

## Bulletin - October 2017

### Our Work



#### Care in the Corridor

#### Response from Worcestershire Acute Hospital Trust

In our last bulletin we told you about our report - Care in the Corridor at Worcestershire Royal Hospital. We made 38 recommendations, based on the experiences of 119 patients we spoke to who were being cared for in the Accident and Emergency and Medical Assessment Unit corridors. The Worcestershire Acute Hospital Trust has produced an action plan in response to each of our actions. They have already taken on some of the recommendations and are working on others. Follow the link below to read their Action Plan in full.

[Worcestershire Acute Hospital Trust - Action Plan in Response to Care in the Corridor Report](#)



#### Making services more accessible

#### HWW talks to Midlands Regional Association for the Deaf

At the beginning of October Healthwatch Worcestershire was asked to speak to the Midlands Regional Association for the Deaf (MRAD) in Sandwell about the work we have carried out regarding access to health and social care services for the deaf community in Worcestershire. MRAD is a networking forum for professionals who work with deaf people to share information and good practice and to discuss current issues.

In 2016 NHS England introduced the Accessible Information Standard which means that every patient should be asked what their preferred methods of communication are, for example large print letters. This should be noted by the health and/or social care provider and follow the patient. In Worcestershire HWW has been instrumental in bringing the Acute Trust, Health and Care Trust, County Council and the three Clinical Commissioning Groups together to make sure there is a co-ordinated approach to implementation. There is still a long way to go but at least we are working together.



If you have a need for slightly different communication, you can tell your GP or hospital when you go to your next appointment and make sure they record your requirements. Quote the Accessible Information Standard to them when you do this. We can all help make sure this Standard is implemented in Worcestershire.

For more information about the Accessible Information Standard - visit the NHS England website -

[NHS England - Accessible Information Standard](#)



## 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.

We will be using this feedback along with information gathered from health services in Worcestershire, to make recommendations about how services can be improved for people with Autism Spectrum Conditions in Worcestershire.

We would like to know about your experiences and feedback. Surveys can be completed on line via these links -

[Autism Spectrum Conditions - Survey for people with ASC](#)

[Autism Spectrum Conditions - Carer Survey](#)



## NHS 111

Over recent months at meetings and events we have been asking people about their awareness and experiences of NHS 111. There is still time to take part - either by completing the survey on line or inviting us to come and talk to a group about your experiences.

[NHS 111 on line survey](#)



For paper copies of any of our surveys or to invite us to attend your group or meeting to discuss these topics - please get in touch.

# Healthwatch Worcestershire Public Board Meeting

Come along and take part in our next Public Board Meeting



**Friday 3<sup>rd</sup> November @ 10am**

**Council Chamber  
Civic Centre  
Queen Elizabeth Drive  
Pershore  
WR10 1PT**

The National Director of **Healthwatch England** will be attending to discuss their future strategy and answer questions.

We will also be having an update on the current position of **Stroke Services** in Worcestershire from the County Stroke Strategy Forum.

More information and agenda will be available nearer the time on our website.



## National Consultation

**Items which should not be routinely prescribed in primary care: A Consultation on guidance for CCGs**

NHS England are currently carrying out a consultation about new guidance they are producing for Clinical Commissioning Groups on which medication should not routinely be prescribed to patients. The aim of this is to reduce the amount of money spent on prescribing and to provide consistency across the country. Although Clinical Commissioning Groups will still have autonomy to make decisions about local implementation.

There is an online survey to give your views - see below link. **The closing date for the survey is 21<sup>st</sup> October 2017.**

[Consultation Survey - Items which should not be routinely prescribed](#)



## 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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