

Health Scrutiny Committee, 14 April 2016

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.

This Information Bulletin covers the following items:

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1. NHS Sustainability and Transformation Plans

Background

The NHS requires 'every health and care system to come together, to create its own ambitious local blueprint for accelerating its implementation of the Forward View.' This is because, 'planning by individual institutions will increasingly be supplemented with planning by place for local populations.' Each footprint area is required to produce a five year **Sustainability and Transformation Plan (STP)** which:

- covers the period **October 2017 – March 2021**;
- becomes the single application and approval process for being accepted onto programmes with transformational funding e.g. the new wider national Sustainability and Transformation Fund (STF) for 2017/18 onwards;
- will be submitted in **June 2016**, formal assessment in July 2016.

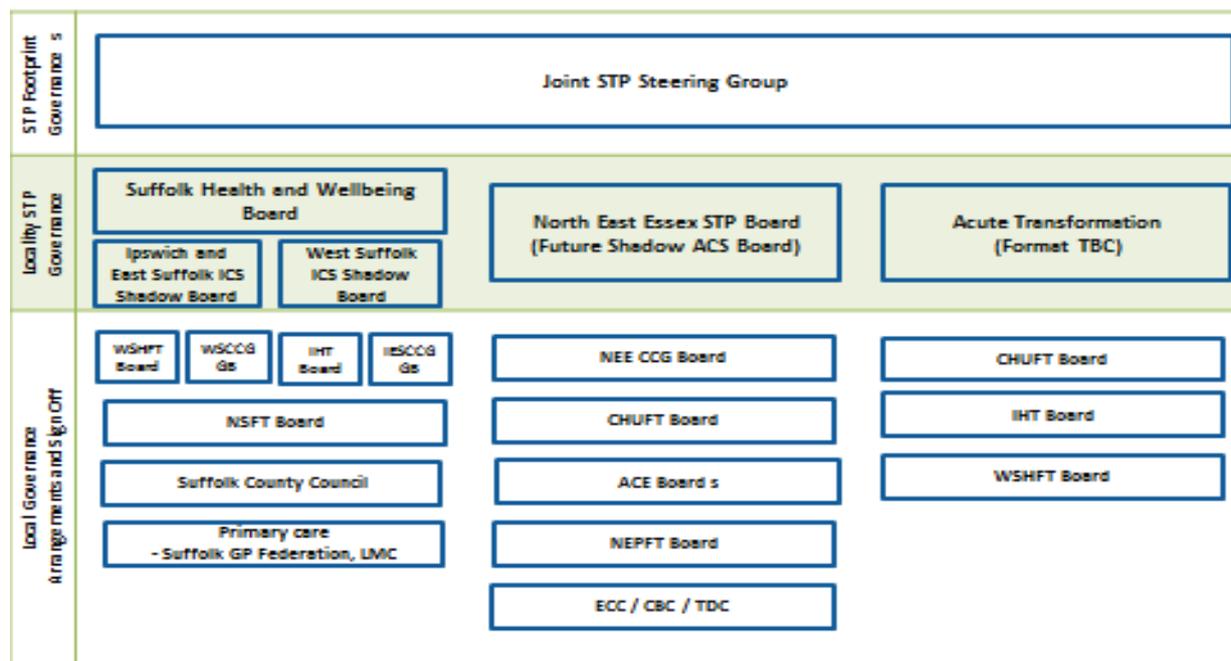
Our footprint area covers the Ipswich and East Suffolk, West Suffolk (Suffolk) and North East Essex (NEE) CCG areas. The Waveney area of Suffolk will form part of the Norfolk STP footprint.

The STP will require the NHS and social care system to describe plans for the whole of the footprint at a high level and will also include detailed place-based plans for our localities for each area. Whilst the STP is a national requirement which will form the basis of application for resource, it is our intention to develop it to be useful for the system and to accelerate our plans to develop two Integrated Care Systems (ICS) in Suffolk.

Governance

The STP will be brought to the Health and Wellbeing Board, ICS Boards and statutory bodies for approval prior to submission in June. The following diagram shows the proposed governance structure for the STP across Suffolk and North East Essex.

Overarching STP Governance



Our Vision

The STP will be underpinned by our vision for health and care, agreed by the Suffolk Health and Wellbeing Board:

“People in Suffolk live healthier, happier lives. We also want to narrow the differences in healthy life expectancy between those living in our most deprived communities and those who are more affluent through greater improvements in more disadvantaged communities.”

The STP will set out the case for change: the population we serve is ageing, long term conditions are increasing and costs, as well as public expectations, continue to rise. We cannot meet these challenges over the next five years through continued incremental change and no single partner or locality can deliver the scale of transformation proposed on its own.

Our work to engage partners and the public on several strategies over many years has given us the map to develop our strategy for STP. As a system, we have been regularly engaging since 2010 and our population has been asking us to bring services closer together. Further engagement may be required.

Our focus will be on people and place, not on organisations. We will plan services around the needs of our population, taking account of the wider determinants of health such as housing and working conditions. We want to create a system where

people manage their own health and social care with the right support when needed, communities are easy and supportive places to live with a health or care need and where the health and care system is coordinated and effective. System partners have identified four main Transformation Programmes:

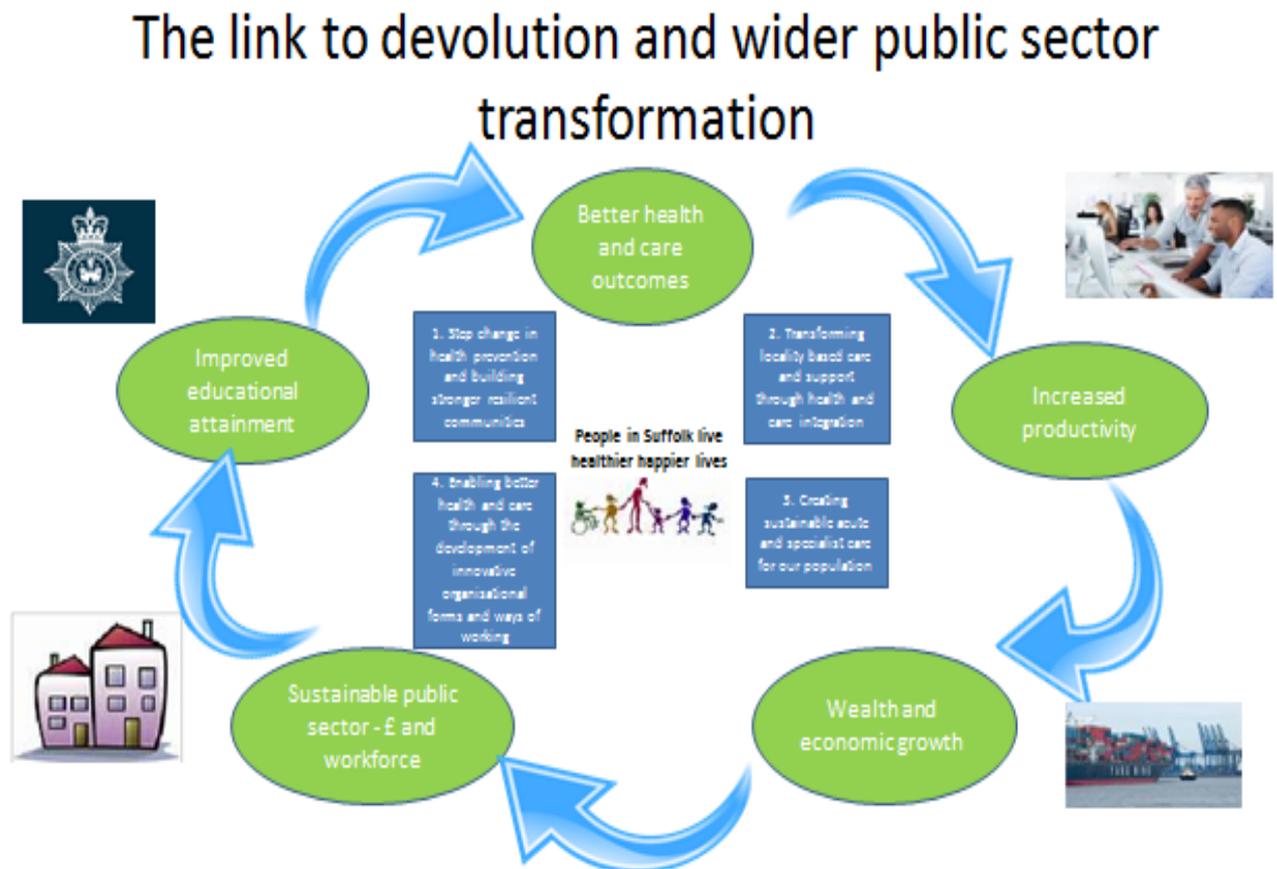
- A step change in health prevention and the building of stronger, resilient communities;
- Transforming locality based care and support through health and care integration;
- Ensuring that our hospitals, mental health, community, social and primary care providers and commissioners are sustainable financially and continue to provide high quality care

Our fourth programme contains the enablers which will underpin the delivery of the other three programmes:

- Enabling better health and care through the development of innovative new models of care and ways of working.

Much of the content of the STP will be based on existing reports and programmes including the Health and Care Review, Suffolk Annual Public Health Report and the 2015 refresh of the Joint Health and Wellbeing Strategy for Suffolk.

The STP will be aligned to the plans for **Devolution** as they develop, whilst taking account of the differences in scope both geographically and in service terms. The following diagram shows how health and care transformation will link to and benefit the wider Devolution ambitions.



For further information contact: Isabel Cockayne, Head of Communications, Ipswich and East Suffolk CCG and West Suffolk CCG; Email: Isabel.cockayne@suffolk.nhs.uk; Tel: 01473 770012.

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2. ACS Working with District and Boroughs on Housing Related Matters

This bulletin is being provided at the request of the Health Scrutiny Committee Task and Finish Group on Winter Pressures following their meeting on 7 January 2016.

The Committee asked for a summary of how Adult and Community Services (ACS) works with District and Boroughs in their role as strategic housing authorities to enable people to receive the care and support they need at home.

There are principally three areas of collaborative working between the County Council and District and Borough Councils relevant to this area, namely:

- The partnership approach to the commissioning and operation of the County-wide Home Improvement Agency;
- The consultation role of ACS in the consideration of planning applications for the development of new housing;
- The strategic partnership on the future development of specialist housing.

The Home Improvement Agency

The Home Improvement Agency (HIA) is a service commissioned jointly by all the local authorities in Suffolk. The agency's role is specifically to work with a variety of customers to provide advice on housing options and the adaptation of customers' own homes financed through statutory (disability facilities grants) and non-statutory sources in order that customers' care and support needs can be met in their own homes. This may be in response to a change in a customer's circumstance, for example increased mobility issues following hospital treatment or as a result of an existing chronic condition. In most cases this would involve a formal Occupational Therapy assessment in order to determine a sustainable solution that will enable customers to remain in their own homes. Adaptations range from relatively standard works (for example stair lifts or level access showers) to bespoke extensions. In some cases the most sustainable solution could be a move to more appropriate accommodation and the agency will work with customers to aid that process, be it the purchase of another home or rental options in the social housing sector (local authorities and housing associations).

All local authorities worked together to commission the agency, are parties to the contractual arrangements through a partnership agreement and work together with the provider, Orbit Housing, to ensure that the work of the agency is undertaken effectively and in accordance with performance standards contained within the contract.

Consultation on Planning Applications

The County Council's Adult and Communities Services (ACS) has a designated lead commissioner with responsibility for housing. The lead commissioner works with strategic housing leads in the District and Borough Councils to look at proposals for new developments with the County Council's planning policy team. This includes the design of proposed properties in respect of the future suitability of properties to cater for changing care and support needs for residents; the type of proposals needed for particular areas, specifically provision for specialist housing for older people; and the input of strategic information on future specialist housing needs to inform local planning policy (i.e. the analysis of need for such accommodation in specific areas based on a demographic analysis of the needs of an ageing population).

A Strategic Partnership on Future Housing Needs

In the context of the Health and Housing Charter ACS are currently working with all District and Borough Councils to develop a comprehensive and collective strategic approach to shaping the long term development of all specialist housing; this includes all supported housing - for customers with learning disabilities, mental health needs, physical disabilities and acquired brain injuries and specialist housing for older people – current models include sheltered housing, very sheltered and extra care housing. This work is being undertaken through the Suffolk Strategic Housing Partnership.

This work incorporates a full analysis of future demand over the next 15-20 years; the co-design of future models with all customer groups; a comprehensive understanding of current provision; and a thorough examination of current best practice. The purpose of this work is to shape and influence changes in current housing provision and the development of new provision that will provide a sustainable home environment meeting customers' care and support needs. This work is being led by ACS with the full engagement of housing leads at District and Borough Councils.

For further information, please contact: Paul Little, Head of Strategic Commissioning; Tel: 01473 260714; Email: paul.little@suffolk.gov.uk

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3. Making a House a Home

The Local Government Ombudsman (LGO), which investigates complaints about councils and social care providers, has recently published a report highlighting some of the complaints it has received nationally, and the impact on people's lives that can result when the process goes wrong. The report can be found by following this link:

<http://www.lgo.org.uk/downloads/special%20reports/2314-FR-DFG-final-17.03.2016.pdf>

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4. Update on Hopton and Stanton Surgery

Background

The Hopton (Avicenna, High Street, Hopton) and Stanton GP practice (10 The Chase, Stanton) is currently operated from two village sites located in west Suffolk to the north of Bury St Edmunds.

The Hopton site was set up by the father of the now retired senior partner Dr Andrew Hassan, and is attached to his private house. Hopton Surgery consisted of a GP consulting room, a treatment room, a dispensary and a reception area shared with Hopton Dental Surgery.

Suffolk HOSC members received a briefing statement in January 2016 advising them that the GP practice was only able to offer a nurse led service at the Hopton surgery following a decision by their former senior partner Dr Hassan to reduce the accommodation available at Hopton for use by the practice. This means that patients now need to travel to Stanton to see a GP and to obtain their medicines from the practice dispensary.

Current Situation

A revised Project Initiation Document for a new build surgery in Hopton was approved by NHS England in January 2016 to move to Outline Business Case (OBC) subject to further additional information which would need to be included in the OBC. The OBC would need to include information about additional housing development planned in the area and the potential impact on the numbers of patients attending the Stanton and Hopton surgeries.

Maximising the use of premises and ensuring value for money is key to NHS England and CCG Primary Care and Estates Strategies. A key priority for allocation of national funding is to support seven day working across the NHS and to support the merger or co-location of primary care services.

There is concern that as the practice is not proposing to increase the opening hours for a new Hopton surgery that this may therefore make it difficult to secure national funding for this project from NHS England and NHS Property Services (NHSPS).

It was also noted in the PID that the practice is not able to finance the Hopton surgery project themselves and will wish to explore whether NHSPS is able to provide capital funding for this project and lease the surgery to the practice

NHS England has agreed to fund the costs of an options appraisal / feasibility study from national Primary Care Infrastructure Funds to support the practice in develop this scheme further. Agreement has been reached to extend access to this funding pot to allow for completion of this work by 30 June 2016. West Suffolk CCG has identified a Project Manager to undertake this work on behalf of the practice.

NHS England and West Suffolk CCG understand that the practice wishes to expand the options appraisal to include a review of all options for their whole practice population, i.e. both Stanton and Hopton. The practice is in discussion with the project manager who is developing a proposal for NHS England approval.

In the meantime we are aware that Suffolk Healthwatch with the support of local Councillors is seeking to set up a collection and delivery service for medicines so that patients do not have to travel to Stanton to collect these in person.

Suffolk Healthwatch is also providing advice and support to the GP practice to develop their Patient Participation Group from a virtual group which communicates electronically into one that meets face-to-face.

NHS England will continue to work with the CCG and the practice to progress this issue over the coming months.

For further information please contact:

Carolyn Larsen, Head of Commissioning, NHS England Midlands and East (East),
Tel: 0113 824 9047; Email: carolyn.larsen@nhs.net

Ed Garratt, Accountable Officer, West Suffolk CCG; Tel: 01284 758013; Email:
ed.garratt@suffolk.nhs.uk

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Norfolk and Suffolk 
NHS Foundation Trust

5. NSFT progress towards quality improvements - update for Health Scrutiny Committee

The purpose of this briefing is to update the Suffolk Health Scrutiny Committee on the progress Norfolk and Suffolk NHS Foundation Trust (NSFT) have made regarding continuous Quality Improvements over the last 12 months.

On 7 July 2015 the Health Scrutiny Committee was briefed on the services provided by NSFT, with particular focus on:

- Being rated as overall inadequate by the Care Quality Commission (CQC) post a recent inspection;
- NSFT being placed in “special measures” by Monitor, our regulator;
- Actions already under way, planned and timescales for completion;
- Key challenges faced, including both financial as well as system pace and change.

As previously mentioned, whilst we were very disappointed to be rated as overall inadequate by the CQC, being placed in special measures by our regulator Monitor has afforded us the opportunity to really focus on what is important to people who use our services and their carers, as well as invest in our staff.

Key Deliverables

- We have launched our Service User and Carer Strategy, and supported by our colleagues in Adult Social Care, have appointed a Carers lead;

- Cascaded to all staff across NSFT our Visions and Values training, which was co-produced with them;
- Implemented and rolled out across NSFT, a single electronic patient record, which has allowed easily accessible up to date information to be able to support our service users recovery journey more effectively;
- Continued to implement Safer Wards, with increased staffing levels, recruitment of modern matrons and practice educators, who work across in-patient and community settings;
- Have improved our estate by identifying and removing all relevant ligature points where possible, or mitigated against the occurrence taking place, with detailed risk plans and regular audits to provide further assurance. A purpose built unit has also been completed for our Integrated Community Team at Haymills, Stowmarket, and work has begun to provide female only lounges on Poppy and Avocet wards, at Woodlands, Ipswich;
- Supported by the Suffolk Clinical Commissioning Groups (CCGs), we have redesigned our Complex Learning Disability service, with a renewed focus on admission prevention and intensive home support for service users and families. Similarly supported by the Suffolk CCG's, we have redesigned Chilton Houses from a long stay unit, into a progressive support service, for service users with complex mental health issues requiring longer periods of intensive support related to both rehabilitation and recovery, as well as work with our social care and housing colleagues to support independent living if at all possible;
- Continued to reduce the number of people seen in places of safety, by working closely with Suffolk Constabulary, and further developing our Police Triage model;
- Hosted monthly stakeholder meetings chaired by Monitor, to identify, review and update on delivery of strategic priorities;
- Also supported by Monitor, we have been able to appoint an Improvement director, who was previously an experienced Chief Executive of Mental Health Trust, as well as buddy with a number of other organisations who both face similar challenges, and have been able to develop innovated solutions;
- The CQC have informed NSFT, we are due to be re-inspected in mid July 2016, which we welcome. In preparation for this we have undertaken a mock CQC inspection supported by staff and stakeholders with an external chair. Areas of improvement as well as areas for further improvement have been highlighted, with additional support invested where required. Peer reviews by local teams will continue until the end of June, ensuring all areas are to the standards required to achieve a successful re-inspection

Challenges and Opportunities

Transformational change across the health and social care system in Suffolk is continuous, as it is for the all public sector colleagues.

Whilst this brings opportunities to not only improve the way care and support are delivered; the capacity, pace and availability of a skilled workforce must not be underestimated as significant to support delivery of the transformation.

Currently NSFT is working with commissioners to delivery Integrated Care Organisations in both East and West Suffolk, Transformation of Children and Young Peoples services with a focus on a single point of access as well as a Suffolk wide Eating Disorder service, Early Intervention in Psychosis across Suffolk, and delivery of the Transforming Care agenda for Complex Learning Disability and Autism.

All of the above with NHS England and the Department of Health key performance indicators, timescales and outcomes, whilst delivering increased quality and performance more efficiently.

NSFT continues to champion “Parity of Esteem” for Mental Health in terms of investment in services, as well as a locality priority, however this continues to prove challenging when the whole local system is under constant pressure

Summary

The Health Scrutiny Committee is asked to note the extensive quality improvements achieved across NSFT during the last 12 months, whilst continuing to deliver and be a part of huge transformational change across the Suffolk Health and Social Care system, with little new investment in mental health services in relation to “Parity of Esteem”

For further information please contact, Alison Armstrong, Director of Operations Suffolk; Email: alison.armstrong@nsft.nhs.uk; Tel: 01473 296080

The papers from the last Board of Directors meeting are available from:
<http://www.nsft.nhs.uk/Event/Documents/26032016%20BoD%20Public%20Papers.pdf>

Further information about NSFT can be found on the NHS Choices website at:
<http://www.nhs.uk/Services/Trusts/Overview/DefaultView.aspx?id=2624>

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6. Mental Health Community Information

The Health Scrutiny Committee of 21 January 2016 requested follow up information relating to its scrutiny of the Child and Adolescent Mental Health Services Transformation Plan. Specifically, they asked about what information is available to children, young people and adults regarding mental health advice.

Suffolk County Council in partnership with the three Suffolk Clinical Commissioning Groups provides funding to Suffolk Libraries IPS to deliver their unique Mental Health and Wellbeing Information Service. The project has been adapted for 2016/17 to reach out to a wider audience and identify marginalised groups that would benefit from the approach on the voluntary and community sector.

Suffolk Libraries’ Mental Health and Wellbeing Information Service (MHIS) has been signposting and providing information to its customers and the general public since 2009. The service was developed after a service-user survey flagged libraries as a place in which they felt comfortable asking for information. During this time, the MHIS has been involved in many local and national projects to support emotional and physical wellbeing, such as; Time to Change, Men’s Mental Health Week, World Mental Health Day, Action for Happiness and low impact, accessible sports such as New Age Kurling.

One very successful project has been the Open Space group in Ipswich County Library, which was developed as a partnership between Suffolk Libraries, NSFT and Julian Support. The group is loosely structured around a wellbeing discussion and

facilitated by the staff and volunteers in the partnership. Those who attend can come and go as they please, take part in the conversation or to simply sit and listen, with various puzzles and activities. We see an average of 25-30 people each week (The highest recorded number was around 50) with new people attending most weeks.

The Open Space group allows people to discuss emotional wellbeing in a relaxed and safe environment, whilst still allowing access to signposting and advice when needed. The group also take trips out and we are currently looking at ways to increase this, encouraging independence where possible (i.e. booking tables, looking at transport and ticket costs). The proposed plan for the MHIS 2016-2017 includes rolling out Open Space to at least three further libraries and plans to pilot this are already underway.

The idea of libraries being safe and trusted spaces, acting as stepping stones back into the community and being full of resources is the foundation for the proposed expansion of groups like this. The plan for the MHIS 2016/2017 includes projects provided in house working closely with expert provider organisations (such as LGBT groups, Suffolk Refugee Support and Men's Mental Health projects) and rebranding to increase awareness of the service and encourage access.

The MHIS is also involved in information sharing projects, for example The Warm Handover Scheme which involves several different organisations being able to make referrals to each other via an internal, secure online form. We are also piloting the Trusted Advisor Scheme in Beccles library, which trains staff in how to signpost people.

The Trusted Advisor model provides a first point of contact for anyone who needs local/social care information and advice. The Trusted Advisor model builds the capacity of local areas to address the collective need of rising demographics and increased demand from the community.

The MHIS also provides support to library staff, with the hopes that by increasing the confidence and knowledge of our staff we can continue to signpost and provide up-to-date and reliable information. This includes increasing access to training such as Mental Health First Aid and maintaining and increasing solid stakeholder relationships to ensure information is shared with the relevant libraries.

Suffolk County Council is planning to work with our voluntary sector partners to devise a new service from April 2017 onwards, providing a viable alternative to our statutory sector for all sections of the community affected by Mental Health.

For further information, please contact: Jason Joseph, Commissioning Manager, telephone 01473 264954, email jason.joseph@suffolk.gov.uk

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Update on activity for the Suffolk Health Scrutiny Committee March 2016

1. How are we doing? The Healthwatch Suffolk Stakeholder Survey 2016

Healthwatch Suffolk has launched its first ever stakeholder survey for professionals and the public. It is intended that the responses provided will help it to provide the best service possible and inform its service strategy for the next three years. The link to take part in the survey is: <https://www.surveymonkey.co.uk/r/hws16> (Hard copies are available on request).

2. Healthwatch Suffolk is relocating

From 1st April 2014, Healthwatch Suffolk will be relocating from offices on the Lion Barn Industrial Estate in Needham Market to the Hillview Business Park in Claydon. The move will mean that it is located closer to key partners including Age UK Suffolk (with whom it will be sharing a building) and Suffolk Family Carers. It will also mean that Healthwatch Suffolk can save money, have more accessible parking for visitors and a greater focus on linking into Voluntary and Community Sector networks.

There will be no change to the services provided, although there are some changes to contact details. The new details with effect from 1st April 2016 will be:

Freepost RTTY-CEUT-LCRH
Healthwatch Suffolk
Unit 14, Hillview Business Park
Old Ipswich Road
Claydon
Ipswich
IP6 0AJ

Telephone: 01449 703949

Email: info@healthwatchesuffolk.co.uk

Website: www.healthwatchesuffolk.co.uk

3. Maternity project

The views of birthing partners are underrepresented. That is why Healthwatch Suffolk has been working with local hospitals to give fathers and birthing partners a say in the maternity pathway. In order to support this work it has been calling for fathers/partners, mums or anyone that has been present at a birth in Suffolk to share their experiences.

Early findings show that most dads and partners feel they were treated with dignity and respect across all maternity services but they have told Healthwatch Suffolk that there is a need for more information about potential emotional changes in partners and dads after the birth. Having a baby brings many changes to family life and this can be a shock to the system. Improved information would help families and partners to adapt to life with a baby quicker. People have also indicated that they were not given enough information about what to expect in regards to their own emotional needs after the birth and that they would like more flexibility in respect of overnight stays.

The final report from this project will be published within the next few weeks with recommendations for local services.

4. Informing the Care Quality Commission Inspection of the East of England Ambulance Service NHS Trust

Healthwatch Suffolk has been taking a proactive approach to informing the first ever Care Quality Commission inspection of the East of England Ambulance Service, which is due to take place in April 2016. This engagement exercise has been particularly important as the CQC has not been able to extensively engage the public for views.

A condensed communications plan was developed and offered to all Local Healthwatch across the region. It had a clear aim to obtain views from patients and the public across the East of England and was based on the concept of #My999Story. The plan included a range of graphics, suggested Twitter activity, website and e-newsletter content. This short-lived campaign has been successful:

- Local Healthwatch promoted the campaign on Twitter and other social media. Tweets have been viewed in excess of 20,000 times.
- Information about the campaign was circulated by community newsletters to nearly 5,000 homes in Suffolk.
- The East Anglian Daily Times published an article to help us obtain views from people in Suffolk and parts of Essex.
- A number of local partners are supporting the campaign with communications including Community Action Suffolk, Suffolk Libraries and Suffolk Family Carers.
- Local Healthwatch have shared feedback and research reports with Healthwatch Suffolk.
- 79 individual comments have been recorded by Healthwatch Suffolk directly.

Healthwatch Suffolk has met with the CQC Lead Inspector to share early findings. A briefing document is currently in production that will bring together all of the feedback collated in Suffolk and from other Local Healthwatch.

In general, people have been largely positive about their overall experience of the service with the exception of a few particularly negative stories. High levels of positivity are very clearly evident within the feedback. Indeed, Healthwatch Suffolk

Feedback Centre and NHS Choices data (up to 3rd March 2016) combined reveals a total of 59 five star reviews out of a possible 79. The current overall rating on the Healthwatch Suffolk feedback Centre is four stars. In particular, analysis of the feedback obtained confirms an established understanding that people tend to be strongly positive about ambulance crews. People often described them as professional, reassuring and kind.

5. Joint project with Suffolk User Forum about the Norfolk and Suffolk NHS Foundation Trust

Healthwatch Suffolk and Suffolk User Forum have published the final report from joint work through which Norfolk and Suffolk Foundation Trust service users were engaged for their views and experiences.

To support the project, in November 2015, Healthwatch Suffolk and Suffolk User Forum ran a joint "Stepping Forward" event that was attended by 48 service users, professionals and carers. The event consisted of four workshops in which people shared their experiences of referral and access to assessment, care planning, care reviews and discharge planning. The findings from the event have been incorporated into the final report.

The Trust has committed to open and transparent dialogue with Healthwatch Suffolk and Suffolk User Forum at a senior level to explore all of the issues raised in this report and other feedback both in terms of practical improvements and to increase staff awareness of the perspectives of service users.

It has responded to the report as follows:

1. NSFT acknowledge that, although the response numbers were relatively small compared to the number of people it offers support to, the findings are nonetheless significant and highlight important areas for it to focus on.
2. The Trust would welcome an extension of the initial survey, which would allow further involvement from NSFT clinicians in co-production with Healthwatch and SUF an opportunity to develop a qualitative evaluation of service user views, experiences and understanding of needs to inform future care. The Trust considers that it would be particularly useful to look at what people think would help prevent difficulties, what maintains problems and what is needed to remain resilient and well in communities.
3. The Trust believes that this partnership approach will serve to improve clinical care, support recovery and communications.
4. It will also commit to sharing the report with managers and frontline staff via their quality governance meetings, ensuring discussion, learning and reflection. The summary outcomes of this will be shared with us by the Director of Operations for NSFT in June 2016.
5. To address the differing perceptions of what constitutes a "care plan" amongst service users, carers and mental health professionals, the Trust will explore the development of further information that it can send out to people who use its services and their carers. This would help people to know what to expect in respect of care planning and support from the Trust.

6. Diabetic foot care in Suffolk

Healthwatch Suffolk is working with Dr. Gerry Rayman (Consultant Physician of Diabetes and Endocrinology at the Ipswich Hospital NHS Trust Diabetic Centre) on a new project to explore local experiences of using diabetic foot care services in Suffolk.

Good foot care is essential for people living with diabetes because it can lead to major complications caused by high blood glucose levels including damage to nerves and blood vessels. In fact, active foot disease is one of the leading causes of amputation in the UK amongst people with the condition. It is important therefore that people are able to access the right services and at the right time because they prevent the need for expensive urgent care in the future.

That is Healthwatch Suffolk is keen to explore whether people at high risk of developing such complications in Suffolk are receiving appropriate care in line with national guidelines. It is interested in experiences about the full range of services that may care for people's feet and this includes those accessed in GP practices, hospitals and in the community.

Approximately 5,000 patients receive foot care in the community from Suffolk Community Healthcare, which is helping Healthwatch Suffolk to reach people currently using its services. It is also being supported by other partners including the NHS West Suffolk Clinical Commissioning Group. The ultimate aim is to ensure that these vital services are informed by the experiences of the people using them.

7. Engaging young people in Sudbury at the Thomas Gainsborough School

In December 2015, Healthwatch Suffolk worked in partnership with Unity and Diversity and the Thomas Gainsborough School to collect the views of pupils about their use of services as well as the Children and Adolescent Mental Health Service (CAMHS) Transformation Plan. It spoke to over 400 students, who had the opportunity to take part in a live interactive survey. From this engagement:

- 265 comments were recorded from young people about their use of local health and social care services.
- 300 students completed a 'health topic' tick sheet and helped us to prioritise seven topics that were taken from the CAMHS Transformation Plan.

Healthwatch Suffolk returned to the school in January 2016 to contribute to an assembly about Healthwatch and the importance of sharing experiences of accessing health and care services. It engaged with four groups of 15-20 GCSE Health and Social Care students about Healthwatch and asked for their views on the CAMHS Transformation plan. Information from the first visit to the school informed the engagement and the students were asked to discuss five topics which were mental health, sexual health, self-harm, eating disorders, and stress in schools. Within these topics, the students were asked to consider some key questions based on ideas seen

in the CAHMS Transformation Plan. The preliminary results show some key trends that appear in all topics:

1. Generally, students did not know how to access services. Almost all students said that they would have to go to their GP. This was seen as a barrier to accessing services and finding help.
2. Other barriers included being too scared and embarrassed to seek help – many pupils mentioned that they would not want their parents to find out. Also, many thought that they did not have anonymity if they were to see their GP.
3. The students welcomed an app, online forum or 24-hour emailing service to discuss their problems. The main reason for this was that they would not have to talk to someone face-to-face, which would reduce their embarrassment and that they felt that these modes of communication provided more anonymity.
4. Students noted that they do not have enough Personal, Social, Health and Economic (PSHE) education lessons (three enrichment days per year). They thought that if these were to increase and informed them of mental health and wellbeing, then issues concerning eating disorders, stress in schools, etc. would decrease.
5. Regarding the workshops, students wanted to hear real stories from peers. There was a consensus that hearing real stories would break down stigma, be informative and increase students' awareness of services throughout Suffolk.

Each stage of the engagement at the school has been filmed. It is hoped that the process will inform other initiatives in the county while also giving the students involved a short film to reflect on and share throughout their community.

The project completed on 22nd March 2016, when students from the school presented a showcase event to highlight issues of mental health and wellbeing among young people. Young people have to navigate a complex society, facing challenges and pressures in numerous aspects of their lives. The event included opportunities to hear about Healthwatch Suffolk and to connect with organisations that provide support in the local area.

8. Gluten Free Products on Prescription

Gluten-free products on prescription are being withdrawn in east, west Suffolk and also Great Yarmouth and Waveney. Sarah Sleet (Chief Executive of Coeliac UK) wrote to Healthwatch Suffolk about this issue, highlighting concerns about the impact the change in policy is likely to have on the quality of life of patients. The response to the letter is published on the Healthwatch Suffolk website.

Upon receipt of negative feedback, Healthwatch Suffolk contacted the CCGs to engage them in a discussion about the issues raised. From this, it was able to help the CCGs identify that some patients had not been notified about the changes, how they could seek support or challenge the decision against their own individual circumstances.

Healthwatch Suffolk considers that there has been a lack of notice and consultation about the changes that has made the transition to coping without NHS support more difficult for some patients in the county. Furthermore, it believes the CCGs have not taken sufficient steps to properly inform patients about alternative diet options. This apparent lack of consultation is something that Healthwatch Suffolk has been challenging commissioners on to ensure patients are central to decisions about their care in future.

Healthwatch Suffolk is continuing a dialogue with the CCGs on the basis that this policy change experience should be used as a learning point to inform any future key decisions made by them.

9. Changes to Repeat Prescriptions Clinical Commissioning Groups Pilot

The Ipswich and East Suffolk CCG are piloting new arrangements for the management of repeat prescriptions. Healthwatch Suffolk has secured space within a letter that will be sent by practices involved to all patients affected. The paragraph encourages patients to share their experience of the pilot with Healthwatch Suffolk as an independent body so that it can help the CCG to monitor impact.

10. Informing local Orthotics services

NHS England issued a call for local commissioners to improve how orthoses are provided to people, alongside a suite of guidance and resources to help them do so. Healthwatch Suffolk welcomed the report, which followed work undertaken as a result of concerns raised by the wider national Healthwatch network.

Healthwatch Suffolk contacted local commissioning groups in Suffolk to ask them to respond to the recommendations with any improvements they can make for people accessing the services in Suffolk. NHS Great Yarmouth and Waveney Clinical Commissioning Group has responded to state that it has been reviewing the current service provided to patients against the guidance. It is in discussions with the provider of orthotics services (James Paget University Hospital Foundation Trust) and is developing a service specification that will take account of the recommendations set out in the new guidance. It is anticipated that the new service specification will be in place early in the new financial year.

NHS West and Ipswich and East Suffolk Clinical Commissioning Groups told Healthwatch Suffolk that the recommendations would be considered by the CCG Executive to decide on whether orthotics is an area to review in the future. The guidance will also be referenced in service specifications in order to ensure those managing the Musculoskeletal system are aware of the learning opportunities.

11. Obtaining views from users of Care UK services

Healthwatch Suffolk and Care UK are working to encourage feedback from residents, relatives and staff working within Suffolk care homes. Each care home will be

appointed Healthwatch Suffolk Ambassadors who will be responsible for talking and listening to residents and relatives as well as colleagues about their stories and experiences.

12. Enter and View

Healthwatch Suffolk has visited the following services:

- Chilton Croft Nursing Home
- Mildenhall Lodge Residential Care Home
- Davers Court
- Woodfield Court

A number of reports will be due for publication in the near future. All reports from Enter and View visits are available to download from:

<http://www.healthwatchesuffolk.co.uk/our-reports-2/>

13. Annual Report

The Healthwatch Suffolk Annual Report 2015/16 will be made available to the public, and a copy provided to the Committee, at the end of June 2016.

14. Future content

- **The Sustainability and Transformation Plan:** Healthwatch Suffolk is engaging local commissioners in discussions about the engagement aspects of the Sustainability and Transformation plan as well as components of it such as the Connect pilots in Sudbury and IP3/4 area. It wants to assist partners to engage patients effectively for their views on the future integrated provision of health and care services in Suffolk. More detail on this will be offered in the next Healthwatch Suffolk update to the Health Scrutiny Committee.
- **Coproduction in mental health services:** The next Healthwatch Suffolk update will offer views and perspectives on coproduction in mental health services.

For further information on any of the content featured in this update, please contact the Information Team at Healthwatch Suffolk on 01449 703949 or by email to info@healthwatchesuffolk.co.uk.

