

healthwatch

Milton Keynes



news

Autumn 2017

Welcome!

**From Hilda Kirkwood,
Chair of the Trustee Board**

We're delighted with the positive feedback from our stallholders and the public at our event in Middleton Hall.

Take a look inside for details of some of the things we've been up to over the past few months: our CEO, Maxine Taffetani, rounds up her top 5 achievements in her first 6 months in post; we talk about our first of a series of Enter and View visits to Milton Keynes University Hospital NHS Foundation Trust; we welcome our two new trustees, Anita Devi and George Assibey; and discuss what we learned at our stakeholder AGMs in September.

We hope you can take the time to complete our dentistry survey, which we're conducting to help us understand how easy it is for local people to access NHS dental services.



Top 5 achievements in my first six months in post, from Maxine Taffetani, Healthwatch Milton Keynes CEO.



My first six months in post as Chief Executive have been an illuminating and enjoyable journey, meeting many stakeholders across Milton Keynes. From those who access services, to those who pay for and provide them, it has been a fantastic opportunity to get a better understanding of how people experience Health and Care services in Milton Keynes. Healthwatch Milton Keynes has a very broad remit, and one of our many challenges will continue to be how we prioritise the issues that matter and affect local people the most. We have been successful in making some real impacts in a number of areas. Here are my top 5 highlights of the last six months:

- 1) Undertaking our first set of Enter and View activities at Milton Keynes Hospital
- 2) Recommending changes to how people are communicated to when they are making choices about their pathway out of hospital and into residential care
- 3) Talking to the Health and Wellbeing Board about how Healthwatch can support you, and feeding in to the consultation for the Milton Keynes Health and Wellbeing strategy which is launching soon
- 4) Linking up with Milton Keynes Clinical Commissioning Group (MK CCG) to look at how communication can be improved between MK CCG and Patient Participation Groups, at GP Practices
- 5) Learning that diagnostic overshadowing (when you have a medical issue that may be mistakenly linked to a pre-existing long-term condition), and a lack of mental health support for people with long term health conditions can have life-limiting consequences for some people. We are going to explore this further over the coming months.



Talk to us

We want to hear what you think about local health and care services.

Tell us your experiences and add your voice to the growing number of people who are having their say.

How easy is it to get an NHS dental appointment in Milton Keynes?

We're conducting a survey to find out.

Do you have trouble accessing NHS dentistry services? Have you found it easy to get an appointment with an NHS dentist? Have you been charged for services that you thought would be free?

We want to hear from you

Please complete our short survey and tell us how easy it is to get an appointment with an NHS dentist in Milton Keynes.

Your experiences will help us build a picture of local NHS dentistry services.

Visit www.healthwatchmiltonkeynes.co.uk

Or contact 01908 698800 for a hard copy.

We launched our survey in response to feedback that local people find it hard to access the services they need.

We will look at information provided by the dentists themselves and compare with the information you provide.

A report of our findings will be sent to NHS England, who pay for NHS dentistry in MK, with recommendations for improvements.



What next for your local STP?

STP Survey

150 people responded to our recent STP survey, helping us understand how much local people know about their local STP. Results are being added to those from other Healthwatch in our STP area and will be available later in the year.

What next?

We will continue to keep you updated. Please check our website, e-alerts and social media for updates.

Stay tuned!

Enter and View

We completed our first Enter and View survey of Milton Keynes University Hospital NHS Foundation Trust's (MK Hospital) Red2Green service in wards 17 and 18.

Red2Green is a national initiative to ensure that each day a patient in hospital is getting them closer to discharge.

How did it work?

Two Enter and View Authorised Representatives interviewed all patients well enough to take part about how they found the communication about their care.

We wanted to find out if patients felt well informed about what was happening each day with their care, and when they were likely to be discharged.

This is the first of a programme of visits to MK Hospital.

MK Hospital has been very supportive and welcomed the opportunity to hear how people feel about their hospital stay.

Our findings

A report has been sent to MK Hospital for fact and accuracy checking, and to allow them to respond to the findings and recommendations.

We have published the final report, with MK Hospital's report, on our website.

The report has also been presented to MK Hospital CEO, the Care Quality Commission, Healthwatch England and NHS England.



For national campaigns and news from Healthwatch England, please visit www.healthwatch.co.uk

Healthwatch 2017

Tuesday 12th September

Middleton Hall, CMK



**Thanks to all
who helped
make the day
such a great
success**



New wheelchair service

Milton Keynes Clinical Commissioning Group has announced AJM Healthcare as the new provider of wheelchair services in Milton Keynes from 1st October 2017.

AJM Healthcare will deliver an integrated service for the assessment, provision and maintenance of wheelchairs in Milton Keynes, providing a single point of access for both users and professionals. It replaces services provided by Central and North West London NHS Foundation Trust and the Millbrook Healthcare Approved Repairer Service.

If you have any questions or would like to know more about the service, please contact AJM Healthcare using the details below:

AJM Healthcare
Unit 6 Centurion Court,
Brick Close, Kiln Farm,
Milton Keynes
MK11 3JB
Tel: 0808 164 6400
Fax: 0808 133 0183
Email: miltonkeynes@ajmhealthcare.org



Do you have email access?

Please help us keep our costs down by receiving our newsletters by email. You can also sign up to fortnightly e-alerts.

Welcome to our new trustees

We're pleased to welcome Anita Devi and George Assibey to our Board of Trustees. Anita and George were formally appointed at our Annual Meeting in July, following calls for applicants earlier in the year.



Anita has over 20 years of experience in the education sector and more than a decade of leadership in special educational needs, inclusion and disability (SEND). Anita strongly believes that to influence change, you have to first listen to the voices of those directly affected.

George is a pastor with over 16 years experience in governance in schools and church councils. George is keen to use his knowledge of governance to support Healthwatch improve services for the benefit of the Milton Keynes community.



Stakeholder AGM Highlights

We wanted to share some of the highlights from recent AGMs for Milton Keynes Clinical Commissioning Group (MKCCG), Milton Keynes University Hospital NHS Foundation Trust (MK Hospital), Mind BLMK and Community Action:MK.



MKCCG's new paediatric service and diabetes service are producing noticeable improvements to patient care. MKCCG has also recently been awarded primary care status, which gives it more responsibility for local services, including better integrated out-of-hospital and community services.

We learned from MK Hospital CEO Joe Harrison about development plans for hospital site, including a cancer centre and radio therapy unit.

Community Action:MK presented MK Community Foundation's Vital Signs report, which highlights the state of both mental and physical health in Milton Keynes. It highlights a 45% rise in hospital admissions for substance abuse among 15 to 24 year olds.



Mind BLMK reported the sad statistic that 70% of young people in crisis report not getting the mental health support they needed at the right age or time. Mind BLMK highlighted the need for increased public spending on mental health campaigns. In Milton Keynes, specialist therapists are now attached to Mind BLMK IAPT (Improving Access to Psychological Therapies) services.



Clinical Senate

The East of England Clinical Senate is looking for Expert by Experience members

Please contact the Healthwatch Milton Keynes team if you're interested in taking part.

healthwatch

Milton Keynes

You can make a positive impact on health and social care in your community.

We have a range of opportunities, from talking to people about Healthwatch, to taking part in focus groups and representing us as a service user, carer or family member.

Contact us to find out more.



Our Mission:

It is our mission to provide the people of Milton Keynes with a strong independent voice on health and social care issues, and to influence the way these services are planned, provided and delivered.



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