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The September e-bulletin from Healthwatch Devon

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Welcome to our monthly e-bulletin where we will keep you up-to-date on the latest news, consultations and events from Healthwatch Devon.

Major consultations on health and care services in Devon

As we move into the autumn, health service managers in Devon are running a series of consultations on changes to services.

The South Devon and Torbay Clinical Commissioning Group is making plans for “**Reshaping community-based health services**”. Eleven public meetings will enable people to hear about those plans, and to give their views.

At the same time, the Northern Eastern and Western Clinical Commissioning Group is inviting interested organisations across its patch to hear about the “**Success Regime**”. This initiative aims to reduce overspending in the health and care system, and to get better joining up of health services and social care services.

As well as their separate consultations, both CCG’s are working together on something called the “**Sustainability and Transformation Plan**”. This will aim for better joint working between health and care service managers across the whole of Devon.

It’s important that people are able to have a say on the changes that are being planned.

Some people will want to see more GP practices - particularly in areas where new housing developments have put a strain on local surgeries. Others may be worried about whether local community hospitals will be kept going. Still others want to be looked after in their own homes - but may feel that visiting care workers don’t come often enough, or stay for long enough.

Whatever your views, you are entitled to have your say. If you want to know more, try these links:

[Have a look at this web page](#) that explains what the South Devon consultation is about.

[Watch a short film](#) that explains the basics of the Success Regime. More detail is [available here](#), and you can see the [“Case for Change” here](#).

Look at the Success Regime special feature in the latest edition of our [Voices magazine](#).

The Sustainability and Transformation Plan is not yet published. But when it is, we'll let you know what it says. And we'll keep you informed through the autumn on the CCG consultations, and how you can have your say.

Be Informed

Your views on sharing personal medical records

In our last newsletter, we mentioned that the controversial “Care.Data” proposal for sharing personal medical records had been scrapped, after feedback from Healthwatch Devon, among others.

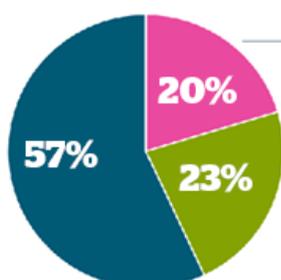
We asked you what you thought about sharing of medical records. From **172 replies**, most liked the idea of more joined-up record keeping, but wanted assurances about how their records would be stored and used. But there was a difference of opinion about the safety of personal data, with 1 in 5 respondents feeling confident about its safety, but a similar number expressing mistrust.

We'll pass on your views to our national body, Healthwatch England, which is continuing to keep an eye on this issue.

What you told us about the sharing of medical records

We had

172
reponses



Thought it should be easier for records to be shared

Thought that government bodies have a poor track record for keeping data safe

Thought that sharing records is a good idea but wanted assurances about their safety

Recent news

Here are some of the stories from the past month

New direct payment cards launched in

Exeter Dementia Action Alliance and

Torbay. [Read more.](#)

New good practice guide introduced to help manage care home closures. [Read more.](#)

Dermatology Service wins national award. [Read more.](#)

CQC rate Hatherleigh Medical Centre as 'Inadequate'. [Read more.](#)

Marks & Spencer #SparkSomethingGood. [Read more.](#)

Torbay Cardiologist wins national award. [Read more.](#)

Health Trust signs up to Volunteer Management Charter. [Read more.](#)

For more stories and all the latest news, [visit our website.](#)

Have your say

Your feedback makes a difference to how health and social care is managed and delivered in Devon. The following are opportunities to give feedback.

Re-shaping community-based health services



Consultation begins

A public consultation on community health services in South Devon and Torbay begins today (1 September).

The proposals from South Devon and Torbay Clinical Commissioning Group (CCG) look at strengthening the health services used by most people - switching resources from bed-based hospital care to community-based care, enabling more people to be supported in or near their own homes.

Consultation documents, a questionnaire, frequently asked questions, contact details and dates for public meetings are [here](#).

Dr Nick Roberts, chief clinical officer at the CCG, said: “We are keen to hear people’s thoughts on community services that are affordable, will meet increasing health needs, and are clinically sound and sustainable. The services we have in South Devon and Torbay cannot stay as they are. Times have changed, and so have people’s needs.

“No decisions will be made on the future shape of services until after the consultation and when all feedback and alternative proposals have been thoroughly considered.”

Paper copies of the document will be available in local GP practices, and they can be requested by writing to the CCG at Pomona House, Oak View Close, Torquay TQ2 7FF, emailing sdtccg.consultation@nhs.net or calling 01803 652511 during office hours.

[READ ABOUT THE CONSULTATION](#)

Have your say on local services

Have you used a health or care service lately?

You can tell us about any service at any time using our [online feedback form](#). We read every comment we receive - so why not share your experiences with us today!



[HAVE YOUR SAY](#)

Be Involved

Events

Valuing Stories

More and more professionals are realising the power of the story, and are learning to use it to their advantage in reports and recommendations.

This **ONE DAY WORKSHOP** has been designed to improve community engagement and analysis, through the use of compelling and inspiring narratives, to access and present findings to effectively participate in strategic and local decision making.

When: Wed 28th Sept, **Where:** The Devon Hotel. **Cost:** £85

For more information and to book your place please see our [website](#). Spaces are limited so book early to avoid disappointment.

Healthwatch Devon on the road

We've been travelling around the county this summer. We've met lots of people and enjoyed hearing your views on local services. Our last show will be at **Widcombe Fair on 13th September**.



Volunteering

We are looking for people to join our team to assist with our 'Good Care Matters' programme. Our current focus is visiting adult residential care homes. If you are observant, friendly and enjoy talking to people then this role could be for you!

You'll need to have good communication skills and the ability to produce clear reports. IT skills would be an advantage for this role. For more information please see our [website](#) or contact [Caroline Lee](#) on 01392 248919 ext 115.

** Please note this role requires an Enhanced Criminal Records disclosure check.*



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