

Welcome to the Healthwatch Devon e-bulletin, keeping you up-to-date with local health news, consultations and events.

### Plans to provide out-of-hospital care move forward



Earlier this year, local NHS leaders decided to reduce the numbers of community hospital beds in Eastern Devon. In their place were plans to provide more care at home.

At a special meeting of Devon's Health Scrutiny Committee last week there was lively public protest and heartfelt pleas from various local groups about the closures. It was clear how important it is for people's views to be heard when difficult decisions are being made about our local services.

The Scrutiny Committee has reviewed the plans and narrowly decided not to refer this decision to the Secretary of State for Health.

Many will be disappointed at a lost opportunity to 'have the decision reviewed at national level', perhaps hoping that the decision could be overturned. Others may see such a referral as an admission of failure to work together on the best solutions for local people.

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As the independent champion for people using health and care services in Devon, we listen to your views and how you think local services can be improved. We ensure those views are heard by decision makers. This includes the opinions of many people who supported plans to improve care at home in earlier consultations. We will also be taking a closer look at the experience of those who receive care at home to see how the promised extra support is provided.

If you would like to tell us about your experiences of care at home please call 0800 520 0640 or visit [healthwatchdevon.co.uk/haveyoursay](https://healthwatchdevon.co.uk/haveyoursay)

## Be informed

### Recent news

Here are some of the stories from the past month.

- Changes to Minor Injuries Unit and community x-ray provision in Torbay and South Devon.
- More clinical pharmacists to support patients in GP surgeries.
- £3.3m to improve Devon emergency departments.
- Devon Partnership Trust shortlisted for mental health awards.
- Local NHS plans to provide more care at home moves closer to implementation.
- Local NHS Trust leads the way in use of innovative software to speed access to patient information.

**For more stories and all the latest news visit:** [healthwatchdevon.co.uk](https://healthwatchdevon.co.uk).

## Have your say

### Your views needed ...

Your feedback makes a difference to how health and social care is managed and delivered in Devon. Here is a selection of ongoing consultations and participation opportunities. For further information visit [healthwatchdevon.co.uk](https://healthwatchdevon.co.uk)

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### **Good Care Matters in Care Homes**

We're working in partnership with Independent Age to hear about life inside Devon's residential care homes. If you or a loved one is living in a care home, please take part in our survey. Your views will help inform our work under our 'Good Care Matters' programme.



### **Access to NHS Dental Services**

We regularly hear that accessing an NHS dentist can be difficult. We also know that it can be a problem getting the right dental treatment on the NHS and that fees and charges can be an issue. So we've created an online survey for you to share your experiences. Share your views by 14 Aug 2017.



### **Children and Young People services**

Parents, carers, health professionals and community groups who work with children are being urged to take part in a survey about the future of children's services, including school nursing, mental health and additional needs. Read the proposals and share your views by 15 September 2017.



### **Tell us about loneliness**

We want to better understand the causes of loneliness and how public services and community organisations can help those feeling lonely. Share your views in our short survey by 30th September 2017. Or visit [healthwatchdevon.co.uk](http://healthwatchdevon.co.uk) to find out more about our project.

Have you used a health or care service lately? You can tell us about any service at any time using our online feedback form. We read every comment we receive - so why not share your experiences with us today!

**Be involved**

## Come and see us on our Summer Roadshow



We've been meeting lots of people as we travel the County on our Summer roadshow. Last month we were at the Mid Devon and Totnes shows. Thanks to everyone who has been popping by our stall to talk to us.

Next stops on our summer roadshow are:

- Holsworthy Show - 24 August
- St Thomas Festival - 2/3 September