

### #ItStartsWithYou



Following our nomination **15 year old Darian from Worcester** has featured in a national campaign run by **Healthwatch England #ItStartsWithYou** for being the driving force behind a campaign to improve mental health support in Worcestershire.

Darian found that his friends and peers were struggling with their mental health and didn't know where to go for support. Concerned, he decided to do something about it.

Along with the Worcestershire Youth Cabinet he chaired, Darian developed a campaign to find out more about people's experiences of mental health and how health and care services can improve to meet people's needs.

He presented what people told him to those in charge of local services to encourage them to make improvements. His final report included 10 recommendations for ways local services could improve. Darian has received support from across the health and care sector, including local MP Robin Walker, who praised his campaign in the Houses of Parliament.

Thanks to Darian, changes he recommended are being incorporated into plans for mental health services for children and young people in Worcestershire. **Well done Darian!**



### Our Work

#### Care in the Corridor - Report Published

Healthwatch Worcestershire carried out a survey with 119 patients about their experience of being cared for in the corridor of the A&E Department and the Medical Assessment Unit at Worcestershire Royal Hospital and published a Report with 38 recommendations to improve care on the basis of what patients told us.

Starting from the position that caring for patients in corridors on trolleys is unacceptable, patients nevertheless recognised the effort that staff were making to care for them. Issues that patients were concerned about included the environment of the corridor, some aspects of care and a lack of information and communication.

Patients reported that it was difficult to sleep and rest in the corridor areas because of noise, doors opening and closing and bright lighting.

Most patients had not been given any information about being in the corridor area or told how long they might be waiting in the corridor for. Many patients did not know the name of the person looking after them and some did not know the reason that they were waiting.

During the majority of our visits it was possible to overhear patients' personal details, treatment and condition being discussed in the corridor. On a few occasions, we saw that patients being examined could be seen by other people in the corridor despite screens being used.

Jo Ringshall, Vice Chair of Healthwatch Worcestershire said:

“In our view patients being nursed in corridors is unacceptable. Whilst patients reported that overall they had been well looked after by hospital staff they nevertheless told us of examples where their level of care fell below that which they are entitled to. A corridor is not the right place to look after sick people, and we are pleased that the NHS recognise this. We have made 38 recommendations based on our findings that should help to improve patients experience in this unsatisfactory situation. Healthwatch will continue to raise patients' concerns, whilst we work with others to improve the situation at the hospital.”

[Care in the Corridor at Worcestershire Royal Hospital - Full Report - June 2017](#)

[Care in the Corridor at Worcestershire Royal Hospital - Summary Report - June 2017](#)



## Going to the Doctors - Report Published

Healthwatch Worcestershire asked 459 people their views about “Going to the Doctor.”

We found that, despite the high profile given nationally to 7 day access to GP services, there is not much demand for this from the people in Worcestershire we spoke with. Whilst 20% of respondents would find Saturday morning routine GP appointments useful only 3% were interested in an appointment on a Saturday afternoon or on a Sunday. If further routine appointments could be made available the most popular times for our respondents were after 6.30 p.m. or at lunchtimes on weekdays.

Across the County 47% of people told us that they had been able to get a GP appointment at the time and on the day they wanted, 30% said this was sometimes the case whilst 23% said they could rarely or never get a GP appointment. We

found that if the option was available many people would be open to visiting another GP surgery in their local area if there was no urgent appointment available at their own GP. Concerns we heard included those who wanted to see a doctor who knows them and transport or travel difficulties.

Some GP's now offer telephone consultations, and most people we spoke to said they did / would find this helpful. However Healthwatch believes the NHS needs to review how well this system works for people whose first language is not English; who may be hearing impaired or have communication difficulties or youngsters and workers who cannot easily take phone calls during the day. We have also suggested that surgeries look out for people who may have had a number of telephone consultations over a period of time (e.g. a month), so that they can think about whether they need to be seen face to face.

### Going to the Doctors 2016 - 2017



## Meaningful Activity in Care Homes

### HWW's Work Features in National Report

Healthwatch Worcestershire's work on Meaningful Activity in Care Homes for older people has featured in a national Report by Healthwatch England on "What's It Like to Live in a Care Home". HWW visited 13 care and nursing homes, about 10% of care settings for older people in the County, to look at how residents are engaged in activities that they enjoy and how they are involved in day to day life in their home. To share more widely what we found out we produced an Overview Report. In it we have identified main themes and highlighted some of the good ideas we observed. We have also produced a handy checklist for providers to help them think about meaningful activity in their home.

### Themes and Thoughts: An Overview of Meaningful Activity in 13 care and Nursing Homes for Older People in Worcestershire

## Our Current Surveys



### Autism Spectrum Conditions

We want to hear what people with Autism Spectrum Conditions and their carers think about going to the doctors, going to hospital, information, support and getting a diagnosis.

### Autism Spectrum Conditions - Survey for people with ASC

### Autism Spectrum Conditions - Carer Survey



## NHS 111

We want to find out about awareness and experiences of the NHS 111 Service. Please complete our survey to have your say -

[NHS 111 on line survey](#)



## Young Voices Matter

As part of our summer engagement we have also been asking children what they think about being happy and healthy.

Please contact us if you would like paper copies of any of our surveys, or for us to visit your group, meeting or event to discuss the topic in more detail.

**For more information about all of our current engagement topics please visit our website -**

[www.healthwatchworcestershireshire.co.uk/ourwork](http://www.healthwatchworcestershireshire.co.uk/ourwork)

## What's happening in Worcestershire?

### News from the Worcestershire Clinical Commissioning Groups

Read the Summer Newsletter from the three Worcestershire Clinical Commissioning Groups, including an update on the future of Acute Hospital Services in Worcestershire and the local Sustainability and Transformation Plan.

[Commissioning For You - Summer 2017](#)

## National Diabetes Survey

Diabetes UK wants to hear from everyone affected by diabetes in our area, as they put together their new Future of Diabetes report. Please take a few minutes to complete their short survey and make sure people in our area have their voice heard.

[Diabetes UK National Survey](#)

## Healthwatch Worcestershire Annual Conference

Thank you to everyone who came to our Annual Conference at Sixways on the 29<sup>th</sup> June. If you missed it please visit our website to see meeting papers, our **Annual Report** and find out what was discussed.

[Healthwatch Worcestershire Annual Conference and Annual Report](#)

## Healthwatch Worcestershire Public Board Meeting

Come along to our next Public Board Meeting



Friday 8<sup>th</sup> September @ 10am

Sacred Heart Church  
208 Worcester Road  
Droitwich  
WR9 8AZ

## We want to hear from you...

As always we want to hear from you about your experiences of using local health and care services. If you would like to share your experience or require information about services please contact us.

We can also visit your group or organisation to do a survey in the form of a quiz. If you would like us to visit your group call us now on 01386 550 264.





## Contact Us...

Tell us about your experiences of using local health and care services



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