

Quarter 2 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 July - September 2014.

Baseline Service

Our baseline service is available to anyone, anywhere in the area that we cover. In Q2:

- Speak Out feedback continues to roll in. The recent Healthwatch England annual report for 2013/14 shows that our top three issues (mental health services, GP services, and social care) are very similar to the top issues being reported to other local Healthwatch across England.
- Monthly e-bulletins are going out to 2,000 people. 5,000 copies of Voices distributed. Twitter activity down but number of followers increasing.
- Continuing demand for the CAB service with 520 health and care enquiries and 20 individual cases dealt with.
- Participation in Health and Well-Being Board development day followed by presentation at most recent meeting about Health and Wellbeing in Older Age.
- Contributions to the Health and Wellbeing Scrutiny Committees Spotlight Review of CAMHS Services
- Formal response with recommendations to NEW Devon CCG's Strategic Framework for Community Services.

Engagement Service

At the end of Q2 we had:

- 3 gateway requests in the planning stage
- 5 in progress
- 3 requests completed

We have produced a case study on our engagement work with young people in Budleigh Salterton (an gateway request completed during Q1).

Our delivery partner Devon Senior Voice has taken the Healthwatch stand out to a series of public events around the county over the summer months.

Consumer Champion Projects

Progress on our consumer champion projects is as follows:

Non-urgent care

We have published our full report, along with a summary version. We had a good response to our recommendations, and look forward to following through on these. Details can be seen [here](#).

Transport to Health

We have sent our report, with recommendations, to commissioners and providers. The report will be published once we have the formal responses.

Discharge from hospital

We fed in to the Healthwatch England special inquiry on hospital discharge, and are preparing our own report on the

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



feedback we had from Devon residents. We anticipate publication of the HWE report during Q3, and will publish our own report at the same time.

Escalation and formal reporting

Concerns about quality of care that were escalated during Quarter 2 include:

- The quality of care received in a patient's own home
- The quality of care received getting to and from hospital via patient transport
- 2 separate concerns that relate to the quality of care in residential care homes
- A concern raised by an NHS worker in relation to the quality of care in a community hospital in a NEW Devon CCG locality.

A formal response with recommendations was submitted to NEW Devon Clinical Commissioning Group in respect of the Transforming Community Services Strategy Consultation and a formal response was received from Commissioners

189 individual experiences were submitted to Healthwatch England for the Special Inquiry into unsafe discharge from a hospital or care home.

Developing HWD Organisation Structure

We held our first Board meeting in public during August, and have now published a timetable for quarterly Board meetings in public venues around the county.

The Joint Venture Management Committee has approved a timetable for HWD transition to independence from the Community Council for Devon.

We have been recruiting and training volunteers for a series of roles including enquiries, local and strategic representation, community research and more. Our first volunteers' networking event will be held in November.