Tell us how you feel about any NHS or social care service in Suffolk - It has never been more important. You can rate and review services on our website.

www.healthwatchsuffolk.co.uk/services

#NHSSelfieStars
Your story, shared your way

Be a part of our #NHSSelfieStar campaign and have your say to improve local services... See more from page 2.

Why you should apply for the Suffolk Information Standard. P3

Latest updates on Mental Health in Suffolk. Give us your views. See inside.
People have continued to share their stories of care within health services in Suffolk. Here are a few of the latest from our #NHSSelfieStars who visited Ipswich Hospital NHS Trust and other services.

It has never been more important to share your views. We love to hear about your experiences, so please keep sharing them. You can follow us on Facebook, Instagram or Twitter to see what others have said.

We have the role to use your experiences of care to shape, influence and improve local health and social care services. Have your say today.

**Emilythestrange_x shared her story of care at Ipswich Hospital:**

“Appendix is out! I wouldn’t normally put this on here but I’m just so impressed at how good the hospital has been! Picture taken before the main bulk of drugs wore off. I’m so impressed with how kind, efficient and compassionate all the staff are here! So thankful to everyone at Ipswich hospital.”

**Joanne shared her story and expressed gratitude for excellent care:**

“Here is a selfie of me and my baby. I gave birth on New year’s eve in the midwife led unit at Ipswich Hospital. Our midwife was amazing as were all the other staff on the unit. We feel very lucky to have had such a positive birthing experience in Suffolk. The antenatal and postnatal support was also excellent and our family would again like to express how grateful we are for this.”
Why apply for the Suffolk Information Standard?

There are many organisations producing information about health, social care and wellbeing in Suffolk. This information can vary greatly in quality and the extent to which it is up-to-date, which means that it can be confusing and time consuming for the public.

To help to improve this, we are working with the Suffolk Information Partnership to deliver a local standard that will improve the quality of information provided in the County. We are delivering this as a part of our remit to provide information and signposting to people in Suffolk.

To find out many more reasons why your organisation should apply for the Suffolk Information Standard watch our video! https://youtu.be/KZ9PYfaV4Lw
Enter & View Visit to Friars Hall Nursing Home

We can visit (announced or unannounced) any premises where publicly funded care is provided to people in Suffolk with a few exceptions. We assess service quality using the views of residents/patients and their carers.

Our latest Enter and View (E&V) report is about Friars Hall Nursing Home.

What was good?

- People told us that the manager was having a positive impact on resident experience.
- Overall the team’s impression was of a home delivering sympathetic and empathetic care. There was an emphasis on individual need.
- Residents and their family are involved in care planning and their choices documented.
- Where someone is less able to express choice, staff carefully observe and document the way that residents react to care. Family members are consulted.

What has changed?

Our E&V visits often result in positive outcomes that will improve the experience of residents and their family members. You can read about some of these in our annual report 2015/16. In this case, the provider has responded with a specific action plan as follows:

- The provider is exploring the possibility of signage for private areas that make it clear that care is in progress to protect people’s dignity.
- The manager will ensure that staff are fully aware of appropriate room layout to avoid chairs being placed against the walls. They will use photographic support to achieve this.
- The staff team were unaware of the NHS Accessible Information Standard. They will now ensure all information is made available in a larger font and will explore the implementation of dementia friendly signs throughout the home.
- To achieve a high standard of dementia care, the provider will explore a number of décor and maintenance solutions such as the installation of grab rails in corridors, signage and changes to paint colour.

Please share your experience of care in the county with us. We will use them to guide our Enter and View work and also to improve local services. Please contact us on 01449 703949 if you have any questions.
Have mental health services improved?

CQC removes mental health provider from special measures and changes its rating to “Requires improvement”

The Care Quality Commission (CQC), which checks to make sure health and social care services are providing good care, has published its inspection report into care provided by the Norfolk and Suffolk NHS Foundation Trust (NSFT). It is our local provider of mental health services.

We submitted a report to inform the inspection, which took place in Summer. It summarised all of the experiences shared with us by service users, their families and carers. You can download the report from our website.

The CQC has now removed the Trust from special measures and changed its rating to “Requires improvement” from “Inadequate”. Special measures means that the Trust has needed to develop a timely and coordinated approach to addressing poor standards of care.

Andy Yacoub (Healthwatch Suffolk Chief Executive) said:

“This is welcome and demonstrates that the Trust has been able to improve in many key areas including its responsiveness to important issues. We applaud that the leadership is recognised as good. We also know, from what people tell us, that most individuals have a positive impression of Trust staff and feel they are hardworking and conscientious. For this, the Trust should be congratulated.

“The current nature and future sustainability of all NHS and social care services is highly complex and there are no easy solutions. It is clear that there are still areas where significant improvement is required and that the Trust must prioritise. Areas such as patient safety, continuity of care and communication with service users and their families, for example. We also recognise however, that the demand for NSFT services is simply beyond the resources that are currently available. This is a responsibility that sits with local Clinical Commissioning Groups rather than the Trust.

“Building upon the momentum from this change in rating with CQC, the Trust must continue to improve its services and it should do this by remaining focused on the lived experience of the people it supports. This will enable it to reflect upon its practices and the very real frustrations that many individuals feel and interpret as a lack of care. Ultimately, we hope that this news will have benefits for service users and their families as well as for the morale of Trust staff.

What do you think?

We need your experiences of care in the county. Rate and review NSFT on www.healthwatchsuffolk.co.uk/services, call us on 01449 703949 or send an email to info@healthwatchsuffolk.co.uk.

Healthwatch Suffolk staff take on Scotland’s Coast to Coast triathlon!

Well done to two of our Healthwatch Suffolk staff team, who recently took on and conquered a triathlon across Scotland. They ran, cycled and canoed their way 105 miles over the course of two days.
We attended the University of Suffolk freshers fair to talk to students, many of whom agreed to become #NHSSelfieStars or simply shared their experience of using services with us.

We gave the students a can of baked beans (a student staple) for a selfie and a comment about what they have “bean” thinking about using local services. You can see some of their selfies in the banner above or follow us on Instagram for more.

We would like to say a big thank you to all of the individuals that agreed to share their views with us. It was great to see such enthusiasm and interest in shaping local services amongst our local student population.

Other brands of beans are available!

In memory of our volunteers

Sue Golding was a Healthwatch Suffolk member and helped us as a volunteer in the West of the county. Sue helped out at some of our public engagement events and sampled some of the Synergy Dementia Cafes with her mum Pat who lives with Dementia. Sadly Sue was taken very ill on Friday 9th September and died on Monday 12th. The illness was totally unexpected and her untimely death has been a huge shock and loss to her family and friends to whom we extend our deepest sympathy.

Sue Tamlyn died peacefully at home on Sunday 9th October 2016.

Sue was a member of Healthwatch Suffolk and an enthusiastic member of the Enter & View team. She was an integral part of the Bury St Edmunds community for many years and will be sorely missed by all of her relatives, friends and Healthwatch Suffolk.
Mental Health in Suffolk
Our AGM 2016 - 27th October 2016

Thank you to everyone who attended and to our guest speakers, we will provide an update of the event on our website very soon and in our next newsletter.

Our Mental Health Focus Group

The Healthwatch Suffolk Mental Health Focus Group is open to anyone with an interest in mental health in the county. The next meeting will be at our offices here in Claydon and will be held on Tuesday 15th November at 2.00pm.

We are currently looking at the recent cuts to Psychiatric Liaison services at Ipswich and West Suffolk hospitals (most particularly how the service was seriously reduced with only a few days’ notice) as well as improvements and expansion with the Suffolk Wellbeing service.

The meeting is unique in that it allows service users, carers, concerned members of the public and people working in the third sector (not for profit and charities) the opportunity to question senior staff from the mental health trust and from the bodies that commission and pay for services.

Come along and see the meeting in action!

NHS leaders decide to defer on proposals to change NHS services in Suffolk

Governing Body members of NHS Ipswich and East Suffolk and West Suffolk Clinical Commissioning Groups have decided to defer the decisions on proposals to reduce access to IVF services and re-focus services delivered to marginalised and vulnerable adults.

Almost 1,400 pieces of feedback were received from the public (many obtained by Healthwatch Suffolk in support of NHS events). NHS leaders say the decisions to defer will give the Governing Body members more time to give in depth consideration to the implications of these proposals.

We promoted this opportunity for people to feedback their views online and through social media. Our Community Development Team also engaged members of the public at consultation events to promote feedback from local people and to ensure that the Clinical Commissioning Groups (CCG) receive a varied and representative response where possible.

As a result of these proposed policy changes and others in the recent past, we asked commissioners to form an Equality Impact Board, which they have implemented. The purpose is to ensure that the likely impact of proposed changes in policy on members of all communities in Suffolk is adequately assessed before decisions are made.
If you would like this newsletter in another format please contact the office on 01449 703949

Get information on who is eligible for a flu jab from www.ipswichandeastssuffolkccg.nhs.uk
Get the jab, get flu safe.