

Healthwatch Quarterly Impact Report

Quarter 2: July to September 2023

healthwatch
in Devon, Plymouth and Torbay

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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



167 people have reviewed services on our feedback websites



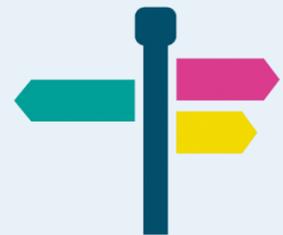
We've escalated **100** of your complaints or concerns to those in charge



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



We've helped **187** of you looking for advice on other organisations



We've produced **2** reports on Social Care and NHS acute hospital services



We analysed feedback from **405** people who took part in focused engagement activities we helped independently facilitate





Our News in Brief

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

Devon, Plymouth & Torbay Represented at National Conference

In September our Strategic & Operational Leads Pat Harris & Sarah Lonton joined leaders from the Healthwatch network at the Healthwatch England Leadership Conference in London to share ideas on the future role of Healthwatch in helping to improve local health & social care services. Pat took the opportunity to talk on stage (pictured, above) about the importance of local Healthwatch gathering patient feedback at the national Conference, which



begun with a speech from newly appointed Healthwatch England Chair Professor David Croisdale-Appleby. Representatives from across the country discussed Healthwatch's role in improving access to services and the next steps in Primary Care.

Peninsula Acute Sustainability Programme Engagement

As part of a Peninsula wide (Devon, Cornwall, and Isles of Scilly) NHS Acute Sustainability Programme, the NHS are looking at ways to improve the way that acute hospital services are delivered. To ensure patient experiences are included in the Peninsular Acute Sustainability Programme, NHS Devon and Cornwall asked us at HWDPT and Healthwatch Cornwall (HWC) to facilitate a series of focus groups to enable them to find out about people's experiences of acute medical services across the Southwest Peninsular – including what went well and what could have been better.

As part of the first engagement phase of this process, HWDPT 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** individuals as part of this initial listening exercise and producing a report for the NHS Devon Integrated Care System (ICS) which included key findings and observations.

Impact : The ICS have 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”. **The full report will be made available next quarter.** As this work progresses there will be further opportunities for involvement and for the people of Devon, Cornwall and Isles of Scilly to be able to share their experiences.



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

The Impact of Waiting – HWE's research showed that people are currently facing multiple cancellations or postponements of care which are having a significant impact on their lives and symptoms, while further increasing health inequalities. HWE found that **39%** of the **1,084** people had their care postponed or cancelled on two or more occasions, and 18% of people had their care cancelled or postponed at the last minute. HWE are calling for the NHS to:

- Collect and publish official data on cancellations to understand what is driving delays;
- Use this data to reduce the high number of last-minute cancellations;
- Offer more significant support to those most affected by new delays; and
- Improve administrative processes and communications to close the gap for those who are left in limbo with no new date.

Read more: <https://www.healthwatch.co.uk/report/2023-07-27/delays-nhs-care-understanding-impact>

Social Care – HWE's latest position on social care outlines what they heard from people in relation to their experiences of social care services nationally. People told them they need better information, clearer advice, fairer assessments, and more quality and personalised care. Many adults also told them they are confused about who is responsible for providing social care services, where to turn for help and the processes for accessing support. To help decision-makers better understand this issue, HWE are working with local Healthwatch to map out why people don't always get the support they need from the social care system and which needs go unmet. HWE have committed to an organisation-wide campaign focused on social care for 2023/24 and are currently scoping out their approach.

Read more: <https://www.healthwatch.co.uk/news/2023-08-11/our-position-social-care>

Cancer Care – HWE released national research briefing on GP referrals highlighting the frustration cancer patients experience due to long waits and a lack of support. The research aims to help the government and NHS leaders understand the importance of seeing the person behind the cancer, and that small changes can make a big difference to people at an incredible difficult time in their lives.

Read more: <https://healthwatchdevon.co.uk/news/healthwatch-england-blog-the-hidden-wait-for-cancer-care/>

Impact : What we do with these reports and briefings

Healthwatch in Devon, Plymouth and Torbay contribute real local public feedback to all of Healthwatch England'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. In some cases, we will ask for a response to these reports and their recommendations from the relevant provider or commissioner.



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 Shaldon, Dawlish, Teignmouth, Tavistock, Exeter, Plymouth and Torbay, capturing **23** 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 to share issues or experience included:



- Shaldon Methodist Coffee Morning
- Tavistock Memory Café Carers Meeting
- Teignmouth Library
- MS Society Dawlish Reconnecting with our Community Event
- Exeter Community Wellbeing Event



- Long Term Conditions Group



- Lion's Family Fun Day
- Mencap carers meeting



HW Champion Kim Murray (left) with HW Devon Service Coordinator Georgina McKenzie at the Langstone Cliff Hotel, for September's 'Reconnecting with our Community' MS Society event in Dawlish.

We also analysed feedback from **412** people who took part in focused engagement activities that we helped to independently facilitate, which included:

- Seeking views from hard to reach & vulnerable groups around the Adult Social Care Strategy for Torbay (**70 people**)
- Ensuring patient experiences are included in the NHS Devon and Cornwall Peninsular Acute Sustainability Programme (**335 people**)
- Identifying **7 local patients** to take place in 1 to 1 interviews around accessing their GP Practice for a national consultation with HWE and THIS Institute. Quote from THIS Institute: *"We've had really excellent interviews with 41 patients and carers, including... a diverse range of individuals... The participants have provided us with excellent suggestions on how things could improve and what works well within their practices yet shed light on some of the main access challenges."* They aim to analyse the data and report their findings in early 2024.

Coming up next quarter : we are planning to attend Devon vaccination outreach locations, we will keep you updated via the next eBulletin or on our three local Healthwatch 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

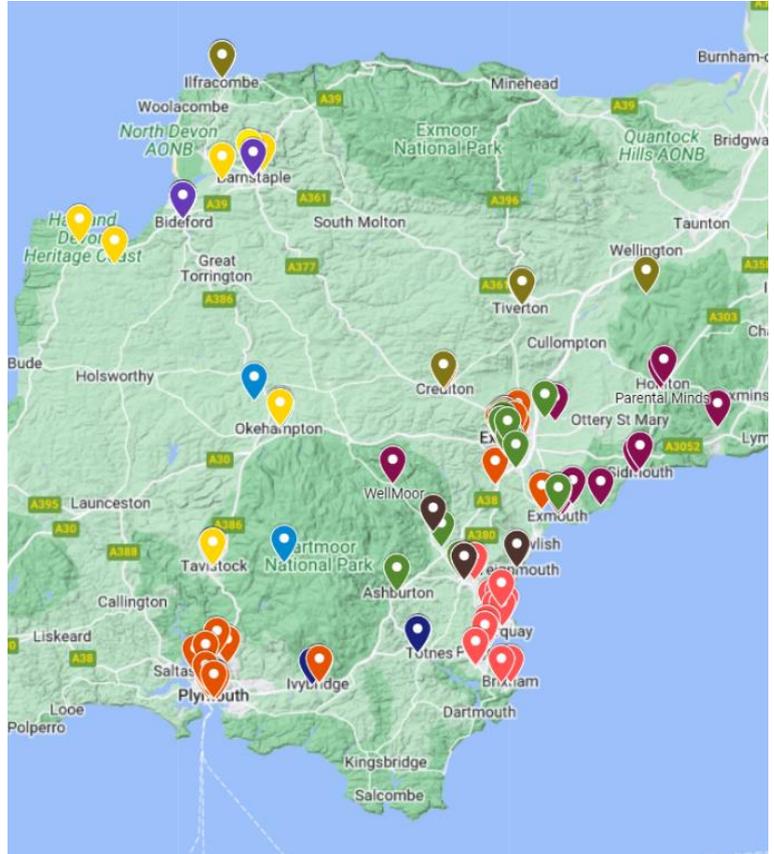
Our Healthwatch Assist Network allows us to build links with communities in Devon, Plymouth and Torbay so we can gather information about the health and care services they use. This information is fed back into the community and shared with key healthcare decision makers who can learn from good practice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

Last quarter we had **4 new members** join the Network, 1 in Torbay and 3 in Devon.

These included Andy's Man Club in Torbay and both Alice Cross Day Centre and Assist, based in Teignbridge.



Pictured above, the map shows the locations of our Healthwatch Assist Network members across Devon, Plymouth and Torbay

Our Healthwatch Assist Network have been integral in gathering feedback and supporting our next focussed engagement on the impact of providing unpaid care at home.

We are working in collaboration with Devon Carers, Caring for Carers Plymouth, and Torbay Carers services. This is a follow up to an earlier report we did in 2022 and will focus on the impacts on carers, especially around their wellbeing and feelings of isolation.

The findings will be valuable in helping carers services to develop their support for carers, develop a risk scale for carers to help medical professionals identify when a carer may be reaching a tipping point, to identify gaps in service provisions and communications and to identify research gaps for future engagement/research. **More information will be made available in the next edition.**

More Details : For more information about joining us please contact Healthwatch in Devon, Plymouth and Torbay free on **0800 520 0640** or email hwassist@hwdevon-plymouth-torbay.org



Healthwatch Feedback

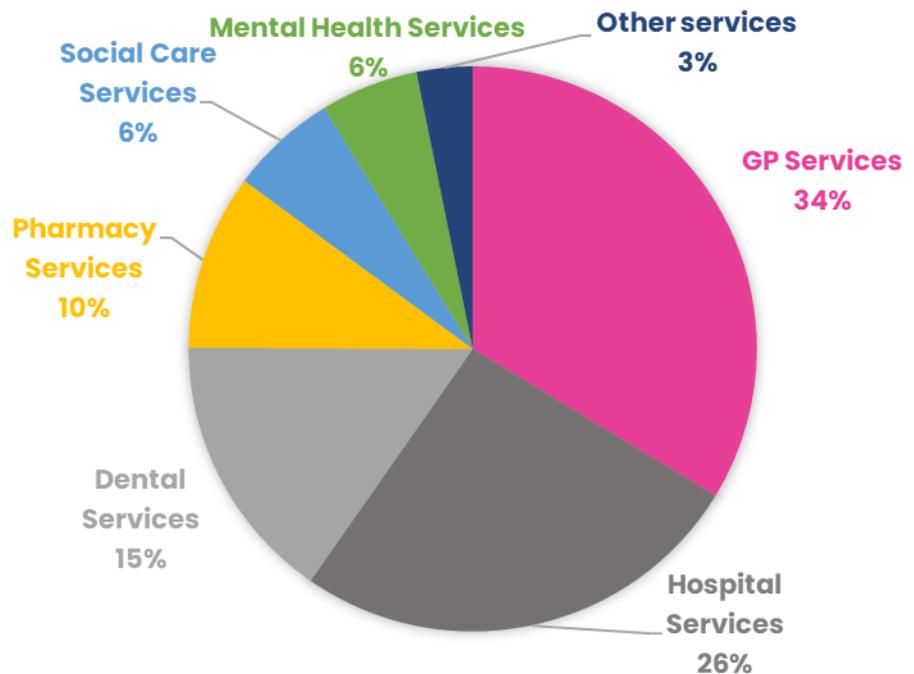
Where we gathered your experiences from in the past three months

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

377 people contacted us directly to share their experiences of health and social care services in Devon, Plymouth and Torbay. 198 were about services in Devon, 86 about Plymouth services and 71 about Torbay services. 18 were more generic experiences about services in Devon, Plymouth and Torbay as a whole and 4 were from out of area.

Source of Feedback shared with HWDPT and Type of Service

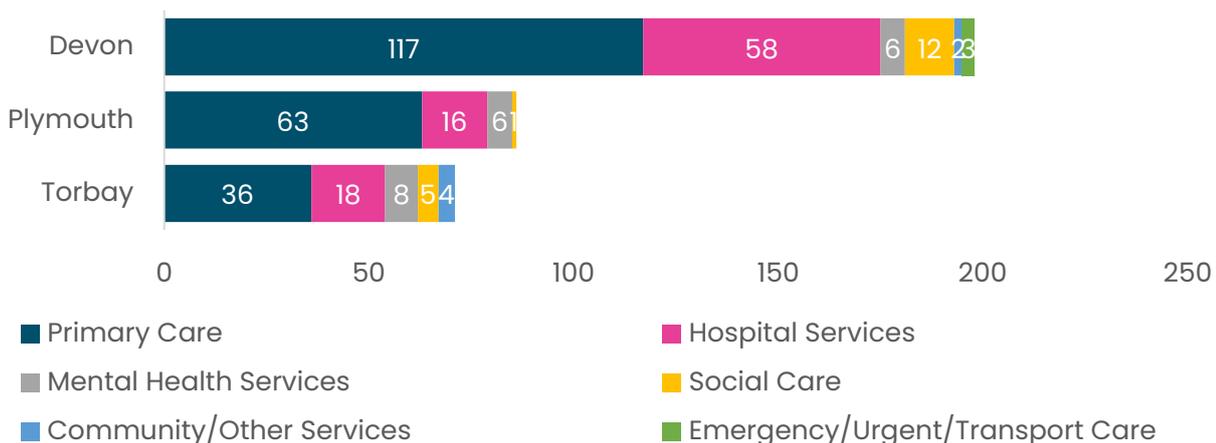
167 experiences were shared with us at HWDPT through one of our three online rate and review feedback centres, 187 were handled by our contact centre and 23 experiences were captured through online or community engagement. Of these shared experiences gathered across Devon, Plymouth and Torbay:



- 226 were about primary care services - this includes GP Surgeries (127), Dentists (58), and Pharmacists (38),
- 98 were about hospital services - including A&E and Urgent Care,
- 23 were about social care services,
- 21 were about mental health services,
- 12 were related to other services.

Breakdown of feedback shared with HWDPT recorded by service level and locality

The table below shows which types of service we received feedback about across each of Devon, Plymouth and Torbay, separated by type of service for the past three months:



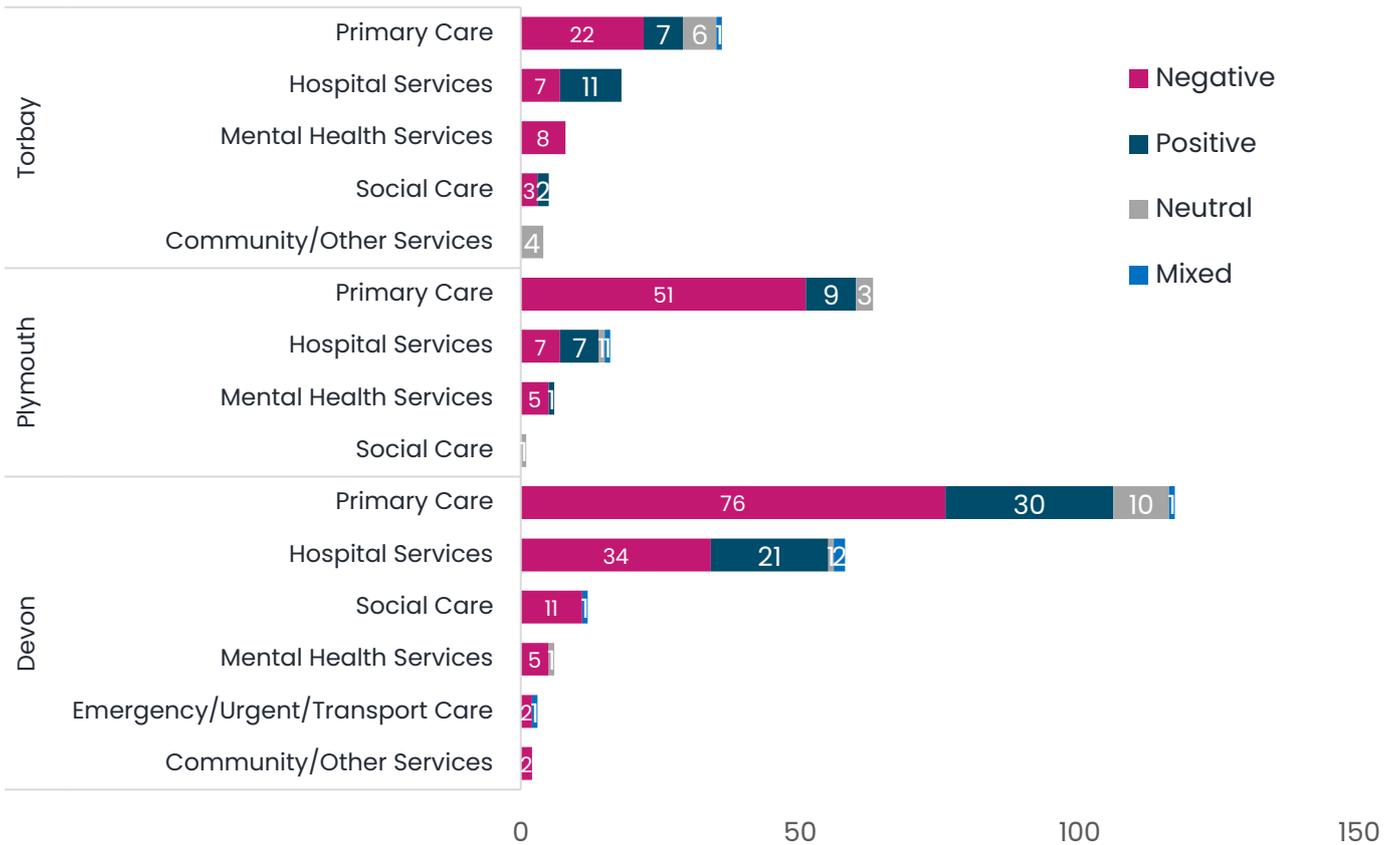


Healthwatch Feedback

What you have been telling us about the care you have received locally

General Sentiment of Feedback shared with HWDPT

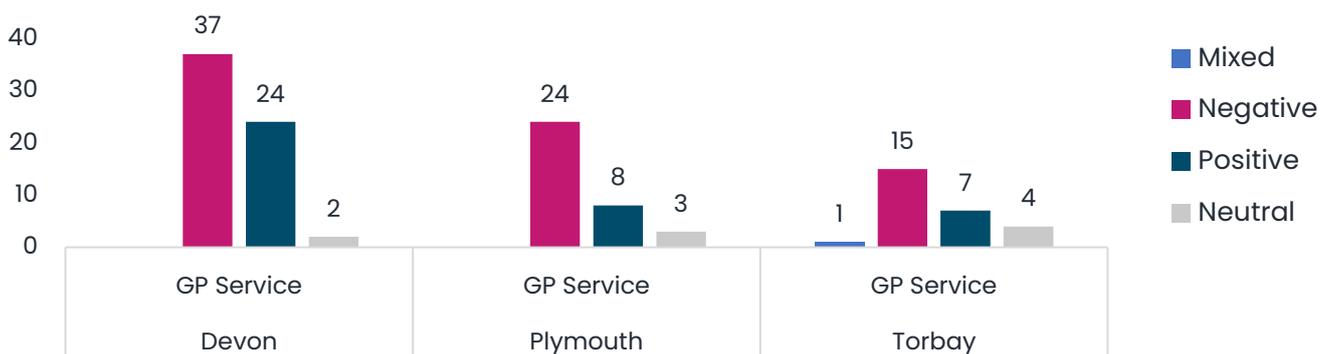
The table below shows how the public felt about the services they told us about across each of Devon, Plymouth and Torbay, separated by type of service for the past three months:



General Sentiment of Primary Care Feedback shared with HWDPT

Primary care services this includes GP Surgeries, Dentists and Pharmacists. As 82% of Primary Care feedback was about GP Surgeries or Dentists, these are broken down further by sentiment or feeling in the following tables for each of Devon, Plymouth and Torbay:

GP Services - by locality and sentiment

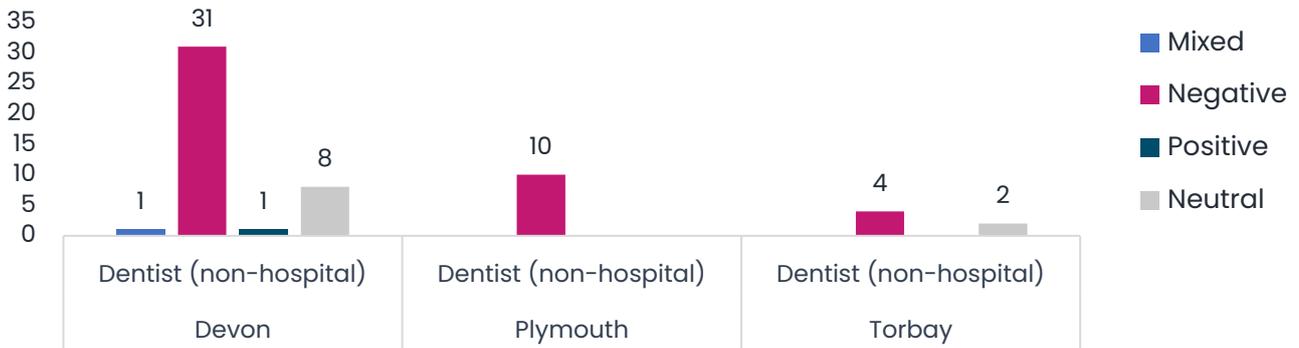




Healthwatch Feedback

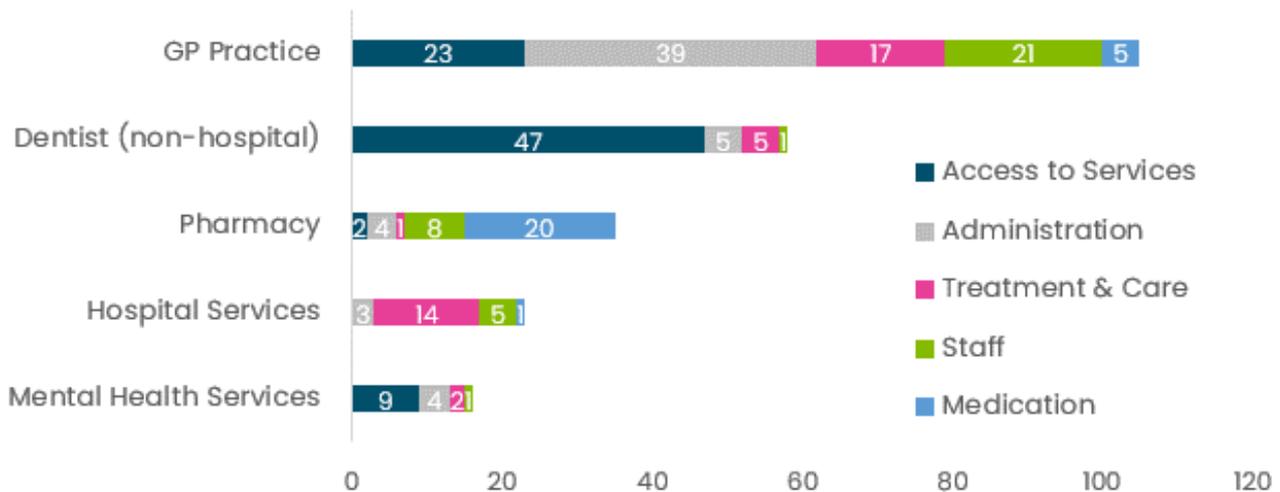
What you have been telling us about the care you have received locally

Dental Services – by locality and sentiment



General HWDPT Feedback Themes by Service Type

The table below shows the most common themes and topics discussed in your experiences across all of Devon, Plymouth and Torbay, for the top five most discussed services in the last three months:



General Sentiment of Themes Discussed in Feedback shared with HWDPT

The tables on the next page show the sentiment or feeling of most common themes discussed in your experiences across each of Devon, Plymouth and Torbay over the past three months:



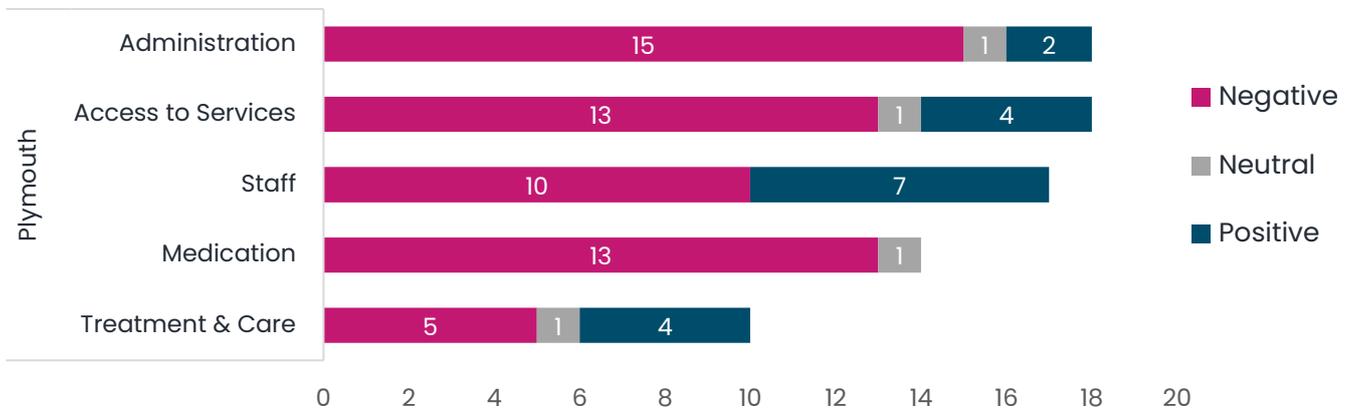
Healthwatch Feedback

What you have been telling us about the care you have received locally

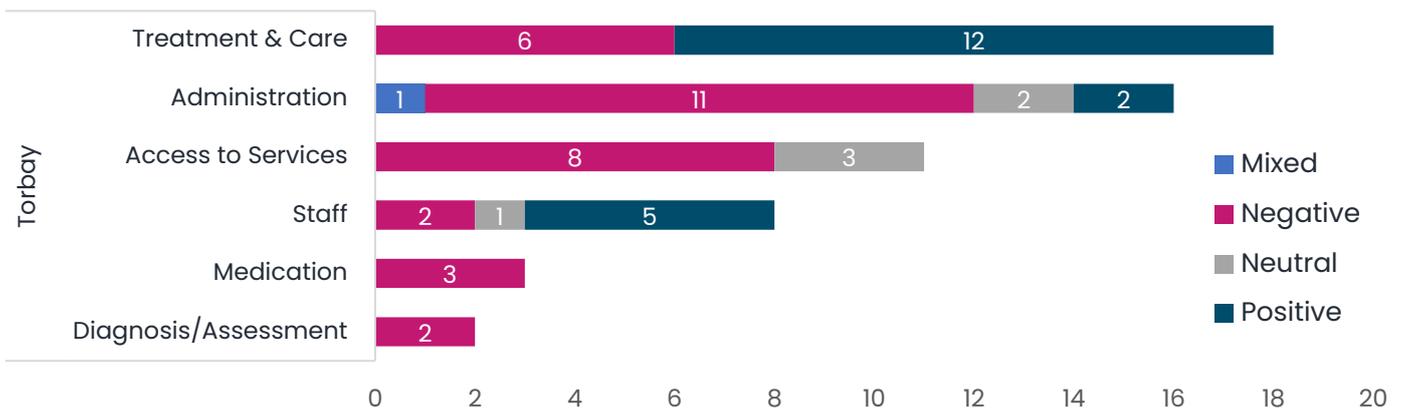
Devon - most common feedback themes and sentiment



Plymouth - the most common feedback themes and sentiment



Torbay - the most common feedback themes and sentiment





Healthwatch Feedback

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 three most discussed themes on the previous page – **Access to Services**, **Treatment & Care** and **Administration**.

Access to Services

Positive Feedback

“Hardly any wait, treated with respect. No queues in waiting room.” **GP Service, Devon**

“I’m lucky enough to have a very forward-thinking surgery, they have been developing the way they contact pts for treatment/ advice for years. Unfortunately, there are times where I would like to see my GP in person, they are so busy that it is impossible to be seen within 4 weeks for a non-urgent appointment.” **GP Service, Plymouth**

“I had an infection and I was called back very quickly and a prescription was sent straight away to my local pharmacy.” **GP Service, Devon**

Negative Feedback

“Our surgery has made getting a GP appointment almost impossible. Earlier this year my husband and I both received letters informing us that our doctor was cutting down his list and we would now be seen by [another doctor] who worked part time. Also, if we needed an appointment to phone on a day she was in surgery at 8.00 am to be seen that day, no appointments could be made in advance. As I am disabled my husband helps me to get up each morning at that time and cannot really spend time trying to get an appointment on the phone.” **GP Service, Devon**

“Referred to CAMHS last August for my son for anxiety and ADHD. Referral reviewed in October and rejected. Reason given was he needs an autism assessment first. Waiting list is in excess of 2 yrs. Also, we should see what the school can do which we are already doing. Referral finally accepted due to intervention of school nurse. Initial CAMHS appointment received this July. He was assessed as OCD and qualifying for treatment. Appointment won’t be available for 12 to 18 months say CAMHS. They raised our hopes and then dashed them. They made my child sit through a difficult session when there was no help available.” **Child and Adolescent Mental Health Service, Devon**

“We have been put in a situation where we have no dentist and no access to a dentist. Up to 3 months ago we were registered with a Dental Practice. The practice phoned us to say that unfortunately they no longer had enough dentists to offer NHS treatment. They had already cancelled five appointments for my daughter who suffered intermittent tooth ache for over a year. When she finally got an appointment, she had to receive root canal surgery. This treatment received no follow up and the tooth is now disintegrating. There are no practices within 50 miles of our home that are taking on new patients. As adults we are able to use pliers to extract our own teeth, but I feel that this shouldn’t be something that our children should have to endure. Do we need to turn up at Torquay Accident and Emergency?”
Dental Service, Torbay



Healthwatch Feedback

Your experiences of local health and social care in your words

Treatment and Care

Positive Feedback

"We have complex health issues in my small family and the holistic nature of care in this practice looks after us as individuals whilst understanding the big picture. When I needed to come to a full stop the GPs have been gently strict helping me look after my own health." **GP Service, Plymouth**

"This is a very friendly, efficient and flexible service. They are often available on the phone and are very helpful both on the phone and in person. Quite often the staff remember their patients/customers and that is a wonderful thing in this day and age. They are very helpful in trying to find solutions for prescription and minor ailment queries. No problem is too difficult! I have used this pharmacy for maybe 15 years now and find it a lifesaver." **Pharmacy Service, Devon**

"Over 10 years I've had several H&N cancers diagnosed and treated by ENT and Maxillo Facial consultants at Torbay, not forgetting the oncology and radiology specialists. All members of the MDT are first class practitioners, doing their utmost to achieve a good outcome for patients. I am extremely grateful to them for all the treatment and care they have given me." **Hospital Service, Torbay**

Negative Feedback

"This is the worst GP practice I've ever been a patient at. My experience has been one of total lack of compassion or taking my needs seriously. My rights under the NHS constitution were ignored. I very rarely used the practice, but when I did, I used to wish I hadn't. I'm no longer a patient here since I got fed up being treated like a third-class citizen." **GP Service, Torbay**

"I had surgery at RDE (excellent) and told Rapid Response would follow up after discharge, but it did not happen for 6 weeks and GP never made contact." **Hospital Service, Devon**

"Where do I even start? Poorly trained and rude receptionist. Doctors don't care, don't show any support nor empathy. My life was put at risk because of this surgery failing to do its duty of care. I was admitted as an emergency patient and had to have blood and iron transfusions by an out of hours doctor. The out of hours saved my life when this surgery could not care less. They also just stop serious medication without any notice." **GP Service, Plymouth**



Healthwatch Feedback

Your experiences of local health and social care in your words

Administration

Positive Feedback

"The eConsult is easy to use and I'm always very impressed by how quickly a member of staff gets back to me and I always feel like I am well taken care of. Always given plenty of time and concern. We are so lucky here in Axminster." **GP Service, Devon**

"Staff are always helpful and polite. I can see the doctor of my choice. I usually see [GP name], who is very caring, she listens to any concerns and always acts upon them promptly. I really couldn't ask for better care." **GP Service, Torbay**

"Such a well organised surgery, reception staff have a smile on their face and make you feel at ease, they answer your phone calls, you get a doctor call back when they say you will and you can see a doctor if you need to. This is amazing compared to where I was before." **GP Service, Torbay**

"Very efficient and quick. Started online, was seen next day, issue sorted. And a 12-year-old misdiagnosis was identified and correctly treated. My appointment was 30 mins late, but I can live with that." **GP Service, Plymouth**

Negative Feedback

"You have to be lucky enough to require a GP on the actual day your GP is working, otherwise you get advised to check the website and resubmit your request when your assigned GP is on duty. The whole system is designed to be difficult for working people to use, opens at 8am (most of us are commuting/at work) then closes when the list is full, you cannot call to make an appointment, you are re-directed online!" **GP Service, Devon**

"I filled in an online form regarding ongoing pain I my body that wasn't being controlled by the meds I was on. Got a telephone appointment for 2 weeks later. Not a doctor although a doctor was overseeing the appointment. One of my meds was increased to try and help, but the pain is still not under control. Trying to call the surgery is a nightmare, I was 19th in queue, waited for over 40 minutes and only got to 5th in queue, then the call cut out. So annoying. When I got through there were no appointments available and told to call the next day." **GP Service, Torbay**

"Wife not well she had a funny turn, did e consult, message came up contact doctor e consult cannot help, phoned surgery, very nice person on phone said cannot help phone 999 they will triage over the phone, phoned 999 again a very nice man he could not help so sent an ambulance, 20 mins later ambulance arrived 2 very nice paramedics spent 45 minutes with my wife. She only wanted to make an appointment to see a doctor, what a waste of resources." **GP Service, Plymouth**

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

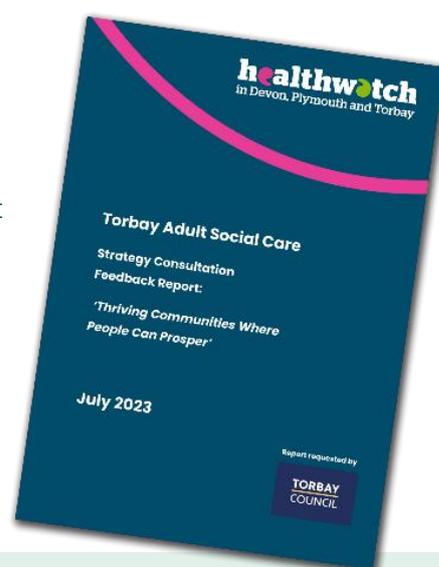
We analysed feedback from **412 people** who took part in focussed HWDPT engagement activities that we independently facilitated, which included the following key reports:

Torbay Adult Social Care Strategy Consultation

Torbay Council approached HWDPT with an aim to hear real views from across Torbay on their new draft Adult Social Care Strategy. We organised six focus groups with **70** local residents who provided their feedback and experiences on the local Adult Social Care landscape, detailed in a full consultation report we produced.

Outcome

The report and our suggestions will be used to further develop the Council's Adult Social Care strategy ensuring it is reflective of what people think is important, in readiness to be approved by the Council in the Autumn.



"I would like to thank Healthwatch for their support during the Torbay Councils consultation in relation to the Adult Social Care Strategy. Healthwatch were a great organisation to work with and pulled the events together in a very professional way and they added an element of independence to the process which the Council greatly appreciated.

By working together in partnership, we were able to maximise the benefits of the client feedback we received for both health and social care. The work will be used to further develop the Councils Adult Social Care strategy ensuring it is reflective of what people think is important, in readiness to be approved by the Council in the Autumn."

Cathy Williams - Strategic Lead for ASC Quality & Assurance in Torbay

Peninsula Acute Sustainability Programme Engagement

As part of a Peninsula wide (Devon, Cornwall and Isles of Scilly) NHS Acute Sustainability Programme, NHS Devon asked us at HWDPT to facilitate a series of focus groups to enable them to find out about people's experiences of acute medical services across the South West Peninsular – including what went well and what could have been better. We did this and analysed feedback from **335** people, producing a report for the NHS Devon Integrated Care System (ICS).

Outcome

The ICS have 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". The full report will be made available next quarter. As this work progresses there will be further opportunities for involvement and for the people of Devon, Cornwall and Isles of Scilly to be able to share their experiences.



What we did with your views

How we use the rest of your feedback and some of our work in progress

Impact : Escalations and Referrals

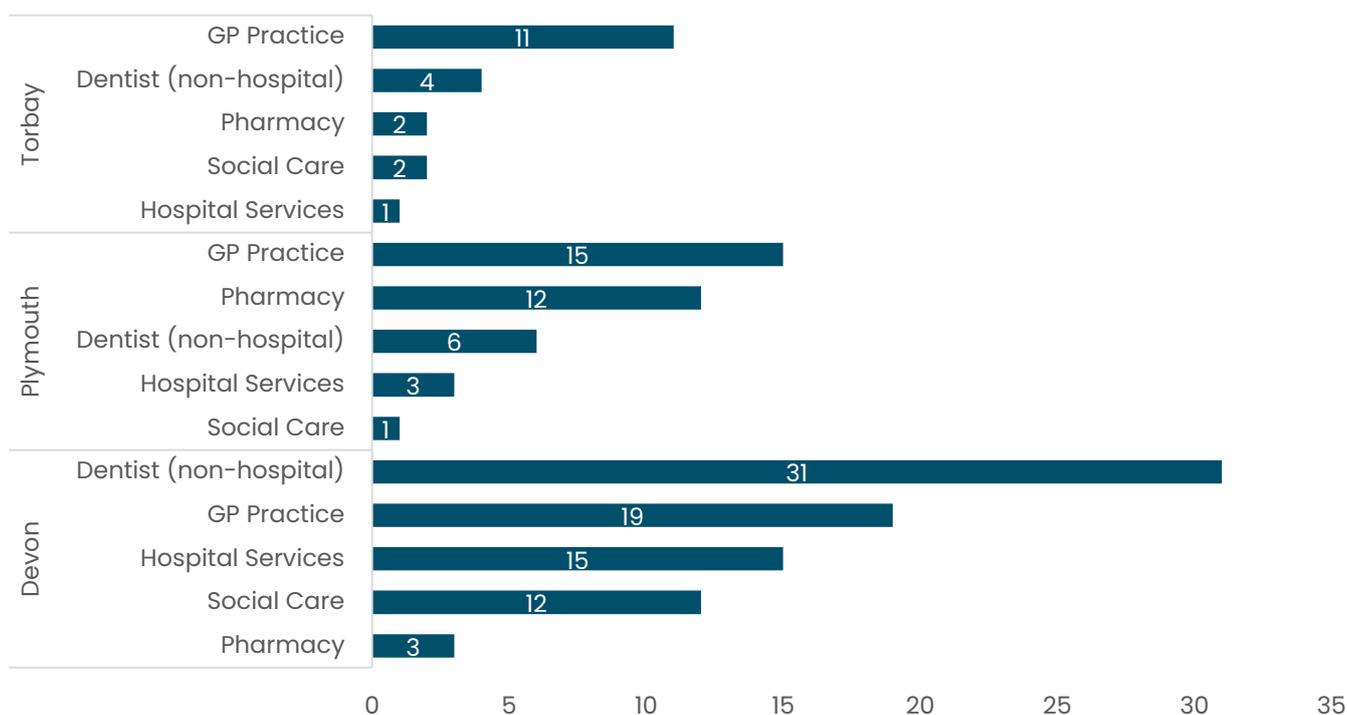
All public feedback we receive is logged in our secure system for further analysis. Some are serious concerns or complaints that need to be escalated further for immediate action. This quarter there have been **100** such cases.

The graph below shows a breakdown of where these 100 cases originated in Devon, Plymouth and Torbay and which type of service they referred to. The total is more than 100 as some cases referred to multiple types of service at a time.

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).

This quarter we also signposted **40** people who raised concerns about access to dental services to Access Dental.

Breakdown of the top 5 services that required a client to be signposted or referred on to another service to escalate their complaint or concern (e.g. PALS, Advocacy Service, Practice Manager)





Impacts and Outcomes

Just some of the ways your feedback has made positive changes locally in the past three months

You said	We did	What is the impact?
<p>We saw a rise in the number of people raising concerns to us about their local pharmacy service. Issues such as long waits for prescriptions, medication supply issues, unanswered phone calls and temporary closures at short notice. Some described how this was impacting on the health having to wait longer than expected for their medications.</p>	<p>We escalated these concerns to NHS Devon, specifically the Primary Care leaders and to the Local Pharmaceutical Committee Discussions continue to take place around our concerns and actions that are taking place to mitigate some of the issues.</p> <p>We have produced a report that will be shared with NHS stakeholders for a response in the Autumn.</p>	<p>NHS leaders are listening and the experiences you have shared will help to inform their plans to develop pharmacy services across Devon, Plymouth and Torbay.</p>
<p>New inpatient centre planned for adults with a learning disability or autism and a mental health need in Dawlish. Adults with a learning disability who live in Torbay were concerned when they learnt about the plan to open a new inpatient unit.</p>	<p>We listened to their concerns and we contacted NHS Devon and Devon Partnership Trust to ask for more information.</p>	<p>NHS representatives who are involved in the development plan have agreed to meet with people who are concerned to provide more information.</p>





You said	We did	What is the impact?
<p>An experience relating to a prescription error. A patient contacted us who was concerned when after a recent appointment with a cardiologist, a letter went out with the word "stop" behind each of the 2 (vital) medications he had been taking for many years. When the patient enquired with the Pharmacy, the GP and the Consultant as to why he was no longer prescribed these pills, it appeared to be a typing error. The patient was worried in case this happened to anyone else and asked Healthwatch if we could highlight this issue to the NHS for immediate change.</p>	<p>We escalated this concern to the hospital trust involved and asked them to provide a response as to what checks are in place within the system to ensure letters to patients are accurate.</p>	<p>The trust responded to advise us of the steps taken to prevent this error recurring in the future, which are:</p> <ul style="list-style-type: none">• Staff have discussed the incident as a team and reviewed practice as a wider point of learning.• Letters will be scrutinised before being issued to double check validations.• All dictations will describe a 'full stop' instead of 'stop.'• The Consultants will ensure closer scrutiny on validation across the department involved.
<p>We attended the Devon Listening Event – Reconnecting with our MS Community and we heard what works well and what could be improved for people who are affected by MS (Multiple Sclerosis) in Devon, Plymouth and Torbay.</p>	<p>Following the event, we met with The MS Society and MS professionals to understand what some of the issues are in more detail and to discuss how we can help to ensure the voices and suggestions of patients and their families are heard.</p>	<p>We are already hearing from people with MS who have shared their experiences of their local healthcare services, but we are keen to hear more, so we are reaching out through the MS networks to people who are affected by MS to ask if they can share their experiences with us. The experiences that we capture will be shared with the NHS and relevant stakeholders in Devon, Plymouth and Torbay to help inform future local service development.</p> <p><i>"I have an MS diagnosis and have found the care in my area excellent. I have 6 monthly bloods taken to adjust my medications accordingly and this also helps to flag any additional issues. My GP will always follow up</i></p>

You said	We did	What is the impact?
		<i>quickly. My GP even helped to support me with a plan to adjust my medication so that the COVID vaccine would be more efficient."</i>
<p>Through our engagement with carers groups in local communities during the summer, we started to hear that some carers are experiencing difficulties trying to arrange replacement care for the person they care for, to enable them to take a break from their caring role.</p>	<p>We have started to raise the issues surrounding these experiences with the local authorities in Devon and Torbay to try and understand how Healthwatch can work with them, as well as local carers services and other relevant stakeholders, to help improve access to information, advice and support for people who need to arrange replacement care, particularly if they are approaching crisis point.</p>	<p>We hope that by working together we can help people to understand the options available to them when they need to arrange replacement care. By sharing experiences that highlight what support is available and how they can access it, we hope that this will help people to understand the process and know where to go for support if they are not already registered with their local services for carers, which are:</p> <p>Devon Carers</p> <p>Torbay Carers Service</p> <p>Caring for Carers in Plymouth.</p>

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 and Torbay by calling us free on **0800 520 0640**, emailing info@HWDPT.org or visiting one of our local Healthwatch websites:

www.healthwatchdevon.co.uk

www.healthwatchplymouth.co.uk

www.healthwatchtorbay.org.uk



Coming Up Next Quarter

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

Other HWDPT Reports Coming Soon

- We analysed feedback from **141** people who shared their experiences of pharmacy services with us in Devon, Plymouth and Torbay.
- Our Unpaid Carers Survey went live this quarter and by the end of September we had received **111** responses. The survey closes at the end of October 2023.
- Over **200** people have responded to our survey regarding access to NHS services for common mental health conditions in Devon, Plymouth and Torbay.
- **511** people conversed with HWDPT during 34 visits to Emergency Departments across Devon’s four Acute Hospital sites at various times and days.

Work Happening in HWDPT Next Quarter

healthwatch Devon

- Online Networking Event.
- Continuing to engage with community groups and attend events across Devon to capture feedback about health and social care services.
- Engagement with Carers, on Carers Rights Day 2023.

healthwatch Plymouth

- Guided conversations with unpaid carers.
- Meeting with community groups and attending network events across Plymouth to gather feedback and to raise awareness of the Healthwatch Assist Network.
- Engagement with Carers, on Carers Rights Day 2023.

healthwatch Torbay

- Winter Wellbeing Event in Paignton.
- Meeting with community groups and attending events across Torbay to gather feedback and to raise awareness of the Healthwatch Assist Network.
- Engagement with Carers, on Carers Rights Day 2023.

Your health and social care champion

healthwatch

in Devon, Plymouth and Torbay



healthwatch Devon

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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.