



Patient and Public Involvement Newsletter

October 2015
Issue 7

NHS

Swindon

Clinical Commissioning Group

Welcome to Swindon Clinical Commissioning Group's (SCCG) Patient and Public Involvement e-Newsletter. The newsletter is issued bi-monthly. We hope you find it useful and informative and any feedback you have is welcomed.

SCCG is the name of the NHS organisation in Swindon that buys (commissions) local healthcare services. SCCG has been formed from GP's within Swindon and Shrivenham to create a clinician led commissioning group.

Helping You Keep Well

Swindon residents urged to keep flu at bay and be vaccinated

**STAY WELL
THIS WINTER**

As the weather turns autumnal, Swindon residents are urged to protect themselves from flu and be vaccinated against this common, yet potentially very serious virus.

People considered at greater risk are entitled to a free vaccine and are urged to contact their GP as soon as possible to make an appointment. Those groups at risk include all pregnant women, children aged between two and seven years old, people (including children) under 65 with underlying health conditions, people aged 65 and above, and carers.

Autumn, between now and early November is the best time to be vaccinated. As the viruses which cause flu change yearly, it's important to have the vaccine, which is one of the most effective ways to reduce harm from flu, annually.

Mum-of-one Helen Hicks, aged 31, from Highworth, has already taken steps to protect her three-year-old son Jenson.



Helen, a council support worker, said: "I didn't hesitate to get Jenson vaccinated for peace of mind. He goes to pre-school, so there's the potential to pick up lots of things and flu can be quite nasty, not only for your health but also the massive disruption it causes. I'm a busy working mum, so can't afford not to take this opportunity to protect my family. I had it when I was pregnant too because it's simply not worth the risk, particularly when there's a vaccine freely available."

The number of children eligible has been increased to include those in Years 1 and 2, who can now join two to four-year-olds in receiving the vaccine via a nasal spray, which means it's quick and painless.

Helen added: "He's had injections before obviously, but this just makes everything even easier. Being vaccinated also means I will worry less about him passing anything on to others, like his grandparents, so there are lots of reasons why it only makes sense to have it done for the whole family."

For further information and to watch a film about how flu spreads, go online at www.nhs.uk/conditions/flu

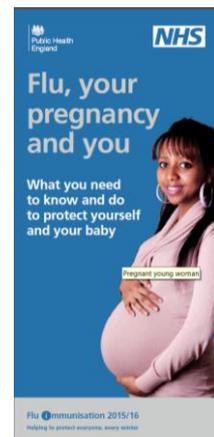
Flu vaccination: leaflet for pregnant women

Public Health England has produced a [leaflet for pregnant women](#) about having the flu vaccination.

Pregnant women are at increased risk of getting serious complications from flu, compared with other healthy adults.

Flu can also be serious for new-born babies, who can catch the infection from their mothers.

This leaflet describes how having the flu vaccination during pregnancy can help protect you and your baby against this infection.



Colds, coughs and ear infections in children

Useful and practical advice on treating colds, coughs and ear infections in children can be [read here](#). There are useful videos at this site as well.



Talking to your teenager

Getting teenagers to talk openly about what's bothering them can be hard. [Follow these tips](#) to help get them talking to you about their worries.

New: Swindon Breathe Easy Group

A new support group for people with respiratory conditions has been set up in Swindon. The British Lung Foundation, Swindon Clinical Commissioning Group (CCG) and SEQOL have worked together to set up an *Integrated Breathe Easy* group to support patients and carers to better manage respiratory conditions. The project aims to help people to be more confident in managing their condition and focuses on self-care with support from healthcare professionals.

The group has regular contact with healthcare professionals and hears regularly from speakers such as respiratory nurses, local support services and the CCG.

Anyone who has, or cares for someone who has, a respiratory condition, is welcome to attend the meetings. These are held on the third Monday of every month between 1.30-3.30pm, at Queen's Drive Methodist Church, Whitbourne Avenue, Swindon, SN3 2JX. For further information about the group or support from the British Lung Foundation please call 03000 030 550.

Make sure you choose the right NHS service
Here are the services available to you, your family and your friends, in Swindon

<p>Self-care</p> <p>Look after yourself, most minor ailments can be treated at home.</p> <p>Visit www.nhs.uk for expert advice on a range of ailments and compare or to the best relevant NHS services.</p>	<p>NHS 111</p> <p>Call 111 if:</p> <ul style="list-style-type: none"> You need medical help but don't think it's an emergency You don't know what to do or you aren't sure whether to go to A&E or your GP You need health information or medication advice <p>NHS 111 is available 24 hours a day, 365 days a year. Call on your main landline or mobile. Use 111.</p>
<p>Pharmacist (Chemist)</p> <p>For expert advice on a range of illnesses and what to buy to help with the best medicines to take from.</p>	<p>Swindon Walk-in Centre</p> <p>Open 7 days a week, 9am - 6pm. Walk-in and public holiday.</p> <p>The appointment is necessary. Open to patients of all GP practices in Swindon and registered with a GP.</p> <p>This service is based at Swindon Health Centre, Carter Street, SN1 1ED.</p>
<p>Children and Young People's Clinic</p> <p>The Children's Clinic is for young people from 3 months to 17 years old, who are unwell but do not need to go to A&E. The clinic is open from 9am until 5pm, Monday to Friday, please telephone for an appointment on the 01753 646466.</p>	<p>Out of Hours GP Service</p> <p>This service is available from 8.00pm to 8am and the NHS 24 hours on weekends and bank holidays. The service provides advice and treatment from GPs (except on premises) every evening from 8pm.</p> <p>Call 01753 646466.</p>
<p>Swindon Home Care and the 24/7 Helpline</p> <p>If you need to be seen by a nurse or doctor, the 24/7 Helpline can see you at home or in day.</p> <p>You can ask for without making an appointment.</p> <p>Lower Swindon Hospital, where the Home Support Helpline is based, is at Carter Street, Swindon, SN1 1ED.</p> <p>Call 01753 646466.</p>	<p>A&E 999</p> <p>This is only for serious illness and life-threatening conditions.</p>

Choosing the right health service

Make sure you choose the NHS service that will provide you with the correct care with as little waiting time as possible. Inappropriate attendance to A&E will mean you have to wait longer to be seen and could be sent elsewhere for treatment, when you could have gone directly to the treatment you need and avoided the wait. To find out where to receive the right health advice and care, [visit the CCG's website.](#)

Is your child ill? Visit The Childrens Clinic

Located at Carfax St and Moredon Medical Centre, The Childrens Health Clinic is available if your child is feeling unwell.

Both clinics run 8am - 8pm, Monday - Friday.

If your child is ill and you are anxious for prompt medical advice or treatment, please call the clinic on: 01793 646466

The Meningitis Septicemia (MenACWY) vaccination programme is beginning with the vaccination of teenagers aged between 17 and 18 years old



[Public Health England \(PHE\)](#) is welcoming the start of the new MenACWY vaccination programme that will offer teenagers protection against meningitis (inflammation of the brain) and septicaemia (blood poisoning) caused by 4 meningococcal strains including MenW.

GPs will be inviting teenagers aged 17 and 18 (born between 1 September 1996 and 31 August 1997) for the vaccine. All adolescents born between 1 September 1996 and 31 August 1997 in England are eligible for vaccination.

National childhood immunisation programme boosted by MenB vaccine



Public Health England (PHE) is hailing the start of a new vaccination programme, which offers young children protection against meningococcal group B (MenB) disease.

From 1 September, the MenB vaccination will be added to the NHS Childhood Immunisation Programme in England to help protect children against this devastating disease which can cause meningitis (an infection of the protective membranes that surround the brain and spinal cord) and septicaemia (blood poisoning) which are serious and potentially fatal illnesses.

Babies will be offered the MenB vaccine with the other routine vaccinations at two months, four months and 12-13 months of age. Vaccinating babies at these times helps protect them when they are most at risk of developing MenB disease.

A patient information leaflet, [‘MenB: protecting your baby against meningitis and septicaemia’](#) is available.

New programmes in Swindon!



FREE 10-week Alive ‘n’ Kicking programmes are available for children and young people aged from 2 to 16 years old, who want to make a change to their diet, activity levels and lifestyle.

The programmes are **FREE** and aim to improve diet and nutrition knowledge, develop confidence and self-esteem to make lifestyle changes and improve physical fitness and engagement in exercise and physical activities in the future.

Alive ‘N’ Kicking has proven to be a great success for families that want to lose weight and maintain a healthy lifestyle. We support and empower all family members to achieve their goals, alongside other families doing exactly the same.

“My child has grown in confidence, exercising more and eating healthier. It is an excellent programme and we don’t want it to end!” Mum of boy aged 13

Also, after the FREE 10-week Alive ‘N’ Kicking programme, we offer an Alive ‘N’ Kicking Graduates programme to all our programme completers to continue our support.

So come on, get your family Alive ‘N’ Kicking today!

Places are filling up fast, so call the Alive ‘n’ Kicking team on **01793 465412** or email JDunn@swindon.gov.uk to register.

It's illegal to smoke in a vehicle with anyone under 18

From 1 October 2015, it's illegal to smoke in a vehicle with anyone under 18. The law applies in England and Wales. Find out more [here](#).

Both the driver and the smoker could be fined £50. The law applies to every driver in England and Wales, including those aged 17 and those with a provisional driving licence. The law does not apply if the driver is 17 years old and is on their own in the car.

A video about the new law can be viewed [here](#).



"Diabetes: Living With, Living Well" Project

About: If you are diagnosed with either Type 1 or Type 2 Diabetes, the "Diabetes: Living With, Living Well" project will support you by aiming to contribute to improving the self-management of your condition and increasing your physical fitness and confidence.

What we do: The project provides you with the opportunity to have a go at some fun activities, from resistance exercise circuits to walking football and Pilates to indoor puck croquet and rambles, meet like-minded people, make new friends, and share best practices! We have a range of guest speakers, from individuals talking about their experiences managing Type 1 or Type 2 diabetes to Dietitians, Diabetic Specialist Nurses, GPs, and Psychologists.

What we charge: The project is completely free. All we ask for is your commitment for 14-weeks to see what we can achieve!

When: Evening Project: Weekly at 7pm-9pm from Thursday 21 January - Monday 28 April at Central Community Centre.

Daytime Project: Weekly at 10am-12pm from Tuesday 19 January - Tuesday 28 April at Pinetrees Community Centre

Contact: for more information, please contact Matt Fruci on 07823525376 or by email: MFruci@swindon.gov.uk

Facebook: <https://www.facebook.com/DiabetesLivingWithLivingWell>

Twitter: @SwindonDiabetes

Latest news from the CCG

Review of Community Services

The CCG and Swindon Borough Council (SBC) review of Community Services is due to end on Sunday 1 November. If you have not already fed back, please visit our [online survey](#).

A report will be produced and presented to the CCG Governing Body and SBC Cabinet before the end of the year.

Talking Points

[Talking Points](#) is intended to give a summary of the key areas of discussion and decisions at the meeting of the Governing Body (GB) of SCCG. The minutes of the meeting will provide the official record of the meeting. The agenda and all papers related to the agenda are available on the [Swindon CCG website](#).

Patient and Public Involvement (PPI) Forum

Minutes from the PPI meeting can be [viewed on the CCG's website](#).

Dates for your diary

SCCG Governing Body meeting: Thursday 26 November, 9:30 -11:30 at the Pierre Simonet Building

<http://www.swindonccg.nhs.uk/contact-us>

The Governing Body meeting is held in public, although it is not a public meeting. If you would like to attend please email communications@swindonccg.co.uk

SCCG Patient and Public Involvement Forum meeting: Thursday 26 November, 12:30 -14:00 at the Pierre Simonet Building <http://www.swindonccg.nhs.uk/contact-us>

NHS England recruiting patient and public voices

NHS England is committed to ensuring that public and patient voices are at the centre of shaping healthcare services. Every level of the commissioning system needs to be informed by insightful methods of listening to those who use and care about services to inform service development.

NHS England has a range of [opportunities](#) for the public, patients, carers and patient representative organisations and are currently seeking to recruit to a number of patient and public voice (PPV) partner and lay member roles focussing on specialised commissioning.

Current vacancies include PPV representatives at a strategic level on NHS England programme of care boards are available on the NHS England website.



The NHS Citizen Connect Social site has been created to allow people to take part in discussing the design, structure, function and governance of the NHS England's Citizens' Assembly. This is the place to watch and take part in a series of events that consider how the NHS Citizens'

Assembly should fulfill its stated role: to put citizen voices at the heart of decision making for the NHS in England.

NHS Citizen is a work in progress, but it will eventually be a participation infrastructure for NHS England, where you can be a citizen of the NHS, not just a consumer of its services. You can hold the Board to account, set the agenda for discussions, and find others interested in the same areas as you – all in an open, transparent and public environment.

[The NHS Citizens Assembly will be on Wednesday 25 November](#)

To find out more about NHS Citizen please visit the [NHS Citizen website](#).

Online survey makes it easier for carers to leave feedback about a friend or loved-one's treatment at Great Western Hospital (GWH)

Carers who have recently visited the GWH with a friend or relative can now leave feedback of their experience with the use of a new questionnaire.

The online survey is an easy way for any carer to anonymously and honestly share their experience of GWH with staff at the hospital.

It is hoped that the responses generated through the survey will enable the Trust to identify areas for improvement in the care that is offered to both patients and their carers.

The online survey is open to all carers and can be easily accessed through the GWH website – just type 'carer experience questionnaire' in the search box on any page or [click here](#).

NICE is looking for members of the public to develop guidance and advice on four topics

The National Institute for Health and Care Excellence (NICE) is currently recruiting for lay members (so, those who are patients or people who use services, as well as those who care or advocate for them) for four of the NICE committees:

They are looking for lay members to join these committees to develop guidelines or quality standards on:

- [Sexually transmitted infections: condom distribution schemes](#) – closing date: Wednesday 11 November 2015
- [Air pollution: outdoor air quality and health](#) – closing date: Wednesday 11 November 2015
- [Contraceptive services](#) – closing date: Wednesday 4 November 2015
- [Hip fracture](#) – closing date: Wednesday 4 November 2015

Full information for each recruitment is available through the relevant linked title above, including details of the payment NICE is able to offer to lay members for helping to shape NICE's work.

NICE really values the contribution that people who use health and social care services, their carers and advocates all make to their guidelines.

I thought care campaign would fizzle out after two Tweets!

Dr Kate Granger has revealed how she thought her [#hellomynameis](#) campaign would amount to “one or two tweets”.

Her compassionate care crusade has since turned into a global phenomenon and is followed by 38,000 people around the world, with [#hellomynameis](#) receiving more than 800 million Twitter impressions. The hellomynameis.org.uk website gets around 100 hits per day.

“We’ve had backing from a number of well-known people who sent messages of support,” added Kate. “But those that stand out come from people who have said: ‘I’ve had a really good hellomynameis experience today and it made a real difference to me. Thank you’. Those are the messages that mean the most to me.”



Kate, 33, who has terminal cancer, explained how the campaign was launched at the end of August 2013 as a direct result of her moaning to her husband, Chris Pointon, about the lack of compassion being shown by staff during her care. He told her to stop whinging and to do something positive about it. In that instant the [#hellomynameis](#) campaign was born.

“I was being treated for an infection,” she explained. “That experience was difficult as there had been a fair few problems with my care. But the thing that I noticed most was that people weren’t introducing themselves to me before they did things to me.

“This lack of introductions from people who were treating me seemed so basically wrong and I wondered how we could have lost that from health care? How can we have got to a point where we don’t see patients in beds as people anymore? So much so that we don’t even give them the common courtesies that we would if we met someone in the street?”

As the campaign gathered momentum it came to the attention of a number of leading politicians, stars and celebrities who threw their weight behind it.

She hopes the campaign will keep going long after she has gone, saying: “[#hellomynameis](#) isn’t just about introducing yourself to your patients, it’s about see the person behind the condition, treating them as a person with their own priorities, fears and anxieties. And really understanding them and treating them as you would if they were a member of your own family.

“I hope [#hellomynameis](#) continues long into the future and that it continues to have an impact on patient experience, and that patient experience becomes a more important and prominent part of the NHS.”

For your interest

National consultations into voluntary sector role in health and care

Two consultations were launched on 7 August 2015, to help determine the future of voluntary sector involvement in health and care.

As part of the Voluntary, Community and Social Enterprise (VCSE) review, respondents from the voluntary and health and social care sectors will give their views on the current state of partnership working, and how closer collaboration could be fostered.

The second consultation will also seek views on the role and effectiveness of the government's current 'voluntary sector investment partnership' suite of grants.

Commissioned by the Department of Health, NHS England, and Public Health England, the VCSE review is overseen by its advisory group of representatives including those from the voluntary sector.

Both consultations will remain open until **Friday 6 November** and are available to complete [here](#).

Provision of mental health services across the South West

The South West Clinical Senate is deliberating access and provision of mental health services across the South West at the next Senate Council meeting on 19 November.

The Citizen's' Assembly is keen to be able to feed the wider patient and public view into the Senate Council's debate and we are therefore seeking views from you and your networks and groups. The link to the survey:

<https://www.surveymonkey.com/r/3HNWGQZ>

The deadline for this is 13 November.

Let's Loop Swindon Newsletter

The May issue of the Let's Loop Swindon Newsletter is available from the SCCG Communications team (contact details are at the end of this newsletter).

Oxford Academic Health Science Network (OAHSN) Newsletter

The latest OAHSN newsletter is now [available to view](#).

Healthwatch Swindon newsletter

The latest newsletter can be viewed [here](#).

Voluntary Action Swindon newsletter

The weekly newsletter can be viewed [here](#).

The **NICE Public Involvement Update** - please contact the CCG's Communications and Engagement team for a copy communications@swindonccg.nhs.uk



The next meeting of the Swindon Group of Diabetes UK will be held on **Tuesday 3 November** at 7.30 pm at the Broadgreen Centre, Salisbury Street, Swindon.

Guest speaker Sudheer Dhanireddy from the Ophthalmology Dept at the Great Western Hospital will explain **Diabetic Retinopathy** – describing what this complication is, how it is avoided, its consequences and the available treatments.

Further details are available from Matthew Spencer on **851229** or via www.swindondiabetes.co.uk

If you would like hard copies of any of the documents referred to in this e-Newsletter please contact the CCG's Communications and Engagement Team

Contact details for the Communications Team

Email: communications@swindonccg.nhs.uk

Telephone: 01793 683700