



Patient and Public Involvement Newsletter

March 2016
Issue 10



Swindon

Clinical Commissioning Group

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

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

Helping You Keep Well

**STAY WELL
THIS WINTER**

One You



NHS Swindon Clinical Commissioning Group is supporting the new Adult Health Campaign which is targeted at 40-60 year olds and is called One You!

This campaign was launched on the 7 March 2016 by Public Health England, to help the public, and in particular those within the 40-60 year old age bracket, make healthy changes to their lifestyles. Making better choices today can have a huge influence on our health and could prevent conditions like type 2 diabetes, cancer and heart disease, and reduce our risk of suffering a stroke or living with dementia, disability and frailty in later life.

One You will provide tools, motivational support and encouragement every step of the way, to help improve your health.

Take the [One You Quiz](#) and see how it can help [YOU!](#)

Blood in Pee campaign

Each year, around 17,450 people in England are diagnosed with bladder or kidney cancers and approximately 7,600 die from these cancers.

If bladder and kidney cancers are diagnosed at the earliest stage, on-year survival is as high as 92-96%. At a late stage, it drops to just 27-37%.



If you notice blood in your pee, even if it's just the once, tell your doctor.

Further information on the campaign can be found [here](#).

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

- Self-care**
Look after yourself. Most minor ailments can be treated at home. You can also use self-care advice on a range of illnesses and conditions on the NHS website. NHS 24 Swindon.
- Pharmacist (Chemist)**
For expert advice on a range of medicines and their use, as well as the best medicine to look for.
- Community and Young People's Clinics**
The Pharmacy Clinic for people aged from 17 years to 19 years offers an annual and optional GP appointment. The clinic is open from 9am to 5pm, 7 days a week. Please telephone for an appointment or for help. Call 01753 244444.
- Urgent Care Centres on the CCW Site**
If you need to see a GP or nurse in a shorter waiting time, you can visit our Urgent Care Centres. They are open 7 days a week, 9am to 6pm. Call 01753 244444.
- A&E (999)**
This is used for serious and life-threatening conditions.

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 for 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](#).

Swindon CCG has a new look website!

Your Health News
One You Campaign Launches
The CCG has a groundbreaking new campaign from Public Health England aimed at helping to reduce obesity, improve the health of GPs and reduce the number of people who are obese. Read more...

choices
Find and choose services

STAY WELL THIS WINTER
Stay well this winter

Get Involved
Supporting research and events
Researching Respiratory Health
Researching Cancer Health
Researching Diabetes
Researching Heart Health
Researching Kidney Health
Researching Liver Health
Researching Mental Health
Researching Older People
Researching Young People

We have been working hard to update our [website](#) to make it more user friendly.

We welcome feedback on our website and if there is anything you feel is missing, please do not hesitate to contact our **Communications and Engagement Team** on 01793 683700 or by email:

communications@swindonccg.nhs.uk

CQC inspection of South Western Ambulance Service NHS Foundation Trust

The Care Quality Commission (CQC) is the independent regulator of all health and care services in England. They register, monitor and inspect services to make sure they provide safe, effective, compassionate, high-quality care and encourage them to improve.

The CQC will be inspecting services provided by **South Western Ambulance Service NHS Foundation Trust** in June 2016 and your experiences of services will help the CQC to understand what is good and bad about the care provided by the service.

If you wish to feedback your experiences to the CQC, please visit their [website](#) or contact them via email at tellus@cqc.org.uk.

Mental Health Services for veterans: NHS England wants your views by 31 March 2016

The NHS England engagement on mental health services for veterans is now live and the [survey and supporting information is here](#). The deadline for responses is 5pm on 31 March 2016.

NHS England welcome views from anyone who has an interest in veterans' mental health and people can choose which section they wish to complete.

Overview

The NHS provides 12 mental health services across England specifically for veterans. They enable specialist staff to care for veterans with mental health needs, direct them to the most appropriate service and give them effective treatment. The services started in 2010 after publication of [Fighting Fit: a mental health plan for servicemen and veterans](#), a report by former Surgeon-Commander, Dr Andrew Murrison MP. The report identified where the NHS needed to give extra support to veterans. See [here for a list of the 12 services](#) which include the [veterans service provided](#) by AWP (Avon and Wiltshire Mental Health Partnership NHS Trust).

Why NHS England are engaging

The contracts for most of these services are due to end in September 2016, and this gives NHS England an opportunity to ask what you think of them. What you say will help the NHS build on the strengths of the current mental health services for veterans and develop future services.

Who they want to hear from

The NHS wants to hear from anyone who has opinions to offer, and particularly from:

- people who have served in the armed forces (whether as a reservist or regular) and have used or are currently using NHS veterans' mental health services
- family members and carers
- staff and organisations that are providing mental health care, treatment and support for veterans and their families.

NHS England values your input and encourages you to give them your thoughts and experiences by filling in this [questionnaire](#). It should only take you about 10 minutes to complete.

A hard copy engagement document including a detachable survey and free post envelope has been produced, along with a leaflet and poster. A limited number of these are available and if you would like to place an order, please email ENGLAND.VMH-Engagementhub@nhs.net.

NHS England have arranged for the engagement document to be [translated in to Nepalese](#) to enable the involvement of the ex-Gurkha community. This will be circulated once available.

Fundraising still required for Swindon's Radiotherapy Unit



SWINDON'S long-awaited radiotherapy unit has been given the green light to officially go ahead by NHS England.

The £2.9million Specialist Satellite Radiotherapy Unit will be built at the Great Western Hospital, and is due to open its doors at the end of 2017.

The new facility will mean that patients from Swindon and the surrounding area will be able to receive vital treatment without having to travel over an hour to the nearest radiotherapy unit in Oxford.

Brighter Futures is the charity for Great Western Hospitals NHS Foundation Trust and are hoping to raise £2.9 million to pay for the equipment for the new service. Over £2 million still needs to be raised and the charity are now asking local people, businesses and organisations to get behind Brighter Futures' Radiotherapy Appeal.

Details of the charity and its events can be found on their [website](#).

Friends and Family Test

Do you know that you can give feedback on NHS care?

Many people don't quite know how to provide feedback on the care they have received from the NHS, but it's incredibly important to have your say so you can help shape and improve your local services. Whether you're seen in hospital, by a GP, by your dentist or by a paramedic, you can have your say on your care.

The NHS Friends and Family Test gives you the chance to provide quick, anonymous feedback on your care and treatment experience. All you have to do is ask to complete the Friends and Family Test in NHS hospitals, GP practices and dental practices, and you can say what went well and what you think can be improved. This feedback will go straight to the people who have provided the service so they can take your views into account.

Your feedback really can help to make a difference to patients' lives. To find out more about the NHS Friends and Family Test please visit www.nhs.uk/friendsandfamily



Have your say to improve your healthcare

Did you know you can now have your say to help improve more services across the NHS?

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's in use across most local NHS healthcare services.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give your details on your feedback form.

Next time you visit your GP, dentist or hospital, look for details in the reception or waiting room or ask a member of staff.

The NHS Friends & Family Test

Find out more – www.nhs.uk/friendsandfamily

Horizons Eldene Project



Horizons is a health and wellbeing project that is led by a small group of retired workers with backgrounds in community work.

There are opportunities, chosen by members of the group, to socialise, exercise and participate in activities. Access to trained workers for confidential sessions about personal matters (such as health, finance, relationships, housing and employment) is also provided. In addition staff from other organisations work in partnership with Horizons to provide services. For example, Swindon Carers Centre provides a worker to run sessions for carers, and the school provides lunches for older people. Volunteers from a Bank will shortly be providing support to anyone who would like to learn more about how to improve their computer skills.

Everyone is given a warm welcome and you are welcome to attend a session to find out more about Horizons. The group meet on Wednesday's in Eldene Primary School from 10.00am-1.00pm.

If you would like to discuss the project before attending, please contact Kathleen:

E: kaitken1249@gmail.com

T: 07837830997

For your interest and information

Oxford Academic Health Science Network (OAHSN) Newsletter

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

Healthwatch Swindon newsletter

The latest news and e-bulletins can be viewed [here](#).

Voluntary Action Swindon news

The latest news from VAS can be viewed [here](#).

NICE Public Involvement Programme

The February issue of the Public Involvement update can be viewed [here](#).

Latest news from the CCG

Governing Body

The next meeting in public of the Governing Body will take place at the [CCG offices](#) on the **24 March 2016 at 9.30 am**. The papers will be available on our [website](#), one week before the meeting.

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

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 and the January Talking Points are now available to view on the [CCG website](#). The minutes of the meeting will provide the official record of the meeting.

Patient and Public Involvement (PPI) Forum

Minutes from the January and February PPI meeting can be viewed [here](#)

The next meeting of the PPI Forum is on Wednesday 30 March 2016, 2 pm to 4 pm at the [Swindon Advice and Support Centre, Sandford Street, Swindon](#).

Please let us know if you will be attending the meeting by contact the Communications Team either by email or by telephone:-

E: communications@swindonccg.nhs.uk

T: 01793 683700

Contact Details for the Communications and Engagement Team

Email: communications@swindonccg.nhs.uk

Telephone: 01793 683700