

<b>Bath &amp; North East Somerset Council</b>		
MEETING/ DECISION MAKER	<b>Policy Development &amp; Scrutiny Panel Committee</b>	
MEETING/ DECISION DATE:	<b>19<sup>th</sup> September 2014</b>	
TITLE:	<b>Healthwatch Bath and North East Somerset update</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM LIKELY TO BE TAKEN IN EXEMPT SESSION</b>		
<b>List of attachments to this report:</b> Please list all the appendices here, clearly indicating any which are exempt and the reasons for exemption		

## **1 THE ISSUE**

1.1 Update report from Healthwatch Bath and North East Somerset

## **2 RECOMMENDATION**

## **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

## **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

## **5 THE REPORT**



## **Report to the Wellbeing Policy Development and Scrutiny Panel 19 September 2014**

### **Healthwatch Bath and North East Somerset: Report on meeting with Arriva 20 August 2014**

Healthwatch Wiltshire arranged a meeting with Arriva to discuss the patient transport contract that is covered by four CCG areas including Bath and North East Somerset. Healthwatch Bath and North East Somerset were represented at the meeting by Pat Foster Healthwatch General Manager and Ann Harding Healthwatch volunteer.

The Arriva contract began in December 2013 and Healthwatch have received several issues from the public about the service, the meeting was an opportunity to discuss these with Arriva. Ed Potter Head of Patient Transport Services in the South West of England explained that Arriva have been making firm progress but agreed there have been some examples of poor experience. Arriva have increased staff and provided full training and intend to be fully staffed by the end of September 2014. Ed Potter explained that Arriva were staffed appropriately that the beginning for the expected calls which were greater than the CCG predicted. Ed went on to say that it is an on going challenge to meet the needs of all patients and is particularly difficult in getting the right information about patients needs when travelling in their own wheelchair and staff should identify if the call requires one or two Arriva staff to attend when collecting a patient.

A question was asked about whether the NHS have a form for this information and it appears that all NHS Trusts have access to the online system but despite issuing leaflets to staff to alert them to getting mobility needs right, this is still not always happening. Arriva are continuing to support trusts to use the online system. There were issues around Arriva using contracted taxi's who did not know that a patient was visually impaired patient would be bringing a guide dog. Ed explained that 10% of the contract work is expected to be outsourced to taxi provision and volunteer drivers and these are advantageous for renal patients. Bookings for return journeys after appointments have a key performance indicator of getting a patient home within four hours, Arriva hope to achieve better than the target and get to the patient within 2 hours. It was queried why patients have not been told that they could expect a 4 hour wait, if patients know they could plan for this by bringing food, drinks, books etc. It was explained that Healthwatch Manchester have helped Arriva to produce information for the public and it was agreed that locally Healthwatch Bath and North East Somerset would be happy to work with Arriva on a version for the South west. Ed explained that there are a significant number of requests for return journeys in the late afternoon that can be challenging and on some occasions have exceeded capacity. Arriva are working closely with the CCG and the trusts to improve discharge journeys. A patient survey of 4000 patients across the four areas resulted in a 7% return response rate with a 43% male and 57% female response showed a 2.2% dissatisfaction response. This survey will be one of many ways that Arriva want to use to find out information from service users.

It was agreed that meetings with Healthwatch across the 4 areas should continue each quarter.

### **Safeguarding**

Lesley Hutchinson and Alan Mogg attended the Healthwatch Bath and North East Somerset Advisory Group meeting on 2 September to present the draft Local Safeguarding Adults Board Annual Report 2013. 2014.

The Healthwatch Advisory Group have agreed to comment on the report and to advertise the opportunity for the public to hear more at the Wellbeing Policy Development and Scrutiny panel on 19 September and the Health and Wellbeing Board meeting on 26 November 2014.

Healthwatch Bath and North East Somerset have recently received a phone call from a member of staff who works in a supported living site for people with learning disabilities, she explained that she has serious concerns about the welfare of people in the supported living site and that she has whistleblown to the CQC without a response. One resident was described as requiring support around hydration and care and that generally other residents were not cleaned or cared for properly. Healthwatch alerted the Local Authority and suggested that an enter and view visit could be arranged if required. The Local Authority have had reported back that further enquires have been made regarding the concerns raised and this will now be managed through the safeguarding process.

#### **Royal United Hospital**

Healthwatch have met with the Chair and CEO of the RUH and have agreed that quarterly meetings with the chair would be useful to share concerns and compliments raised by the public.

#### **Royal National Hospital for Rheumatic Diseases**

Healthwatch have been asked to be on the board of the Royal National Hospital for Rheumatic Diseases and are asking volunteers for a representative.

#### **Avon and Wiltshire Mental Health Partnership**

Avon and Wiltshire Mental Health Partnership (AWP) hold a quarterly Healthwatch Stakeholder meeting and each Healthwatch have had the opportunity to input into a joint Healthwatch partnership working agreement. At the next Healthwatch Stakeholder meeting on 8 September the joint Healthwatch partnership working agreement will be signed off by the AWP CEO.

Pat Foster  
General Manager - Healthwatch  
The Care Forum

## **6 RATIONALE**

## **7 OTHER OPTIONS CONSIDERED**

## **8 CONSULTATION**

## **9 RISK MANAGEMENT**

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

<b>Contact person</b>	<b>Pat Foster – General Manager</b>
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<b>Background papers</b>	<i>List here any background papers not included with this report because they are already in the public domain, and where/how they are available for inspection.</i>
<p><b>Please contact the report author if you need to access this report in an alternative format</b></p>	