

Health Scrutiny Committee - 15 October 2014**Information Bulletin**

The Information Bulletin is a document that is made available to the public with the published agenda papers. It can include update information requested by the Committee as well as information that a service considers should be made known to the Committee.

District Nurse Training in Suffolk

At the meeting on 2nd July 2014 the Committee asked for information about the arrangements for ensuring there were enough trained District Nurses in the county.

The Committee will be very aware that there is an increasing need for district nursing expertise if health services are to effectively meet the emerging demographic, social and disease challenges. However nationally, the level of District Nurses has reduced by 25% in Community services. Yet District Nurses are the main provider of nursing care in the community. They undertake a qualification as a Community Specialist Practitioner to provide the scope and skills required to respond effectively to the ever more complex needs of the patients and carers in the community.

Acknowledging the unique skills and expertise of District Nurses, the National Community Nursing Advisory Group has been established to support the development of the District Nursing role across England. Health Education East of England (HEEOE) is a member of the advisory group. It is with this focus that HEEOE are reviewing the numbers of District Nurses in line with trying to move more care from acute providers to community to ensure the right skills are within the workforce. Within Suffolk Community Healthcare (SCH), the numbers of District Nursing students trained has been limited due to a discontinuation of funding originally provided by the previous SHA. During the past five years SCH have been able to train 9 students. This is insufficient to address the ageing workforce and imminent retirement profile.

In recognition of this and working closely with HEEOE and both CCG's, SCH have been able to secure funded backfill to support the training of 5 District

Nurse students. This will be a one year full time degree course working with University College Suffolk and will commence in January 2015.

In addition a further 7 staff will be supported to undertake the District Nursing course part-time over a two year period. This will enable staff to achieve the specialist nursing qualification with release as required from the workforce. They will attend University and clinical placements whilst still retaining a clinical role within the community.

In total we will be training 12 staff to qualify as District Nurses over the next two years (compared to 5 in the last 5 years). This will support SCH in maintaining numbers of District Nurses according to predicted demand for the service. It will also help to secure standards of DN leadership, knowledge and skills across Suffolk, providing the Suffolk population with an appropriately skilled workforce.

In addition to this development we have also commenced a staff nurse development programme— developing skills and knowledge in the areas of leadership, caseload management and preparing staff who will be our District Nurses of the future.

For further information, please contact: Pamela Chappell, Director of Nursing, Therapies and Governance, Suffolk Community Healthcare. Pamela.chappell@suffolkch.nhs.uk | Tel 01473 278923.

Healthwatch Suffolk Engagement Report - Ambulance services and NHS 111 in Suffolk

At its meeting on 2 July 2014, the Committee expressed a wish to continue to keep the performance of the East of England Ambulance Service NHS Trust under review. The Committee acknowledged that the service has been subject to significant levels of scrutiny both by the Committee and from elsewhere

On 28 August 2014, Healthwatch Suffolk published its engagement report into public perceptions and experiences of ambulance services and NHS 111 in Suffolk.

The research project was carried out jointly between Healthwatch and the East of England Ambulance Service. People were invited to give their views through surveys and telephone interviews and a total of 337 people responded. The survey was distributed by ambulance crews in Ipswich and Waveney at their discretion for a period of two weeks. The survey was also distributed by the Healthwatch Community Development Team and the Communications Teams of both organisations.

The results will be used by the Trust to focus on the experience of patients when considering continuing and future improvements to the service. Healthwatch has also recommended that the report is used by local commissioners to help to

inform the work taking place under the ongoing health and social care review, particularly with regard to the urgent care element.

The results of the survey confirm the understanding that patients tend to be positive about the treatment and service they receive from ambulance crews. A majority of the sample were satisfied with their treatment overall, indicating that they had confidence in the service and that they were treated with dignity, compassion and respect by the crew at all times.

There was some negativity expressed about waiting for ambulances, equipment failures and an apparent lack of appreciation for the experience and knowledge of carers who support patients with long term conditions. Other findings included:

- The need for better education to help people to differentiate between NHS 111 and 999 emergency services. This will mean that people have knowledge and resources available that help them to self-care and ensure better use of services.
- The need for NHS 111 services in Suffolk to be enhanced upon service re-commissioning with regard to access, responsiveness and triage tools.
- There is a need to review the effectiveness of current advertising / health education campaigns e.g. Wise Up for Winter.

A number of recommendations have been developed for the Trust and local commissioners in response to what people have said. Healthwatch plan to work with the East of England Ambulance Service, local commissioners and providers to take forward the findings of this report and track improvements.

A copy of the full report can be downloaded from the Healthwatch Suffolk website [here](#).

For further information contact Michael Ogden, Information Services Manager, Healthwatch Suffolk; Tel: 01449 703949; Email: info@healthwatchesuffolk.co.uk
Web: www.healthwatchesuffolk.co.uk .

Stroke Support Services to continue for another three years

NHS Ipswich and East Suffolk Clinical Commissioning Group and NHS West Suffolk Clinical Commissioning Group have announced they have extended funding for the Stroke Association's local Communication Support Service for a further three years.

Around a third of people who have had a stroke have difficulty speaking, reading or writing, and it can be frightening and frustrating. The Stroke Association's

Communication Support Service helps people improve their communication skills either at home or at local groups, where people practice communication strategies and increase their confidence together and often form strong friendships. The team helps each stroke survivor adjust to life after stroke and to make steps in their recovery, which could include catching the bus unaided, joining an allotment project, or enrolling on a computer course. The service also offers invaluable support to carers, who often feel very alone and isolated in caring for stroke survivors.

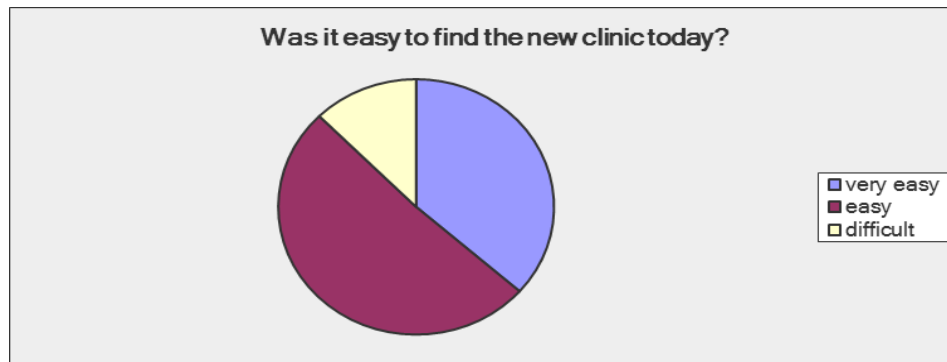
For further information about the Communication Support Service in Suffolk, please contact Elaine Monsen, Communication Support Coordinator in Suffolk on 01473 743976. For more information about stroke, ring the Helpline on 0303 30 33 100 or visit www.stroke.org.uk.

Orwell Clinic Survey

The Orwell clinic conducted a paper survey about the new premises for a 4 week period in June/July. All patients attending the clinic were offered the survey to complete and a total of 365 patients returned forms. The summary of responses is below and in general is positive about the new clinic. However there are issues identified that the Public Health team will be discussing further during contract monitoring meetings.

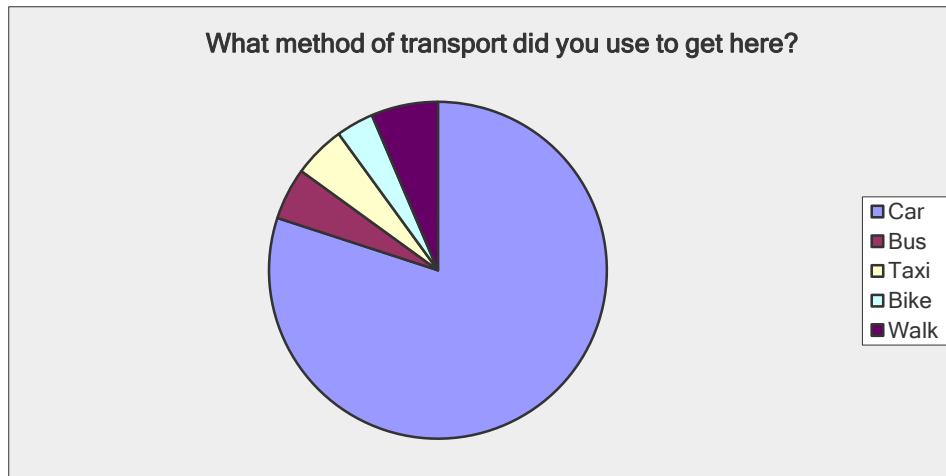
Question 1

Was it easy to find the new clinic today?		
Answer Options	Response Percent	Response Count
very easy	36.5%	132
easy	51.1%	185
difficult	12.4%	45
If it was difficult please tell us why:		47
<i>answered question</i>		362
<i>skipped question</i>		3



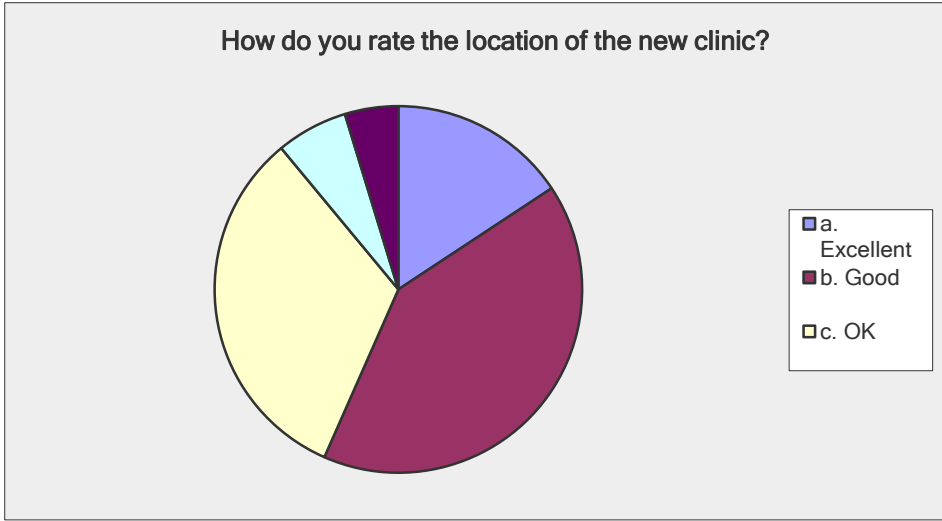
Question 2

What method of transport did you use to get here?		
Answer Options	Response Percent	Response Count
Car	80.1%	289
Bus	5.0%	18
Taxi	5.0%	18
Bike	3.6%	13
Walk	6.4%	23
Other (please state)		3
<i>answered question</i>		361
<i>skipped question</i>		4



Question 3

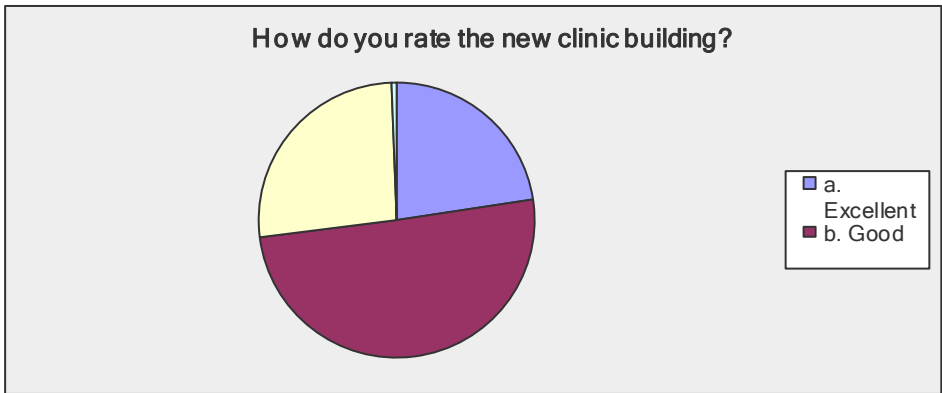
How do you rate the location of the new clinic?		
Answer Options	Response Percent	Response Count
a. Excellent	15.7%	57
b. Good	40.9%	149
c. OK	32.4%	118
d. Poor	6.3%	23
e. Difficult	4.7%	17
Any other comments:		24
<i>answered question</i>		364
<i>skipped question</i>		1



Question 4

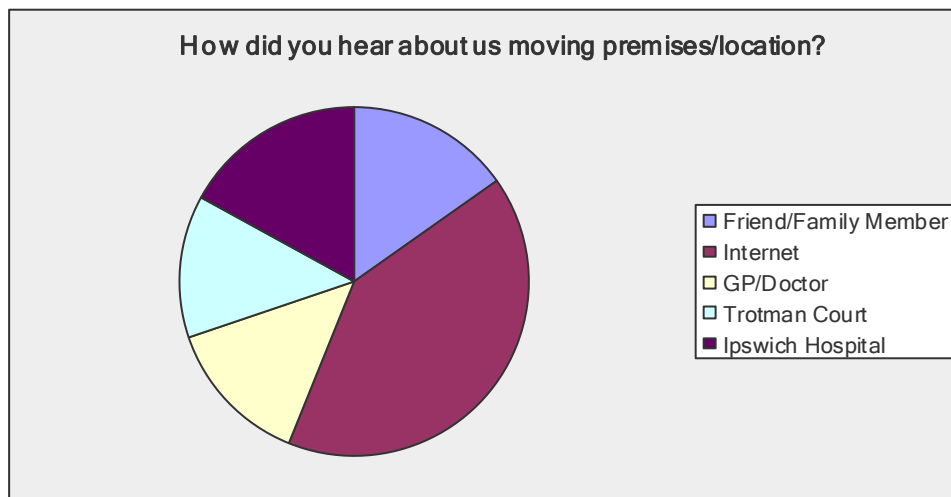
How do you rate the new clinic building?

Answer Options	Response Percent	Response Count
a. Excellent	22.6%	82
b. Good	50.4%	183
c. OK	26.4%	96
d. Poor	0.6%	2
Any other comments:		10
<i>answered question</i>		363
<i>skipped question</i>		2



Question 5

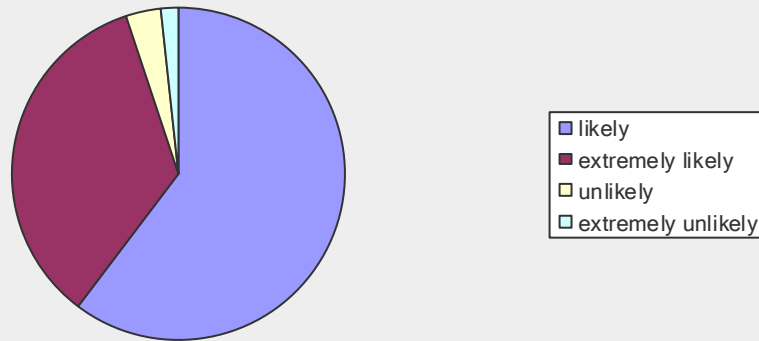
How did you hear about us moving premises/location?		
Answer Options	Response Percent	Response Count
Friend/Family Member	15.2%	52
Internet	40.9%	140
GP/Doctor	13.7%	47
Trotman Court	13.2%	45
Ipswich Hospital	17.0%	58
Other (please state)		19
<i>answered question</i>		342
<i>skipped question</i>		23



Question 6

How likely are you to recommend Orwell Clinic to friends and family if they needed similar care or treatment?		
Answer Options	Response Percent	Response Count
likely	60.3%	216
extremely likely	34.6%	124
unlikely	3.4%	12
extremely unlikely	1.7%	6
<i>answered question</i>		358
<i>skipped question</i>		7

How likely are you to recommend Orwell Clinic to friends and family if they needed similar care or treatment?



For further information please contact: Amanda Jones, Assistant Director of Public Health; Email: Amanda.jones@suffolk.gov.uk , Tel: External Line: 01473 260052