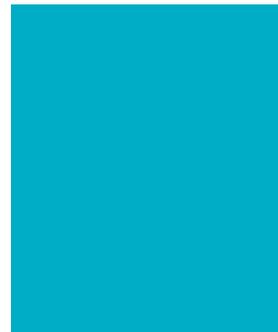
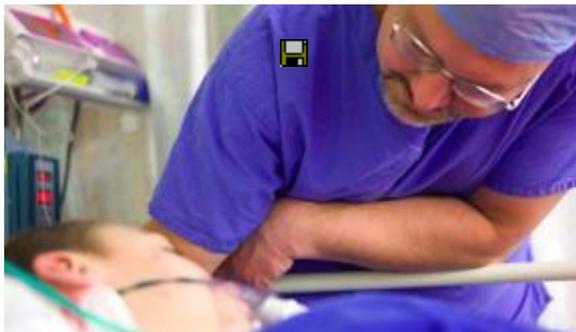


The View from Torbay

Kevin Dixon, CA member



SW Senate Assembly

12th March 2015



THE NHS
CONSTITUTION
the NHS belongs to us all

Our Aims are to:

- **Promote Healthier Communities**
- **Challenge health inequalities**
- **Ensure that providers, patients and the community co-design & co-deliver services**
- **Inform communities of their health & social care choices**

“People are the real experts in their own care”

Harvesting the views of patients, Carers & communities

The community are our information gatherers through:

- **Neighbourhood Partnerships**
- **Voluntary organisations**
- **Enter & View volunteers**
- **Whistle blowing in health & social care**
- **GPs & Patient Participation Groups**
- **The Community Health & Wellbeing Forum network – faith & belief, mental health, youth, learning disability, the homeless, LGBT etc.**
- **Healthwatch Rate & Review – harvesting the Friends & Family Test**

Working with Patient Participation Groups: Torquay's Croft Hall Medical Practice



Source or notes

Working with young people



Harvesting Patient Opinion across the South West: Healthwatch Rate & Review

The screenshot displays the Healthwatch Torbay website interface. At the top, there are social media icons and a language selection dropdown. The main header includes the Healthwatch Torbay logo and the tagline "Your spotlight on local services". A navigation menu lists various sections: Home, Your feedback, Find a service, Media, About us, FAQs, Complaints, Partners, Volunteers, and Contact.

A large banner image shows a building with the text "With your help we're changing local care for the better" and "INFORMATION CENTRE". Below this is a search bar with the prompt "Find your local service and leave your feedback..." and a search button.

The "Feedback Centre" section features several feedback cards:

- Croft Hall Medical Practice**: Very good. "Was able to book appointment 3 weeks in advance. As I work was offered a Saturday morning appointment." [Anonymous] ★★★★★
- Torbay Southern Devon Health and Care NHS Trust**: Difficultly accessing services. "Contacted adult social care with request for support at home with equipment and walking aids. Difficulty trying to get" [Anonymous] ★☆☆☆☆
- Orchards Dental Practice**: Worse than a doggy mechanic! "Seems to be only interested in private patients, feel like they mislead me about treatment available on NHS. Happy to" [Anonymous] ★☆☆☆☆
- Chelston Hall Surgery**: Reasonable. "Fair service" [Anonymous] ★★★★★
- Park Hill Medical Practice**: Excellent. "If you ring up at half past eight you get an appointment." [Pam] ★★★★★
- Southover Medical Practice**: Pretty good. "The annoying thing is the appointment system and phoning up in the morning" [Julie] ★★★★★

The "your experience" section includes a testimonial: "Giving feedback takes minutes, but the impact could last a lifetime" and a Twitter feed with tweets from @EddystoneTrust and @YourVoiceCounts.

At the bottom, a section titled "What you're saying" features a quote: "Healthwatch is independent and transparent – with the authority to demand action" and a "Find out more" button. To the right, a word cloud contains terms like "quality", "public", "helping", "friendly", "improvements", "waiting", "good", "ease", "support", "doctors", "health", "long-term", "Happy", and "patient".

12th February 2015

Better than expected

Having just returned after 20 years in France I was worried about the nhs, having seen and heard many negative comments. I had to use the emergency service and a paramedic was here in minutes, closely followed by an ambulance. I was admitted to torbay where my whole experience was positive. My fears about the NHS appear to be unfounded.

Rated by Carole Crowley

Culture change: Carers – “Beyond the bedside grape-bringers!”



“Torbay Hospital is encouraging Carers to become more involved with a patients’ care, recognising that the Carer is often the expert about pre-existing conditions, especially if the person has a learning disability or dementia... Free parking is a really important step which we know is already proving popular... It has certainly indicated to my family, and indeed the general community, that Torbay means it when it says – it cares for patients, Carers and the community”, Family Carers

Ageing Better in the South West



South West Seniors Network

60,000 members in 58 forums

- **Care & Healthcare**
- **Housing**
- **Finance & Debt**
- **Fuel poverty**
- **Rural transport**
- **Digital exclusion**
- **Social isolation**
- **Lifelong Learning**
- **Staying active**



In Bristol and Torbay the Lottery has awarded £6 million each to tackle social isolation amongst older people

Working with our communities

Melville Hill:

A vibrant, constantly changing community



- **Some of the least expensive housing in the South West. High numbers of homes in multiple occupation**
- **Home to new communities**
- **Drug & Alcohol issues**
- **Higher than average numbers of residents with mental health issues**
- **Higher than average numbers of residents with learning disabilities**
- **High worklessness & low wages**
- **The highest suicide rate in the South West**
- **An 8 year life expectancy difference to the rest of Torbay**
- **Negatively effected by changes to benefits and the withdrawal of services**

Working with community connectors - youth workers, faith leaders, neighbourhood activists, elected members, statutory colleagues - to give health & social care messages to the public.



The integration of Health & Social Care... & anything else that can make our communities more able to cope with change



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Don't forget to Rate & Review your health & social care experience!