

Newsletter

Winter 2025 update from your local Healthwatch



New to the islands? Who we are and what we do

We are a registered charity set up and run by local volunteers with paid staff, and are part of a network of over 150 Healthwatch throughout England. We are a statutory service and receive our principal funding from our local council.

It's really important that you share your experiences

If you've had a negative experience of health or social care, it's easy to think there's no point in sharing and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you' for it. Remember, your feedback is helping to improve people's lives. So if you need advice or are ready to tell your story – we're here to listen.

Healthwatch will


- ✔ Work with service providers to help improve health and care services
- ✔ Set up or take part in joint working groups and committees, and regularly meet with services to make sure your views are represented
- ✔ Share information about what services do and providing updates on any changes
- ✔ Help you find the right service to get the support that is right for you

Healthwatch won't

- ✘ Take action on hearsay, rumour, gossip
- ✘ Pass on any information which could identify you without your consent
- ✘ Act with bias or prejudice towards any individual or group, within a dispute situation
- ✘ Charge for the services or information provided

Open Monday to Thursday, 9:30 – 13:30

 Healthwatch Isles of Scilly, Unit 1, Gleaner House, Buzza Street, St Mary's, TR21 0HW

 01720 423037

 www.healthwatchislesofscilly.co.uk

 [Facebook.com/HealthwatchIOS](https://www.facebook.com/HealthwatchIOS)

You said...



...We did



“It would be useful to have the Skybus minibus transfer time on your booking reservation”

We spoke with Skybus operations and this is now been added to your reservation.

“Skybus has not released enough flights and there was concern about being able to book a medical flight”

We spoke to Skybus operations and they released more flights that day.



“We would like to be dropped off at West Cornwall hospital by the Skybus minibus”

We spoke to Skybus operations and they have confirmed that if you ask Mark, the taxi driver, he will drop you off on the way to the station but if flights are running late, he may not be able to do this, or may drop you off on the way back from the station to the airport.

“999 call handlers unfamiliarity with Scilly is causing delays in the response time of the ambulance service”

We met with the SWAST Patient Engagement Manager who then initiated the rollout of new, mandatory training package for call handlers at the emergency operation centers regarding the Isles of Scilly.



Health & Care Survey 2024

Feedback



“We would like regular access to an x-ray service”

Your feedback has meant that the CFT , Adaptix and the University of Exeter are currently applying to be part of a trial of a portable 3D x-ray machine that can be used by different healthcare professionals, resulting in a possible 24 hour accessibility to patients needing an x-ray.

“There are not enough optician appointments available on St Mary's to see an optician”

We met with the commissioners of this service and there is now a new provider who has expanded the amount of appointments available and will also see children and young people.



“We would like to choose the type of transport for medical travel”

We met with the new transport provider for Cornwall and the Isles of Scilly, HTG-UK, and they are now looking into the different travel options in the future.

“ I’ve been charged for cancelling my medical flight when I was ill and could not travel to hospital”

We have been sharing this information with the ISSG and they have now amended their policy, which means that you will be able to rebook a medical flight. We are waiting to hear about the process for this and will update as soon as we have more details.





WINTER
of
WELLBEING

2025

Join our FREE event on Isles of Scilly

Thursday 20 February

10am to 4pm

Old Town Inn, Old Town Lane,
St Marys TR21 0NN

Free bus to Old Town Inn: 11am and 12:30pm
from Evergreen (opposite the Town Hall), return
bus from 12:35pm and 2pm to town.

Fun for kids:
crafts, juggling
bowling &
more!

Find out: about
local wellbeing
& energy
support

Try new
things!

Enjoy free
light lunch
12-2pm

Take part: give
feedback to
shape NHS 10
year plan

Chat pregnancy
with Royal Cornwall
Hospital and Kernow
Maternity and
Neonatal Voices
Partnership





Macmillan Cancer Support

We were very pleased to be involved with the setting up and running of the first few cancer cafes on St Mary's but due to funding and the functions of a local Healthwatch, we were unable to continue with this. We are excited that the social prescriber and Active Scilly have secured funding to be able to carry on with this very much needed cafe and we look forward to popping in when we can.



PLEASE JOIN IN WITH OUR BI-MONTHLY
'SUPPORT CAFE'
THURSDAY 27TH MARCH
10AM - 12 NOON @ THE PAVILLION



We have been successful in securing funding from Macmillan to offer Support Cafe sessions every other month in 2025, and also to offer funded activities at other times to anyone living with or affected by cancer. Join Katie (Social Prescriber), Susie (Active Scilly) and Julia (the Cove) for a cuppa and to:

- Get information and support
- **Connect with others affected who 'just get it'.**
- Tell us what activities you would like to do in 2025.
- **Tell us how things could be improved.**

**HELPING YOU FIND YOUR BEST WAY
THROUGH, AND MAKING CANCER
EXPERIENCES COUNT**

Funded boating is available to attend this session - for information, please contact Katie Playle by email: Katie.playle@nhs.net



Winter Wellbeing guide

Have you picked up your winter wellbeing guide yet?

Packed with tips on preparing for colder months, the guide offers lots of advice to help you stay well, warm and safe this winter.

Copies are available locally, including Healthwatch, the library and the Post Office.



Virtual Wards: How they work



A patient is assessed for at home virtual ward care



If suitable, the patient is cared for at home with the aid of a treatment plan and monitoring device



Patients are monitored 24/7 remotely. Continuous data is sent to the hospital for review



Community health staff respond to monitoring alerts & deliver care in line with a treatment plan



The patient is discharged from the virtual ward once deemed well enough

Virtual wards (also known as hospital at home) allow patients to get hospital-level care at home safely and in familiar surroundings, helping speed up their recovery while freeing up hospital beds for patients that need them most.

Patients are reviewed daily by the clinical team and the 'ward round' may involve a home visit or take place through video technology. Many virtual wards use technology like apps, wearables and other medical devices enabling clinical staff to easily check in and monitor the person's recovery.



NHS 10 Year Plan

Local people are being asked by the Integrated Care System in Cornwall and the Isles of Scilly to help shape long term plans for the NHS.

A series of local events are planned, which will see senior leaders explain what transformational plans are already underway to make Cornwall and the Isles of Scilly a great place to be born, live and grow old and enable local people to give their feedback. Residents, patients, staff, volunteers and healthcare experts are being invited to share their experiences, views and ideas for improving the NHS through until 28 February 2025. There is an online survey and workshops and conversations are being held at local events across Cornwall and Isles of Scilly.

People are being encouraged to fill in the local survey even if they have already completed the national one. This is to ensure that insights from local people can be used to improve local services.

healthwatch.website/p4r



**Help us build
a health
service
fit for the
future**

CHANGE
NHS

Get involved now
change.nhs.uk



Camborne & Redruth Community Hospital

If you have an appointment at the mobile scanning unit which is located outside the main entrance of the car park, you can wait for your appointment in the waiting area inside the main entrance. Make sure you speak to the people in the mobile unit to find out how long the wait is and tell them that you will be waiting in the reception of the hospital.

Optician service

We have a new optician who will see adults and children.

Where: St Mary's health centre

When: Accessible 3 to 5 days every 3 months

Who?: There are appointments for adults and children

How? Phone the health centre on 01720 422628 and ask to be added to the waiting list

Become a volunteer, help the community

We work closely with adult social care to provide volunteers who can help with things like befriending, shopping, walking buddies, medical escorts, accessing remote consultations, and assistance with online information and services. However, we cannot do this without more lovely volunteers to help support some of the most vulnerable people on the islands.

Each volunteer will have complete control over what and when they can help and there's no obligation or commitment to do any more than their willing or able.

If you would like more information about joining our team, please contact Catherine or Craig (contact details can be found on the first page)

