

NEIGHBOURHOOD HEALTH FORUMS 2016

Feedback to Residents

'You Said.... We Did'

During the months of January, February and March 2016, the Lead Member for Healthcare and Hospitals, Councillor Sharon Holder, organised a series of Neighbourhood Health Forum meetings across the borough.


As you may know, this Council's number one priority is to save our hospitals and defend our local NHS. As well as campaigning to protect local healthcare services, a critical part of this role is listening to and learning from our residents about their experiences of, and what they expect from, our NHS. The purpose of the Forums was to listen to and learn from residents about their experiences of using local NHS healthcare services. We welcomed views about what works well and not so well and what can be done differently or improved.

The Forums were held in a constructive, positive and open manner and, with this in mind, we believe as a Council we are committed to listening to the views of our residents and that it is important to provide you with feedback.

This is a '**You Said.. We Did**' fact sheet with information relating to concerns raised at the forums and more importantly what actions we the Council have taken.

<p>You Said ... You experience difficulties in booking a GP appointment and having to wait sometimes weeks for one.</p>	<p>We the Council have publicised on the H&F website the 'Medical Hubs' that provide extended evenings and weekend appointments across the borough that is open to all H&F residents. This will ease the difficulties you experience when booking a GP appointment. Please use the link below or ask your local GP for further information. https://www.lbhf.gov.uk/health-and-care/health-and-disabilities/hospitals-and-gps</p>
<p>You Said... You are unaware of some of the Healthcare services available to you in Hammersmith and Fulham</p>	<p>We the Council have created a designated Health and Care page on the H&F website which provides useful information on Health services across the borough. There are also links to specific NHS websites for you to access. https://www.lbhf.gov.uk/health-and-care</p>

<p>You Said...When being discharged from hospital what services are available to assist with rehabilitation ?</p>	<p>We the Council now have a link on the website that provides information on the Community Independence, Leaving Hospital and Rapid Response Services. The services provides care and support in your own home for up to six weeks and will signpost you to other services that can also assist.</p> <p>http://www.peoplefirstinfo.org.uk/at-home/staying-in-your-own-home/regaining-your-independence.aspx</p>
<p>You Said...There is a lack of awareness of the existence of the Patients Participation Group (PPG). The PPG consists of patients, carers and your local GP practice staff who meet to discuss practice issues and patient experiences to improve services</p>	<p>We the Council have publicised the purpose of PPGs and how to get involved on the H&F website.</p> <p>https://www.lbhf.gov.uk/health-and-care/health-and-disabilities/hospitals-and-gps</p>
<p>You Said...You experience extreme difficulties when signposted to an alternative service due to the fact that you do not live in that borough</p>	<p>We the Council have obtained the following update from the NHS Clinical Commissioning Group (CCG). A procedure has been implemented to accept patients from out of a specific borough (this applies to RBKC, H&F and Westminster). Resources have now been allocated to support patients who attend clinics . This will help to avoid any further confusion</p>
<p>You Said ... You are unclear if patients were treated the same when calling 999 or 111</p>	<p>We the Council have obtained the following information from the London Ambulance Service (LAS). There is now a combined system in place which deals with all calls and also a rapid response service. When a call is made to NHS 111 which requires an ambulance, an automated system transfers the call to LAS in the event of an emergency</p>
<p>You Said... Some patients experienced difficulties in being referred to a consultant</p>	<p>We the Council can now make you aware of how to access and self-refer to specific services. You can use the NHS Choose and Book system that will help you book your consultant appointment on line. This can be found at https://www.lbhf.gov.uk/health-and-care/health-and-disabilities/hospitals-and-gps This is called NHS e-Referral Service on the H&F website or you can ask your local GP for further information.</p>

<p>You Said... The Community Transport services are unreliable with large numbers of patients unaccompanied by chaperones awaiting a vehicle for hours.</p>	<p>We the Council have obtained the following information for you from the Central London Community Healthcare (CLCH) NHS Trust. There has been a 33% increase in the demand for patient transport since August 2015. All late pick-ups are now recorded and investigated. The number of vehicles have been increased from the end of June 2016. The contract performance is monitored and action taken where necessary to protect patients' safety and wellbeing.</p>
<p>You Said... There is an increase in mental health cases particular amongst young people and this group has experienced difficulties in accessing services.</p>	<p>We the Council have publicised a single access phone number on the H&F website which goes directly to West London Mental Health Trust (tel. 0300 1234244). Across Hammersmith and Fulham, Kensington and Chelsea and Westminster a Child and Adolescent Mental Health Services (CAMHS) Taskforce was formed and a report has been produced. (Please see link below)</p> <p>https://www.lbhf.gov.uk/sites/default/files/article_attachments/camhtr-report-2016.pdf</p> <div style="text-align: center;">  <p>CAMHS Taskforce 2016.pdf</p> </div>
<p>You Suggested that ... Social workers should work more closely with GPs in surgeries which will create a more integrated service.</p>	<p>We the Council intend to discuss this suggestion as part of our Health and Social Care agenda and will feedback to residents the outcome.</p>