



healthwatch Somerset

This report will:

1. Section 1 will take engagement reports, project reports, general patient / public feedback and survey results and summarise them
2. It will update on any results or outcomes from previous pieces of work that were included in previous editions of this report. Statutory responses to engagement / project reports will be included too
3. It will give analysis of themes and be used by the advisory group to review the work plan if appropriate – and plans for the future?
4. Overview of strategic impact for the quarter

SECTION 1: WHAT HAVE WE LEARNED?

In September 2016 Healthwatch Somerset returned to visit this group to find out how their report on Post-Polio syndrome was progressing and to hear the key issues identified so far.

We also heard from members of the group about other concerns about health and social care services that the group raised.

Hearing your views at Somerset Polio Foundation Support Group

Background information to the work

In December 2015 Healthwatch Somerset first met with the group and learned about some of the issues that affect people who have Post Polio Syndrome (PPS).

Polio is now eradicated in the UK and most of the world, but many people are still living with the effects of the disease. Members of the group felt that the symptoms and treatment of PPS is widely misunderstood by GPs and health professionals and this has an effect on patient's wellbeing, self-management and can increase feelings of isolation and loneliness among many who have the condition.

It was decided that further research into the issues faced was needed about the NHS care that people with this condition received. The group proposed to undertake a survey and identify the key issues that it would record in a report for Healthwatch Somerset.

General findings:

- Responses to the survey carried out by the group indicated a general lack of GP's awareness of PPS Symptoms and treatment.
- The lack of proper diagnosis of PPS left some members to feel stress, depression and anxiety which can lead to feelings of isolation and loneliness.
- Concerns about the orthotic service were common among the group and areas that need to improve were identified.

7 members of the group were in attendance. The group has produced a report on the work it has carried out and provided Healthwatch Somerset with the report. The report entitled "Post polio syndrome report 2016 " is saved in

What do we do with your comments?

(The process)

PALS, complaints ,QSG day by day

Signposting to advocacy if needed

General themes written up for advisory group to consider whether further research/project work is required

Recommendations made to service providers project-by-project following engagement

Completed/project reports to HOSC, HWBB after



At the meeting with the group to receive its findings from the work it has been carrying out into post polio syndrome the following issues were raised by members of the group: all 7 people in attendance said that these were issues that effected them.

Parking at Musgrove Park Hospital for disabled patients.

- It is a long way from the car park to the physiotherapy department.
- The electric buggy transport is unreliable and information about the service operating times is not clear.
- There is a time limit of 10 minutes between paying for parking and exiting the carpark. four members of the group said that they struggled to return to their car in the allotted time.
- Those in wheelchairs were not able to reach the paying machine.

Other issues about Disabled parking.

- As of April last year Disabled car badges are now linked to the vehical and not the driver. This means that when disabled people use a different car (receive a lift from family or friends they cannot park nearby.
- Unable to reach pay machine in Cannon Street car park and The Crescent Car Park in Taunton. Also parking pay machines are often a long way from disabled parking.
- An app is available to download so as disabled people can pay without reaching the machine however there are additional charges linked to paying by phone.

Community transport

- The 'Slinky Buss' service is unreliable and sometimes cannot make the return journey. Members of the group said that sometimes they don't tell you this until you are on the buss.
- More community car share/ private schemes are needed.

Disabled Toilets.

- The disabled toilet at Comeytrowe Dr's Surgery is too small and handrails are inadaqate and positioned in the wrong place.
- Disabled Toilets at Musgrove Park Hospital Ground floor, Queens building has the handrails situated too low for electric wheelchair users. This also applied to most other toilets in the hospital.

Participating in consultations.

- Members of the group said that there are few opportunities to participate in SCC and CCG consultations by skype. This also applies to health forums. It was felt that the lack of skype prevented many disabled people from participating.

Our future work

The report on PPS clearly identifies key areas of concern. Further work to analyse the content of the report is needed.

The Post polio foundation are recommending that the local Taunton group continues to work with Healthwatch Somerset to focus on

- Improving GPs understanding of PPS
 - Engaging with the Orthotic Service
 - Raising awareness of the British Portfolio Foundation local support groups in Taunton, Yeovil and Minehead
1. The report will be shared with Healthwatch Somerset Executive group for consideration of the need for any further work relating to the above recommendations before circulating widely to providers, commissioners and the Health and Wellbeing board.
 2. Issues regarding Disabled parking at Musgrove to be given to the Hospital patient engagement manager.
 3. The Issues regarding disabled parking and Disabled toilets will be recorded to inform Healthwatch Somerset's Quarterly reporting process.
 4. The contact for the local group will be put in touch with the staff member who produces the Healthwatch ebulletin so that information to promote the local support groups can be included in a future edition.

Healthwatch Somerset will.....

All the feedback provided through this engagement project has been inputted to Healthwatch Somerset's Feedback Feed Forward database and will be included in the Healthwatch Somerset quarterly report. Healthwatch Somerset will be sharing this report with Healthwatch Somerset partners including Somerset Clinical Commissioning Group, the Health and Wellbeing Board, Somerset County Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Somerset Executive Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Somerset website (www.healthwatchsomerset.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Somerset and members of the Polio Support group.

Healthwatch Somerset welcomes and encourages members of the British Polio Fellowship or those who support them to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch Somerset also supports people to become volunteer champions so that they can represent the experiences and needs of their community. If you would like to find out more about volunteering with Healthwatch Somerset, please contact us using the details below.