

January 2015

Dear Champions

A Happy New Year to all.

I am sorry that I wasn't in touch before Christmas but I was struck down with flu and have just returned to work...

I would like to start 2015 with thanking the 24 volunteers who helped us with the two projects that were undertaken in December 2014.

The first group of volunteers contacted 105 dentists via phone and asked them a number of questions with regards to accessing NHS dentistry services.

The second group of volunteers reviewed 101 G.P websites. This project follows on from one that we undertook earlier on in 2014.

Both sets of findings and reports will be published shortly.

We would not be able to undertake projects of this magnitude without the support of our volunteer network. We really appreciate everyone's hard work.

Poole Hospital

We have been invited to chat with patients; relatives; visitors and staff at Poole Hospital. To this end we will be setting up our "information stand" in Poole Hospital on the following dates:

Friday 9th January 8.30-12.30 in main outpatients

Tuesday 20th January 12.30 - 4.30 Location TBA

Wednesday 11th February 8.30-12.30 Location TBA

If you would like to come along and hand out Healthwatch leaflets and chat to people about the benefits of telling us their experience of using health services – please get in touch.

A member of the Healthwatch Dorset team will be there at all times, so you will always have a team member's support if required.

Virtual reading group

We have already had our first request to review a document prior to it being published by one of the NHS Trusts. The trust take on the comments that the virtual group feedback to them and generally amend the document accordingly.

If you would like to be a part of this team – please e-mail me and I can then send you the document - along with the brief.

Patient-led assessments of the care environment (PLACE)

It is that time of year when are being asked for volunteers from Healthwatch Dorset to take part in the annual PLACE audit of hospital settings.

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

Last year we had a fantastic team of 11 volunteers that undertook PLACE audits in 15 NHS settings in Dorset.

Hospitals that where Healthwatch Dorset undertook PLACE audits in 2014:

Poole; Bournemouth; Alderney; Christchurch; Wimborne; St Leonard's; Westhaven – Weymouth; Yeatman – Sherborne; Weymouth Community; Linden Unit – Weymouth; Dorchester County; Portland; Foreston Clinic; Nuffield Health – Bournemouth and St Annes.

The Hospital undertakes all the training and covers reasonable travelling expenses. I am available if any of the Healthwatch team need any additional support before, during and after the assessment has been undertaken.

Last year the assessments were spread throughout the months of February; March; April and May.

Each hospital sets out an action plan for each area that requires improvement as a result of the annual PLACE audit. Please contact each hospital for more information.

Please can you contact me if you would like any more information on this year's PLACE or if you would like to take part in the PLACE audits for 2015.

We have been told that the NHS in Dorset needs to change. Do you know why?

Dorset Clinical Commissioning Group, which is the organisation responsible for commissioning most NHS services in Dorset, is undertaking a review of health care in Dorset to ensure that everybody in the county has access to safe, high-quality, effective and affordable health services now and into the long-term.

The first stage of the review was to look at all the evidence about NHS health care in Dorset, a detailed picture of what is working well and where performance needs to be improved. Now the clinicians have started the task of coming up with models of good clinical care. What does good care look like? What would need to happen to ensure that it is delivered consistently across Dorset? They are basing their discussions on the evidence gathered, including UK and international comparisons, and a wealth of patient and public insight and feedback. They will work on developing a set of options to test out with local people in a public consultation next summer.

The views of patients, carers and the public are vital to the success of the review. At each stage of the Clinical Services Review process clinicians, patients, the public and key stakeholders are being given the opportunity to review and comment on the evidence which has been gathered and the developing thinking. Comments and feedback from the first round of public events are already helping to shape the proposals.

Be part of the conversation – join the CCG at one of their public events in January to hear more about the clinical services review and to let them hear your views and feedback as their work develops.

Find out how this review of the NHS in Dorset is progressing:

Tuesday 13 January 2015	2.00 – 4.00pm	Digby Hall, Hound Street, Sherborne
Wednesday 14 January 2015	10.00am – 12.00pm	Weymouth Pavilion
Thursday 15 January 2015	6.00 – 8.00pm	The Thistle Hotel, Poole

Been to one of the Clinical Service Review events recently and wondering why you should go again?

- New information will be presented, called the Case for Change.

- You Said - We Did – hear how the CCG have been listening to your feedback.
- Update on the work of the Clinical Working Group.

If you went in December please do go again and take your family and friends - everyone is welcome.

TO REGISTER to attend one of these events – click [here](#)

You can also see a SERIES OF FILMS from public events held in December 2014 – click [here](#).

If you have any questions, please contact the CCG:

<http://www.dorsetccg.nhs.uk/>

Dorset CCG

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Everyone Matters

Have you read the *feedback from patients of Dorset's hospitals collated by Healthwatch Dorset? We found a wide variation in the standard of care Dorset residents receive. Read the report here:*

<http://www.healthwatchdorset.co.uk/resources/every-one-matters>

Wessex
Community Voice

Working together to strengthen the voice of local people in health and social care across Wessex.

We have undertaken some research to put together a list of Principles for Patient, Carer and Public Engagement. We would like to seek feedback from a cross section of people about which are the most important to inform the final good practice guide. We have created a survey monkey link for people to complete. Please follow the link:

<https://www.surveymonkey.com/s/RB6BWZD>

Your story can change local health and care services

As you are all aware, Healthwatch gives people a powerful voice locally and nationally. At a local level, local Healthwatch works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

I would encourage you to use the link below and complete the form to share your experiences, good or bad, about health or social care services in Dorset, Poole or Bournemouth. Tell us what you like and dislike. Please complete all the fields. The more detail you can give us (for instance if it's about a particular experience, what happened, where and when it happened and who was involved), the better able we will be to use your feedback to build up a picture of people's experiences of services. We will use people's feedback to hold services to account and to work with them to improve the way services are designed and delivered. We will never share with anyone outside Healthwatch your name or contact details without your express permission.

We would also appreciate it if you could complete the form on behalf of other people if they are unable to complete it themselves or encourage them to feedback to us directly.

<http://www.healthwatchdorset.co.uk/content/your-story-can-change-local-health-and-care-services>

Alternatively, if you would any more leaflets; posters or cards – please contact Lucy via the enquiries e-mail: enquiries@healthwatchdorset.co.uk or ring her on 0300 111 0102 (local rate number) so that she can send you what you require.

Do you know of anyone that would like to be a Healthwatch Champion? If you do, please ask them to get in contact with me.

Thanks for reading & I look forward to catching up with you all very soon.

With Warm Wishes

Chris Wakefield
Volunteer Officer
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www.healthwatchdorset.co.uk