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

Staying well, choosing well, having your say...

Plus, compassion in care, NHS Long Term Plan, project updates, local and national health and care news
Local health and care issues

Our Annual General meeting at the end of last year was an opportunity to ask people about what they thought Healthwatch should be looking into. People had some great suggestions but almost everyone asked for us to do work on mental health services. This included crisis mental health services, services for young people, adults’ mental health, and carers’ mental health. We are also looking into maternal mental health care as part of a national campaign.

Here are some of the issues we are currently working on: compassion in care • end of life care • continence services • gastrostomy out of hours services • mental health including maternity • cancer services • social care services • preventable sight loss • changes to hospital services • ASD and autism services for children and young people. If you have any other suggestions please get in touch.

Compassion in Care

We recently published our report on Compassion in Care in Wakefield District, which includes the work of the Compassion in Care Task Group and findings from two surveys, one with views from over 100 frontline health and care staff, and the other with views from more than 100 members of the public.

“We like to think that people who use health and social care services every day will have a good experience the great work of Healthwatch Wakefield shows there is no room for complacency. The stories they have gathered are shocking and show once again the power that people’s stories have for motivating improvement. Unfortunately, hardworking staff don’t always get the basics right and sometimes that means people are not cared for with the compassion which is their right. Services are under pressure, but it’s essential that compassion remains at the heart of the care they provide.

Healthwatch Wakefield’s work in placing people’s experiences on the table where decisions about care provision are made shows just how valuable Healthwatch can be in helping services focus on what matters to us all.”

Sir Robert Francis QC, Chair of Healthwatch England

The report was presented at an event we hosted along with updates from Task Group partners:

- Wakefield College on how their Level 3 Health and Care students have created posters on the barriers and benefits to being compassionate when providing care;
- Wakefield Council and Public Health about initially hearing concerns about a lack of compassion in care and the importance of taking them to local leaders at the Health and Social Care Partnership Board;
- NHS Wakefield Clinical Commissioning Group on how they act on issues brought to them through their ‘Quality Intelligence Group’ and how patient and resident voice is heard through ‘safety walkabouts’ using professionals and lay people to visit health and care settings;
- Yorkshire Ambulance Service NHS Trust on values based recruitment and training, and changing their practices to encourage and recognise exceptional compassionate care from their staff;
- Mid Yorkshire Hospitals NHS Trust on feedback through their Friends and Family Test, Patient Advice and Liaison Service, Care Opinion; and promoting excellent care through the Dr Kate Granger Compassionate Care Award, and the introduction of new awards to be presented to staff who have delivered compassionate care.

Partners were honest and open about the challenges faced and were determined to continue their work keeping compassion in care high on the agenda.
We have regular Healthwatch drop in points across the District, providing you with an opportunity to talk to us about local services or ask for information or help. We visit community centres and libraries, and attend local events. If you have any events taking place, or belong to a group that might want Healthwatch to come and talk to them, contact Ann Marie.

01924 787379
annmarie.maguire@healthwatchwakefield.co.uk

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We have lots of different ways for you to get involved with us such as visiting hospitals and care homes to talk to patients, residents and staff, or research such as surveys with the public to find out their views. If you want to find out more, or have an idea about what you’d like to do, contact Safeen.

01924 787379
safeen.rehman@healthwatchwakefield.co.uk

Do you need help, advice or information?
Do you need signposting to a health or care service?
If you would like to talk to someone please get in touch. Our advice and support workers are here to help you.
We also have lots of advice and self-help guides on our website.

01924 787379
enquiries@healthwatchwakefield.co.uk

We survey people on all sorts of different health and care issues. Our surveys can be found on our website but if you would like to take part and don’t want to do it online let us know and we can send you paper copies or you can take part over the telephone.

01924 787379
www.healthwatchwakefield.co.uk/current-work/surveys

What are your experiences of health and care services?
Young Healthwatch want your ideas to make local health and care services for children and young people better.
If you would like to talk to someone please contact Safeen or Kate at Young Lives on 01924 364198 or 01924 787379
SMS on 07885 913395
You can also find places for support, advice and information and the Young Healthwatch Survey on the Healthwatch Wakefield website.

Do you need support to make a complaint about NHS care or treatment?
Complaints advocacy is a specialist service which supports you if you are considering or wishing to make a complaint about the health services you receive.

- We can work with you to make sure you understand your options and get the best outcome.
- A complaints advocate can offer a range of support at different points of the complaint handling process.
- Our services are free, independent and confidential.

01924 787379
Sometimes it’s confusing knowing where to go for help, advice or treatment. Our health services are busier than ever and we need to be in the right place at the right time, getting the right treatment.

**Self care**
Keep a well stocked medicine and first aid cupboard for minor ailments

**Pharmacy**
Pharmacists are highly trained professionals who can treat or advise on minor illnesses

**NHS 111**
Urgent medical help fast, available 24/7

**GP Practice**
Urgent and routine appointment on weekdays, evenings and weekends

**Urgent Care**
King Street Walk In Centre and Pontefract Urgent Treatment Centre

**A&E or 999**
For life threatening emergencies and serious injuries only

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Your medicine cabinet can include:

- Pain relief
- Oral rehydration salts
- Indigestion treatment
- Anti diarrhoea tablets
- Sunscreen
- Antihistamines

Find out more at [www.nhs.uk/live-well/healthy-body/your-medicine-cabinet](http://www.nhs.uk/live-well/healthy-body/your-medicine-cabinet)

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Your local pharmacy can give you advice and treatment

Use the ‘Find a Pharmacy’ tool on the NHS website [https://beta.nhs.uk/find-a-pharmacy/](https://beta.nhs.uk/find-a-pharmacy/)

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NHS 111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time. It is available 24 hours a day, 365 days a year and calls are free from landlines and mobile phones.

Call it when...
- You need medical help fast, but it’s not a 999 emergency
- You don’t know who to call for medical help or you don’t have a GP to call
- You think you need to go to A&E or another urgent care service but are not sure which one is most appropriate
- You require health advice or reassurance about what to do next
Your doctor can offer you routine and urgent appointments.

The GP Care Wakefield extended hours scheme offers patients access to medical support across the district by calling their own GP number from 6pm until 10pm weekdays and 9am until 3pm weekends and bank holidays. You can also book routine nurse appointments on evenings and weekends.

Just call your usual GP number 📞

Urgent Care 24/7

King Street Walk In Centre and the Pontefract Urgent Treatment Centre can treat things like superficial cuts and bruises, strains, sprains and suspected broken bones, minor head injuries, cuts and grazes, bites and stings, minor scalds and burns, skin infections and rashes, ear and throat infections, eye problems, feverish illness, stomach pains, vomiting and diarrhoea. King Street is in Wakefield City Centre and Pontefract Urgent Treatment Centre is part of Pontefract Hospital.

Social Care Direct
for all social care needs and enquiries
Telephone: 0345 8 503 503
Fax: 01924 303455
Minicom: 01924 303450 (type talk welcome)
Email: social_care_direct@wakefield.gov.uk

A&E or 999

#RightResponseFirstTime

When should you call 999?
You should only call 999 when someone is in need of time-critical life-saving help. This list is not definitive

A&E is for life threatening emergencies and serious injuries only
project updates

Black, Asian and Minority Ethnic Communities Evaluation of Connecting Care

Health and care providers have been working together to deliver care closer to home and remove barriers that exist between services like hospitals, doctors, mental health and the voluntary sector, so that our experiences of health and care are more joined up and effective. Wakefield Council commissioned Healthwatch to look at the experiences of local people from Black, Asian and other minority ethnic communities receiving integrated health and care services.

So far over 400 people have given their views and some further work is happening with specific local communities. The report on this work will be published in the next few months.

Cancer Alliance Community Panel

The Cancer Alliance Community Panel has gone from strength to strength since starting out in May 2018. It has grown in number with a total of 34 panel members coming on board from many different walks of life. The panel brings together cancer patients, carers and those who want to drive improvement in cancer care services. They discuss aspects of care and patient services, with new and ongoing projects being brought to the table at each meeting - all of which seek to improve the quality and effectiveness of care delivered within our local areas.

So far the panel has contributed to a number of significant projects, including the designing of a new Cancer Care Review programme, suggesting ways to improve early diagnosis and detection for those with vague symptoms, and discussing how lung health screening checks should best be delivered within local communities. More Information can be found on the Cancer Alliance section of the West Yorkshire and Harrogate Partnership website https://canceralliance.wyhpartnership.co.uk/get-involved/our-communitypatient-panel-find-out-more or contact Fraser Corry on 01924 208327 or email fraser.corry@healthwatchwakefield.co.uk

The Yorkshire Cancer Patient Forum is changing its name

Over 200 people in the Yorkshire and Humber region have taken part in choosing a new name for the Yorkshire Cancer Patient Forum. The Forum, now Yorkshire Cancer Community, also have a new report. They were keen to find out about the quality of care cancer patients had received, in particular the role played by a clinical nurse specialist (CNS).

The CNS or keyworker plays an extremely important role in each patient’s care – also known as a pathway of care. They provide support through the pathway from diagnosis to treatment, follow up, and beyond. The report shows a high level of satisfaction with support from a CNS or equivalent, with 90% saying they were either satisfied or very satisfied. They valued having someone “who knows the ropes”, and as one patient put it “my life has been made easier knowing I can contact the CNS if I need to”.

Contact Jill Long on 01924 208327 or email jill.long@healthwatchwakefield.co.uk to find out more.

Transforming End of Life Care in our District

We have been working with the End of Life Alliance to improve the experience of people in our district in the last year of their lives. A new integrated service including bereavement services has been proposed and patients and members of the public are being asked to help shape the final design.

A workshop is being held at The Prince of Wales Hospice in Pontefract on Tuesday 12 February 2019 from 5 to 7pm.

Please get in touch if you would like to attend 01924 787379 enquiries@healthwatchwakefield.co.uk
Healthwatch Network News

NHS Digital responds to Healthwatch research on emergency readmissions

NHS Digital have responded to the Healthwatch call to monitor emergency readmission rates and investigate the reasons why people return to hospital just 30 days after they have been discharged.

In November last year research by Healthwatch England identified a significant spike in people having to return to hospital for unplanned further treatment within 30 days of being discharged. The issue of emergency readmissions is not a new one. In 2015 Healthwatch ran extensive research on people’s experiences of leaving hospital, hearing from over 3,000 people.

Findings

From the 70 of the 125 hospitals across England that provided data Healthwatch found:

- 484,609 emergency readmissions in 2017-18. This is 22% higher than five years ago.
- When this is broken down by the number of days between discharge and readmission, the research found that the numbers returning within just 24 hours rose by 33%.
- The number of overall admissions to the same 70 hospitals between 2013-14 and 2017-18 fell by 0.42%.

People have told us how distressing the process of repeatedly going in and out of hospital can be and the impact it can have on someone’s health and wellbeing. We also found that people with the most complex or acute needs are often the worst affected, including older people and people receiving care at the end of life. You can find the full report at www.healthwatch.co.uk

Local News

NHS Wakefield Clinical Commissioning Group

Over 20% of local deaths due to smoking

Recent figures show that around 21% of deaths and 4,400 hospital admissions each year in Wakefield are due to smoking related illness.

In 2017/18 alone, NHS Wakefield Clinical Commissioning Group spent nearly half a million pounds treating pregnant women and babies in hospital for smoking related conditions. This year local health and social care organisations are encouraging Wakefield smokers to think about stopping smoking for good.

- Smoking causes real harm to your body and to those people around you.
- Smoking is also expensive. On average, most people who quit save around £250 each month.
- Lung cancer is our biggest cancer killer across West Yorkshire and Harrogate.

Find your nearest stop smoking clinic at: wakefield.yorkshiresmokefree.nhs.uk/clinics or visit the NHS Smokefree website for more information or to start your free Personal Quit Plan at: www.nhs.uk/smokefree

All NHS Wakefield CCG news can be found here www.wakefieldccg.nhs.uk/wakefield-ccg-news/

Mid Yorkshire Hospitals NHS Trust

New Trainee Nursing Associates start

57 new Trainee Nursing Associates have started their training at Mid Yorkshire Hospitals NHS Trust in January, taking the total up to 89 new recruits.

All news items from our acute hospital trust can be found here www.midyorks.nhs.uk/news
Open Country
New Directory for accessible open spaces
Wakefield District has a wonderful selection of parks and green spaces for people to enjoy. However, some people with disabilities may not be aware of the countryside sites and groups accessible to them.

Open Country, the disability charity with over 28 years’ experience in enabling people with disabilities to access outdoor spaces, have produced ‘The Wakefield Countryside Directory for People with Disabilities’. It has lots of useful information on walks, outings, outdoor pursuits and wildlife watching sites around the region with contact details for each. Open Country’s outreach project, ‘Wild about Wakefield’ runs various weekday and weekend activities for adults with disabilities around the region, including wildlife walking, conservation projects and wheelchair outings. For more information about the Directory or Open Country’s activities, please contact Ella on 01423 507227 or email wakefield@opencountry.org.uk

www.opencountry.org.uk

National News
The NHS Long Term Plan
The NHS Long Term Plan was published at the beginning of January, setting out the Government’s vision for the NHS over the next ten years. Their ambitions include:

- Making sure everyone gets the best start in life
- Delivering world class care for major health problems
- Supporting people to age well

“The NHS is one of Britain’s greatest achievements and for 70 years its dedicated staff have been there for us. A lot has changed since it was created in 1948, and the NHS is responding to changes in society that were never expected, let alone planned for. The Government has announced additional funding for the NHS and this means we can plan to make the NHS fit for the future for patients, their families and our staff.

The NHS Long Term Plan will make sure the NHS has a bright future ahead of it. We know that families work hard to pay their taxes and that’s why we will make sure every penny is invested on the things that matter most, from providing high quality lifesaving treatment and care for our patients and their families, to reducing pressure on our hard working NHS staff and investing in exciting new technologies.”

More information including responses to the plan can be found on our website here https://www.healthwatchwakefield.co.uk/current-work/nhs-long-term-plan/ and the Plan, case studies and what happens next can be found here:

www.longtermplan.nhs.uk

Get in touch
We are here to represent the views of all local people in health and care services. We listen to your experiences, understand them, and then work with the people who buy, provide and run 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.

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If you would like this information in a different format please tell us

every voice counts