

# Quarter 1 report 14/15

## Executive Summary

This is Healthwatch Devon's formal report to the commissioners who fund our work: Devon County Council, the NEW Devon Clinical Commissioning Group and the South Devon and Torbay Clinical Commissioning Group. This report covers the period from April - June 2014.

### Baseline Service

Our baseline service is available to anyone, anywhere in the area that we cover. In Q1:

- The top three issues from Year 1 Speak Out data were: mental health services, GPS services and social care.
- Our engagement rates remain high with over 2000 'friends' subscribing to keep informed and increasing website visitors and twitter followers.
- Continuing demand for the CAB service with 534 health and care enquiries and 28 individual cases dealt with.

### Engagement Service

At the end of Q1 we had:

- 3 gateway requests in the planning stage
- 3 in process
- 6 requests completed.

#### Budleigh Salterton Community Hospital

Engagement with children and young people in Budleigh Salterton was extremely successful, with nearly 300 young people giving their vision for the future of the service. We believe that this is an important demonstration of how the debate over community hospitals can be broadened. We will produce a case study during Q2.

### Consumer Champion Projects

A series of proactive projects are now underway, with results as follows:

#### Torrington

We have had a formal response from the NEW Devon CCG to our report on the Care Closer to Home initiative. The response is largely supportive of our recommendations, and picks out useful learning points. It can be seen [here](#).

#### Non-urgent care

More than 500 people responded to our survey, with findings indicating that 25% do not find it easy to get an appointment with their GP, and a further 25% were unsure of the other services available. We have submitted a formal report with recommendations, and will publish our report and the response during the next quarter.

#### Transport to Health

Over 200 people shared their experiences with us, with common perceptions of weaknesses and failings in both public and patient transport services. A full report, with recommendations, will be presented to commissioners and providers during Q2.

#### Discharge from hospital

We have been feeding into a Healthwatch England Special Inquiry into Unsafe Discharge. At the end of Q1 we had

**Our Vision** is better health and social care services through public involvement

**Our Mission** is to be an independent, influential consumer champion of health and social care services in Devon. This work will be supported by:

- Our statutory powers
- Our unique system of intelligence
- Our active membership

already received around 100 responses with issues around communication and with timing of follow-up care after discharge. A full report with recommendations will be submitted to Commissioners and Acute Trusts in Devon in the autumn. Survey data will be also shared with Healthwatch England to contribute to their evidence base. They will report their national findings in September.

### Escalation and formal reporting

Concerns that were escalated during Q1 include:

- Negative GP experiences in South Devon were escalated to NHS England, Care Quality Commission, and the Quality Surveillance Group.
- Concerns with a Residential Care Home were reported to Care Quality Commission and Devon County Council
- Concerns regarding the reduction of the Out of Hours GP Service around Plymouth were reported to Devon Doctors.

In addition we gave the Care Quality Commission evidence about: Northern Devon Healthcare, GP Practices in South Devon and Mental Health Crisis Care.

We also attended a Care Quality Commission Quality Summit prior to them publishing their report on the Devon Partnership NHS Trust. Healthwatch Devon is now represented on the Wave 1 Quality Improvement Group.

Finally, we provided commentary to the following NHS Provider Trust Quality Accounts: Royal Devon and Exeter NHS Foundation Trust, and Devon Partnership NHS Trust.

### Developing HWD Organisation Structure

Our new Board has settled in and preparations are underway for holding public Board meetings.

The Joint Venture Management Committee is now fully up and running with representatives from the Community Council of Devon and Healthwatch Devon Boards working together to oversee our move towards independence from the Community Council.