

April 2020 Newsletter

Welcome to our April Newsletter.



Inside this month's newsletter we have articles on the following:

Coronavirus Outbreak Update

Information on:-

- Brighter Dental
- Healthcare and Doctors
- St Mary's Hospital
- Hospitals (Royal Cornwall)
- Mental Health Nurse

Citizens Advice

Adult Social Care

Medical Travel

- Posters and Leaflets; all you need to know when arranging a travel warrant.

Healthwatch Isles of Scilly:-

- 2019 Health and Care Community Survey
- Annual General Meeting
- Thank you to members of our Board
- Visit to Healthwatch Cornwall, The Cove and Patient Transport
- COVID-19 volunteers

Compliments to local services

Healthwatch Members and Directors



Coronavirus Outbreak Update

Current COVID-19 guidelines have unfortunately led to the cancellation of our planned face-to-face events and engagement in order to limit social contact. This includes the walk-in facility at our office. Our phone number, 01720 423037 is still contactable during our opening hours, 9am-2pm Monday - Thursday as is our email address: contact@healthwatchislesofscilly.co.uk.

Here at Healthwatch we continue to work with local voluntary, community, and statutory partners to provide up-to-date health information and advice in order to help protect the public, our staff, volunteers and service users. Please visit our website for up to date dedicated information and advice articles - www.healthwatchislesofscilly.co.uk.

Quick reminder

Current NHS guidance is to keep up with regular handwashing and cough etiquette and if you do develop any of the symptoms – including a high temperature, cough or difficulty breathing - do not go to your GP, pharmacist or hospital, but instead self-isolate (stay at home) to reduce the possible spread of infection. If you feel you cannot cope with your symptoms at home, your condition gets worse, or you do not get better after 7 days, please call NHS 111 or visit <https://111.nhs.uk/covid-19>.



Isles of Scilly Community Support

Due to the current situation we are working with Adult Social Care and the council to help members of the community on the islands who may need increased support due to isolation.

Our role in this is to match you up, where we can, with a volunteer who may be able to support you.

If you need help please call Healthwatch on 01720 423037

Monday to Thursday
9:00 - 2:00pm.

At other times you can leave a message on our:

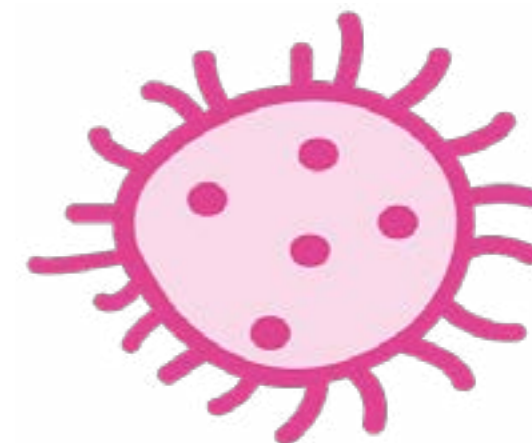
- Answer phone
- Email: contact@healthwatchislesofscilly.co.uk
- Facebook page: Health watch Isles of Scilly

- Website: www.healthwatchislesofscilly.co.uk

and we will get back to you as soon as we can.

In an emergency situation please dial 999, 111 or contact Adult Social Care on: 03001234105 or (out of Hours) 01720 422699.

For volunteers:
It is important that volunteers keep up to date with current advice and take the information given to protect yourselves before offering to help others.



Information

During the Covid-19 outbreak, information about all services on the islands can be seen on the Council website <https://scilly.gov.uk/news/covid-19-coronavirus-daily-update>.

This website is updated on a daily basis. Please see below for the latest advice as on 25th April, which has been taken from the website:-

Brighter Dental Update -

During the COVID-19 (Coronavirus) outbreak please only contact us in the event of a dental emergency - we will advise when normal services can resume. Brighter Dental has confirmed that the dentist will be available on 01720 624 001 to triage patients and write prescriptions where necessary. The numbers for advice required outside of these hours can be found on the answer phone message. Patients can now be seen in emergency cases,

including trauma, uncontrollable bleeding or severe infections which pose a risk to the airway or are causing systemic illness. Updates on service provision will be given on the Isles of Scilly Residents' Notice Board on Facebook.

Health Centre and Doctors

As most of you will already be aware, local GP Dr Chris Picken is doing a great job of updating the community on what we need to know about our local health provision at this time. He (or sometimes Kerrie Picken) updates the Isles of Scilly Residents' Notice Board on a regular basis.



St Mary's Hospital

St Mary's Hospital has provided the following update - for more updates, see the Isles of Scilly Resident's Noticeboard on Facebook:

In view of the escalating Covid 19 situation, we have been informed that there will be NO visiting allowed to hospital patients unless in exceptional compassionate circumstances. Please help us to keep our patients and staff safe by keeping away from the hospital unless absolutely necessary.

Hospitals (Royal Cornwall)

An announcement from Royal Cornwall Hospitals on their Facebook Page - We will begin postponing non-urgent planned operations across Cornwall and the Isles of Scilly from Monday 23 March for at least three months. We know many people waiting for treatment will be disappointed or worried. We

would ask you NOT to call us, as we will be contacting everyone affected as soon as possible. Urgent and emergency cases and cancer treatments will be carrying on as normal.

Routine referrals from GPs and most outpatient appointments will also be postponed for at least three months, as part of steps to make sure we can maintain consistent levels of safety and standards for people using our services. Where possible some of the services that are continuing may also be delivered in a different way to the usual face to face appointments and instead we will use video and telephone consultations when it is clinically appropriate.

We are sure our patients and local people will understand the need for the steps we are taking and support our staff over the coming weeks and months.

Mental Health Nurse

Existing appointments will now be conducted via telephone at the booked time. If you need primary care mental health support, please call St Mary's Health Centre on 01720 422628.

Citizens Advice

During the coronavirus outbreak all our offices are closed for face-to-face advice but you can still access our services.

Text ADVICE to 78866 or for debt issues text DEBT to 78866. We'll call you back within 48 hours (excluding weekends).

Call us on 03444-111444 Mondays to Fridays from 10am to 4pm.

You can find the latest up-to-date information on a wide range of subjects such as debt, benefits, income, housing, rent and employment at www.citizensadvice.org.uk

Adult Social Care

As the weekly drop-in sessions are not currently happening, if you would like to discuss an issue or you have concerns/worries, a social care professional can speak to you in confidence.

Please call: 01720 424472 / 07900608428 and you will be directed to Scott Fuller, Principal Social Worker & Senior Manager. If you need to speak to Social Worker Matt Davis during working hours please ring 07810 881381. If you need to speak to Care Manager, Jeanette Persich during working hours please ring 07825 382250. Out of hours Tel: 01720 422699 and ask for the Adults Social Care duty social worker to ring you back.

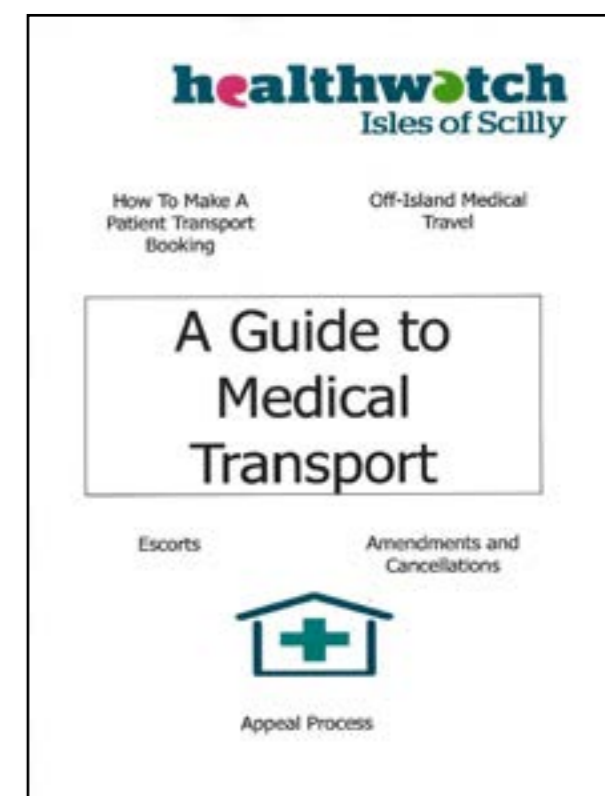
Medical Travel -

Over the last couple of months we have been liaising closely with Patient Transport to create a leaflet that outlines everything you need to know when it comes to organising a travel warrant on the Isles of Scilly. It is hoped that this information will be easily accessible, giving clear guidance on the following:-

- How to go about booking medical travel
- Outlining clearly who is eligible for a funded escort
- How to arrange a travel warrant for people living on the off-islands
- Important information on making amendments and cancellations

- How to make an appeal if you are not happy with a decision that has been made regarding medical travel.

This leaflet can be found on our website at www.healthwatchislesofscilly.co.uk. Once restrictions are lifted they will be available from the Healthwatch office, Health Centre, Post Office and Mumfords Newsagents.



Healthwatch Isles of Scilly updates



We would like to say a massive 'Thank You' to the community for completing and returning the 2019 Health and Care Community Survey. We are pleased to announce that final report from has now been written.

Collating the data from the survey returns and writing the report has been an important activity over the last couple of months. The ratings for each service and all of the written comments were carefully looked at and recorded.

We wrote a summary of what people had told us and sent the ratings and relevant comments to the provider of each service.

Your voice is very important to us and it has been great to be able to share the positive comments with the service providers and for them to know what they are doing is working. Where applicable, they were notified of your concerns.

They were then given the opportunity to provide a response if they wished. It was great to see that many of them responded to the issues that you raised and are now looking to improve their provision and we would like to say 'thank you' to those service providers who did respond.

At the time of going to press, not everyone had responded and any late responses will be added to our website.

A copy of The Community Survey 2019 Report can be found on our website at www.healthwatchislesofscilly.co.uk. Once restrictions have been lifted, they will be available at the Healthwatch office, the Health Centre, the Library and Mumfords Newsagents.



Annual General Meeting

We held our A.G.M on February 20th 2020. This was well supported and we would like to thank those members of the community who attended.

The Chair of the Board outlined all of the activities that we have been working on and events that we have been involved in over the past year.

As many people are aware, Healthwatch Isles of Scilly is being put out to tender over the next few months and this issue took up a large part of the meeting.

Chris Douglas and Penny Penn-Howard were both re-elected to the Board.

Julie Day resigned from the Board due to her own business growth demands. We would like to say thank you to Julia for all of her hard work over the years and wish her all the best.

A massive 'Thank You'

Thank you to both Julia Day and Jane Hurd who have recently retired from the Board of Directors.



Jane was a voluntary member of the Board of Directors since Healthwatch was formed in 2013 and was responsible for the area of medical travel. During this time she was passionate about making sure that the islands medical travel transport links were improved, while continually fighting for the islanders' medical travel and transport needs. We would like express a huge thank you to Jane for the commitment and professionalism that she has maintained throughout this time and the contribution she made to the community of these islands.



Julia had been a volunteer on the Board of Directors since 2014 and was responsible for finance and the care of older people. She was also the Healthwatch representative for Council of the Isles of Scilly Community Safety. Julia was a very active member of the board who always had the community's best interests at the centre of all the activities that she undertook with Healthwatch. We would like to thank her for all of her hard work that she undertook as a volunteer and wish her every success with her new business.



In February we went to the mainland and visited Healthwatch Cornwall, The McMillan Cove, Patient Transport and Patient Experience.

This was a hugely beneficial visit and has given us the opportunity to get a better understanding of how they work and what they do, which will help us to give the community the correct information about care and the services available to them.

Once the restrictions that have been put in place due to the coronavirus are lifted, we are hoping to visit the Health Centre and other groups here on the islands, to chat about what we do at Healthwatch and listen to what people think of health and social care services. We can then make your views heard by letting those services know what you would like to see changed, or what you think is working well.

We are also looking forward to visiting the off islands and engaging with the community. It is important that we find out people's views from across all the islands as everyone has had different experiences, particularly at accessing health and care services.

Thank you to our volunteers!
Over the last five weeks we have been busy matching up volunteers with those members of the community who are vulnerable or shielding, to give them the support that they need. **We would like to say a very big thank you to all of our volunteers for their help and support, it has been greatly appreciated by everyone.**

We have also been making regular check ups on members of the community to make sure that they have everything they need, and we hope to continue this during this period of isolation.

Congratulations!

Pharmacy report

We would like to congratulate the Pharmacy on their inspection report that was published in January this year. The pharmacy wrote the following:-

Our inspection report from the governing body has now been published! We are pleased to be able to share the results with you, achieving “Good practice” in 2 out of 5 of the areas, and “Standards met” in the remaining. The full report is available via:

<https://inspections.pharmacyregulation.org/pharmacy/detail/isles-of-scilly-pharmacy>



Children’s Social Care

Congratulations also go to Children’s Social Care whose overall effectiveness was rated as ‘Good’, with ‘Outstanding’ for the impact of leaders, after their inspection of services back in October 2019.

The full report is available at: <https://files.ofsted.gov.uk/v1/file/50135438>



Congratulations to both of these services on achieving such an excellent result. We are so fortunate to have such great services on the islands.

Are you interested in health and social care?

Do you care that people get the services they need?

Take the lead and become a Director of Healthwatch Isles of Scilly.

The Board of Directors oversee the work plan, and individually take responsibility for particular tasks and represent Healthwatch when liaising with other agencies. It means taking a little responsibility, but it is rewarding. It requires commitment, but it needn’t be onerous. All directors are volunteers and we understand that everyone can take a step back when they need to.

If you would like to know more about becoming a Director, please call in for a chat or talk to any of the current Board: Paul Charnock, Chris Douglas, and Penny Penn-Howard.

To find out more about becoming a Director or Member, contact Healthwatch on 01720 423037 or visit our website at www.healthwatchislesofscilly.co.uk

Join us as a Member!

Membership of Healthwatch Isles of Scilly gives you a say in how we work and guides what we do. Members can propose and vote on issues at general meetings and they elect the Healthwatch Board of Directors. Our membership ensures we stay rooted in our community and are properly represented.

There are more ways for members to get involved by taking an active role in our work as and when it suits them: join a task that interests them, or be a community representative.





Tell us what you think about **health and social care services** for Scilly.

Healthwatch Isles of Scilly acts on collective feedback.

We find out what is important to you, and tell the people who plan and provide services.

Questions?

We can tell you where to get help to resolve a problem and find sources of information and advice.

Everything we do starts with what you tell us.

We go the extra mile to make your comments count.

Keep in touch:
Sign up for newsletters and bulletins.

Leave your comments and observations at any time: in person, by email, or via the 'talk to us' form on our website www.healthwatchislesofscilly.co.uk



Healthwatch-Isles-of-Scilly

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it starts with
YOU

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