

<b>Vulnerable People and GP Practices</b>			
<p><b>The issue</b> Healthwatch Rotherham carried out a piece of work looking at access to GP services for vulnerable people</p>	<p><b>What Healthwatch Rotherham told us -</b> there were inconsistencies in how the national guidance was applied and discrepancies in the information practices provide on their website and that given by reception staff.</p>	<p><b>What Rotherham CCG has done</b> We have asked all practices to review their procedures, to make sure that they are giving the right information to patients</p>	
<b>Diabetes</b>			
<p>In September 2019 we asked our PPG Network to consider Diabetes, and why people are not taking up the education, training and support that are available People told us</p> <ul style="list-style-type: none"> <li>• They didn't like the jargon that is used to describe the sessions</li> <li>• That for many people, diabetes isn't seen as that important</li> <li>• That people have busy lives and a lot of commitments</li> </ul>		<p><b>What we have done</b> Working with the diabetes staff at Rotherham Hospital, and the diabetes steering group, we are working on a larger survey to test out some of the ideas and thoughts that were shared. The work will also feed in a programme during 2020 around transforming diabetes provision. We will make sure that people with diabetes are involved in this, as people were very clear about continued involvement.</p>	
<b>Mental health</b>			
<p><b>The Issue</b> In November 2019 we looked at mental health with our PPG Network, and all the work that is being done locally. People were very supportive of the success and achievements. <b>PPG members asked us about self harm in older people – is this an issue</b></p>		<p><b>We did</b></p> <ul style="list-style-type: none"> <li>• We reported back to the PPG in February 2020 with some facts on this</li> <li>• We have made sure that organisations working with older people are accessing our self harm awareness 'Train the trainers' sessions</li> <li>• We will work with the voluntary and community sector to roll this out to more older people's organisations</li> <li>• We will add it to the agenda of the quality meetings we have with RDASH</li> </ul>	<p><b>Outcome</b> <i>As this progresses, we will add the outcomes here</i></p>
<b>NHS Long term plan</b>			
<p><b>The Issue</b> We took the key points behind the long term plan to our PPG network in June 2019, and discussed the</p>	<p><b>We asked</b> people to discuss the plan and to think about what engagement in PCN's and these new structures would look like.</p>	<p><b>People told us</b></p> <ul style="list-style-type: none"> <li>• That they felt that preventing ill health was particularly important</li> <li>• There needs to be a lot of information and education about the new clinical roles</li> </ul>	<p><b>Outcome</b> PPG members agreed to discuss these issues with their own practices, and to ask how they could get</p>

implications.		<ul style="list-style-type: none"> <li>• Full discussion is here in the PPG Notes from 19<sup>th</sup> June</li> <li>• They were very interested in working across networks, and in influencing how these would work</li> </ul>	involved at a network level We have added this to the work completed by Healthwatch on the long term plan across South Yorkshire and Bassetlaw
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**Rotherham Health Record**

<p><b>The issue</b> Traditionally, when patients have received care in a number of places in Rotherham, such as the hospital or GP practice, their information has been stored on different computer systems, where it can only be seen be health setting inputting the information. Having a more joined-up and co-ordinated record will improve the way information about patients is shared in order to deliver better care.</p>	<p><b>We Asked</b> Patients and carers were asked about their views on how information is currently shared amongst professionals and how they feel their experience could be improved. We also discussed with patients how they would like to receive information on the record.</p>	<p><b>You Said</b> Patients and carers tell us again and again that they don't like having to keep repeating their information. Also, if people have to give out a lot of complicated information its easy to forget important pieces of information. If someone is ill, or worried this can be even harder. Also, people are often surprised that different parts of the health service don't have access to all a patients information. Patients and carers also told us that they required the information to be in easy read format.</p>	<p><b>We Did</b> We have worked with health and social care partners to implement the Rotherham Health Record, which is an electronic system for sharing your health information in a secure way with health information in a secure way with health and care staff who provide care directly to the patient. This gives them access to the most up-to-date information so that they can provide better and quicker care. We have worked with Speak Up to produce an easy read version of the Rotherham Health Record patient leaflet</p>
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**Rotherham Equipment Service**

<p><b>The issue</b> We had to re-procure our equipment service, as the then current provider – Rotherham Hospital – were no longer able to provide the service</p>	<p><b>We asked</b> -How people wanted to be involved. People wanted to know about what was happening, and why people also wanted to be part of the process, to make sure any new provider kept the parts of the service that people valued, while</p>	<p><b>You said</b> There were a lot that people valued in the existing service – fast response and knowledgeable helpful staff. However people also wanted better access, to avoid waste through recycling equipment, and a louder</p>	<p><b>We did</b> We made sure that these elements were written into the new service specification, and asked user representatives to help us in identifying the best new service provider</p>	<p><b>What has happened</b> The new provider will organise a user group to help receive feedback on the service. This will be a virtual group to being with.</p>
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	improving areas where there were concerns. We organised a survey, and focus groups. Active Independence worked with us on this, arranging telephone interviews and identifying people to attend the focus groups.	voice		
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**Diagnostic Tests in Rotherham**

<p><b>The Issue</b> After a review of the current diagnostic services, Rotherham CCG considered a number of options for the future, with the aim of improving quality while maintaining access. Issues included appointments at the hospital site were underused equipment at the Community Health Centre was outdated and would need completely replacing. RCCG felt that the only viable option was to decommission diagnostic services at the Community Health Centre and transfer this to the hospital site.</p>	<p><b>We asked – what people thought about this?</b> We spoke to a number of groups, and completed surveys at the Community Health Centre People raised concerns about access for patients with a disability and older people using the service, considering the longer distance to the bus stop and car park. People were also concerned about the availability of parking at the hospital, drop off points near to the main hospital entrance and perceived long waiting times within the department once the patient has reached the Diagnostics Service in the hospital.</p>	<p><b>We couldn't....</b> Keeping the two underused sites would not have been a good use of the limited available finances; and limited staffing. Therefore we had to consolidate these services to one location, and had to mitigate the concerns as much as possible</p>	<p><b>We did....</b> Rotherham CCG has worked with the hospital to make the following changes Public car parking will be provided for patients and visitors next to the main entrances to the Hospital; Under some circumstances, people can request free parking, and weekly parking passes are available at a concessionary rate for family members or carers who have an individual in the Hospital for a period longer than 7 days, or patients attending Outpatient clinics frequently (3 times a week or more) giving unlimited access to pay on foot and pay and display facilities: Wheelchairs are now stored right beside the drop off point. Drop-off spaces are provided in the short stay/barriered car park with the first 30 minute being free of charge Drop off spaces have more than doubled in size and the Trust has confirmed that monitoring has shown that there is now always a space for drop off; RCCG is in the process of discussing potential options for the use of volunteer services to support patients to safely access the hospital from the drop off point. Feedback has been received from the Trust that they have recently received praise from patients saying that it is the first time in years they have been able to drop off or get a blue badge spot</p>
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**Getting rid of medicines waste**

<p><b>You said</b> People told us that we should stop waste before we cut any</p>	<p><b>We did</b> We looked into these issues. We found out that Rotherham</p>	<p><b>What this has meant</b> • Reduction in 'when</p>
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services. In particular there was an issue identified with high levels of medicines waste and over ordering and stockpiling medication

has high prescribing costs compared to other areas;  
Then

- Between 2013-16 we carried out audits in GP Practices to determine if there is a waste problem
- In October 2015 we launched our waste campaign
- We stopped 3<sup>rd</sup> Party ordering of repeat prescriptions
- July 18 Self Care Posters are produced

required' repeat meds being ordered

- Less medication waste
- Empowered patients managing their own medicines
- Support on the end of a medicines waste phone line