

Healthwatch Quarterly Impact Report

Quarter 1: April to June 2024

Contents

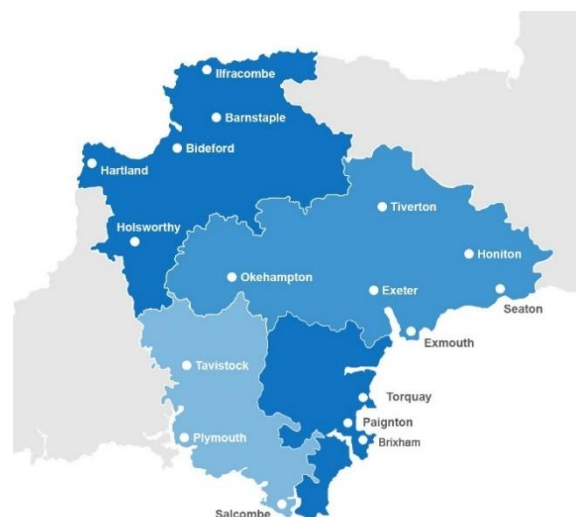
About Us	2
About this report	2
Quarter at a glance	3
Our News in Brief	4
Healthwatch Network News.....	6
Our Engagement Activity	7
Healthwatch Assist Network News.....	8
Healthwatch Feedback.....	9
Healthwatch Case Studies	12
What we did with your views	13
Our Requests For Information.....	15
Our Current Priorities	16
Coming Up Next Quarter	16

About Us

Healthwatch in Devon, Plymouth and Torbay (HWDPT) are your local health and social care champions.

We're here to speak up for the 1.2 million people in Devon, Plymouth and Torbay, making sure NHS leaders and other decision makers hear their voices and use their feedback to improve care. We can also help them find reliable, trustworthy information and advice.

We offer dedicated walk-in centres in Torbay and Plymouth, and in wider Devon 'Healthwatch Champions' are located at Citizens Advice offices based throughout the county to carry out Healthwatch core functions.



About this report

This report details our key activities for the last quarter, including how we have engaged with the public, a summary of the feedback we have collected, our reports, recommendations and any outcomes or impact made.



Quarter at a glance

We've met **hundreds** of local people at community events across Devon, Plymouth & Torbay



Social media users have seen our posts over **100,000** times with **5,000** of you seeing our Email Bulletins



94 people have reviewed services on our feedback websites



We've escalated **115** of your complaints or concerns to those in charge



328 of you have shared your health or care feedback with us this quarter



We've helped signpost **71** of you looking for advice on other organisations



We've released **our brand new Annual Report** for 2023 – 2024 available to read by [clicking here](#)



We shared Healthwatch England's report on Pharmacy Services, detailing the experiences of **1,650** people





Our News in Brief

A snapshot of some of our main activities during the past three months

PURDAH REMINDER – this quarter we were in the period of time before an election when public authorities are limited in what they can do. This is to ensure that they are not seen to favour one political group or interest or seen to compete with election candidates for public attention. With that in mind Healthwatch in Devon, Plymouth & Torbay limited our published activities or outgoing communications in the run up to the General Election in July. As did our national partners Healthwatch England.

We released our brand new annual report!

This quarter we released our new Annual Report, which describes the wide range of engagement, representation and impact undertaken by Healthwatch in Devon, Plymouth and Torbay in 12 months from April 2023 to March 2024. A brief summary is below.

HOW MANY PEOPLE WE HELPED

- **3395** people told us about their experiences with health and social care services. This helped raise awareness about issues and improve care.
- **620** people came to us to get clear advice and information. This was on topics like dental services and doctor appointments.
- We published **10 reports**. The reports were about changes people want to see in health and social care services.

OUR PEOPLE

- We are fortunate to have **26** excellent volunteers.
- We now employ **15** staff members.
- Our Healthwatch Assist Network helps us connect with people in Devon, Plymouth and Torbay. We now have **150** organisations in our Healthwatch network.
- Our local government funds us. Last year they gave us **£560,000**.

SOME WAYS WE HELPED THIS YEAR

- We worked with Healthwatch across the South West to find out more about people’s experiences of medical care provided in a hospital for patients who need urgent care.
- We visited Emergency Departments at Devon’s four main hospitals and spoke to 511 people during 34 visits at different times and days.
- People told us about their experiences with pharmacy services. We wrote a report about what 141 people told us.



Download the Full Report :

<https://cdn.whitebearplatform.com/hwtorbay/wp-content/uploads/2024/07/08143238/FINAL-HWDPT-Annual-Report-24.pdf>



- 70 local people gave their feedback and experiences on adult social care in Torbay. Our report helped the Council further develop its adult social care strategy.
- We wanted to find out if the cost of living was affecting people in Devon, Plymouth and Torbay. We also wanted to find out how it was affecting them.
- We supported Torbay and South Devon NHS Trust to get feedback from men of all ages who access healthcare services in Torbay and South Devon.
- Through our engagement with Carers, we started to hear that some Carers are experiencing difficulties. We raised the issues with the local authorities in Devon and Torbay.
- We independently chaired and collected feedback from some meetings about future plans for Teignmouth Hospital.
- We gathered feedback on accessibility issues at the new Royal Eye Infirmary (REI) building in Plymouth.
- We gave evidence at a review by Torbay Council looking at Child and Adolescent Mental Health Services.
- We shared people's dentist experiences with NHS Leaders. They were recommended to produce joint communications.

OTHER RECOGNITION

- We talked at the national Healthwatch leadership conference.
- We entered award nominations for awards for Devon, Plymouth and Torbay and won a commended award at the National Healthwatch Impact Awards.
- We shared lots of briefing documents about the work of the wider Healthwatch Network.

OUR PRIORITY AREAS FOR THE NEXT YEAR

1. Using technology to help people access services at home.
2. Helping people access social care services and care homes.
3. Improving and joining up services for children and young people.
4. Making sure all patients can access health services equally.
5. Helping people access mental health services for conditions like depression.
6. Helping people access GP, hospital and mental health services. GP means family doctor.
7. How cost of living affects people's health and wellbeing.



"I would like to thank all those that have supported Healthwatch in our mission to monitor and improve health and social care, particularly members of the public from our local communities. It is very important they continue to feedback on the services they use so that we can all make a real difference."

Dr Kevin Dixon

Chair of Healthwatch in Devon, Plymouth & Torbay



Impact : We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on each of our websites - www.healthwatchdevon.co.uk, www.healthwatchplymouth.co.uk, and www.healthwatchtorbay.org.uk.



Healthwatch Network News

A snapshot of some of our national partner Healthwatch England's news, briefings and reports during the past three months

About Healthwatch England

Healthwatch was established under the Health and Social Care Act 2012 on a national and local level. Healthwatch England (HWE) are a statutory committee of the independent regulator the Care Quality Commission (CQC). HWE escalate local Healthwatch concerns to CQC and provide advice to the Secretary of State for Health and Social Care, NHS England and local authorities. There are 152 independent local Healthwatch set up across each local authority in England.

Healthwatch England Key Reports and Briefings This Quarter

Pharmacy: What People Want – This quarter Healthwatch England released a report exploring the current state of pharmacy services and offers actions for healthcare leaders and the wider sector. The report dives into people's experiences of and attitudes towards pharmacy services at the outset of Pharmacy First. Key findings from the report are:

- Community pharmacies are very widely used, with 72% of people having used one in the past three months.
- Online pharmacies are much less used, with 18% using one in the past three months. 54% of people who have used an online pharmacy at some point said they would be likely to do so again.
- People value the accessibility of community pharmacies, both in terms of the ease of getting to one and the speed of being seen once there.
- Almost one in four, 24%, have experienced shortages when trying to get medicine, and 42% have experienced problems getting medicine.
- There are positive signs for the success of Pharmacy First. People were already open to the idea of going to a pharmacy rather than a GP for the seven conditions before the service was launched and are open to the idea of seeing a pharmacist rather than a GP more generally.
- Pharmacy First faces some challenges. A small proportion of the population is less open to going to a pharmacy rather than a GP. This is due to their personal preference, while in some cases, due to a lack of awareness of the services pharmacies offer.
- Although 90% of prescriptions in England are dispensed free of charge, the cost-of-living crisis impacts pharmacy usage, with five per cent of people saying they have avoided taking up one or more NHS prescriptions because of the price.

Download the Full Report –

[https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/Pharmacy what people want.pdf](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/Pharmacy%20what%20people%20want.pdf)

Download the LARGE PRINT REPORT –

[https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20240429 Pharmacy what people want large print.pdf](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20240429%20Pharmacy%20what%20people%20want%20large%20print.pdf)

Healthwatch England Reports Coming Next Quarter

- **July** – Understanding unmet need in social care.
- **August** – People's experiences of community diagnostic centres.
- **September** – Cervical Cancer Screening Experiences.

Impact : What we do with these reports and briefings HWDPT contribute real local public feedback to all of HWE's reports and briefings. We share these with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities, Local Care Partnerships and the voluntary, community or social enterprise (VCSE) sector.



Our Engagement Activity

Some ways we have engaged with our communities to gather feedback

The last three months have seen us take our information stands out into the community and attended events in Devon, Plymouth and Torbay, capturing experiences of local health and social care along the way.

Some selected events where we have been raising awareness of HWDPT, gathering feedback and taking the opportunity to discuss and share issues or experiences included:



HW Plymouth Volunteers speaking with the public during Armed Forces Day

healthwatch Devon

- Okehampton Health and Wellbeing Alliance meeting
- Macular Degeneration Support group in Cullompton
- Wellbeing and lifestyle Fair at the The Fern Centre in Barnstaple
- Foodbanks in Dartmouth and Buckfastleigh
- South Hams District Wide Caring Alliance.

healthwatch Plymouth

- Helping Families Early Conference with Plymouth City Council
- Long Term Conditions Group with Improving lives Plymouth
- Plymouth Mental Health Collective Event
- Breathe Easy Lung Health Group with the British Lung Foundation
- Armed Forces Day.

healthwatch Torbay

- Corner Place Surgery PPG meeting in Paignton
- Breast Cancer Now - Torbay Support Group Meeting
- Macmillan Health Event at Parkfield House
- Mencap Torbay Committee
- Paignton Community Hub Housing Event.

SWAT CHALLENGE CUP

This quarter our Healthwatch Devon Champions Coordinator Paul Castle was invited to be a guest judge for the South West Academic Trust (SWAT) Challenge Cup at Exeter University.

The SWAT Challenge Cup sees teams of students from across the South West compete to provide the best solution to a difficult, cross-curricular problem.

This year, the teams were tasked to propose a solution to the pressure on the NHS. Judges, who consisted of senior policy managers in healthcare institutions and affiliated organisations including former NHS Devon Chair Dr Sarah Wollaston, Senior Policy Officer for the Health Foundation Lucinda Allen, Director of Strategy at Royal Devon University Healthcare NHS Foundation Trust and our very own Paul Castle.

Proposals from students included using an NHS AI to streamline GP appointments and reforming doctor contracts and training fees.

Coming up next quarter : we are planning to attend many more outreach locations in Devon, Plymouth & Torbay, keeping you updated via our eBulletin and three local websites:

www.healthwatchdevon.co.uk www.healthwatchplymouth.co.uk www.healthwatchtorbay.org.uk



Healthwatch Assist Network News

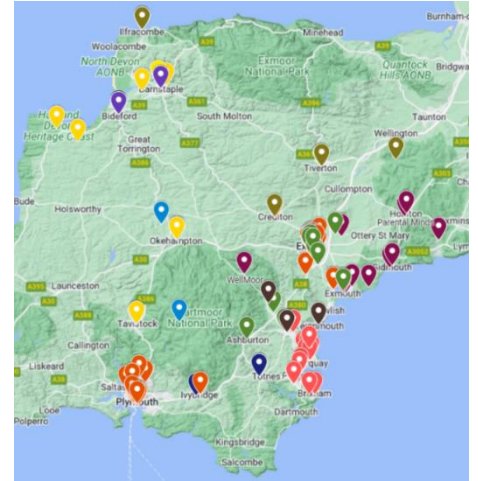
Key activities from our Healthwatch Assist Network this quarter

About the HW Assist Network

Our Healthwatch Assist Network allows us to build links with communities in Devon, Plymouth and Torbay so we can gather information about the health and care services they use. This information is fed back into the community and shared with key healthcare decision makers who can learn from good practice and make improvements to local services.

HW Assist Network News

We currently have nearly **150 Healthwatch Assist Network members**, including local support groups, school councils, parent groups, committees and sports groups.



The locations of our some of our Healthwatch Assist Network members

FEATURED HEALTHWATCH ASSIST MEMBER – PAIGNTON COMMUNITY HUB

Paignton Community Hub, based at Paignton Library and running since August 2022, is working with a local GP at Paignton's Corner Place Surgery to offer Torbay residents free health checks, including checking blood pressure, pulse, BMI (body mass index) and ECG (electrocardiogram).

Since launching this service earlier in the year, the Hub has taken over 300 Blood Pressure readings. Over 100 of these were identified as either low, raised or high, with these people recommended to regularly monitor their blood pressure for a longer period and some referred to their Surgery to seek further guidance from a trained medical professional.

Paignton Community Hub is based on the ground floor of Paignton Library, next to both Paignton's train and bus stations on Great Western Road. Health checks are offered on weekdays between 10am and 1.30pm. Other free services are available on set days, including Diabetic Eye Screening and digital support sessions.

The Hub is funded by a contribution from Torbay Council's Adult Social Care precept and is run by local non-profit community organisation Engaging Communities South West. They are also working with key partners from the Torbay Health and Wellbeing Voluntary Sector Network, including Torbay Community Helpline, Torbay Community Development Trust, Age UK, Citizen's Advice Torbay, healthcare consumer champion Healthwatch Torbay, and many others.

For more information on services available at Paignton Community Hub or if you are an organisation who would like to book a room, please call **07562 780102**, email info@paigntoncommunityhub.org.uk or visit the Hub between 9.30am and 1.30pm Monday to Friday at Paignton Library.



A June 2024 housing event at Paignton Community Hub, which was attended by our Healthwatch Torbay team

Impact : All the feedback gathered is shared with key healthcare decision makers who can learn from good practice and make improvements to local services. To join our Assist Network please call free on **0800 520 0640** or email hwassist@hwdevon-plymouth-torbay.org



Healthwatch Feedback

Where we gathered your experiences from in the past three months

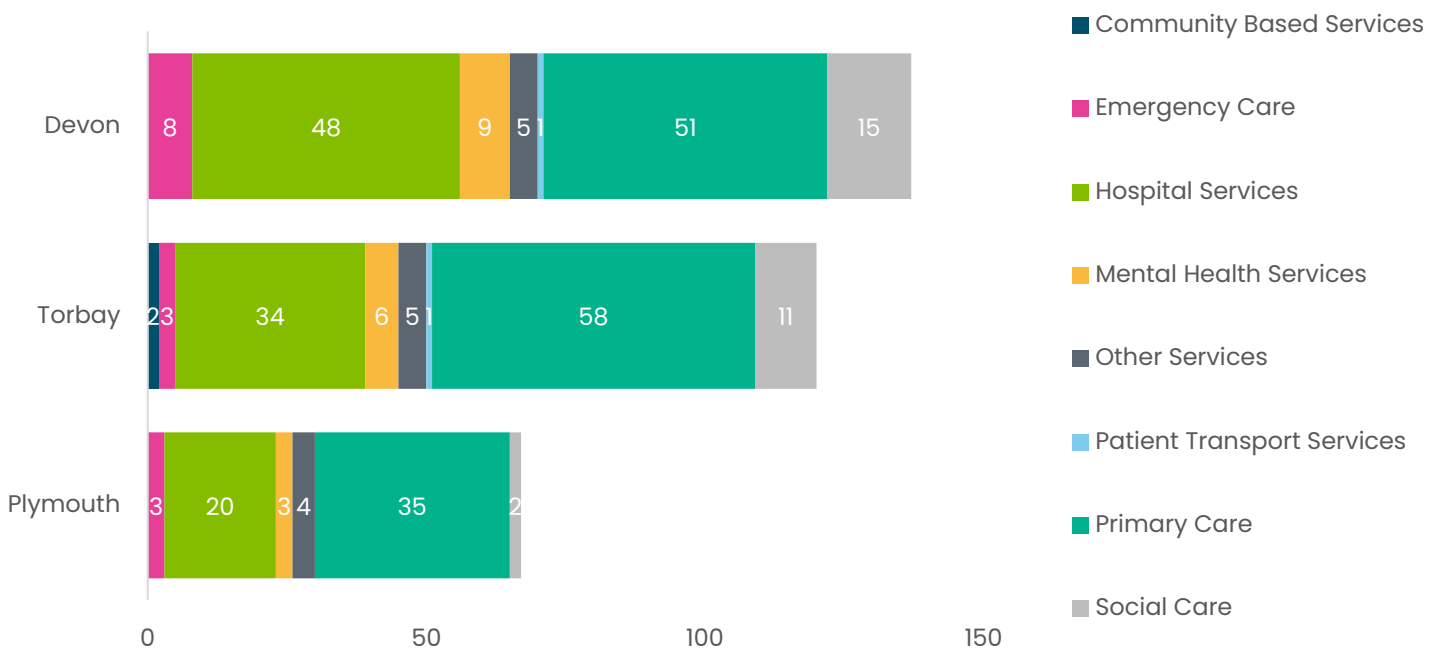
Number of Experiences shared with Healthwatch in Devon, Plymouth and Torbay

328 people contacted Healthwatch to share their experiences of health and social care services in Devon, Plymouth and Torbay. 137 were about services in Devon, 67 about Plymouth services and 120 about Torbay services. 1 was a more generic experience about services in Devon, Plymouth and Torbay as a whole and 3 were from out of area.

94 of these experiences were shared with us at HWDPT through one of our three online rate and review feedback centres, 190 were handled by our contact centre and 44 experiences were captured through online or community engagement.

Source of Feedback shared with HWDPT and Type of Service

Breakdown of feedback recorded by service level and locality
April to June 2024



Of these shared experiences gathered across Devon, Plymouth and Torbay, the most commonly discussed theme was **Primary Care Services**.

Feedback about Primary Care Services

146 experiences (44.5% of overall feedback) were about primary care services, of those:

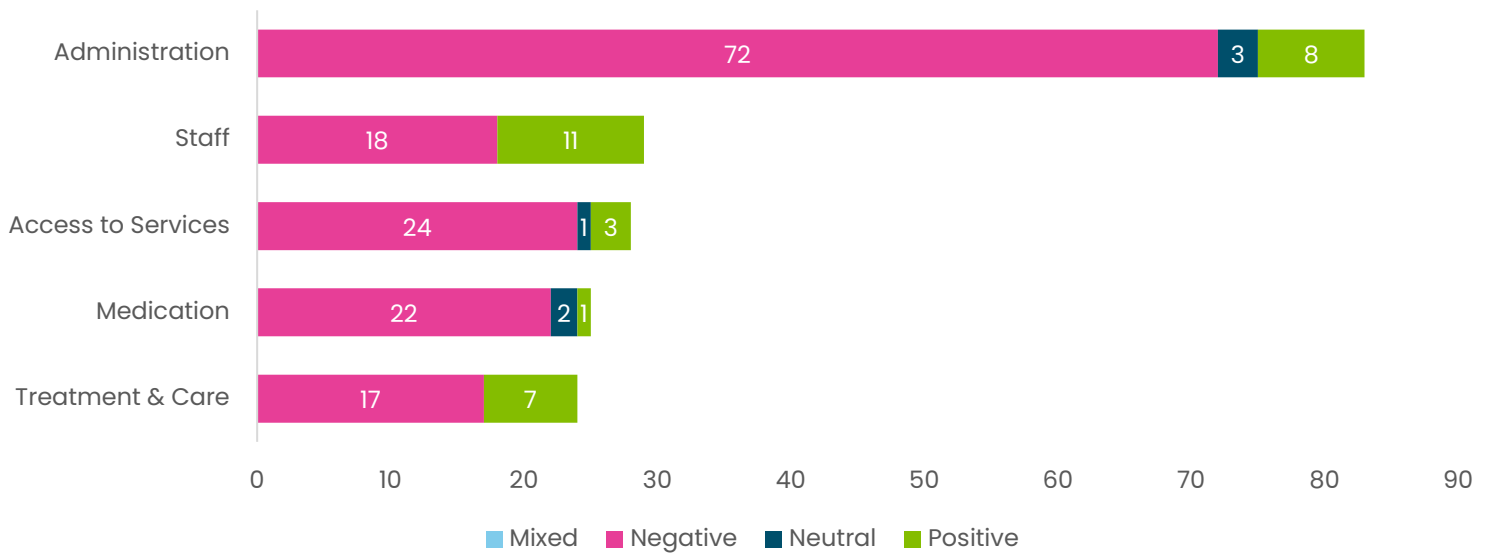
- 97 experiences related to GP Services
- 25 experiences related to Dental Services and
- 23 experiences related to Pharmacy Services.



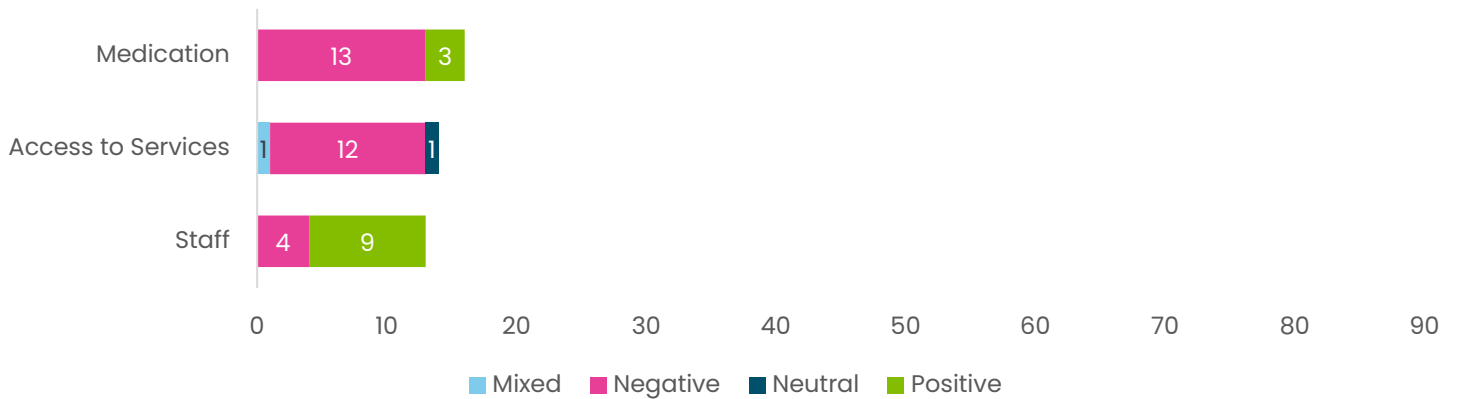
Feedback about Primary Care Services (continued)

The most common themes in relation to Primary Care Services were Administration, Access to Services, Staff and Medication. The charts below show how the public felt about the Primary Care Services they told us about across Devon, Plymouth and Torbay, separated by the type of service, over the past three months:

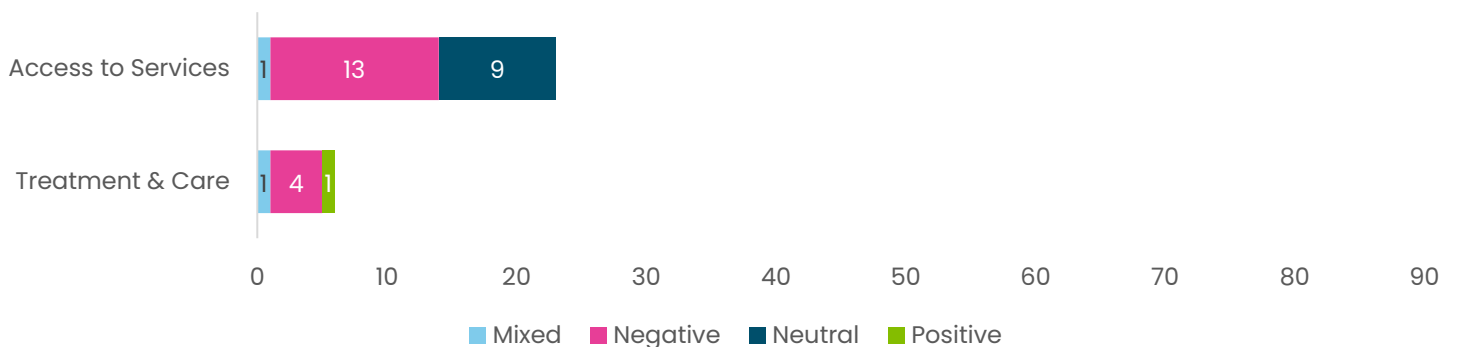
Summary of themes – Primary Care Services feedback GP Practice



Pharmacy



Dentist (non-hospital)





Feedback about Hospital Services

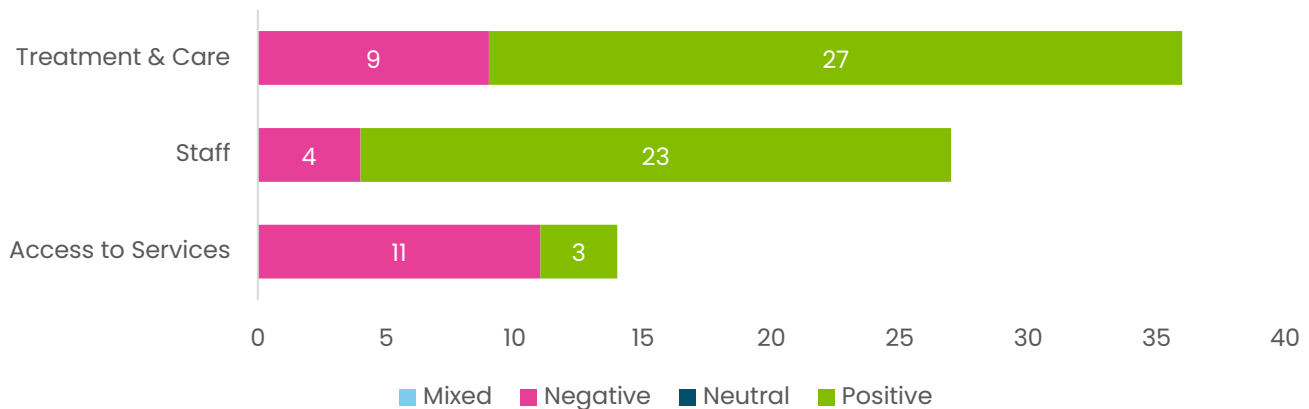
103 experiences (31.4% of overall feedback) were about hospital services. Of those:

- 48 experiences related to hospital services in Devon
- 20 experiences related to hospital services in Plymouth
- 34 experiences related to hospital services in Torbay.

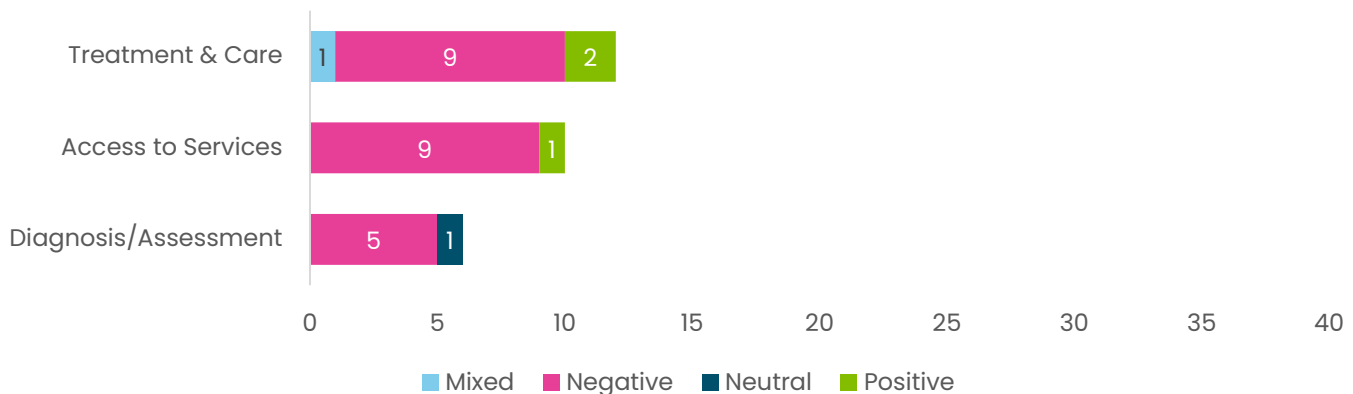
The most common themes overall in relation to Hospital Services were **Treatment & Care**, **Staff** and **Access to Services**.

The charts below shows how the public felt about the Hospital Services across Devon, Plymouth and Torbay, separated by the type the theme and sentiment, over the past three months:

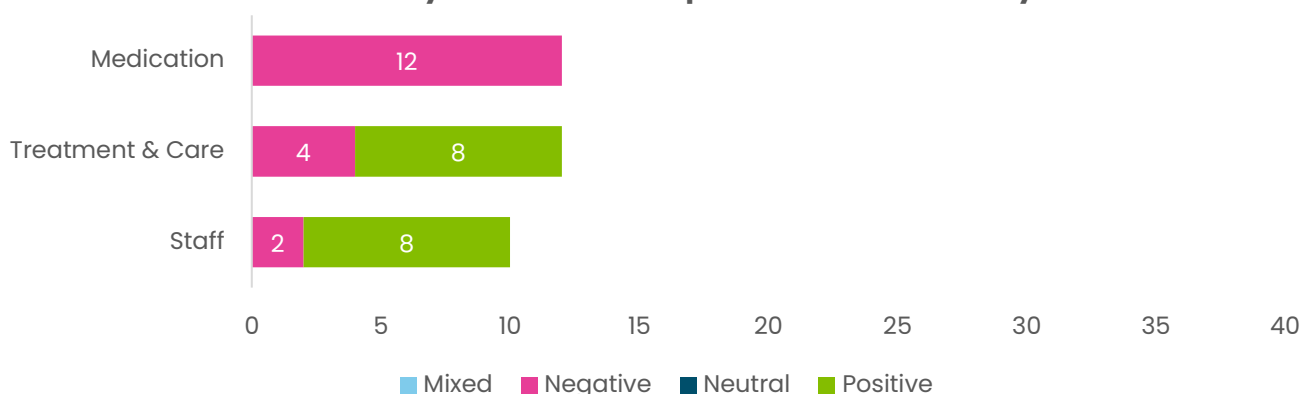
Summary of themes - Hospital Services in Devon



Summary of themes - Hospital Services in Plymouth



Summary of themes - Hospital Services in Torbay





Healthwatch Case Studies

Your experiences of local health and social care in your words

The following pages shows some of your experiences across Devon, Plymouth and Torbay related to the feedback analysis on the previous pages. **PLEASE NOTE:** *All client's names and photographs have been replaced to protect their identities.*

David from Torbay told us he has had lots of problems getting a copy of his medical record and discharge letters from his GP Surgery, which he needs for a PIP application. He said he had been received no response from his GP Practice for over 12 months after being removed from their practice patient list.



What we did – We contacted another GP Surgery in Devon who specifically treat patients on the 'Special Allocation Scheme' – which ensures that patients who have been removed from a practice patient list can continue to access healthcare services. We explained David's situation and showed him to request his medical records and discharge letters.

What difference did it make?

The GP Surgery have now posted out David's medical records and discharge letters, which they have on patient's electronic record. David was happy to have finally received these medical records for his PIP application.



Jenny from Devon came to Healthwatch for support after having a cataract operation that had 'gone wrong'. She said she had been made aware that there was an accident during the procedure but was not told that anything went wrong until some time after. She wanted to know how to complain to prevent a recurrence of the mistake and she also wanted to know the long-term prognosis on her eye.

What we did – A Healthwatch Champion talked Jenny through the complaints process and discussed the role of PALS at the hospital, the complaints procedure and the role of the Ombudsman and also discussed content and structure of her complaint.

What difference did it make?

After talking with Healthwatch, Jenny was happy to submit an official complaint on her own and the Healthwatch Champion sent her contact details for PALS and the official complaints procedure.

Ben from Plymouth left a review of his local GP Surgery on our website. He told us that the that the standard of service has quickly gone down since a recent takeover and that the new online econsult system seemed to be designed to keep patients away from seeing a doctor as most of his queries were being referred to self-help or to a pharmacy. He said that telephone queue times are getting longer, and some face-to-face appointments had been cancelled.



What we did – We contacted Ben to find out more. He didn't want to complain officially but did want us to share his feedback with those involved anonymously. We shared his feedback with the GP provider and commissioner and will monitor any response or progress they make.

Impact : Making Sure Your Voice is Heard

We regularly share and report all of your feedback and our intelligence with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities, Local Care Partnerships and the voluntary, community or social enterprise (VCSE) sector. We also share our data with the Care Quality Commission (CQC) and Healthwatch England (HWE) to help address health and care issues at a national level.



What we did with your views

How we have used your feedback to make reports & recommendations

This quarter the focussed HWDPT engagement activities that we independently facilitated, allowed us to produce the following key reports:

Peninsula Acute Sustainability Programme

In a previous impact report we told you about our work ensuring patient experiences were included in the Peninsular Acute Sustainability Programme as part of an NHS exploration looking at ways to improve the way that acute hospital services are delivered in Devon, Cornwall, and Isles of Scilly.

As part of the first engagement phase of this process, we analysed the data from conversations with **37** families around acute paediatric services across five hospital sites and ten members of the public via independent online focus groups. We also analysed feedback from a peninsular wide online survey, collating feedback from a total of **335** people as part of this initial listening exercise and producing a report for the NHS Devon Integrated Care System (ICS).

The full report is available to read via:

<https://healthwatchdevon.co.uk/pas-report/>

At the time the ICS said the findings in the report will “influence their discussions on how they can improve the way acute hospital services are delivered in the future”.

This summer NHS Devon have released further information at local Adult Health and Social Care Scrutiny Committee meetings, updating on the key outputs taken from Phase 1 of the programme and outlining their planned outputs for Phase 2. These are detailed below:

Key outputs identified by NHS Devon from Phase 1

- A shared understand of the challenges faced delivering health services in acute settings across the peninsula.
- A set of key messages from the clinical workshops for paediatrics, medical and surgical assessment.
- Feedback from patients and their families on their experience of using medical, paediatric and surgical acute services.
- An outline a possible direction of travel to transform acute service to ensure sustainability in the future.

Planned Key NHS Devon Outputs for Phase 2

Phase 2 will take place January 2024 – December 2025. To meet the needs of the population of the Peninsula NHS Devon have stated they need to consider transforming some services and that Phase 2 will include:

1. Developing a detailed formal case for change in partnership with staff, patients and the public will be vital to meeting our objectives and our statutory responsibilities.
2. Undertaking some detailed modelling in conjunction with staff and patients to further explore possible ways to tackle our challenges.



Impact : Healthwatch in Devon, Plymouth & Torbay will continue to meet and work with NHS Devon and other key stakeholders to ensure patient voice is at the heart of the next phase of the Peninsula Acute Sustainability Programme.



Where we escalate your concerns and complaints

Impact : Escalations and Referrals

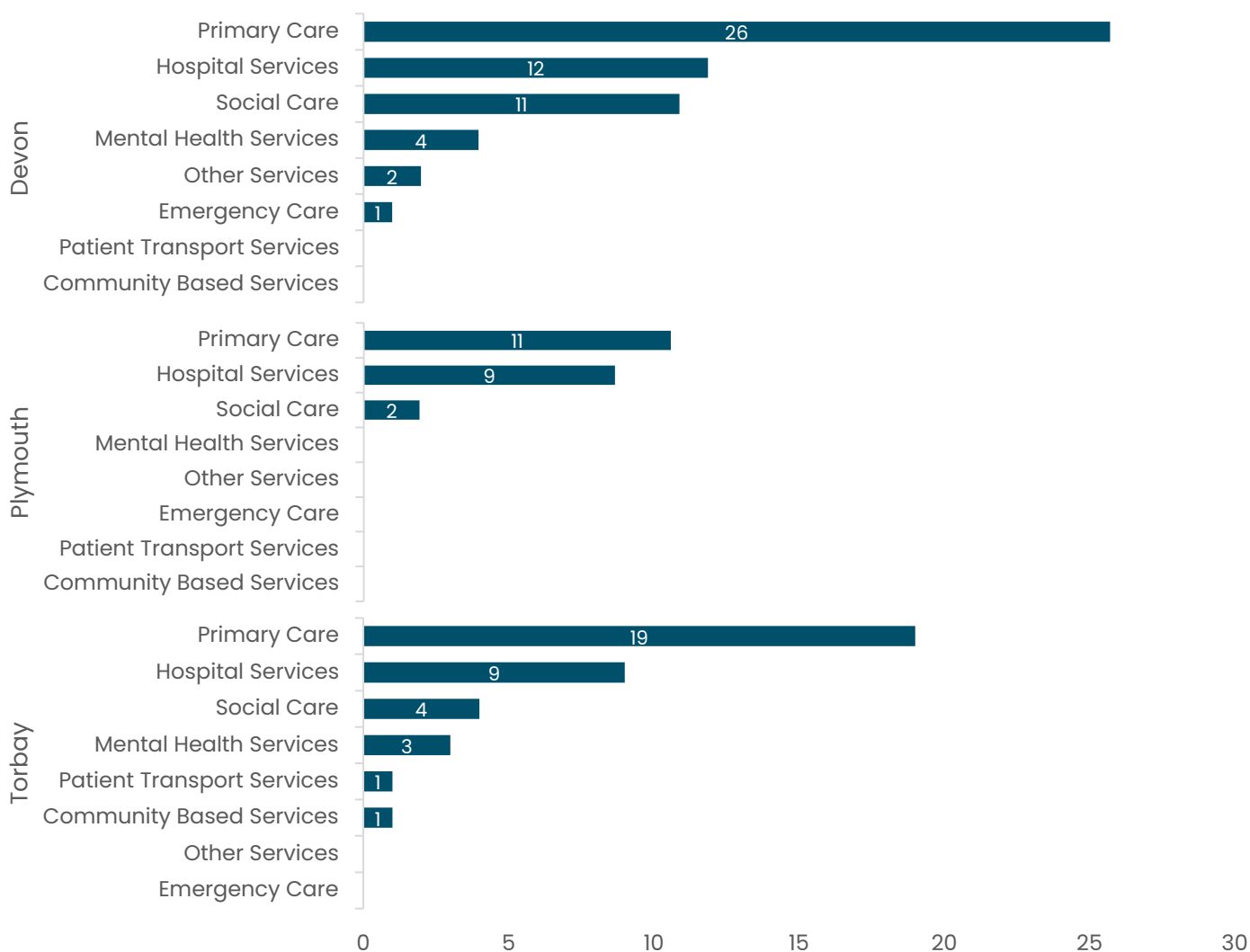
All public feedback we receive is logged in our secure system for further analysis. This includes working with other local organisations to gather feedback such as Citizen’s Advice, Community Trusts and Community Hubs. Some are serious concerns or complaints that need to be escalated further for immediate action. This quarter there have been **115** such cases. Of these:

- 57 were provided with advice and information by the contact centre,
- 17 were referred to a Healthwatch Champion,
- 13 were signposted to PALS,
- 26 were signposted to an advocacy service,
- 2 were signposted to Access Dental.

Members of the public wanting to make an official complaint have been referred to organisations such as the Patient Advice and Liaison Service (PALS), the Advocacy People, health trusts, Safeguarding, the Devon Integrated Care System (ICS), NHS England and the Care Quality Commission (CQC).

The graph below shows a breakdown of where these **115** cases originated in Devon, Plymouth and Torbay and which type of service they referred to. The total is more than **115** as some cases referred to multiple types of service at a time.

Breakdown of the service level in each locality where commentator required advice, information or signposting to another service



How your views help shape ongoing work in the local community



All of your feedback is used both to inform us on specific areas where we need to find out more information from other health and social care organisations in Devon, Plymouth and Torbay. This section shows in brief how this has happened in the last quarter.

Other specific places we have shared your feedback this quarter

We regularly share your feedback with decision-makers via meetings such as each of the Devon, Plymouth and Torbay Health & Wellbeing Boards (H&WBB), Health & Adult Social Care Overview & Scrutiny Boards (H&SC OSC), Safeguarding Adults Partnerships, Local Care Partnerships, Devon Integrated Care Partnership Board (ICB), Devon Learning Disability Partnership Board, plus local healthcare Trusts and Public Health meetings.

In addition, this quarter we have provided upon request specific feedback and intelligence for the following organisations, groups or decision-making Boards:

- **NHS Devon** requested information from Healthwatch regarding feedback from patients that have lived experience of using the drug Valproate – primarily used to treat epilepsy and bipolar disorder. It followed a National Patient Safety Alert relating to Valproate, and in particular its significant risk of serious harm to a baby after exposure to valproate in pregnancy. We thoroughly checked our database for evidence on this and put a call out through our networks but unfortunately no patients came forward with experience of using this medication.
- **NHS Devon ICB & Public Health** – we are now a core member of the Devon Oral Health Steering Group, monthly multi-agency meetings to promote collaborative working across Devon, enabling the three local authorities to fulfil their statutory duties with regards to oral health improvement and addressing oral health inequalities.

Our Requests For Information

An RFI (request for information) is a formal process for gathering information from providers of a service such as health care trusts or commissioners. Based on patient feedback, this quarter we made 2 requests for information related to the priorities above to support our work – both were Devon-wide and are detailed in brief below:

Devon RFIs

- **Coroner's Office** on the impact of centralising the coroner's service in Exeter on coroner referral and oversight processes. Particular concerns were raised in Plymouth about the consultation process and about the potential effect on family access to coroner's court for those travelling from the Plymouth Area and the effect on those who may require support from family members to attend the court.
- **NHS England / Community Pharmacy Devon** on the closure of JHOOTs pharmacy in Holsworthy and concerns that people in the community now only have access to one small pharmacy attached to the surgery that is not open at the weekend.

Impact: The Coroner's Office responded to say an impact assessment was carried out and it was felt that there was little impact on the public as, at present the Plymouth court remains open for those who wish to have their case heard there. They also said families now have the choice where the inquest into the death of their loved one is held if they want to attend in person and that moving to one administration hub in Exeter allows for more virtual attendance at inquests for families, solicitors, and expert witnesses.

Impact: NHS South West Collaborative Commissioning Hub, responded to say they have been and continue to work closely with Jhoots to try to resolve matters and the intention is for them to continue to provide pharmacy services to the residents of Holsworthy. They assured us that whilst they are moving as fast as they can on this, unfortunately some of the regulatory processes do take some time. They promised to share an update with us as soon as they are in a position to share more information.



Our Current Priorities

How your feedback shapes our local priorities in the community

All your feedback is used to inform us on the specific priorities we should be focussing on when working with local health and social care organisations. Currently our key priorities are:

1. Using technology to help people access services at home.
2. Helping people access social care services and care homes.
3. Improving and joining up services for children and young people.
4. Making sure all patients can access health services equally.
5. Helping people access mental health services for conditions like depression.
6. Helping people access GP, hospital and mental health services. GP means family doctor.
7. How cost of living affects people's health and wellbeing.

Coming Up Next Quarter

Some of our other work set to be completed and shared next quarter

healthwatch Devon

- Open day at North Devon District Hospital
- Continuing to engage with community groups and attend events across Devon to capture feedback about health & social care services.
- Healthwatch Assist Network Members Meeting.

healthwatch Plymouth

- Service visit to Newmedica Plymouth.
- Meeting with community groups and attending network events across Plymouth to gather feedback.
- Healthwatch Assist Network Members Meeting.

healthwatch Torbay

- Heart of Torbay support group
- Continuing to engage with community groups and attend events across Torbay to capture feedback about health & social care services.
- Healthwatch Assist Network Members Meeting.

Other HWDPT Reports Coming Soon

- Our Unpaid Carers Survey received **224** responses. The full report will be produced and shared in the next Impact report next quarter.
- The feedback of over **200** people has been collated regarding access to NHS services for common mental health conditions in Devon, Plymouth and Torbay. The report on this feedback will be released next quarter.
- We will be releasing a report on what patients think of Plymouth's new Royal Eye Infirmary to speak, launched in Winter 2023.

Impact : What we do with this report

We publicise this report on our three websites, three email bulletins and various social media channels. We share this report with key stakeholders, including health and social care providers & commissioners, the Devon Integrated Care Partnership Board, our local authorities, Local Care Partnerships and the voluntary, community or social enterprise (VCSE) sector. We also share this report with the Care Quality Commission (CQC) and Healthwatch England (HWE) to help address health and care issues at a national level. For more information, please contact Healthwatch in Devon, Plymouth or Torbay using our contact details on the right.

healthwatch
Devon

www.healthwatchdevon.co.uk

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healthwatch
in Devon, Plymouth and Torbay

Our vision

A world where we can all get the health and care we need.

Our mission

To make sure people's experiences help make health and care better.