developed action plans to make sure we improved. In November 2016 – January 2017 we welcomed CQC back to our services which had previously needed some improvement. They have now published the first three of these service line reports.” The green titles are links to the reports.

- Community based mental health services for older people – now rated as ‘good’ across all 5 domains. In 2016, 2 out of 5 domains were ‘requires improvement’.
- Long stay rehabilitation mental health wards for adults – now rated as ‘good’ across all 5 domains. In 2016, 3 out of 5 domains required improvement.
- Wards for older people with mental health problems – now rated as ‘good’ across all 5 domains. In 2016, the safety domain had been rated as requiring improvement.

“The CQC also reviewed whether we are ‘well-led’, with the right organisational structures and the right governance. We received initial written feedback where they identified several areas of positive practice including our complaints procedure, safeguarding systems and improved communications and engagement with staff.

The caring and compassionate approach of our staff has also been highlighted as well as how staff understand our values and are clear about our direction of travel. We’re pleased the CQC have seen improvement and we’re now waiting for four more reports.”
South West Yorkshire Partnership NHS Foundation Trust Transformation of older adult’s mental health services

South West Yorkshire Partnership NHS Foundation Trust are transforming mental health services for older adults to make sure they continue to meet people’s needs and so that they offer the best care and better outcomes for service users. They have listened to what service users, carers, partners and staff have told us so far and have now developed a proposed model for how they might deliver community mental health services for older people.

They would like talk to you about their proposals and how it might impact on the care delivered. They would also like to talk to you about how they might remodel inpatient services. They are hosting a number of events across the area so they can get further feedback on the proposals and you can tell them what you think.

- Tuesday 2 May, 10am-12.30pm, in the Hudawi Centre in Huddersfield
- Thursday 4 May, 1pm – 3.30pm, in the Core in Barnsley
- Friday 5 May, 10am-12.30pm, in the Elsie Whiteley Innovation Centre in Halifax
- Monday 8 May, 10am – 12.30pm, in the St Swithun’s Community Centre in Wakefield

If you would like to attend any of the events please either call 07468 702 068 or email opstransform@swyt.nhs.uk, to say which event you would like to attend and if you have any special dietary or access requirements. Travel expenses will be paid. They will also be able to help with any queries or questions about the events you may have.

The Mid Yorkshire Hospitals NHS Trust

Click on the green titles to go to the news items on the Trust website.

Look after your health this Easter
The local NHS is reminding patients of a few simple steps they can take to stay healthy over the Easter weekend. Good Friday and Easter Monday are bank holidays, so most GP practices will be closed. Last year, the Trust reported a sharp rise in the number of Accident and Emergency attendances over the weekend. Last Good Friday was particularly busy as they saw 781 patients coming to A&E, more than 100 patients than would usually be expected.

Wakefield Intermediate Care Unit welcomes new volunteers
The Wakefield Intermediate Care Unit (WICU) based at Queen Elizabeth House in Wakefield, has recently welcomed seven new volunteer ward befrienders to their unit to provide patients with additional support and companionship during their stay.

Mid Yorkshire launches diabetic eye screening programme across Leeds, Wakefield and North Kirklees
Eye screening experts from the Mid Yorkshire Hospitals NHS Trust will be helping thousands of people with diabetes in West Yorkshire care for their sight from 1 April 2017.

Mid Yorkshire Hospitals welcome £80k investment in maternity training
The Maternity Services team at The Mid Yorkshire Hospitals NHS Trust have been awarded £80,000 from Health Education England’s Maternity Safety Training Fund to pay for maternity safety training for 2017/2018.

New dining experience for elderly patients
The nursing and safety support teams on the elderly care wards at Pinderfields Hospital, in Wakefield, have implemented a new dining table initiative on Gates 41 and 43 to encourage socialisation, and interaction between patients on the wards.

Hospital services reconfiguration update
The way in which some hospital services are delivered by The Mid Yorkshire Hospitals NHS Trust is to change over the summer months.
Bradford District Care NHS Foundation Trust

Wakefield’s school nursing, health visiting and family nurse partnership services

From 1 April 2017, Bradford District Care NHS Foundation Trust started managing Wakefield’s school nursing, health visiting and family nurse partnership services, including vaccinations and immunisations, on behalf of Wakefield Council and NHS England. They want to reassure you that nothing will change for people who use the services. The same Wakefield-based staff will continue to deliver the same services, in the same way, and will continue to be the day-to-day contacts for people who are using the services, but they will be employed by Bradford District Care NHS Foundation Trust. They are working very closely with Wakefield Council, NHS England and the current provider, Mid Yorkshire Hospitals NHS Trust, to ensure a smooth transition. They are also ensuring that key local stakeholders, including GPs and schools, are aware of the transfer and that the same staff will continue to provide the same services. The Trust website www.bdct.nhs.uk has details of all the services and the relevant contact information.

Giving you information: National Health and Care News

House of Lords report should be a ‘wake up’ call to politicians

Welcoming a new report from the House of Lords Select Committee on the Long Term Sustainability of the NHS Chris Ham, Chief Executive of The King’s Fund, said: “This bold and thoughtful report should serve as a wake up call to politicians from all parties to initiate a long overdue debate about how to pay for health and social care in the future. We are pleased to see the report echoes the work of the Barker Commission, which recommended a new settlement for health and social care and a single budget to put them both on a sustainable footing. “In particular, we welcome the committee’s clear recommendation that we should stick with a tax funded, free-at-the-point-of-use NHS. There is no evidence to suggest that a different way of funding our health service would be any better, and changing the system would be a significant distraction.” Find out more from The King’s Fund here and find the report here.

Public satisfaction with the NHS in 2016

Since 1983, the National Centre for Social Research’s British Social Attitudes (BSA) survey has asked members of the public – rather than only patients – about their views on, and feelings towards, the NHS and health and care issues generally. The latest survey was carried out between July and October 2016 and asked a nationally representative sample of nearly 3,000 people about their satisfaction with the NHS overall, and of nearly 1,000 people about their satisfaction with individual NHS services.

The King’s Fund summarise the headline results here and more detail from the survey will be published by NatCen in summer 2017. The report is also available for download in PDF format.

Latest statistics published on monthly NHS performance

This contains a summary of the monthly performance statistics on:

- NHS 111
- ambulance quality indicators
- A&E attendances and emergency admissions
- waiting times for diagnostic tests, referral to treatment for consultant led elective care and cancer services;
- delayed transfers of care; and
- early intervention in psychosis
Poll looks at whether the public are prepared to become carers

More than half the nation isn't geared up to care for their family or friends, nor have they considered what would happen if they needed to be cared for, according to new data released by Carers Trust.

A YouGov survey carried out on behalf of the UK's largest charity for unpaid carers showed that 58% of people haven't spoken to their family and friends about what care they would need if they couldn’t look after themselves in the future. However, a third (33%), said they would like to be cared for at home rather than in a residential setting, despite 80% not having made any financial plans. While 46% said they had either not thought about caring for someone else in the future much or at all. The findings are revealed as Carers Trust launches the next phase of its Speak Up for Older Carers campaign and raises grave concerns that as the older population is living longer little or no provisions are being put in place. Read more [here](#).

New NHS target aims to improve your experience of leaving hospital

The Government has published what it wants the NHS to deliver over the next 12 months, including a new target to reduce the delays people can face when leaving hospital. Healthwatch England look at this and other issues you have helped raise with the Department of Health and that the NHS will be focussing on [here](#).

Healthwatch England Business Plan

The Healthwatch England business plan has been published setting out how they will be delivering their work over the next 12 months. You can read it [here](#).

Care Quality Commission: The State of Care in NHS Acute Hospitals

The state of care in NHS acute hospitals 2014 to 2016 presents findings from the CQC's programme of NHS acute comprehensive inspections.

The report captures what the CQC have learned from three years’ worth of inspections. It gives a baseline on quality that is unique in the world – and also shows that it is possible, even in challenging times, to deliver the transformational change that is needed if the NHS is to continue delivering high quality care into the future.

Find the report [here](#).

Care Quality Commission: Online healthcare services

CQC inspections of some online providers providing online primary care have found significant concerns about patient safety.

Well run services can offer a convenient and effective form of treatment, but inspectors found services that were putting patients at risk of harm by selling medicines without doing enough to check they were appropriate.

The CQC are publishing reports from two urgent inspections - in both cases the providers have stopped providing services in England. To read more click [here](#).

New NICE recommendation on Lynch Syndrome

NICE have recommended that everyone newly diagnosed with bowel cancer in England should be tested for Lynch syndrome, a serious genetic condition that can increase their risk of bowel and other cancers by up to 80%.

Find out more and read the Bowel Cancer UK response [here](#).
NHS England Involvement Hub
The NHS England Involvement Hub supports patients, carers, staff and the public who want to find out more about participation - both how to do it and how to get involved. It is a source of information and resources which will help people to develop their knowledge, skills and confidence to get involved in the design and delivery of health services as well as showcasing good practice from around the country. You can find out more by watching this short film.

NICE National Institute for Health and Care Excellence
Newly Published Guidance
For all newly published NICE guidance and advice, please click here.

Helping local people access information about the professionals who treat them
To help people make an informed choice about the professionals treating them, they can check the Accredited Registers programme from the Professional Standards Authority, which ensures that health professionals meet certain standards.
Find out more here.

Some of the latest ideas from The King's Fund
Sending shockwaves through the NHS?: Are we seeing the end of the purchaser provider split as we know it?
Health care funding: is the grass greener on the other side?: The pros and cons of different approaches to funding health care, and how the UK model compares to them.
NHS myth busters: The debate about how to fund the NHS is never far from the headlines, this article looks at some of the claims made.

Giving you a voice: Consultations and Surveys
Improving health services for families of children with enduring physical needs
The charity Action for Sick Children has asked the University of Salford to find out from families how health services work for them when they have a child with enduring physical health needs. That might be a disability, long term health condition, or a problem that has been present from birth. The outcomes of this project will be used to improve children’s health services. The views and experiences of families are of vital importance to this work and there are different ways for families to participate. Here is a website link with further information and the survey, which can be completed online, on paper or over the phone http://bit.ly/2IrZJWL

Current NHS consultations and surveys include the following:
Consultation guide: New service specifications for Adult Medium and Low Secure Mental Health Services - closes 11 May 2017
Proposals for Congenital Heart Disease Services - closes 5 Jun 2017
Find out more: Local ‘decision making’ meetings

In Wakefield District we have a number of places where decisions are made about local health and care services. Usually members of the public can attend these meetings as they are ‘held in public’. This doesn’t mean you can always speak at the meeting, but you can find out what is happening and learn about future plans.

**Wakefield District Health and Wellbeing Board:** The Health and Wellbeing Board meet every other month and members of the public are invited and encouraged to attend. **Take a look at what the board have been discussing, details of the next board meeting and what they will be discussing.** More on the Health and Wellbeing Board can be found [here](#).

**Wakefield Council’s Adults and Health Overview and Scrutiny Committee:** For information on this committee, what it does, who attends and when they meet click [here](#).

**NHS Wakefield Clinical Commissioning Group:** NHS Wakefield Clinical Commissioning Group Meetings and other events can be found [here](#).

**Mid Yorkshire Hospitals NHS Trust:** Information about the Mid Yorkshire Hospitals NHS Trust Board Meetings including their dates and minutes can be found [here](#).

**South West Yorkshire Partnership NHS Foundation Trust:** Information about the Members Council of the Trust and their meetings can be found [here](#).

**Yorkshire Ambulance Service NHS Trust:** Information about the Board and their meetings can be found [here](#).

Get in touch: every voice counts

We are here to represent the views of all local people - children, young people and adults - in health and care services. We listen to patient, resident and other service user experiences, understand them, and then work with the people who buy and provide these services to try to make sure that they are the best they can be, and designed using the needs of local people. Our services are free and confidential.

- **Staff Address:** 11-13 Upper York Street, Wakefield WF1 3LQ
  Drop in at Citizens Advice, 27 King Street, Wakefield WF1 2SR
- **Phone numbers:** 01924 787379 for staff and volunteers and 01924 234007 for advice, information and signposting
- **Email:** enquiries@healthwatchwakefield.co.uk
- **Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)
- **Twitter:** @healthywakey
- **Facebook:** Healthwatch Wakefield