



healthwatch

East Sussex

**Your Local Consumer Champion for Health and
Social Care Services**

Issue 4 - February 2014

**Welcome to our Healthwatch East Sussex e-newsletter,
providing you with information straight to your inbox**

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Healthwatch East Sussex Better Beginnings Question Time events

The three East Sussex Clinical Commissioning Groups (CCGs) have put in place the Better Beginnings public consultation programme, on future options for maternity, in-patient paediatric and emergency gynaecology services in the county, www.betterbeginnings-nhs.net/.

To ensure the public are offered an independent forum through which they can question and actively engage with the key decision making bodies, and significant interested parties, Healthwatch East Sussex has organised 3 public meetings.

Event details:

Hastings

3rd March 2014, 7.00pm – 8.30pm

Sussex Coast College, The Learning Resource Centre, Station Approach, Hastings, East Sussex TN34 1BA

Eastbourne

10th March 2014, 12.00pm – 1.30pm

Eastbourne Theatres, Gold Room, Winter Garden, Compton Street, Eastbourne, East Sussex, BN21 4BP

Uckfield

12th March 2014, 7.00pm – 8.30pm

The Civic Centre – Weald Hall, Uckfield, East Sussex TN22 1AE

Registration

Whilst these are public events, each venue does have limited capacity. Confirm your seat now by registering at <http://tinyurl.com/o8ot6gy>, or call 0333 101 4007.

PLACE - Patient Led Assessment of the Care Environment

ESCV delivering Healthwatch in East Sussex, is recruiting Patient Assessors to undertake the annual Patient Led Assessments of the Care Environment (PLACE). The assessments will apply to hospitals, hospices and day treatment centres providing NHS funded care and the programme commences 3rd March 2014 and ends 30th May 2014.

Want to be a patient assessor?

The assessments give patients and the public a voice that can be heard in any discussion about local standards of care, in the drive to give people more influence over the way their local health and care services are run.

Assessment teams are a collaboration between staff and patient assessors, therefore patients must make up at least 50 per cent of the assessment team. Anyone who uses the service can be a patient assessor, including current patients, their family and visitors, carers, patient advocates or patient council members. The only restriction is that current staff are not able to assess the hospital they work at as a patient assessor.

If you are interested in becoming a patient assessor, or for more information please contact: Elizabeth Mackie, Healthwatch East Sussex 01323 400520 or email info@healthwatcheastssussex.co.uk

Full training will be provided, and more information about PLACE Assessments can be found by visiting:

<http://www.england.nhs.uk/ourwork/qual-clin-lead/place/>

Osteopathy Focus Group - Sign Up

The General Osteopathic Council (GOsC) has joined up with Healthwatch East Sussex to hold a focus group to understand public views on:

- osteopaths and the care they provide
- their standards of education, training and practice; and
- issues concerning patient safety.

Focus Group details

- Date: 18th February 2014
- Time: 12 – 2pm
- Venue: Annex Room, 8 Saffrons Road, Eastbourne, East Sussex, BN21 1DG

Refreshments will be provided, as will a £25 voucher for each participant.

Sign up now by emailing info@healthwatcheastsussex.co.uk or calling 0333 101 4007

More information is on our website and can be found

at www.healthwatcheastsussex.co.uk/osteopathy-focus-group-18-feb-2014/

Please note that participants do not need to have received osteopathic treatment to take part.

We Need to Hear Your Experiences of GP Out of Hours Services in Eastbourne

The Care Quality Commission (CQC) will be inspecting GP Out of Hours Services in Eastbourne, run by Integrated Care 24 Limited from Eastbourne Station Health Centre. We need to hear from anyone who has used the Out of Hours Service in the past year.

Ways to Share Your Experiences

1. **Complete the quick online survey:** Simply click on the survey link and answer a few questions by the 15th of March:

<https://www.surveymonkey.com/s/GZLGFSW>

2. **Attend a community focus group** organised by East Sussex Disability Association and Healthwatch East Sussex, facilitated by Disability Rights UK on Tuesday 4th March, 2pm at East Sussex Disability Association, 1 Faraday Close, Eastbourne, BN22 9BH. Booking is required by email to info@esda.org.uk or phone on 01323 514500. For attending you will receive a £15 thank you voucher (as long as you have not participated in another CQC event in the last 12 months).

3. **Ring the CQC helpline** on 03000 616161 between 8.30-5pm, Monday to Friday and ask to talk to someone about the inspection. Calls will be charged at the standard rate.

4. **Write to the CQC** by letter, addressed to CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne. NE1 4PA.

5. **Send an email to the CQC**, addressed to enquiries@cqc.org.uk

Care Quality Commission will treat all information received confidentially, with care and sensitivity. To find out more about our role as regulator or health and care services, visit www.cqc.org.uk.

Health Course - Online Learning

Healthwatch East Sussex has teamed up with Learning Services

Are you interested in releasing the full potential of the Internet in helping you find out about health services and providing feedback?

Learn My Way provide a free, online, 30 minute course to show you how to:

- How to look up conditions and symptoms online
- What you can do to maintain a healthy lifestyle
- How to find a local GP
- How to leave feedback on your GP service and hospital
- How to find local facilities to help you improve your fitness

It's free to sign up for the course, click on the link below and enter you details and centre number 4692.

<https://www.learnmyway.com/user/register#step1>

If you have any questions or would like to arrange to come and see us for some support please contact the Learning Services Team at Eastbourne Library on 01323 463903 or david.hide@eastsussex.gov.uk

Opportunities to Get Involved

Information Volunteers

We are starting interviews for Information Volunteers to join the team in January 2014 but there is still time to submit your application.

You can find full details on the [Do It website](#).

Current opportunities include weekly slots 2 – 4 hours at Bexhill, Eastbourne, Uckfield, Rye and Lewes Library.

Volunteers from any part of the county can apply as we will be extending this service out to all libraries in East Sussex this year.

Enter and View Training

Healthwatch East Sussex would like to congratulate everybody who took part in and completed our Enter and View training last month.

We look forward to working with you again soon.

NHS Trolley Wait Times

Authorised Representatives have just completed a series of visits at the Conquest Hospital Accident & Emergency Department in Hastings, looking at NHS Trolley waiting times.

This included talking to patients, carers, family members as well as staff and ambulance crews to gain some insight on the impact this national issue has on local people.

The report will be ready towards the end of February and we will notify you when the document is ready to view.

In addition to this, Healthwatch East Sussex will also be writing up another report based on all of the work we have carried out on the Pathway to Urgent Care.

Herstmonceux Information Centre Drop-In

You can go along to the Village Information Centre in Herstmonceux to pick up information about Healthwatch East Sussex, every Wednesday afternoon 2.30pm-4.30pm. You can also feedback your experiences of using health and care services, and how living in the rural parts of the county affects your access to these services. This is the first Healthwatch East Sussex pilot for the information and signposting service and we are absolutely delighted Herstmonceux Village Centre has been so enthusiastic about offering a drop in service. We hope local people will find the service useful.

Do go along and say hello to Chris, an already familiar face at the Information Centre. Chris has kindly offered to be a "Healthwatch Champion" and will be demonstrating how individuals and Centres like Herstmonceux can get involved and help spread the word. We really hope this pilot is a success and that it will encourage others to get involved.

Changes to Welfare Benefits: Stay Informed!

The “Bedroom tax” Universal Credit, Benefit Caps, PIP, ESA, DESSS – are you confused?

There have been so many changes since 2012 to what benefits people aged 16 – 65 can claim. People can find out more by ringing the 0333 344 0681 information helpline service or go to www.eastsussex.gov.uk/benefits.

Don't forget there is FREE internet access in libraries for people to use.

The helpline service is available Monday to Friday 9.00am to 5.00pm. Other support is available to help people through the transition from one benefit to another. Contact the number above or Healthwatch and we can signpost to you who can help.

New Valuable Sources of Information Around Mental Health

The Mental Health Directory of Community Support , was produced in November and contains information about the full range of community level support and mental health services available in the community; many of which people can self-refer themselves into.

This is available from www.eastsussex.gov.uk website or email Karolina Hutnik Karolina.Hutnik@eastsussex.gov.uk for paper copies.

A new publication called Information Booklet for Mental Health Carers in East Sussex, is packed full of useful information for carers of people with mental health problems. Produced by the Improving Carers Experience (ICE) project.

Contact Alan on 01273 617100 or email alan.icepro@btconnect.com for more information on how to get a copy.

NHS England Recruitment Opportunities for Patient and Public Voice Members

The National Quality and Clinical Risk Committee

The national Quality and Clinical Risk Committee is seeking up to 3 members, for further details please visit <http://www.england.nhs.uk/2014/01/09/qcr-reps/>

Deadline extended to 12.00pm 13th Feb 2014

The Patient and Public Voice Assurance Group for Specialised Services

The Patient and Public Voice Assurance group for Specialised Services is recruiting a Chair and up to 8 Members. For further information on this opportunity please visit <http://www.england.nhs.uk/ourwork/commissioning/spec-services/vac/>

The closing date for applications is midday on 19 February 2014.

Your Feedback

Healthwatch East Sussex proactively talk and listen to people from every part of your community about health and social care services. We then talk to health and social care providers about your experiences of care with the aim of changing these services for the better.

Some of the services we would like to hear your experience on are:

- Ambulance Services
- Care Homes
- Dentists
- Doctors
- Home Care
- Hospitals
- Mental Health Services
- Opticians
- Pharmacies

There are a number of reasons why you should talk us:

- Service providers have to listen to us, so they will be listening to you
- Because if we can't help you we will know someone who can
- We are powerful and well connected and will make sure your voice is heard

We have a number of ways you can contact us and have your say:

Freepost

Freepost RTER-ZRLC-CRTK

Healthwatch East Sussex

8 Saffrons Road
Eastbourne
East Sussex
BN21 1DG

Telephone

0333 101 4007

Text

07826 021 114

Visit our website

www.healthwatcheastsussex.co.uk

and fill out our "Speak Out" form

