

Special Edition

news

Local news from your local Healthwatch

healthwatch

Darlington

NHS

Darlington

Clinical Commissioning Group



DARLINGTON
BOROUGH COUNCIL

Healthwatch Darlington is an independent consumer champion for health and social care users, and will help people find and access the health and social care services

Your Health, Your Town, Your Say

FEEDBACK

On the 10th July Healthwatch Darlington hosted an event in partnership with the Darlington Clinical Commissioning Group and Darlington Borough Council.

The aim was to bring together residents, voluntary and community organisations, service providers and commissioners to learn more about the changes to health and social care services in Darlington and to influence decision making

We networked, we got to know each other better and we learned about our successes and talked about our challenges. Find out what everybody had to say and the next steps for 2013-2014.

A big thank you for all those involved.

What's inside

- 2- 6 Clinical Commissioning Group Feedback
- 7 Francis Report— What does this mean?
- 7 Darlington Borough Council Feedback
- 8 Your Feedback
- 9 Innovation Fund

For a full copy of the
Your Health, Your Town,
Your Say Event feedback
Please contact the office



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YOUR Health, YOUR Town, YOUR Say!

10th July 2013 10am-3pm
Dolphin Centre

Have your say in the health and social care decision making process.

Give your views on issues you feel are important to your community.

The day includes presentations from guest speakers and round the table discussions.

If you have any special requirements, please contact the office.

For more information, call us on:
01325 380145

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www.healthwatchdarlington.co.uk
[twitter: healthwatchdton](https://twitter.com/healthwatchdton)

GP Access

Within your Table top discussions you highlighted that access to GP appointments is an area of concern. The Clinical Commissioning Group (CCG) is working to improve GP access through the development of a Primary Care Strategy and work being undertaken to improve the current Urgent Care service in Darlington. GPs across Darlington are committed to providing a high level of care to all patients by gaining an understanding of the issues being faced and through this identifying areas for improvement.

However a number of GP appointments are used inappropriately. For example,



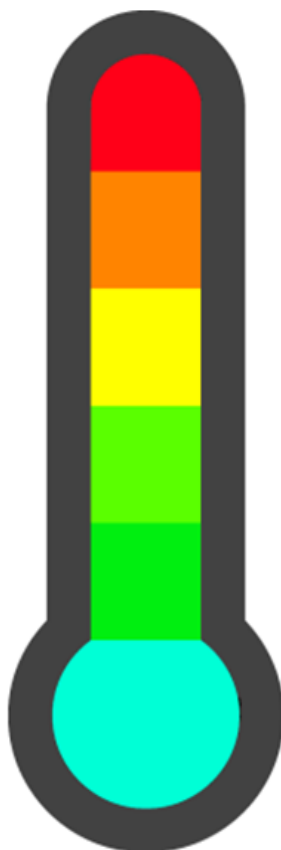
Do you know that if you use an 'Urgent' GP slot when your need is not urgent the system can become blocked causing more people to feel like Urgent Care Centres and A&E are their only option?

As part of the 'Choose Well' campaign the CCG would encourage you to use NHS resources in the right way:

Darlington Clinical Commissioning Group is backing the NHS Choose Well Campaign

Often people go to A&E or call 999 when they should seek help elsewhere. The NHS Choose Well campaign wants to help you make the right decision on where to go when you're ill or worried about a loved one.

Darlington Clinical Commissioning Group offers the following advice on selecting the most appropriate NHS service for the seriousness of your symptoms:



A & E emergency or 999

This should only be used in life-threatening or critical situations

GP Practice

For medical advice, examinations and prescriptions for illnesses you can't shake off.

Pharmacist/Chemist

For advice on illnesses and the right medicines for coughs, colds, flu, stomach upsets, aches and sprains.

NHS 111

For 24-hour-a-day urgent care that isn't an emergency when your GP Surgery is closed. This service can be accessed across County Durham and Darlington.

Self Care

For minor illnesses combine over the counter medicines with plenty of rest.

By choosing well and avoiding inappropriate visits to A & E we can ensure that our hospitals can focus on the most serious cases and emergencies.

A & E Emergency or 999 -Don't turn up at A+E unless you have an injury or have a life threatening condition. Only use 999 for serious injury or life threatening illness.



GP Practice -Approach your GP practice if you have a medical need between 8-6pm. If you believe your condition is serious and needs attention that day, insist on speaking to the duty GP if no immediate appointment is offered to you. If you can't get into your GP that day, and it requires attention that day, then by all means use Dr Piper

Urgent Care Centre which is open until 12 midnight.

Pharmacist/Chemist- if you are unsure about what medication is available for your symptoms or unsure if over the counter remedies will interact with any medication you are currently taking then speak to your local pharmacists/chemist



NHS 111 - if your GP practice is closed and you're not sure who would be the best person for you to see then call 111. They can work through this with you and advise you on what action is best to manage your symptoms.

Self - Care - Health based websites have lots of information and tips on how you can you can manage your symptoms.



Did you know? Each time someone attends Accident and Emergency Department for a minor illness or injury it costs the CCG £102 and an Urgent Care attendance cost £58 each time. This money is therefore not being spent on making services better and more accessible for you. On average in comparison it only costs £70 per year for you to attend your GP practice. If you want to help Darlington CCG to spend their money wisely then please '**CHOOSE WELL**'

What you value from your GP Practice

You advised us that what you value most about your GP practice is the ability to book appointments and order prescriptions online, alongside getting a text message appointment reminder. Darlington CCG is aiming to ensure that there is a consistent approach to the use of technology across all GP practices so that all patients can benefit from these services.

Another area that you valued was the GP's knowledge of a patient's case history and the relationship you have built with your GP. One element that helps this to be achieved is that when you go to your GP practice they are able to access all of your records and can therefore provide you with a more consistent personalised approach to your care. This cannot be given at an Urgent Care Centre or A&E.

Clinical Commissioning Group Feedback

Suicide Prevention

Suicide prevention was mentioned on a number of tables as an area which you feel the CCG should be making a priority. Voluntary and Community Sector organisations such as The Samaritans and Citizens Advice Bureau offer advice and support services which aim to reduce suicide rates. The CCG's vision statement says 'that we are working together to improve the health and well-being of Darlington'. In order to address the issue that you have raised we will therefore be supporting the work of the Voluntary and Community Sector.



Discharge Support

Discharge support was an area that you felt needed to be improved upon. Darlington CCG are working in partnership with Voluntary and Community sector organisations such as the Red Cross with the aim of improving such services. The CCG are also currently undertaking a large piece of work to review the services that are provided within the community contract to identify areas that can again be improved. This includes services such as Community Nursing and Intermediate Care.

Inappropriate systems

One comment from the table discussion which stood out was that you felt that the systems being put in place should fit the needs of the people. At the current time the people are expected to fit the system.

Darlington CCG are working in partnership with Darlington Borough Council, County Durham and Darlington Foundation Trust and Tees Esk and Wear Valley Foundation Trust to look in more depth at the services currently in place for people with Long Term Conditions (such as diabetes, respiratory disease). This has involved working with Disability Advice Darlington (DAD) to undertake a series of interviews to inform how you feel Long Term Conditions can be best managed. The feedback from these interviews will be used to inform how improvements to the way services are provided.

Taking Responsibility

At the 'Your Health, Your Town, Your Say Event' it was highlighted to you that the life expectancy between wards in Darlington can differ greatly in the most deprived areas of Darlington life expectancy can be as much as 13 years lower for men than those living in the least deprived. However there are things that you can do yourself to change this like making healthy choices for food and taking more exercise.

Why not get involved in the weekly South Park run
www.parkrun.org.uk/darlingtonouthpark



The runs are free and take place every Saturday morning at 9am

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How to get involved/how to get your voice heard

Events such as ‘Your Health, Your Town, Your Say’ are only one way that you can get involved. There are lots of other ways to influence the way health and social care services are commissioned and provided:



GP Practice Participation Groups (PPG's)

Are you interested in finding out more about your GP practice and the health and wellbeing needs of your community? GP surgeries welcome anyone in their community to be an active member of their Patient Participation Group. Involvement could be attending regular practice meetings or communicating via email, to discuss any changes or ideas for your surgery or services in Darlington.

This is a great opportunity to become involved in local health issues which affect you and your GP Practice. Your GP Surgery is interested in what you think and how we can all make a difference to the health and wellbeing of our population. You can influence decision making in the heart of your community by becoming your practice representative on the Darlington Clinical Commissioning Group's Community Council.

It is a voluntary role which aims to bring a ‘reality check’ and critical challenge to health professionals and managers to ensure local views are sought and listened to.

Community Council members are also involved in other activities such as community groups, health forums etc. This allows them to ‘listen-in’ to the local issues related to the population and also to communicate what clinical commissioning is about. This means that if there is a ‘hot topic’ that the member is aware of, and that the local population is talking about, then this could be explored at the meeting.

Recent hot topics discussed have been care homes, district nursing, quality of hospital services and the Choose Well campaign.

To find out more about your own GP Patient Participation Group, please contact your GP Practice Manager or look on their website.

Patient Opinion

The ‘Patient Opinion’ Website www.patientopinion.org.uk offers a localised independent feedback platform where open and honest conversations between patients and health services can take place. This then offers the CCG an opportunity to learn from you and make improvements to services.

Governing Body Meetings

The CCG hold a quarterly Governing Body Meeting in public which you are welcome to attend. Details of upcoming meetings and all other CCG information can be found on the website www.darlingtonccg.nhs.uk

6 Clinical Commissioning Group—Your Questions Answered



You asked some questions on the day. Here are the answers...

Diabetes (Adults) - why do secondary care and primary care run the same diabetes clinics and expect the patient to attend both - isn't this duplication and a waste of money? The GP diabetes clinics are usually run in working hours and are hard to get to if you work, this is also the same for other long term conditions.



Work is on-going to improve Diabetes services and involves both primary and secondary care. It is the CCGs intention that the right patients see the right clinicians in the right place. Darlington CCG are looking at the development of a primary care strategy, working in partnership with the NHS England and the issue of access, amongst other issues raised by the public will be explored further.

Adult mental health is not mentioned in primary care

Mental Health services are a priority for Darlington CCG which is laid out in our clear and credible plan. A review of primary care mental health services, including adults mental health is planned.

How is patient.co.uk different from the NHS Symptom Checker? Why duplicate online services?

Patient.co.uk is an independent commercial website provided by a company called EMIS. It is not an NHS website. NHS symptom checker is a service provided on the NHS Choices website. NHS Choices is the biggest health website in England and is provided by the NHS.

Issue raised from a staff member at crown street library who said that they see a lot of people coming in to use the library with mental health conditions. Staff at the library would like some more support around this including information on services and groups they can refer to

Darlington CCG will ensure that staff at the library are provided with information about local mental health services.



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7 The Francis Report—What does this mean?

Andrea Jones' presentation reference to Mid Staffs etc- some people may not know what this is, would be useful to give quick overview.

Poor standards of care exposed at the Mid Staffordshire Foundation Trust's Hospital made national headlines in 2009 and horrified the public and NHS staff alike. Members of local campaign group Cure the NHS - many of whom have relatives that died at Stafford Hospital - repeatedly called for a public inquiry into events at the trust and their broader context in the NHS.

They complained that the previous independent inquiry established by former Labour health secretary Andy Burnham and chaired by Robert Francis QC- was insufficient in scope and transparency.

Andrew Lansley, who was health secretary from June 2010 until September 2012, made a commitment that he would commission a public inquiry and he was good to his word when he took office following the last general election. He announced a full public inquiry on 9 June 2010.



The public inquiry was held between November 2010 and December 2011. It listed historic understaffing of nurses as one of a number of reasons for the appalling care of patients and highlighted a bullying culture at the trust. It also said that senior managers were in denial about the extent of the problems there. Staff and patient concerns were repeatedly ignored by senior management in favour of balancing the books.

Robert Francis QC presented his final report to the Secretary of State in January 2013. The report proposed far-reaching changes at all levels of the system, including to the external organisations that regulate quality, so as to ensure that gross failings of this nature do not occur again.

More details about the Mid Staffordshire Public Enquiry and its findings can be found on the enquiry website at <http://www.midstaffspublicinquiry.com/> .

Useful information can also be found on the Kings Fund website at www.kingsfund.org.uk/Mid-Staffs-Inquiry and <http://www.kingsfund.org.uk/audio-video/robert-francis-lessons-stafford-presentation-slides>

Darlington Borough Council Feedback

The Director of Public Health described the levels of health inequality between areas of Darlington, as well as an overall comparison with England.




The key priorities to improve health and life expectancy include Cardiovascular disease,(smoking, healthy food and physical activity) Cancer, Mental Health , Sexual health and harm from Alcohol.

Public Health Darlington will continue to refresh the Single Needs Assessment, with an aim to narrow inequalities to benefit the people of Darlington.

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Your Feedback from the Event

Who attended

The event was attended by **120** members of the public describing themselves as patients, carers, residents, employees of the public/private and voluntary sector.

43 evaluation forms were completed on the day.

What did you think?

35 people found the event materials useful
People felt the materials were good to take home to read later, however some people thought the print was too small.

31 people felt that the presentations were easy to understand, however people did feel that there need to be more breaks as there was a lot of information to take in.

31 people enjoyed the workshop sessions
The majority of people felt this was the best part of the day and would prefer more workshops at future events

32 people thought the discussions covered the health and social care issues that are important to the people of Darlington?

What did you learn?

35 people knew more about Healthwatch Darlington
30 knew more about the Health and Wellbeing Board
34 knew more about Darlington Clinical Commissioning Group
29 knew more about Public Health

Your Comments

Good opportunity to promote our service and also provide suggestions for improving health services from personal experience

Too much information on the day, too many presentations

Lots of Information on local services in Darlington

Event well attended and well planned

The questions from the floor were informative and good

Get young people involved in future events

Opportunity to be more involved, more workshops

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Third Sector Innovation Fund

There are many fantastic and imaginative voluntary and community organisations in Darlington with a real commitment to continually improving outcomes for their service users. They recognise and value their staff and volunteers and continually look for new ways to unlock their gifts and talents to benefit the people using their services.

Darlington Clinical Commissioning Groups (DCCG) want to ensure that Darlington residents have the greatest possible choice of services available to them and for DCCG to nurture great ideas from organisations into practical and inspiring enterprises.

The Third Sector Innovation Fund aims to utilise some of the innovative ideas from this sector to address health issues identified by Darlington CCG using a Dragon's Den approach. Its aims are:

- Better understand the voluntary and community sector and the challenges and opportunities it brings.
- To explore new ways of working and imaginative models of support, and to maximise all the skills, assets and resources of local organisations staff and volunteers.
- Reaching out to a wider audience and encouraging smaller groups ensures everyone has a chance for a great idea to be explored.
- To address specified health issues identified by Darlington CCG in collaboration with partners and make a real difference

Further details about how to be involved are due to be sent out in the next couple of weeks and DCCG are keen to work with the third sector infrastructure organisation eVOLution to ensure that all voluntary and community organisations are notified.

Contacting your Healthwatch Project Office

Telephone: 01325 380 145

Text: 07525237723

Information and Signposting Freephone

0808 801 0383

Address: Freepost RTEH-TUCJ-TGCU, Healthwatch Darlington, CVS Building, Church Row, Darlington, DL1 5QD

Email: info@healthwatchdarlington.co.uk

Local Healthwatch Development Officer: Diane Lax

Community Participation and Engagement Officer: Andrea Goldie

Information and Signposting Officer: Louise Haymer

Web: www.healthwatchdarlington.co.uk

 Facebook: [Healthwatch Darlington](https://www.facebook.com/HealthwatchDarlington)

 Twitter: [@healthwatchdton](https://twitter.com/healthwatchdton)

Volunteering

Healthwatch Darlington want to hear from you!

Healthwatch is the new champion for Health and Social Care in Darlington. We can give children, young people and adults a **POWERFUL** voice, making sure **YOUR** views and experiences are heard by those who run, plan and control health and social care services. Healthwatch Darlington will help people to get the best out of services by talking and listening to people in every part of Darlington and then telling local services about people's experiences

Together we WILL make a difference.

We are looking for Volunteers for the following Roles

Healthwatchers

Healthwatchers will be volunteers committed to improving Health and Care services and who are willing to support the Healthwatch team

Enter and View

The law allows 'authorised representatives' of Healthwatch Darlington to enter, view and observe health and social care services. The Enter and View function applies to health services for adults and children and social care for adults

Marketing and Communications

To support the Communications Officer to develop and deliver Healthwatch Darlington's messages through a range of media

Research and Report Writing

To support the Healthwatch Team to deliver robust, valid and reliable research reports and to ensure that strong evidence and research influences the organisation's priorities and actions.

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