

Health and Wellbeing Board Update - September 2016

Closure of GP practices/GP lists

There is broad and national acceptance that primary care is facing unprecedented problems of a multi-faceted nature. The range of problems is complex and the impact is not easy to describe. It is important therefore that as a local Healthwatch we try to understand the implications in our own area, where we have seen a number of practice closures, mergers, list dispersals, and list closures. In particular we are interested in the experiences of patients of GP services who have been affected, specifically:

- Patients who were registered with a practice that has now closed;
- Patient who are registered with a practice that has closed their list.

The objective of this work is to provide a snapshot of patient experience in a specific area of Nottingham and identify if there are issues for patients. We are particularly interested in whether there are trends in the demography of an individual and their experience. We are currently scoping this piece of work.

Mental health crisis services

As reported in our last update, we have been working with Healthwatch Nottinghamshire on a commissioned piece of engagement work to understand the experiences of people who have experience of mental health crisis services in the city and county. In total we engaged with:

- 73 people from a black and minority ethnic community;
- 55 students studying at University of Nottingham or Nottingham Trent University;
- 83 carers of people with a mental health illness;
- 21 veterans/ex-military personnel;
- 37 people who are homeless or at risk of homelessness;
- 215 people who did not fit into any of the five communities above.

The final report is currently in the process of being signed off by Nottingham City Clinical Commissioning Group and both Healthwatch Boards and will be in the public domain in the coming weeks. We would welcome the opportunity to present our report at a future Health and Wellbeing Board meeting.

Joint Strategic Needs Assessment

We continue our work with the City and County councils to help ensure that local people's voices and experiences of local health and social care services are represented in this document. We will be attending the next Disability Involvement Group to answer questions about our report on the experiences of people living with a physical and/or sensory impairment. We currently hosting focus groups with people living with neurological condition. To date we have spoken with people living with epilepsy and myasthenia gravis and have arranged to speak with people who are living with multiple sclerosis.

Nottingham University Hospital

Healthwatch has in recent weeks commented on both the cleaning issues (Martin Gawith interviewed on East Midlands Today 13/9/16) and the increase in 'Never Events' (HW statement the front page lead in EP 15/916) at NUH. Together with the well documented pressures on A&E, there are clearly reasons for patients to be concerned about the increasing pressures facing our local hospitals. And we will continue to monitor these issues.

Lesbian, Gay, Bisexual and Transsexual (LGBT) engagement

One of our current engagement objectives is to engage with the LGBT communities in Nottingham City to help inform a focused LGBT Health and/or Social Care specific piece of work. We are currently reviewing all the LGBT engagement resources gathered to-date and making contact with local groups, with a view to planning visits to collect experiences from members of this community. Early indications are that despite the progress that has been made in recent years, members of the LGBT community do not always feel that their specific needs are being met.