

Healthwatch Birmingham's response to Sandwell and West Birmingham CCGs consultation on services for people with Osteoporosis

Healthwatch Birmingham welcomes the opportunity to respond to 'Improving services for people with Osteoporosis (weakened bones) in Sandwell and West Birmingham'. Our key role is to make sure that patients, the public, service users, and carers (PPSuC) are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on:

- whether the proposals will improve the quality of care and lead to services that are responsive to the needs of patients and service users
- Whether proposed changes may address or lead to health inequality

We welcome the CCGs plan to ensure that it stops variation in accessing NHS-funded services across the CCG population and ensuring that access is equal and fair.

However, the effectiveness of this service in meeting the needs of West Birmingham residents will depend on how they are implemented and the principles that govern their implementation. As such it is important to consider the following issues:

- How West Birmingham residents with osteoporosis will be identified and contacted, bearing in mind the inconsistency with their care to date.
- How West Birmingham residents at risk are identified and contacted.

We welcome the CCGs plan to ensure that the service specification incorporates the most up-to-date published clinical standards. In addition to the 10 clinical standards the Royal Osteoporosis Society has identified to be reviewed, the following standards¹ need to be considered:

- West Birmingham residents have clear information available in a range of formats and languages, particularly as this population may have additional language needs.
- People feel supported and empowered to make informed choices and reach shared decisions about their care plan.
- Patient experience and feedback is used to further improve the service.

We welcome the CCGs acknowledgement that West Birmingham patients have not received consistent osteoporosis care due to how the current service was set up. It is encouraging that the CCG is being proactive in addressing this. However, we would like to express concern that it has taken so long for this to be addressed, and would like the CCG to commit to checking whether any other services it commissions do not cover its whole geographic area, leaving parts of the population with unequal services.

¹ Royal Osteoporosis Society <https://theros.org.uk/media/100702/royal-osteoporosis-society-clinical-standards-for-fracture-liaison-services.pdf>



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It is important that medical needs of service users and the public in Birmingham remain central in commissioning decisions.

Yours Sincerely,



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