

Our NHS membership newsletter

Oct-Dec 2016

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Welcome to the latest edition of the East Staffordshire CCG Membership Newsletter

Award Winners

Many congratulations to Richard Thorpe, a Lead Pharmacist in our CCG's Medicines Optimisation Team, for winning both the Best Interface Award and the overall Silver Award at the PrescQIPP national conference in October.

Richard, who was presented with the awards at the conference said "I was delighted to have won the Best Interface Award, and then, at the event to be awarded the overall Silver Award, which is voted on by the conference attendees, was amazing.

"My project which won the Best Interface Award was all about raising awareness of the risks associated with the incorrect use of thickener products. Thickener products are used to help people with difficulty swallowing. By adding thickening agents, we can help aid safe swallowing and reduce the risk of people breathing in the food or fluids, which can lead to pneumonia and hospital admissions.

"We worked in partnership with other healthcare professionals from Staffordshire and Stoke on Trent Partnership, Burton Hospitals and Staffordshire County Council and together we focused on training GPs and Care Staff. This resulted in a marked reduction in the people being admitted into hospital due to inhaling food or fluids which was of course, much better for people, but also meant we were able to make cost savings for the NHS."

These awards are national recognition of the excellent work being done by the Medicines Optimisation team in East Staffordshire, led by Susan Bamford. Sue added "This project is a great example of the growing partnership working between the CCG and other organisations in order to provide better care for the people of East Staffordshire."

Photo: Richard Thorpe with Gillian Rudge (formerly of SSOTP, now Virgin Care employee) and Penny Lawlor (Staffordshire County Council)



Patient Board Update

This has been a busy time for the Patient Board, highlights of the last few months include:

Patient Survey

Comments and suggestions from over 350 survey responses have been used by the Patient Board to produce an interim report, including a range of recommendations aimed at helping to improve GP health services.

These cover areas such as shortfalls in GP services, access to GPs; continuity of care versus quick access, location of the out of hours service and hours of opening for GP surgeries.

The interim report has been presented to the CCG Board who have held a workshop specifically to consider the report recommendations. The final report will be presented for approval at the next CCG Governing Body on 24th November.

The report has also been shared with GPs and used to help develop the Local Delivery Plan for GP services. It has also been shared with Virgin Care who have already used the recommendations to shape the future delivery of its services.

The final report will be made available on the CCG website and to all CCG Members. It will also be presented to the District Patient Forum. Patient Board Chair and Vice Chair, Ron and John will be writing to all Patient Participation Groups in December to offer to come to their meetings to present the findings.

Anglesey Health Event

Over 100 local people from Burton Anglesey area attended a recent Patient Board health promotion event at Anglesey Academy. Around 30 local health organisations were present to listen to local people and showcase the services that they can provide.

These included Age UK South Staffs; Alzheimer's Society, Brighter Futures, Burton Albion Community Trust, Burton Diabetes UK Group, Burton Library, Burton MIND, Burton U3A; Carers Hub Stafford, Community Police, Department of GU Medicine/Delia Morris Centre, East Staffs Clinical Commissioning Group Medicines Optimisation team, East Staffs CCG Patient Board, Speakability, St Giles Hospice, South Staffordshire Network for Mental Health, Staffordshire Fire Service, Staffs and Shropshire Blood Bikes, Support Staffordshire, The Love Inspire Foundation, Virgin Care and Burton YMCA.

The Patient Board would like to thank all Contributors and especially Anglesey Academy Head Teacher Charlotte Atkins, her team and all the children for their help and support.

A summary report on this plus the Let's Talk Mental Health event will be available soon on the East Staffordshire CCG website www.eaststaffscg.nhs.uk

Patient Reference Group

Burton and Derby Hospitals have set up a new Patient Reference Group to help guide discussions on their potential strategic collaboration. John and Ron from Patient Board are founder members, along with Staffordshire Healthwatch. Meetings take place alternately at Burton Queen's and Derby Royal with senior Clinical staff to discuss progress and future direction. The Chief Executive and Chairman of Burton Hospital will be attending the Patient Board in November to discuss progress made so far and joint plans for the future.

Patient Board update continued

future.

A helpful video can be found at <http://www.burtonhospitals.nhs.uk/news/Update-on-collaboration-between-Burton-Hospitals-and-Derby-Teaching-Hospitals.htm>

Encouraging Patient Participation

Members of Tutbury and Peel Croft PPGs, along with John and Ron from the Patient Board, presented to the GP Steering Group in September on the benefits for GP surgeries of having an active and effective PPG. Feedback from the Steering Group was very positive and we look forward to helping develop and strengthen PPGs in East Staffordshire.

Joint Quality Committee

Chief Nurse for the four Southern Staffordshire CCGs, Heather Johnstone attended October Patient Board meeting to discuss the role of the Joint Quality Committee. Discussion took place on how the 2 forums link together and on work that is planned to improve hospital discharge.

Virgin Care

Chris Garner from Virgin Care attended the October Patient Board meeting to give an update on their work with Burton Hospital, particularly focusing on work to improve hospital discharges and to reduce inappropriate attendance at A&E. A mini-workshop was also held to explore how Patient Board members' voluntary sector organisations can help in this important work.

An interesting video on the joint work between Burton Hospital, Virgin Care and other partnerships can be found on Burton Hospital website at <http://www.Burtonhospitals.nhs.uk> (go to 'Working with our Partners' and click Find out More).

Patient Online

Patient Board has been working with East Staffordshire CCG to review their Communications and Engagement strategy. This will be presented to the CCG Governing Body and should be available shortly on the CCG website.

Patient Board has also been working with the CCG to help publicise the launch of the revamped national Patient Online. This is a free service to all patients which saves time for both patients and GPs by allowing appointments to be made and prescriptions to be ordered online. Full details can be found at your GP surgery.

Ron Dougan, Patient Board Chair & Governing Body Lay Member for Patient and Public Involvement

The East Staffordshire District Patient Engagement Group, (ESDPEG)

The ESDPEG was formed many years ago and was run under the guidance of the Primary Care Trust, the body that was responsible for the health care before the advent, in 2013, of Clinical Commissioning Groups. The main objective of the group is to enable patient representatives, from each of the Patient Participation Groups, (PPGs), within the East Staffordshire area, to come together and discuss areas of good practice and those of concern so that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This hopefully will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire

In accordance with its Constitution, the main aims of the group are:

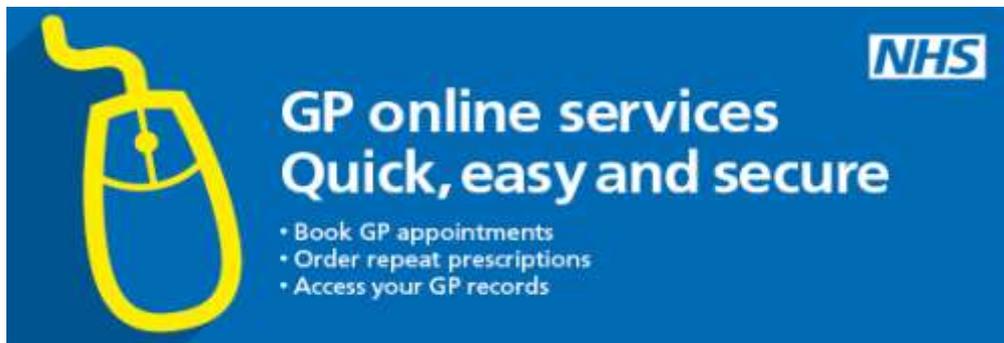
- To be a forum for discussion on both good practice and that of concern that may exist within the different surgeries within East Staffordshire.
- To provide, where possible, to provide assistance to those PPGs who are just starting up and wish to learn / have input from those already established groups.
- To promote PPGs to meet with other like-minded patients of their surgery, the doctors and practice staff, to promote the wellbeing of patients'and support the practice to provide a high quality of care and service.
- A forum where policies and decisions issued by the ESCCG and other outside bodies can be discussed with concerns or otherwise being sent up to the ESCCG Patient Board who, after discussion, can add their comments and feed through to the ESCCG Board. The opposite can also happen with the ESCCG passing down information that they would welcome the patient perspective / views.

The membership of the group is open to those patients who have been elected by each individual PPG to represent that PPG at the District Patient Engagement Group meetings. Each PPG can send more than one member, but no more than three, to the meetings.

Currently meetings are held bimonthly and at times there are outside speakers invited who come along and inform the members of topics relevant to the East Staffordshire health community. In addition, there is also a two-way feedback channel between both the East Staffordshire Clinical Commissioning Group, (ESCCG), and the ESCCG Patient Board. Healthwatch Staffordshire also attend the meetings.

Some of the members also belong to other health based voluntary groups and hence can inform people on what is happening within the wider community.

Sue Adey, Chair and John Bridges, Vice Chair



For nearly 70 years, the National Health Service has been regarded as the ‘Jewel in the Crown’ of our public services. Yet it currently faces its greatest challenges since it was started in 1948.

An increasing population means there are more people than ever before for the NHS to care for. Projections also show that many of us will live for longer which is good news, but with increased age will come greater frailty and more long term conditions such as diabetes, mobility and heart related problems. Not enough exercise and poor diet means that many more of us are becoming overweight and this contributes to the long term conditions.

All of this comes at a time of austerity, public sector cuts and major problems with recruiting and retaining doctors, nurses and other health professionals.

It’s not all bad news though, new technology, innovation and better ways of working can mean better services for patients.

One example where new technology can help improve services to patients is the Patient Online service.

How can Patient Online help?

With Patient Online you can:

Book and cancel appointments – saving you time by not having to ‘phone your Doctor to make or cancel your appointment

Request repeat prescriptions – saving you time travelling to your Doctor’s Surgery

Can I be sure my information is secure if I use Patient Online?

When you sign up for Patient Online, you will be given a secure login and password. These will be unique to you, and like your personal medical information will not be shared with anyone else unless you choose for them to see it. This is similar to other online services, for example online banking.

What if I don’t have access to a computer, tablet or smartphone?

Patient Online is an extra option for people who want to use the internet to contact their Doctor’s Surgery. It does not replace the traditional ways, like by ‘phone or in person.

How can Patient Online help others?

If you choose to use Patient Online it can help free up ‘phone lines at your Doctor’s Surgery and reduce the need for people to visit in person, making it easier for others to get through by telephone.

Patient Online can help save time for both patients and their Doctor.

How do I sign up for Patient Online?

Contact your Doctor’s Surgery for more advice or information. You will need to complete a short form and provide proof of your identity, but it should be quick and easy.

Ron Dougan, Patient Board Chair & Governing Body Lay Member for Patient and Public Involvement

Update from Burton Hospitals and Derby Teaching Hospitals on future collaboration

Over the past few months we have been exploring opportunities to further develop the existing partnership between Burton Hospitals and Derby Teaching Hospitals to help better meet the challenges we face and to improve care for people in Staffordshire and Derbyshire.

This week, our Boards have independently approved a Strategic Outline Case which begins to describe the benefits that a closer relationship could bring. Both concluded that we should support this direction of travel and agreed to the next phase of more detailed work which will be completed by the spring.

We have been hugely impressed by the spirit in which our teams have engaged with this work and want to thank all our people who have put so much energy and enthusiasm into the clinical and support service workshops throughout the summer which formed the basis of this Strategic Outline Case.

Both Trusts recognise that our future challenges can't be met by working alone and we are determined to build a partnership that will provide sustainable hospital services for our patients and their families for decades to come. Together we are passionate about providing quality services that are better, safer and conveniently accessible for local people.

The emerging benefits of the partnership include:

- Opportunities to better use our community hospitals at London Road, Lichfield and Tamworth to become a focus for the new models of care centred around the place people live, which are being developed as part of the Sustainability and Transformation Plans in Derbyshire and Staffordshire. This will provide an opportunity to deliver more specialist outpatient services in Southern Staffordshire;
- Securing access to important general services, particularly at Burton, through the benefits of working together, maintaining Queen's Hospital as a vibrant district general hospital for the local population;
- Enabling Derby Teaching Hospitals to deliver its specialist services to a wider catchment population and thereby securing access to them for people in Staffordshire and Derbyshire;
- Improving the quality of services offered by sharing learning and best practice;
- Reducing duplication in our support services and lowering the overhead costs, releasing funds for front line patient care.

As part of the development of this Strategic Outline Case we have also explored what form of relationship would be most likely to deliver these benefits. This has ranged from a loose partnership similar to what we have now, through to forming a single organisation and various options in between. No decision has been made. However, the Boards agreed that in the next phase of the work we should explore two options in depth; firstly the option of forming a close and binding partnership of two separate organisations known as a 'group structure' or secondly forming one organisation.

We will be talking with you more over the coming weeks as we start to do this next phase of the work and we will be keen to hear your views.

Whilst we are different organisations with different histories and experience, this is a partnership of respected equals which celebrates our differences and seeks to build on the best that both Trusts have to offer.

Helen Scott-South
Chief Executive
Burton Hospitals FT

Gavin Boyle
Chief Executive
Derby Teaching Hospitals FT

7 October 2016

STAY WELL THIS WINTER

East Staffordshire CCG is supporting the 2016 national Stay Well This Winter campaign.

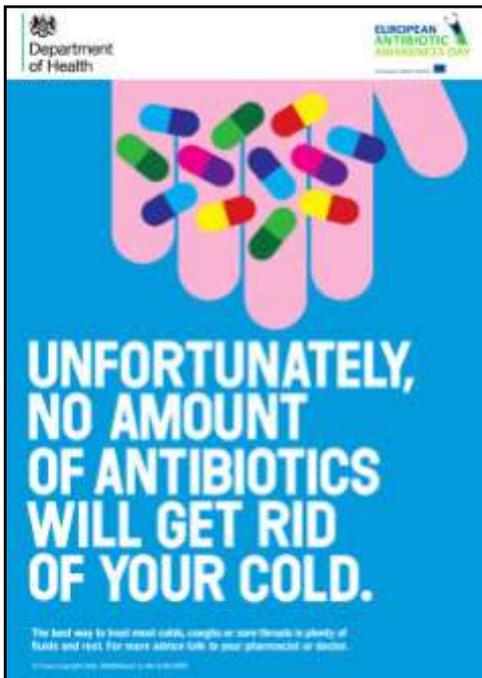
The *Stay Well This Winter* campaign is a joint initiative from NHS England and Public Health England, to help people with long-term health conditions and those over 65 prepare for winter and ward off common winter illnesses.

Winter can be seriously bad for the health of these people, increasing the risk of blood pressure, heart attacks and strokes. There are a number of things you can do to prepare against the cold weather:

- At the first sign of a cough or cold, get immediate advice from your pharmacist before it gets more serious
- Speak to your pharmacist about medicines you should have in stock over winter
- Pick up prescription medications before the Christmas holidays start as many GPs and pharmacies will close over the holidays
- It is important to keep warm in winter, so heat your home to at least 18°C (65°F), if you can, you might prefer your living room to be slightly warmer
- Make sure you get your flu jab
- If you need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk

The Stay Well This Winter campaign can help you and your family prepare for winter. Visit nhs.uk/staywell for more information.

Antibiotic Awareness



Many mild infections (colds, most coughs, ear aches and sore throats) get better without antibiotics and your pharmacists can give you advice on how to treat your symptoms. By using antibiotics responsibly we can all help to stop the resistant bacteria and keep antibiotics effective for the future.

What to do if you have a cold or flu:

- Rest and take care of yourself in order to get better.
- Drink plenty of liquids to avoid becoming dehydrated.
- Ask your pharmacist about other treatments that can help relieve symptoms.

Antibiotics are medicines used to treat infections caused by bacteria, not viruses like the common cold.

There can be side effects to taking antibiotics, and some antibiotics also affect other medicines being taken, making them less effective.

Using antibiotics too much can cause resistance.

- Keeping antibiotics effective is everyone's responsibility
- Responsible use of antibiotics can help stop resistant bacteria.
- Stopping resistant bacteria will keep antibiotics effective for the future.

When you do need antibiotics, make sure you take them responsibly:

- Follow your doctor's advice on how and when to take them (i.e. the correct dose at the specified time interval and length of time).
- Don't take antibiotics without a doctor's prescription.
- Don't use "left-over" antibiotics

Remember....

- Antibiotics won't work in the case of a cold or the flu.
- Take antibiotics responsibly and only when they are prescribed by your doctor

For further information about self-care and using antibiotics responsibly visit the [East Staffs CCG website](#).

Childhood Weight Management Programme to launch in East Staffordshire

East Staffordshire Borough Council, in partnership with Staffordshire and Stoke Partnership NHS Trust, are delivering a childhood weight management programme young people between 4 to 15 years old.

The child weight management programme is divided into three age groups:

- 4 to 8 years (starting in January 2017)
- 9 to 11 years (starting January 2017)
- 12 to 15 years of which participants can join anytime until March 2017.

The 12 week programme will target young people between 4 - 11 and their families who have aspirations to improve their lifestyles through healthy eating and exercise. The programme is free for young children living or attending a school in East Staffordshire.

The young people and their families will have an opportunity to try a variety of activities such as multi-sports, soft play and swimming. There will also be healthy eating classes which will teach participants how to cook fruit kebabs and smoothie making.

Children aged between 12 and 15 will have the opportunity to join the Youth Fitness+ programme. This 12 week programme is based around gym exercise at either Meadowside Leisure Centre or Uttoxeter Leisure Centre. Participants will be given a tailored exercise programme and given healthy eating and exercise advice.

The Youth fitness+ programme is £3.05 per gym session. All participants for sessions must live or go to school in East Staffordshire.

Councillor Bernard Peters, UK Healthy Cities Network, Lead Politician, said:

“The sessions will be enjoyable and engaging. Through our guidance and support, with exciting ideas for physical activities and healthy eating, young people and their families will be helped to make healthy lifestyle choices.

“The Healthy Families+ and Youth fitness+ sessions will give children the opportunity to participate in activities in a variety of venues that should see an improvement in health and physical wellbeing”.

For further information on the Healthy Families+ and Youth Fitness+ sessions please contact Matt Easton on 01283 508191 or email matt.easton@eaststaffsbc.gov.uk

Staffordshire Cares

Staffordshire Cares is an easier way to access the advice and information you need, whether you're coping with a disability, changing health issues or simply getting that bit older.

Through a specially developed website, single telephone number and face-to-face contacts across the county, [Staffordshire Cares](http://www.staffordshirecares.info) can direct you to hundreds of services and organisations to make your life easier and help you remain independent for longer.

Staffordshire Cares can help you find out about:-

- things to do and how to meet other people
- how to get help at home and in the garden
- helpful household gizmos and gadgets
- help with your finances
- keeping safe at home and in your community
- living with a disability or long-term illness
- Staffordshire Cares CareMatch – carers, and support staff that can help you

Ring just one number, visit one website, speak to a local advisor and discover all your options in one place:

Web site: www.staffordshirecares.info

Phone: 0300 111 8010 to speak to a [Staffordshire Cares Advisor](#)

Text/SMS (for people with a hearing impairment): 07814 194 111

Minicom users: 01785 276207



Governing Body Meetings

Meetings of the East Staffordshire CCG Governing Body are held in public, not public meetings, which means the public will not ordinarily have speaking rights, unless by sole discretion of the Chairman. However, there is a dedicated section on the agenda for members of the public to ask questions.

Members are always very welcome to attend these meetings, which begin at 2.15pm. The schedule for forthcoming meetings is as follows:

24 November 2016

The Crow's Nest, The Waterfront, Barton Marina, DE13 8DZ

For more information please visit the Governing Body Meeting page on our [website](#).

National Awareness Campaigns

November is Pancreatic Cancer Awareness Month



Pancreatic Cancer UK

These are some of the symptoms that can indicate a problem with your pancreas, such as pancreatic cancer.

- Abdominal (tummy) pain which can spread to the back** (Icon: person with hand on back)
- Unexplained weight loss and loss of appetite** (Icon: plate with food)
- Jaundice (yellow skin or eyes)** (Icon: eye)
- Oily floating poo** (Icon: toilet)
- Indigestion** (Icon: person with hand on stomach)

If you have jaundice you should go to your GP without delay. If you have any of the other symptoms and they are unexplained or persistent (lasting 4 weeks or more), visit your GP. Remember, these symptoms can be signs of other conditions and may not be pancreatic cancer.

Contact the Pancreatic Cancer UK Support Line
☎ 0808 801 0707 freephone weekdays 10am-4pm ✉ support@pancreaticcancer.org.uk

Alcohol Awareness Week - 14 to 20 November 2016

It is estimated that the cost of alcohol on society is in excess of £21 billion. The aim of alcohol awareness week is to get people to think about alcohol—how it affects us as individuals, families and communities as a whole.

[Find out more.](#)

World AIDS Day - 1 December 2016

World AIDS Day is an opportunity for people worldwide to unite in the fight against HIV, show their support for people living with HIV and to commemorate people who have died.

[Find out more.](#)

