



Patient and Public Involvement Newsletter

December 2015
Issue 8



Swindon

Clinical Commissioning Group

Welcome to Swindon Clinical Commissioning Group's Patient and Public Involvement e-Newsletter. The newsletter will now be issued monthly to provide more up-to date news. 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

Public Health England

NHS

Do you have a long-term health condition or are you 65 or over?

Make sure you get your prescription medicines before Christmas Eve.

Because many GPs and pharmacies will close over the holidays.

STAY WELL THIS WINTER

nhs.uk/staywell Richard Pile, GP

Richard Pile



Remember to order your repeat prescriptions before the Christmas holidays.

If you are 65 and over and have a long term medical condition, please ensure that you collect all prescription medicines before Christmas Eve.

Many GPs and pharmacies will be closed over the Christmas holidays

Find out more information on how you can [Stay Well This Winter](#)



Helping the elderly can also help the NHS this winter

The NHS [‘Stay Well this Winter’](#) campaign encourages people to help the frail and elderly this winter by keeping a watchful eye on elderly neighbours and relatives. Age UK is also running the [‘No one should have no one at Christmas’](#) campaign, which highlights that over a million older people say they haven’t spoken to a friend, neighbour or family member for over a month.

Age UK Winter Health Campaign

Each winter, one older person dies every 7 minutes from the cold. Click [here](#) to find out how the cold can affect health, what you can do to spot an older person at risk of the cold and how to support them to keep warm and well this winter.



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

<p>Self-care</p> <p>Look after yourself, read our advice or be visited at home.</p> <p>Visit www.nhs.uk for expert advice on a range of illnesses and conditions or to book your nearest GP service.</p> <p>Pharmacist (Chemist)</p> <p>For expert advice on a range of illnesses and how to use your medicine as well as the best medicines to buy from.</p> <p>Children and Young People's Care</p> <p>The Children's Clinic is for people aged from 3 months to 16 years old, with an unwell child. You can get an urgent GP appointment. The clinic is open from 9am to 6pm. Please call to make your appointment for an appointment in the day.</p> <p>Call 01793 646466</p> <p>Urgent Care Centres and the 24-hour line</p> <p>If you need to be seen by a nurse or doctor, the Urgent Care Centres can see you any time of day.</p> <p>You can ask in without making an appointment.</p> <p>Urgent Care Centres are available at the following locations: Carfax St, Carfax, Devon, SN3 0BQ.</p> <p>Call 01793 646466</p>	<p>NHS 111</p> <p>Call 111 if:</p> <ul style="list-style-type: none"> You need medical help but it's not a life emergency. You need a GP appointment to see you in the day. You need a GP to see you in the evening or at night. You need a GP to see you in the morning or at night. You need a GP to see you in the morning or at night. You need a GP to see you in the morning or at night. <p>Devon Walk-in Centre</p> <p>Open 9am - 6pm, Monday to Friday.</p> <p>Walk-in GP, Maternity and Obstetrics, Gynaecology, Paediatrics, Dermatology, Podiatry, Physiotherapy, Occupational Therapy, Speech and Language Therapy, Hearing and Vision Services, and more.</p> <p>For more information, please call 01793 646466.</p> <p>Out of Hours GP Services</p> <p>This service is available from 8.00pm to 8am, 7 days a week, including on weekends and bank holidays. The service provides urgent and treatment from GPs outside of normal surgery opening hours.</p> <p>Call 01793 646466</p>
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A&E 999
This is only for serious illness and the following 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 at 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.](#)

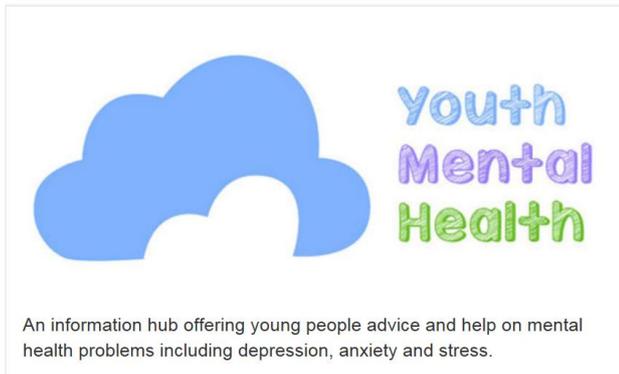
Is your child ill? Visit The Childrens Clinic

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

Young people and mental health



An [information hub offering](#) young people advice and help on mental health problems including depression, anxiety and stress is available on the NHS Choices website.

National Men's Abuse Helpline is launched - 0808 800 5005

[Safeline](#) has launched the first dedicated national helpline to support male victims of rape and sexual abuse, with backing from the Ministry of Justice. The confidential and free helpline is designed to provide an essential listening space and practical support to victims. It is targeted at men aged 13 upwards, and will provide vital information, emotional and practical support to male survivors to help prevent self-harm, anxiety, isolation, depression and alcohol and drug abuse.

The helpline's number is 0808 800 5005, and is available every day except Wednesdays and Sundays.

Alcohol Concern's Dry January

Alcohol Concern's Dry January is their annual campaign where they challenge people to give up alcohol for the 31 days of January.



Alcohol Concern want you to be able to go to that party, captain the pub quiz team, and head off on that long weekend.... But they want you to be able to do it alcohol free!

When people ask why you aren't drinking, you can bring them into the challenge as well. Turn it into a competition and see who can raise the most money for your Dry January. You can easily get some fundraisers going and even ask your colleagues and friends to join in.

Find out more, get involved and sign up at [Dry January](#). Download your free guide to this year's campaign along with fundraising ideas and posters [here](#). Alcohol Concern is also on Facebook at www.facebook.com/DryJanuary or on Twitter [@DryJanuary](https://twitter.com/DryJanuary).



"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

Living with Diabetes Day

This free education event for patients with diabetes hosted by Diabetes UK came to the Shaw Ridge Leisure Park in Swindon on Thursday 12 November 2015.

The event which attracted more than 100 patients was for anyone recently diagnosed with Type 2 diabetes, or who may have been diagnosed for longer, but needs the basic information to help them live well in managing their condition on a day-to-day basis.

The day gave the perfect opportunity on how to live well with diabetes including structured workshop sessions on how to maintain a healthy diet how, how patients can become more confident in managing their diabetes as well as asking the experts your questions and getting practical up-to-date information whilst meeting other people diagnosed with diabetes.

Rebecca Henley, Prescribing Support Dietitian, Swindon CCG who led one of the workshop session said: "As part of the "Living with Diabetes Day" there were three 'food and diabetes' workshops. These were run by a dietitian and a diabetes specialist nurse. The aim of these

sessions was to empower the delegates to make dietary choices to support optimum diabetes management. The sessions covered the role of carbohydrates in diabetes management, the glycaemic index, the relationship between cholesterol and diabetes, importance of, and dietary sources of, HDL and LDL cholesterol, cooking oils and food labelling. There was also opportunity for delegates to ask questions regarding food and diabetes, clarify any conflicting or confusing advice and to 'myth-bust' common diabetes ideas."



Comments from some people who attended included:

"Excellent, well organised and very informative! A great day out to understand the services available for patients with Diabetes in Swindon". Sarah Smith – Diabetes type 2 patient.

"Living with Diabetes Days has made me more motivated to make changes to improve my blood sugar control."

"Having just been diagnosed I have found the day has given such a wealth of information to assist me in moving forward and controlling my diabetes."

"Very good turnout for the day, people are encouraged to interact and lots of information available. These days are very helpful for those that are diabetic and their family/carers."

Evaluation from patients/carers of the day:

- 98% rated the day as good/excellent
- 100% thought topics covered were useful
- Knowledge of all 15 healthcare essentials rose from 74% (before the event) to 100% (after the event)
- Before the event, 33% of people thought they knew quite a bit/a lot about Type 2 diabetes. This rose to 93% after the event
- 50% rated themselves fairly/very confident in managing their Type 2 diabetes before the event and this also rose to 96%.

Public queries about GP services

The CCG receives many calls from members of the public enquiring about GP services, e.g. registering with a GP and changing GP practices.

The NHS England Primary Care Team can help people with these types of queries as they are responsible for commissioning these services. Contact details are as follows;

NHS England

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Consultations

[NHS England and NICE ask for views on the future direction of the Cancer Drugs Fund](#)

A 12 week consultation on draft proposals outlining a new Cancer Drugs Fund (CDF) is underway. The consultation runs from 19 November 2015 to 11 February 2016.

The consultation document is available to review [here](#).

Latest news from the CCG

Review of Community Services

The CCG and Swindon Borough Council (SBC) review of Community Services has ended and an engagement report was presented to the November CCG Governing Body (GB). [The report can be read in the GB papers.](#)

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 of Swindon CCG. 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

Governing Body meeting: Thursday 21 January 2016, 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

Patient and Public Involvement Forum meeting: Thursday 21 January, 12:30 -14:00 at the Pierre Simonet Building <http://www.swindonccg.nhs.uk/contact-us>

NICE is looking for lay and community members in different areas to help develop its guidance

NICE (National Institute for Health and Care Excellence) has opportunities below to join a NICE committee as a lay or community member. All of our lay and community members are paid a fee to attend meetings and we cover travel and other expenses:

Core community member for our Public Health Advisory Committee

We are currently seeking applications for a 'core' community member to join the committee who develop public health guidelines on a range of different topics. An ideal applicant will be someone who has a passion for improving the health and wellbeing of their local community.

Please see [this webpage](#) for further information. The deadline for receipt of applications is **5pm on Tuesday 15 December 2015**.

Patient, carer or advocate member updating our guideline on severe and sudden chest pain

We are looking for someone who has an understanding of severe and sudden chest pain related to the heart and the issues important to patients and carers.

Please see [this webpage](#) for further information. The deadline for receipt of applications is **5pm on Friday 11 December 2015**.

Young service user, parent/guardian or advocate member developing a quality standard on Children's attachment

For this particular role, we are looking to find someone who has experience of attachment issues as a child or young person, or someone who has been the parent of a child or young person with attachment issues. Any young person applying for this role would need to be 16 and over.

Please see [this webpage](#) for further information. The deadline for receipt of applications is **5pm on Monday 14 December 2015**.

For your interest and information

New website brings health careers to life

Health Education England is inviting visitors to explore the [new Health Careers website](#). The website has been designed to provide the ultimate user-friendly experience and brings together the very best content from the NHS Careers, Medical Careers and PHORCaST (public health careers) websites. New tools include a personalised homepage based on users' interests as well as a comprehensive course finder which lists more than 1,000 courses leading to a career in health.

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

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