

Healthwatch

Voices

Your views on your health and care services in Devon: Spring 2018



In this issue:

**Autism
Awareness**

**Making a complaint...
can have a positive outcome**

**Changing health and
social care in Devon**

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We welcome all contributions* to Healthwatch Voices but regret that we cannot guarantee publication and we reserve the right to edit for reasons of space or style.

To contribute an article, please email info@healthwatchdevon.co.uk

*Published items do not necessarily represent the views of Healthwatch Devon

Articles may include personal accounts which have been anonymised.

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In this issue . . .

As the independent health and social care champion in Devon we ensure that local voices are heard at all levels. Maureen tells us how about her experiences accessing services due to her hearing difficulties (see page 4) and then we explain how a lady made a complaint about services which led to a positive outcome (see page 8). Chanuki shares her story a 'serial service user' (see page 7).

Our Tackling Loneliness Project has done some great work, collecting over 500 pieces of feedback that describe the impact of loneliness on people's health and wellbeing. Read about the recent event at County Hall on page 11.

In May there is a Dying Matters Awareness Week (14-20 May) with café events and workshops and there is now a new Dementia Action Week (21-27 May) promoting change for those affected by Dementia (see page 5 for both).

We have had a great deal of local media interest so far in 2018 with numerous stories being featured on BBC Radio Devon and BBC Spotlight TV News putting people's experiences centre stage. Most recently we were interviewed on BBC Radio Devon for the CQC #Careaware campaign; we discussed how to go about choosing a care home for your relative or loved one. At the end of April, our 'Accessing NHS Dental Care' report outlining varying quality, waiting times and access to dental services in Devon was also picked up by BBC Radio and TV.

One of our recent developments has been forming closer working relationships with organisations to

make sure that the public voice is heard. We outline in this month's VOICES a number of meetings where you can have your say.

We have heard concerns from people with autism, their parents or carers, about autism services. We have put these concerns to the services who have given their response. We are now involved with an autism review with workshops in April - come and have your say (see pages 3-4)

There has been a high degree of concern as well from people wanting to know about services in their local area. NEW Devon Clinical commissioning Group, who commission services, are starting a third round of public meetings, starting with a public meeting in Holsworthy on 19th April to discuss the future of services there (see page 10)

Caroline our Partnership Officer is working alongside the Living Options Devon team to arrange two coffee mornings in Barnstaple and Tavistock to encourage feedback from a broader range of people across the communities about safeguarding. We are pushing for a better understanding about what safeguarding is and what is working well and what can be improved. This will help to inform the Devon Safeguarding Adults Board decisions that will affect us all in Devon. (See page 10)

And what does this mean to you, the residents of Devon? It means that Healthwatch Devon have been using our 'seat around the table' with our knowledge and expertise to ensure that the voice of all who use health and care services is always considered.

Colin Potter, Chief Executive

Public Board meeting dates 2018

If you would like to attend the Healthwatch Devon public board meeting the dates for 2018 have been confirmed and are listed below. This is your opportunity to raise issues or concerns that you may have on social care and health to the board.

Wednesday 30 May, 10.00am - 11.45am

Monday 23 July 4.00pm - 5.45pm

Thursday 27 September, 4.00pm - 5.45pm

We ask you to book your attendance, as it helps us to know how many people are likely to be there, and whether there are any special access needs.

We will do our best to ensure special access needs are met, any requests need to be made approx. 7 days ahead of the meeting to allow sufficient time to organise this for you.

You can book to attend a board meeting via our website here

If you require any further information about our board meetings please contact Claire Porton, PA to the Chair and Board, by emailing claire.porton@healthwatchdevon.co.uk or calling 01392 248919 ext 7107.

autism awareness

Support, concerns & what the professionals say

“We’ve come a long way in raising autism awareness but there’s still more to be done until everyone understands autism. Autism is a lifelong developmental disability that affects how a person communicates with, and relates to, other people.” - National Autistic Society, World Autism Awareness Week 2018

Adults with autism - accessing support

People with autism may have significant difficulties in accessing appropriate support services. Even if you’re not classified as having learning disability you may have needs due to the nature of the autism condition. There can be related secondary mental health problems such as anxiety and depression, particularly for adults living with or without a diagnosis.

Adults with autism - concerns from the North Devon Forum

Speaking at a meeting of North Devon Forum for Autism and related conditions were representatives from the Intensive Assessment and Treatment Team (IATT) for adults with a learning disability. It was mentioned that members of this service also used to sometimes help adults with autism but who did not have a learning disability, but more recently that was not possible. People at the meeting

said they felt there is a total lack of services for adults with autism.

The forum has found that on reaching 18 and leaving paediatric services to be looked after by adult services, many adults feel left adrift, often not accessing the services they need. This might lead to a risk of deteriorating health problems which cost much more in the longer term. There is a comparative and palpable lack of support for adults with autism. It was also perceived by people at the forum that adults accessing GP services frequently experience problems.

Adults with autism - concerns from a health care professional

We heard from a local health care professional...

“I am aware, through my work, of the minimal service currently offered to those needing assessment for ASD in Devon and following diagnosis, minimal ongoing support to the individual and their families and carers.

This is a condition which very easily escalates into severe mental health disorders such as OCD, psychotic depression, severe anxiety disorder; the impact of these disorders on those in a caring role can result in shockingly restricted lives and the danger of others in the family becoming unwell also.”

“There is so much expertise available, but lack of funding to provide an adequate service.

At least 1 in 100 individuals in Devon are non-neurotypical [which means that they] sit somewhere on the AS spectrum.

Many are going undiagnosed yet consequently living with mental health problems and economic hardship. I feel it is short sighted economically speaking to put so little funding into this surprisingly common condition.

It matters to me because I witness daily the impact of this huge gap in health and social care services.”

Read our ‘Children with Autism’ feature, people’s concerns and Virgin Care’s response online here

What DANA say ...

The Devon Adult, Autism and ADHD Service (DANA) service is provided by Devon Partnership NHS Trust and you can contact them on 01392 674250. It is important to recognise that, at the moment, this service is only commissioned to provide assessment and diagnosis, not ongoing treatment. The DANA team does provide some post-diagnostic support for people who are diagnosed through their service, including psycho-educational sessions for people and their families, a closed Facebook support group and signposting to other helpful services.

Rachel Webb, Service Manager for DANA, says: *"We provide high quality support but can only*

currently deliver what we are commissioned to do. We know that waits are too long and that there are gaps and inconsistencies in the service - and this can clearly be very distressing for people - but our commissioners recognise the issues and we are working with them to try and find solutions."

DANA accepts referrals from GPs and other Devon Partnership NHS Trust staff, if you've not been previously diagnosed. You can find out more from their website <https://www.dpt.nhs.uk/our-services/adult-autism-and-adhd/accessing-our-service>. If you have difficulty accessing the service, please contact Healthwatch Devon for help.

Current review to improve services

Health and social care services are working together to improve services for adults in Devon with autism.

David McAuley at NEW Devon Clinical Commissioning Group says:

"We are currently conducting a review of autism services across the county and will shortly be sharing our findings with those people with lived experience and their families and carers. We are working with partners to develop recommendations for change and we want users of services to help us shape these changes."

3 workshops to share your views

As part of this review three workshops will be held locally which Healthwatch will be helping with to ensure that the public's voice is heard. We are interested in people with autism and those who support them in attending, as well as workers from the voluntary, statutory and independent sectors across Devon. The purpose of the workshops are...

- To develop a proposal that enables individuals with a diagnosis of autism to be able to access health and social care support when they require it.
- To set out what services are currently provided across Devon, what best practice would suggest should be provided and where the gaps lie.
- To develop, through consultation and co-production, a business case that describes how resource might better be deployed to meet the needs of local people.

There are only 25 places at each workshop and will be allocated on a first come, first served basis.

Please contact lisa.may1@nhs.net to book a space.

Please note that the Torquay and Plymouth workshops will also cover Learning Disabilities.

The dates of the workshops are...

- **Monday 23rd April 2018**
(2.15pm - 4.30pm) - Healthwatch Plymouth, Autism Workshop
Exeter County Hall, Topsham Road, Exeter, Devon, EX2 4QD
- **Tuesday 24th April 2018**
(1.45pm - 4.00pm) - Learning Disabilities (LD) & Autism workshop
Pomona House, Oak View Close, Torquay, TQ2 7FF
- **Thursday 26th April 2018**
(1.45pm - 4.00pm) - Learning Disabilities (LD) & Autism workshop, CR3&4 UB, Windsor House, Tavistock Road, Plymouth, PL6 5UF

Nobody wants to know,

Maureen from Barnstaple shared her story with us

Deaf Awareness Week, 14 - 20 May 2018, highlights the struggle for 1 in 6 people in the UK that are affected by hearing loss, that's around 11 million people.

Despite this we still hear from people that they have issues accessing services because of hearing difficulties, this is Maureen's story.

"I am registered deaf and wear hearing aids, however on my recent visit to A&E my hearing aids weren't working. I informed the receptionist that I was deaf and that my hearing aids weren't working. I waited 2 hours in the waiting room but hadn't heard my name being called for my appointment. As the staff thought I was no longer in A&E the next patient was called.

I then went to my appointment in the audiology department. Because the staff know me here, they came over to get me when they were ready, and I didn't miss my appointment. I then went

back to A&E and was eventually seen. This also happens at my GP surgery. When the nurse calls for the next patient they just stand outside the door and call out the names, as I am hard of hearing, I can't hear them calling me.

The amount of appointments I have missed as I just do not hear my name being called. Surely, they could have an indication on my medical records to say I am deaf and need to see the nurse or doctor in front of me to be able to hear them.

Being deaf makes me feel invisible, that nobody wants to know."

- 3.7 million people with a hearing loss are of a working age.
- Around 2 million people use hearing aids and about 800,000 are severely or profoundly deaf.
- Around one in every 10 UK adults has tinnitus (a ringing, buzzing or humming in the ears).
- British Sign Language is the preferred language of around 145,000 people within the UK.
- On average it takes ten years for people to address their hearing loss.



Dementia Friendly organisation



Take action and help improve the lives of people with dementia.

In the UK, one person develops dementia every three minutes, yet too many people feel excluded and face the disease alone.

This year, Dementia Awareness Week is changing to Dementia Action Week (21 to 27 May). Raising awareness and offering support will always be important, but they are calling for action in order to make change happen for people affected by dementia. It could be as simple as being more patient in queues or helping make your business dementia-friendly, just like we have at Healthwatch Devon, thanks to Gina Awad, Founder & Lead of the Exeter Dementia Action Alliance (team pictured below)

Gina says "dementia requires a whole community response. Awareness is not enough, it is action that will embed lasting change. Our work inspires and encourages just that in the city."

Aly and Gina will be joining up during Dementia Action Week to run a workshop at Exeter Library for those living with Dementia and their care partners, Let Me Tell You What I Want, which focuses on making plans now and whilst you are able to for the future. Please watch the Facebook page for more information on this workshop <https://www.facebook.com/livingwellanddyingwellinExeter/> or contact Gina at ginafreespirit@yahoo.co.uk information on this workshop.

Living well Dying well in Exeter

Dying Matters
What can you do?

Every year in May, Dying Matters and their coalition members host an Awareness Week (14 - 20 May), which gives an unparalleled opportunity to place the importance of talking about dying, death and bereavement firmly on the national agenda. In 2018, the week will run from 14 to the 20 of May. You can visit the Dying Matters Website here to see what is happening in your area.

Living Well Dying Well in Exeter run community events throughout the year and during 2018 this has, and will, include Death Cafes hosted by Aly Dickinson End of Life Doula with Living Well Dying Well and Gina Awad of the Exeter Dementia Action Alliance. We will also be hosting a Bereavement Café; running community workshops on Planning for End of Life/Living Wills, facilitating an Open House Day providing the opportunity to meet with and ask questions of professionals from different disciplines who are involved in Death and Dying. Please visit our website to see what we are up to for the rest of the year <https://www.facebook.com/livingwellanddyingwellinExeter/>. You can also read our blog which illustrates a recent example of planning for end of life here

by Aly Dickinson

Illustration by award winning cartoonist Tony Husband



Mental Health Awareness Month

Living Library

Staff and volunteers from Healthwatch Devon were invited to the launch of a new centre in Exeter marked by a unique event - a Living Library!



The Wellcome Centre for Cultures and Environments of Health (WCCEH) is a world-leading research centre dedicated to providing innovative approaches to enabling health and wellbeing across the life course.

Combining expertise from humanities and social sciences, together with natural, medical and environmental sciences, the Centre, which has recently opened at the University of Exeter, will provide a unique opportunity to work together to address health challenges facing socially and culturally diverse populations.

Find out more and get involved here

As part of the launch of the Centre, we were invited to an evening of poetry reading, story-telling and scintillating conversation from Alice Oswald and Kei Miller - to be part of a 'living library', taking place at Exeter Central Library, Castle Street, Exeter.

People in the 'living library' became *books* and we were offered out on 'loan' to share personal stories about health and wellbeing, answering people's questions and listening to their thoughts.

We met a variety of people who were attracted to the event either because of their interest in literature or health and wellbeing - or both!

They were able to ask us, the living books, about individual health journeys and were very interested in our experiences and advice. We met poets, professors, healthy eaters and our volunteer. A Healthwatch Devon volunteer, Chanuki told her story, *The Serial Service User*.

You can read an extract of her story on the page opposite and the full version at <https://healthwatchdevon.co.uk/news/>

All in all we had a very successful evening and several people contacted us afterwards to find out more about Healthwatch Devon.

The serial service user

- Chanuki Bavington

[An extract]

“My name is Chanuki Bavington I am writing in the role of a serial service user.

I say serial service user because it seems that, from childhood to motherhood, I have used all the services under the sun. This means I've been in contact, worked with and sometimes alongside police, solicitors, probation workers, judges, magistrates, social workers, all manner of public sector workers, nurses, housing officers, doctors, bus drivers, midwives, commissioners, volunteers, councilors, MP's, drug and alcohol workers, and so on...I've also been sectioned more than I can count on one hand.

Each professional and worker has played a part in my health and wellbeing. None of them have worked alone. Some have gone above and beyond the call of duty and some have not.

I now live with the label of being a schizophrenic of some sort, I say some sort it's actually schizo effective disorder I have been diagnosed with, I also have borderline personality disorder.

I'm not sure if these diagnoses sit well with me and sometimes I don't even think I have an illness, but that I am just intelligent, or think in a different way. Then I do something stupid or have a serious acute episode of psychosis and realise, nah I'm just of average IQ with a mental illness.

I wonder what mental illness is to people who aren't mentally unwell though? I feel ashamed sometimes of my illness and other times I wear it proudly. I guess it's all part of my illness. Or is it part of my identity?

Is mental health something that affects us all but just on different scales? As I mentioned I have been sectioned at least 5 times, they all roll into one.

I'm not a psychologist. I've met a few in my time, and psychiatrists, but I do think that my upbringing has something to do with the way my brain functions and my mental health as an adult.

I feel that there were missed opportunities for my mental health and behaviour to be addressed. I feel that my birth family should have been worked with instead of being taken away - but hey, things turned out ok.



I say this because there were people that may have believed in my wellbeing. My care and my health from a services point of view.

As a mother of two children, I had to change my ways. I wanted to change. I was hurting everyone around me and I couldn't make sense of the world or myself, so how could anyone else make sense of me or help me understand this world.

I am a product of a society that works together but also one that wants to tear each other apart, this is reflected in my life outcomes.

I chose to listen to the good I saw in people though. I chose respect of common decency showed by professionals, this was key. They showed me respect or at the very least treated me in a humane way and listened to me, actively sometimes, pointing me in the right direction, encouraging me to take action and seize control of my life when I had so clearly lost control as I grew into an adult.

I chose to volunteer, I chose to work, I chose new ways of thinking, I chose to follow the signs from each individual worker that it is possible for me to have a more positive outcome and be a good mother to my children and give them everything I hope for any child. Love, nurture, care, encouragement, stability and taking my responsibilities seriously.

All this I was taught by various professionals I met along the way, I was a wild child - I still am at heart.

I am now choosing to do a degree in sociology with the open university and am a very happy mother enjoying motherhood. I am a girlfriend, sister and aunt.

I am a friend and volunteer. I have skills to go back to work. I have dignity, trust, respect in the system and believe there are good people who want to help lost souls like I once was, but I had a dream to have a family and be respectable member of society, so I have achieved my dream.

Who could ask for more?"

Making a complaint

... can have a positive outcome

A vulnerable adult wanted help understanding what had happened to her husband

A lady who lost her husband was looking for an explanation and support understanding what had happened as she felt the hospital and paramedics were to blame.

Her husband had suffered with kidney problems and was a Dialysis patient but otherwise well in his wife's eyes. However, when she received the death certificate it stated kidney cancer, so she felt that the hospital had not diagnosed this, and it had led to his death.

On the day of his death he was feeling very poorly, and an ambulance was called. Two Paramedics attended but after spending an hour at their home left, confident that her husband did not require a hospital visit. A few hours later an ambulance was called again, this time two land ambulances and the air ambulance attended the husband, but unfortunately, he died at home.

On behalf of the wife the Healthwatch Champion wrote a letter of complaint to the hospital and the ambulance service. The letter stated that he had not been treated properly and they had missed a diagnosis of cancer.

In the formal responses, both organisations offered a face to face meeting with the wife and the Healthwatch Champion to help her ask any questions she might have.

In the meeting with the hospital consultant they explained that her husband had been diagnosed with kidney cancer and had an operation which unfortunately

had not been straightforward. The wife realised that her husband had been keeping the extent of his poor health from her so as not to worry her and to protect her.

During the meeting with the ambulance service the wife discovered that her husband had told the paramedics who went to their home on their first visit that he would not go to hospital with them. It was decided that he probably wanted to be at home with his wife. She realised that her husband had not been entirely honest, albeit with good intentions, and that the paramedics were not at fault.

These meetings exceeded her expectations and were very comforting for the devastated spouse. It has enabled her to fully understand what happened to her husband. She felt reassured that no one was to blame and that everyone had tried their best for him. With the knowledge that her husband was probably trying to

protect her, she now feels she can now move on from this tragedy.

Sharifa Hashem, Patient Engagement Manager at South Western Ambulance Service NHS Foundation Trust told us:

"We understand the loss of a family member can be a very difficult time for families and loved ones. During the ambulance crew's attendance the patient expressed clearly that he did not want to go to hospital and was deemed to have capacity to make his own decisions. This is a truly sad case, but the ambulance crew could not have foreseen the patient's rapid decline. We hope family and friends are able to find comfort following the investigation."

We find a genuine desire from service providers and trusts to hear from people when they don't receive the service they should.

**Where can I get support?
Freephone: 0800 520 0640
www.healthwatchdevon.co.uk**

Learn it, share it. You could save a life.



The Stroke Association report that a stroke strikes every 5 minutes in the UK. It can happen to anyone, of any age, at any time. The following information is the advice given on the Stroke Association website on how to spot the vital warning signs of a stroke.



stroke unit, the quicker they will receive appropriate treatment.

The FAST test helps to spot the most common symptoms of stroke. But there are other signs that you should always take seriously.

These include:

- Sudden weakness or numbness on one side of the body, including legs, hands or feet.
- Difficulty finding words or speaking in clear sentences.
- Sudden blurred vision or loss of sight in one or both eyes.
- Sudden memory loss or confusion, and dizziness; or a sudden fall.
- A sudden, severe headache.

Make May Purple is the Stroke Association's annual stroke awareness month, which takes place every May. Friends, families and are invited to show their support for people who have been affected by stroke.

More information is available [here](#)



We recently received feedback from a community car driver who said they were deeply impressed by the perfect NHS integration and efficiency.

This is their story:

"An elderly lady I took to the hospital knew something funny had happened to her, so she rang the GP. They advised a rapid ring-back from the duty doctor, who duly rang and said he'd arrange for her to go to the RD&E stroke clinic. The clinic rang her within a couple of hours and gave her an appointment for less than 24 hours away. On arrival it was clear a doctor had been organised specially as there wasn't a clinic in progress: he examined her and arranged an immediate CT scan. By the time we got to the x-ray unit they had the paperwork and she was scanned within 10 minutes. The doctor followed up the scan and within 90 minutes of arrival she had been diagnosed as having had a TIA (transient ischemic attack or 'mini stroke'), had advice, medication and was able to go home. Proper cardiac investigation had also been booked. Each of the stages was assisted by an excellent, kind, and efficient senior nurse. What more could anyone ask of a health service? I wasn't just impressed by this episode, I was moved by how sympathetically human and excellent it all was."

FAST Test

- **Face:** Can the person smile? Has their face fallen on one side?
- **Arms:** Can the person raise both arms and keep them there?
- **Speech** problems: Can the person speak clearly and understand what you say? Is their speech slurred?
- **Time:** If you see any of these three signs, it's time to call 999.

There is no way of knowing if symptoms will pass or get better when they first start, so you need to seek immediate medical help.

A stroke is a medical emergency. Always dial 999. The quicker the person arrives at a specialist



What is safeguarding?

Safeguarding is protecting vulnerable adults or children from abuse or neglect.

It means making sure people are supported to get good access to health care and stay well.

It is wrong if vulnerable people are not treated by professionals with the same respect as other patients.

It is making sure that people are supported to have full and happy lives.

**Do you know and care about keeping people safe?
Then come to our coffee mornings in June!**

As you can see from the information above safeguarding is relevant to all of us. We want to reach out to Devon's communities to hear what everyone has to say about safeguarding.

To help to do this we are working with Living Options Devon to have two coffee mornings in Devon to talk with the people about safeguarding. Everyone who uses hospitals, police stations, GPs, care homes and care in their own home is welcome to attend. We particularly want to talk to people who have gone through the safeguarding process as well as engaging with more care providers across Devon.

The coffee mornings are being planned but are likely to be in Tavistock in May and Barnstaple in June. Confirmation of these dates and more details will be announced on our webpage - <https://healthwatchdevon.co.uk/do-you-know-care-keeping-adults-safe-from-harm/>

Contact Caroline Lee, call 01392 248919 email: caroline@healthwatchdevon.co.uk

At these coffee mornings we will discuss with you...

- what safeguarding is;
- why it is important;
- and get feedback from people who have experience of going through safeguarding about what worked and what could be improved.

Your ideas and experiences will be listened to and considered.

Everybody who comes will meet Sian Walker, the Chair of the Adult Safeguarding Board for Devon. Sian leads this Board which will guide the work of senior police officers, hospital managers and social services managers to make sure people across Devon are supported safely.

Come along and help us with this important work. We would love to meet you and hear what you've got to tell us.

Next round of NHS engagement to begin in April

Healthwatch Devon hold regular meetings with local NHS commissioners. We have been told that the latest round of NHS public engagement events in Devon are due to take place in April. This is the third round of public meetings since the future of services in Eastern and Southern Devon were discussed in 2016.

On 19th April a public meeting will be held for the residents of Holsworthy, North Devon, to discuss the future of services there. People will be updated on efforts to reopen beds at the local hospital, closed temporarily since last year for safety reasons. They will also have the opportunity to discuss this situation with the NHS.

It will be held at Holsworthy Sports Hall, arranged and chaired by the Holsworthy Town Council, assisted by Holsworthy Hospital League of Friends in association with the NHS. NEW Devon Clinical Commissioning

Group (CCG), which is responsible for NHS services in the town, will be present. Staff from the hospital are also due to attend. Meetings will take place as two repeated sessions. The first at 3.30pm and the second at 7pm.

Simon Tapley, Chief Operating Officer for NEW Devon CCG, said: *"The Trust took the difficult decision to temporarily close 16 beds at the hospital last year on the basis of safety grounds. Since then the Trust has been working with a group of local people and partner health and care organisations to explore the reasons for this, and how the situation might be resolved. We want to update the community on the outcome of these discussions and what this might mean for the future of care in the town. It is important that we hear the views of the local community about how services are currently meeting their needs."*



Loneliness... we're listening

To conclude the listening phase of our Tackling Loneliness project, we held a successful event at County Hall where more than 60 people gathered to help review our findings from people across Devon.

On the day, our members were joined by supporters of the project, including workers from health and social care, public health, people who use services, carers, charity representatives, libraries, and faith groups to name but a few. The Lord Mayor of Exeter addressed the room and was very praiseworthy of our photo competition entries.

Opening the day, Councillor Andrew Leadbetter who is Chair of the Devon Health and Wellbeing Board, commended our listening report and assured the conference that the Local Authority would be attending closely to the final report. The report will be included in strategic commissioning documents for Devon. We'll be making our final recommendations and sending the report off for a formal response from our statutory partners in the coming weeks. A version will be available online at www.healthwatchdevon/loneliness and sent out to those in our online loneliness network. You can also view all the conference materials including our photo competition entries and winners on that page. Lots of people told us how useful and enjoyable the day was and that they had met new people with similar interests in community life which was great to hear.

Image by competition runner up Rachel Bolt



It's
what
we're all about!

We're very proud of this work which has involved people at every stage of development. We'd like to thank the people of Devon for supporting the voice of lonely and isolated people.

With thanks to our partners and you:

- Clarity CIC
- Citizens Advice Devon
- DEVA
- Diocese of Exeter
- EXETER CVS
- Both NHS Clinical Commissioning Groups
- Devon Libraries
- Public Health Devon
- GP services in Devon

Spring Events



Healthwatch Devon attended over 18 events during 2017 as well as a range of Children and Young People events across Devon. Most of the events we attended were within a very concentrated period during the spring and summer months.



As we are approaching that time of year once again we will be taking our Healthwatch Devon show 'out on the road' again to the events listed here.



25th April - Crediton Wellbeing and Family Day - Boniface Centre



12th May - Exeter Pride



30th June - 1st July - Exeter Respect Festival



More events are likely to be added. Check our website here for more details.

Changes to Data Protection Legislation

You may have heard that there are changes to data protection laws coming up.

We retain and use personal data to help us carry out our role as the local independent champion for people who use health and social care services.



This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly. We will never include your personal information in survey reports.

Over the coming month we will be contacting you to ensure we have your update details and your communication preferences.

You can visit the Information Commissioners Office website for more information on the General Data Protection Regulations [here](#)



Your Voices

Healthwatch Devon magazine



It is important to us to make Voices magazines a useful, accessible resource.

We would like to hear your views on how we can improve the magazine and ensure that content remains relevant to our readers and that we are communicating in a way that is right for you.

About You - Monitoring information is very helpful to ensure we reach as many parts of Devon's community as possible but is entirely optional. The information you give us is subject to data protection regulations, will not be used to identify you personally, and is treated confidentially**.

All completed forms will be entered into a prize draw to win £50 Marks and Spencer vouchers*.



Please return your completed form to:
Healthwatch Devon, FREEPOST RTEK-TZZT-RXAL,
First Floor, 3 & 4 Cranmere Court, Lustleigh Close,
Matford Business Park, Exeter EX2 8PW

Have your say

1. Where do you live?

- | | | |
|--|--------------------------------|----------------------------------|
| <input type="radio"/> East Devon | <input type="radio"/> Exeter | <input type="radio"/> Mid Devon |
| <input type="radio"/> North Devon and Torridge | <input type="radio"/> Plymouth | <input type="radio"/> South Hams |
| <input type="radio"/> Teignbridge | <input type="radio"/> Torbay | <input type="radio"/> West Devon |

2. With which gender do you most identify?

- | | | |
|----------------------------------|---|--|
| <input type="radio"/> Male | <input type="radio"/> Female | <input type="radio"/> Transgender |
| <input type="radio"/> Non-binary | <input type="radio"/> Prefer not to say | <input type="radio"/> Other not listed |

3. Age group

- | | | |
|------------------------------------|-------------------------------|-------------------------------|
| <input type="radio"/> 17 and under | <input type="radio"/> 18 - 24 | <input type="radio"/> 25 - 49 |
| <input type="radio"/> 50 - 64 | <input type="radio"/> 65 - 79 | <input type="radio"/> 80+ |

4. Ethnicity

- | | |
|---|--|
| <input type="radio"/> English/Welsh/Scottish/Northern Irish/British | <input type="radio"/> Irish |
| <input type="radio"/> Gypsy or Irish Traveller | <input type="radio"/> Other White Background |
| <input type="radio"/> White & Black Caribbean | <input type="radio"/> White & Black African |
| <input type="radio"/> White & Asian | <input type="radio"/> Other Black/African/Caribbean Background |
| <input type="radio"/> Other Mixed/Multiple Ethnic Background | <input type="radio"/> Indian |
| <input type="radio"/> Pakistani | <input type="radio"/> Bangladeshi |
| <input type="radio"/> Other Asian Background | <input type="radio"/> African |
| <input type="radio"/> Caribbean | <input type="radio"/> Arab |
| <input type="radio"/> Any other Ethnic Group | <input type="radio"/> Prefer not to say |

Your Interests

5. What health and social care themes are you interested in (tick as many as apply).

- | | | |
|--|--|--|
| <input type="radio"/> Autism Spectrum | <input type="radio"/> Cancer | <input type="radio"/> Cardiovascular Condition |
| <input type="radio"/> Carers | <input type="radio"/> Children & Young People | <input type="radio"/> Chronic Pain or Fatigue |
| <input type="radio"/> Dentistry Services | <input type="radio"/> Dermatological Condition | <input type="radio"/> Diabetes |
| <input type="radio"/> GP Services | <input type="radio"/> Learning Disability | <input type="radio"/> LGBT |
| <input type="radio"/> Long Term Conditions | <input type="radio"/> Mental Health Condition | <input type="radio"/> Minority Ethnic Groups |
| <input type="radio"/> Neurological Condition | <input type="radio"/> Older People | <input type="radio"/> Patient Transport |
| <input type="radio"/> Pharmacy Services | <input type="radio"/> Sensory Impairment | <input type="radio"/> Stroke |
| <input type="radio"/> Other - please add details | | |

Communication

6. What are your preferred subscription options. Please tick all that apply.

- | | | |
|--|---|--|
| <input type="radio"/> Printed quarterly magazine | <input type="radio"/> Printed biannual magazine | <input type="radio"/> Digital quarterly magazine |
| <input type="radio"/> Digital biannual magazine | <input type="radio"/> E-newsletter | <input type="radio"/> Closed Facebook Group |

7. How frequently, if at all, do you visit our website?

- | | | |
|------------------------------------|---|--|
| <input type="radio"/> Daily | <input type="radio"/> Once a week | <input type="radio"/> Once a fortnight |
| <input type="radio"/> Once a month | <input type="radio"/> Less often than every month | <input type="radio"/> Never |

8. What is your main reason for visiting our website?

Please add details

9. Which of the following social media platforms do you use if any?

- | | | |
|---------------------------------|-------------------------------|--|
| <input type="radio"/> Facebook | <input type="radio"/> Twitter | <input type="radio"/> LinkedIn |
| <input type="radio"/> Instagram | <input type="radio"/> YouTube | <input type="radio"/> Other - please add details |

Involvement

10. Would you be interested in becoming a member? Being a member gives you the opportunity to become more actively involved and you will have the right to vote for board members and stand for election yourself.

- | | | |
|--------------------------|---|---|
| <input type="radio"/> No | <input type="radio"/> Yes, please send me details | <input type="radio"/> Maybe, please send me details |
|--------------------------|---|---|

If you have requested more details about membership, please provide contact details below.

- Please enter me in to the prize draw*

Name: _____

Email: _____

Address: _____

Postcode: _____

* Completed forms returned to us by 30 June 2018 will be eligible to enter the prize draw. The winner will be randomly selected and notified by email by 06 July 2018. To be eligible to claim the prize, winners must respond to the prize notification message within 14 days. Failure to respond within the requested period will result in the prize being forfeited by the prize winner and another entry will be selected.

** For more information about General Data Protection Regulations see the article on page 12 about the upcoming changes to data protection law.



How you can get involved

We're here to help make care better. We listen to your experiences of services, and share them with those with the power to make change happen.

Share your story

Join the thousands of people in your community who share their story with Healthwatch. No matter how big or small the issue, we want to hear about it. Together we can help make care better for everyone.

Become a Volunteer

Join our dedicated volunteer team who are actively involved in helping people have their say on local services.

- Enter and View Team gather views from people in care.
- Admin Team input valuable consumer data at our Exeter HQ.
- Promotions Team spread the word about Healthwatch in community settings

Join the Board

Our Board Members serve for a fixed time and due to this some Board vacancies have emerged in the following areas:

- Finances • Business • Legal Advice • HR

The Board meet monthly and as required between Board meetings, with a degree of flexibility.

www.healthwatchdevon.co.uk

t: 0800 520 0640

e: info@healthwatchdevon.co.uk

 [@HwDevon](https://twitter.com/HwDevon)

 facebook.com/healthwatchdevon

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