

December 2019 Newsletter

Healthwatch Isles of Scilly updates

It has been a really busy few months in our office. Since September two new members of staff have taken on the role of Coordinator. The Community Survey for Health and Social Care 2019 was posted out to all residents and we are happy to say that we have had a good response and are now collating all of the data and writing the report.

We are also excited to announce the launch of our new website. We hope that it is easy for you to find out the information that you are looking for. If you have any issues with the site please let us know. www.healthwatchislesofscilly.co.uk

Our office in Buzza street has received a makeover! We wanted to make it a visitor/drop-in friendly space. We feel that we have now done this and invite you to pop in and see us. We have a wealth of information leaflets about different issues and services.



Dates for your diary

Adult Social Care Drop-ins:

Adult Social Care will be holding a series of drop in sessions in the new year. They are held twice a month on a Thursday. These aim to support and provide information for adults and their family/carers on the islands.

People often face new challenges in their life and a friendly chat may give you support, guidance and practical help.

Don't worry if you think your concern is not relevant or not big enough. If you would like to discuss an issue or you have concerns/worries, a social care professional is available at these sessions to speak to you in confidence.

Dates for Drop-In sessions will be posted on social media in the new year and posters will be displayed around the town.

For more information contact Scott Fuller
Tel: 01720 424472
email: scott.fuller@scilly.gov.uk

Citizens Advice Bureau Drop-ins:

These take place on the second Thursday in each month (weather permitting)
9am-3.30pm
Carn Gwaval Wellbeing Centre.

For more information or to book an appointment, call 01720 424400
Email: enquiries@scilly.gov.uk

Healthwatch Annual General Meeting

Our next AGM will be held on Thursday 20th February at 11am. Venue to be confirmed. All information will be announced on our website, social media and on posters displayed around the town.

Information

Keep up to date with the Isles of Scilly Pharmacy and Medical services

A message from the pharmacy:

Pharmacy customer satisfaction surveys are running until the end of December - available online at <http://www.cppsurvey.co.uk/> and post code is TR21 0HE (with a space!)

We are also running a public health campaign - Help Us Help You, which is encouraging patients to come in and chat with us if they feel poorly before something small turns into something big! <https://campaignresources.phe.gov.uk/resources/campaigns/81-help-us-help-you/overview>

We are completing multiple audits for the NHS;

Patients who are diabetic are going to be asked about whether they have had their annual retinal screening and foot check, and those who haven't can then be referred onwards - focus here is on

preventative measures and diabetics are at far greater risks of issues with their eyes and feet, so screening is imperative.

Methotrexate patients - this medication has been identified as one associated with potentially higher risks. We routinely ask our patients questions to ensure that they are receiving adequate monitoring anyway, but during this audit, they will be asked a few more!

Patients over the age of 65 taking NSAIDs (anti-inflammatory medicines) are also being nabbed! These patients have an increased risk of stomach irritation and should be prescribed something to protect their stomach while taking this medicine. We are asking some questions to these patients to ensure they have the medicines and information they need to take these safely.

So essentially, a lot of patients are being asked a lot of questions by us on behalf of the NHS.

Other than that, a reminder to ensure that patients always order prescriptions in good time - the surgery requests 48 hours to generate a repeat prescription and get it through to pharmacy. The pharmacy then asks for a day to process and order the stock in. This means, with bank holidays and weekends, you should order a minimum of one week in advance of running out.



NHS Choices

The NHS Choices website www.nhs.uk has loads of useful information, from A to Z of health, frequently asked questions, and what to expect from treatment. You may not realise that there is also a Live Well section with exercise and diet plans, how to sleep better etc. We also love their 'Health News' which looks at stories that you may have seen in the news and separates fact from fiction.

Off island medical travel



A reminder for those travelling from an off island to mainland hospital appointments that off island boating costs are included in your medical travel warrant. This is refunded to you and a claim form will need to be completed. A reference code is required.

When you contact the Patient Transport Office to arrange your travel warrant, please ask for further details and get a reference code before booking your boating.

Patient Transport Office: 01872 25 22 11 open 8am to 8pm Monday to Friday and 10.30am to 5pm Saturday and Sunday.

email: rch-tr.PatientTransport@nhs.net

Brighter Dental - Isles of Scilly



Brighter Smiles for Isles of Scilly children

Local children are all set to learn more about toothbrushing through the Brighter Smiles oral health programme, being delivered in the Island's nurseries. The resident dentist Gill Clarkson and dental nurse Ellie Mumford are currently setting up fun toothbrushing clubs for the youngsters. This is part of a county-wide programme aimed at tackling tooth decay as in Cornwall the highest single cause of hospital admissions for children between the ages of

5-9 is tooth extraction under general anaesthetic, yet it's preventable.

Please visit our website at www.healthwatchislesofscilly.co.uk for the full report.



Phone Number:
01720 624001

Please call at 8.45am if you have an emergency.

Holidaymakers with dental problems may book an appointment on a private basis.

Are you interested in health and social care?

Island Haven

As 2019 comes to an end, we would like to thank the community for your tremendous support since we launched The Island Haven in May. In less than 6 months you raised more than £40,000 through charity events, challenges and donations. This is a facility which will benefit everybody from Scilly. When islanders require mainland care and they need a place to stay during prolonged treatment, The Island Haven will be there. When family, friends or carers need a place to stay to accompany loved ones, The Island Haven will provide a home from home. Your fundraising far exceeds our initial expectations and will allow the project to move forward to the next stage far quicker than we anticipated!

Tim Guthrie- the Chairman of The Island Haven- says "I thank everyone for the terrific effort put in and it is a staggering thought that the

fundraising only started in earnest a few months ago. Thank you everyone."

Scilly C-Siders

The Scilly C-Siders group is moving ahead offering support; companionship; sharing laughter and fun, for those who are 'living with' cancer.

Whether you are a patient, a carer, or a survivor, you will be welcomed by the group. Living with cancer can be a lonely journey, but it doesn't have to be with the C-Siders help.

This year we have had a great deal of local, regional and national support in terms of funding, guidance, training and encouragement. We appreciate all this help and are looking forward to extending our activities and meetings on St Mary's and the off islands.

You can contact us through- Healthwatch, Facebook, Via The Cove and at www.scillycsiders.org.

Penny Penn-Howard.

Do you care that people get the services they need?

Take the lead and become a Director of Healthwatch Isles of Scilly.

The Board of Directors oversee the work plan, and individually take responsibility for particular tasks and represent Healthwatch when liaising with other agencies.

It means taking a little responsibility, but it is rewarding. It requires commitment, but it needn't be onerous. All directors are volunteers and we understand that everyone can take a step back when they need to.

If you would like to know more about becoming a Director, please call in for a chat or talk to any of the current Board: Paul Charnock, Julia Day, Chris Douglas, Jane Hurd and Penny Penn-Howard.

To find out more about becoming a Director or Member, contact Healthwatch on 01720 423037 or visit our website at www.healthwatchislesofscilly.

Join us as a Member!

Membership of Healthwatch Isles of Scilly gives you a say in how we work and guides what we do. Members can propose and vote on issues at general meetings and they elect the Healthwatch Board of Directors.

Our membership ensures we stay rooted in our community and are properly represented.



There are more ways for members to get involved by taking an active role in our work as and when it suits them: join a task that interests them, or be a community representative.

Travel and Transport Update

Members of our community have raised a number of issues with us regarding inter island and mainland travel for medical appointments. We presented five issues to the Isles of Scilly Council Scrutiny Committee at the November public meeting (The Council Scrutiny Committee is dedicated to scrutinising local NHS policy, planning and impact against local needs and inequalities). They will now take these issues up in discussion with the relevant service providers and we await the responses to the Scrutiny committee.



The Issues:

- Subsidised travel for escorts of 16 to 18 year olds.
- Subsidised travel for escorts of vulnerable people.
- Cancellation of medical flight and the charges incurred.
- Off-islanders who have mobility problems and lack of suitable transport to attend health appointments.
- Council travel warrants for local (Primary care) medical trips. Lack of clear information about the use of the medical launch and large upfront costs to the patient for booking a special boat.

IMPORTANT INFORMATION

Please make sure that you have read the cancellation policy of the travel company. Once your tickets have been booked for medical travel, any cancellation made could result in you paying the full cost of a normal flight (not the £5:00 medical flight cost).

Reports

NHS Long Term Plan Engagement Report

The NHS has produced a ten-year plan, setting out all of the things it wants health services to do better for people across the country. Our local NHS asked us to find out what areas of health and social care mattered most to the people of Cornwall and Isles of Scilly.

Key Findings:

The group identified the following ideas as being worthy of consideration in local planning for the Isles of Scilly:-

- The opportunity for follow up appointments to be carried out remotely using technology – while not always appropriate, patients would like to be offered the choice.
- Offering certain chemotherapy treatments locally on St Mary's –it was understood that not all chemotherapy was suitable to be delivered at remote sites, but with suitable staff and training certain treatments could be delivered.



- Extension of 'exceptions' within the escort policy to be afforded to patients who are less physically or mentally able, to enable them to have an NHS funded escort.

It is important that people have meaningful opportunities to comment on, and influence the commissioning of health and care services in Cornwall and Isles of Scilly (CloS). Cornwall and the Isles of Scilly Health and Care Partnership will be engaging widely over coming months and aligning all engagement to the NHS Long Term Plan.

For the full report, please go to our website at www.health-watchislesofscilly.gov.uk



Our new Coordinators

Catherine Fuller and Karen Hodgkin are both new to Healthwatch and we are really looking forward to working with the local community and engaging with local health and care services.

Our Healthwatch office will be closed on Monday 23rd December to Friday 27th December.

We will reopen on Monday 30th December.



Don't forget that we are here to make sure that those designing, running and regulating health and social care, listen to people's views and act on them. Anything said is kept anonymous and confidential.

- You can speak to us about what you think of local services – good or bad.
- We are interested in everyone's views, from all parts of the community.
- Where possible, we will let you know when changes are planned to services and help you have a say.
- You can speak to us to find information about health and social care services available locally.



Get involved - Speak to us about your experiences of any NHS or social care service, and help make them better for you, your friends and family. It's quick and easy to get in touch – you can phone, email or meet us in person. Just a few moments of your time could make a big difference.



Our Board of Directors and Staff would like to wish you all a Merry Christmas and a healthy New Year.





Tell us what you think about **health and social care services** for Scilly.

Healthwatch Isles of Scilly acts on collective feedback.

We find out what is important to you, and tell the people who plan and provide services.

Questions?

We can tell you where to get help to resolve a problem and find sources of information and advice.

Everything we do starts with what you tell us.

We go the extra mile to make your comments count.

Keep in touch:
Sign up for newsletters and bulletins.

Leave your comments and observations at any time: in person, by email, or via the 'talk to us' form on our website
www.healthwatchislesofscilly.co.uk



Healthwatch-Isles-of-Scilly



@HWScilly

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