

December 2020 Newsletter

Thank you for all your feedback!

Due to the coronavirus pandemic, the past ten months have been very different for us at Healthwatch in terms of community engagement.

Getting out in the community, visiting off-islands and talking to people, has not been able to happen. Despite this however, it has been fantastic to hear from so many of you. **We need your feedback, we can't make a difference without your views!**

In the first seven months of this financial year, we have already matched the number of people from the community we have heard from, compared to the whole of the last year, which is amazing!

How you can share your views.....

Visit our website at www.healthwatchislesofscilly.co.uk

You can phone us on -
01720 423037
07748423704

You can email us at -
contact@healthwatchislesofscilly.co.uk

or write to us - Healthwatch,
Unit 1, Gleaner House, Buzza
Street, St Mary's, TR21 0HW.



A Thank You from The Lord Lieutenant of Cornwall to all the Healthwatch Volunteers

It was great to see that the effort of our volunteers was recognised by The Lord Lieutenant of Cornwall. A copy of the card was sent to all of our volunteers and we would like to thank you once again for all your help in the community.



Colonel Edward Bolitho OBE
Lord-Lieutenant of Cornwall



*To all the Healthwatch Volunteers
with my thanks*

The hard work, selflessness, collaboration, innovation and courage shown by so many across Cornwall during the COVID-19 pandemic has been truly inspirational. It has emphasised once again the strength of our community spirit and made a real difference to people's lives.

As Her Majesty The Queen's representative, I would like to thank you for the wonderful contribution you have made, and are continuing to make, to Cornwall during these extraordinary and challenging times.

Edward Bolitho

28 October 2020



Lord Lieutenants are the personal representatives of The Sovereign in their Counties. They represent Her Majesty The Queen on a wide variety of occasions that celebrate significant achievement in the public, private and voluntary sectors. They organise Royal visits, present some honours and awards on Her Majesty's behalf and are closely involved in the life of the community.

Colonel Edward Bolitho works with his Deputy Lieutenants to promote Cornwall and help it become a better place in which to live and work..

The Lieutenancy Office
New County Hall
Treyew Road
Truro TR1 1NJ
01872 322349

lieutenancy@cornwall.gov.uk
www.cornwall.gov.uk/council-and-democracy/cornwall-lieutenancy
Twitter: @cornwall_ll



Coronavirus Outbreak Update

Accessing a test for COVID-19 on the Isles of Scilly

If you have symptoms and require a test, phone the Testing Hotline on:-

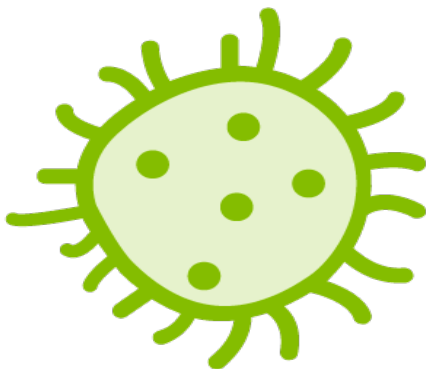
01626 204950

(Monday to Sunday, 8am - 5pm).

Please visit the Council of the Isles of Scilly website:-

<https://scilly.gov.uk/community-safety/coronavirus-covid-19-information-and-advice>

for everything you need to know about the council's response to coronavirus. This includes the most up-to-date Government guidance and advice from the NHS.



The COVID Cafe

Welcome to the Covid Café!



What happens at the café?

These are telephone cafés that offer time and space to talk about some of the

pressures, worries and stressors you may be experiencing at work, at home, in life in general as a result of COVID-19, or... anything else. There will be two hosts to listen and support and where appropriate sign post for further on going help.

Given the circumstances, these cafés will be run remotely via telephone calls. The setting is meant to be informal and

friendly and agenda free. You are welcome to drop in via telephone call at any time during the café hour and chat.

Who are we?

The cafés are run by Adult social services and primary care mental health, hosted by two people, Adult Social Care Scott Fuller and Senior Mental Health Nurse Jenny Candy.

What happens if I need more help?

This is a difficult time for people dealing with both physical and mental disorders and you may feel like you need more support. We can give you information about general resources others have found helpful. There are also lots of professional services that we can refer you onto or give you information about, at this stressful time

and if you feel that you are struggling and need more support we can direct you to these services. These services include the various services, charities and support networks based on the Isles of Scilly.

When are they?

We are hoping to run the cafés weekly for at least 2-3 months while the crisis is on-going. We will run the cafes on Thursdays, in the afternoon from 2pm-3pm.

We will be running the café's via telephone, the numbers are:

01720 424472

07483114669



Sounds great! How do I contact Covid Cafe?

Service Update

Welcome to our new dentist

We would like to welcome our new dentist and his family to the islands.



Hello Isles of Scilly, I'm Mike and I'm your new Island Dentist.

My family and I arrived on the beautiful island of St Mary's last Monday 2nd November, managing to get across just before the latest Covid19 lockdown measures came into place across England.

I'm here with my wife Helen and two sons Ted and Isaac who will be attending the Five Islands Academy, plus two

kittens (Odin and Dotty) and our Shih tzu (Scoobie). As a family we are thrilled to be here and super keen to integrate into Island life and enjoy all that the Scillies can offer.

I have a broad dental skill set which I feel uniquely equips me to help you all maintain and improve your oral health. I recently retired from Military dental practice as a Major in the Royal Army Dental Corps and during my twenty years' service looked after the dental health of service personal and their families both in the UK and beyond. I've also worked within the NHS and in private dental practice, helping my patients make the most of their smiles. I hold a Masters Degree in Endodontics (caring for the insides of teeth), a Postgraduate Diploma in Implant Dentistry and Postgraduate Certificate in Dental Education. In addition to these I have attended multiple

advanced dental courses in the UK and Europe which have developed my prevention and oral health education focussed philosophy of care - hopefully more “talking teeth” than “drilling teeth”!

I am looking forward to building upon Gill’s previous hard work in ensuring our children’s dental health remains excellent but am keen to engage with everyone regardless of age or when you last visited the dentist! I’ve arrived here with a dental operating microscope (yet to be named - competition looming...) which was shipped across from the mainland by Richard Hand Haulage (thanks guys)! This will allow me to undertake a full range of complex treatments, on site, in the Scillies.

Alongside Ellie I’m committed to delivering the high quality NHS and private dental care you deserve. I’m a very friendly, gentle and safe pair of hands and am looking forward to

meeting you all, both in and out of the dental practice, over the years to come. Starting on Monday 9th November 2020!

Council of the Isles of Scilly Hardship Fund

The Hardship fund has been set up for local people in need of financial support as a result of coronavirus. Please get in touch if you need this support yourself, or would like to make a donation.

Our services may be able
to offer support

HAS YOUR SITUATION CHANGED DUE TO COVID-19?

Are you worried that you won't
have the means to buy food for
you and your family?

Are you struggling to pay bills?

*Please contact us for a
confidential chat.*

MATT DAVIS 01720 424454 / 07810 881381
RACHEL GUY 01720 424441 / 07385 262698
JEN WOODCOCK 01720 424483 / 07917 198334



Council of the
ISLES OF SCILLY

Funding for this initiative is being provided by the Duke of Cornwall Benevolent fund, Edward McDonald Trust and the Richard Addison Charitable Trust, two local charities based on the Isles of Scilly, and also by Cornwall Community Foundation.

If you would like to make a financial contribution to support this effort, you can do so by donating to the Edward McDonald Trust. Please contact Joseph Payne, Clerk to the Edward McDonald Trust, at joseph.payne@scilly.gov.uk for further information.

Winter Wellbeing Council of the Isles of Scilly

[https://www.scilly.gov.uk/
news/winter-wellbeing](https://www.scilly.gov.uk/news/winter-wellbeing)

The Council of the Isles of Scilly is a partner in the Winter Wellbeing campaign that aims to reduce preventable winter deaths and help those at risk of ill-health and fuel poverty; so as the temperature drops and the days get shorter, please remember the Ten Top Tips for staying warm and well this winter.

If you have underlying health issues, are caring for a vulnerable person or young children, worried about fuel bills, debts, keeping warm or your home being cold or damp, help and support is available via a free phone line hosted by Community Energy Plus. Please call them on - 0800 954 1956 to discuss any concerns you may have.

An Isles of Scilly specific Winter Wellbeing brochure will be published in early November and posters will be distributed across the islands in the coming days to help raise awareness.

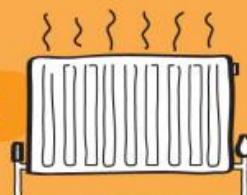
The Isles of Scilly Emergency Winter Wellbeing Fund will also be launched in the coming weeks to assist those struggling to afford the cost of fuel or energy. Up to £300 will be available with the scheme jointly led by both Adult and Children's Services. In addition the initiative will be complemented by a series of drop in sessions that will promote topics such as reducing energy consumption, improving insulation and reducing condensation or damp, we'll also have some free energy saving light bulbs to distribute.

WINTER WELLBEING

Reducing fuel poverty, improving health and progress to work

Ten top tips for staying warm and well this Winter

- 1 Keep warm and set your heating correctly
- 2 Have regular hot meals and hot drinks
- 3 Get financial help and advice
- 4 Insulate and draught proof your home
- 5 You could save money by switching tariffs
- 6 Check and service your heating systems and cooking appliances
- 7 Stay active and keep moving
- 8 Get your flu jab
- 9 Move towards work, volunteering and training
- 10 Look after yourself, check on friends, neighbours and wrap up warm



For help this Winter call 0800 954 1956



COMMUNITY
ENERGY PLUS



Winter Wellbeing is a partnership of over 30 public, charitable and business organisations.

Cornwall Breast Screening Service

The following information has been taken from the NHS website. The information was last updated on 22nd October 2020.

Screening units do not offer drop-in screening on request. Breast screening for women aged 50-70 is by appointment only. Invitations for screening are sent automatically to women registered with a GP. Women aged over 70 can make their own screening appointments through their GP or nearest screening unit. Women with breast symptoms should see their GP.

Our nearest screening unit is:-

The Mermaid Centre
Treliske Hospital
Truro
TR1 3LJ

Phone: 01872 252880

New Healthwatch Isles of Scilly Mobile phone number

We are pleased to have another line for members of the community to be able to contact us on. The mobile phone number can be used to receive calls and text messages and is available during our opening hours of Monday - Thursday, 9.30am - 1.30pm. The phone number is

07748423704.



healthwatch

Isles of Scilly

Medical Travel and Transport Group (MTTG)

One of the main focuses from these recent meetings was around the day X-rays and physiotherapy takes place at St Mary's Hospital. The day these appointments take place is important to residents living on the off-islands as a Thursday is the only day that a scheduled boat runs.

We had the following response from NHS Kernow CCG:-
'We are pleased to say that X-ray appointments do now take place on a Thursday. We are continuing to push for physiotherapy to be moved to a Thursday. Currently a clinician attends every 3-4 weeks. This is in accordance with the countywide service during the covid19 response

and will continue until the end of March 2021.

The day the physiotherapist attends at present is determined by when they can arrange the flights and when there is staff availability to match that. However, they have said that they will certainly aspire to attend on Thursdays in future. Hopefully the video consultation model which has been introduced will help in future to provide a more accessible service to patients on the off islands, even during times of inclement weather.'

We will continue to monitor this service closely.

Surveys

Since the start of the coronavirus pandemic, health and social care services have had to change the way that they give support to the public. We feel that it is important to know how these changes are working for people so that we can share the feedback with the service providers and work with them towards improvement.

We have three surveys that are currently live on our website:-

- 1) How easy have you found on-line or telephone medical appointments?
- 2) What is your experience of off-island travel to attend Xray or physiotherapy on St Mary's?
- 3) What is your experience of cancer care / treatment at the moment?

What do we do with your feedback?

We share your views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of health and care services across the country.

Please see front page on how to contact us with your feedback.



Would you like to become a Director of Healthwatch Isles of Scilly?

At our recent November Board meeting, we discussed many important areas including:

- The day Xray and Physiotherapy takes place
- The Optician service on the islands
- Hospital discharge
- Remote consultations.

Would you like to join in and become a Director? Are there specific areas of interest to you such as, children and young people, adult services or patient experience?

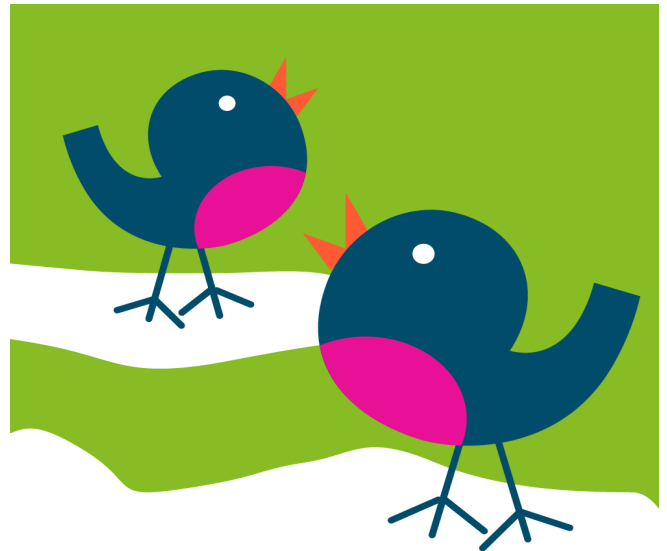
We would love to hear from you !

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, Jane Hurd, Steven Manning, Chris Douglas, and Penny Penn-Howard.

To find out more about becoming a Director contact Healthwatch on 01720 423037 07748423704 or visit our website at www.healthwatchislesofscilly.co.uk



Finally.....
The staff and Board would like to
wish everyone
A Very Merry
Christmas
and
A Happy New Year.



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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