



Patient and Public Involvement e-Newsletter

February 2015
Issue 3



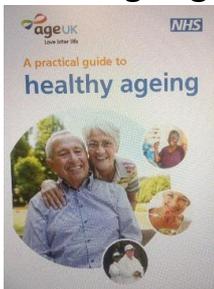
Swindon Clinical Commissioning Group

Welcome to Swindon Clinical Commissioning Group's (SCCG) third Patient and Public Involvement e-Newsletter. The e-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.

Your health

Health Ageing Guide



NHS England, in partnership with Age UK, has published a [Practical Guide to Healthy Ageing](#).

The Guide helps people to stay physically and mentally well by providing "hints and tips" on how to keep fit and independent. It is aimed at people of any age, but it is particularly relevant for people aged around 70 years or older who are beginning to find that everyday tasks now take them longer to do and may be suffering from mild frailty.

Swindon Health Walks



Swindon Health Walks are free short group walks followed by socialising and light refreshments. You can just turn up and register before you walk!

The walks are guided by trained volunteers and are part of a nationally accredited (recognised) scheme, aimed at improving health and encouraging enjoyment of local parks and green spaces.

To find out more about the Swindon Health Walks, please go to the [Walking for Health](#) website.

NHS Choices – providing on-line advice for parents

The NHS Choices website has a lot of information available to the public. In this February issue of the newsletter we will focus on advice for parents and carers.



Does your child have a serious illness?

[Information for parents and carers](#)

Examples of information you will find:

- How to tell if your baby is seriously ill
- Spotting the signs of type 1 diabetes in your child
- Spotting the signs of meningitis in children



First aid kit for babies

[Information for parents and carers](#)

Examples of information you will find:

- Dealing with cuts and bleeding
- First aid manual
- Painkillers and babies
- Antiseptic cream or spray
- Baby first aid accessories

[View the visual guide](#)



Childhood illness visual guide

These are some of the visual examples in the guide:

- Allergic contact dermatitis
- Atopic eczema
- Chickenpox
- Hand, foot and mouth disease
- Measles
- Mumps
- Ringworm

Swindon - Children's Health Clinic details

The Childrens Health Clinic has moved!

Previously located at Carfax St, The Childrens Health Clinic has moved to Moredon Medical Centre and extended its opening hours. The clinic now has free parking and is open 8am - 8pm, 7 days a week.

Moredon Medical Centre
Moredon Road
Swindon
SN2 2JG

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

Health and Wellbeing in Swindon



Take a look at the [health and wellbeing pages](#) for Swindon Borough Council.

Take a positive step to protect your health



NHS Health checks are part of a national scheme to help prevent the onset of vascular disease such as diabetes, heart disease, kidney disease, stroke and dementia. Everyone between the ages of 40 – 74 years who have not been diagnosed with these conditions will be invited for a check once every five years. People who have a free NHS Health Check are better prepared for the future and able to take steps to maintain or improve their health, so everyone eligible is encouraged to take up the opportunity.

The check is to assess your risk of developing vascular disease and it takes about 20 – 30 minutes. You will be asked some simple questions about family history and lifestyle. Your height, weight, age, sex and ethnicity will be recorded and your blood pressure and cholesterol will be measured. This information will then be used to calculate your risk and you will be given personalised advice on how to reduce your risk. This may include lifestyle advice and support or occasionally further tests or discussions about medication to help you maintain your health.

If you are between the ages of 40 – 74 years and have not been diagnosed with these conditions you can request a free NHS Health Check at your GP practice or at a participating pharmacy. Go to www.swindon.gov.uk/healthchecks for more information or a full list of venues providing NHS Health Checks.

Latest News from the CCG

SCCG and Health Watch Swindon Public Engagement Event

This joint event took place on 11 February 2015 at the Pilgrim Centre in Swindon for people to hear about the CCG's latest commissioning plans for 2015-16. 48 people attended including members of the public, representatives from voluntary organisations and provider organisation staff.

Following a presentation explaining about SCCG's plans, attendees broke in to discussion groups to discuss: if the organisation's key priorities include everything they should, what is missing from the priorities, what good health care looks like, how the organisation can measure its success / failure and agencies working together. A report from the event is currently being produced and will be shared widely.

Feedback from the event included:

- More information is required about new pilot services.
- It is important that voluntary organisations are involved in the planning of new services and feeding back on the success of them.
- It would be helpful to see how SCCG takes evidence based decisions about services.
- More focus should be on preventative services, early diagnosis and awareness raising of specific health conditions.
- It would be good to have a single, rather than multiple health assessments.

Brunel Plaza engagement event

A joint engagement event was held with Healthwatch Swindon on 5 February as the Brunel Plaza in Swindon Town Centre. The purpose of the event was to firstly introduce the CCG and Healthwatch to members of the public who are not otherwise aware of who we are and our role within the health and social care system and secondly to provide an opportunity for the CCG to listen to our public views and experiences of NHS funded care. The key points raised by the public were:

- Trying to get an appointment with the doctor to resolve ear problem as the 'Walk-in' centre could not help. The individual had a three week wait to be seen.
- Person suffering with chronic pain for the past five years saying they had been discharged from the pain clinic and occupational health because nothing more can be done and feeling as just being left to their own devices. The person has completed the LIFT course but it would be good to have further support and not be on their own.
- Went to Sandalwood for an assessment and prescribed medication. When reviewed with GP he/she questioned the medication. The person is not taking medication or seeking support.
- "Headway has been fantastic over the last 4 years. Have been very supportive."
- Elm Tree surgery service very good. Get my annual review, always see my same GP.
- One individual commented that the Ophthalmology Department at GWH for a long time and they have been really good. Never has an issue of being seen at GWH despite news of people being referred out of Swindon.
- Patient had been referred from GWH to book Arriva for transport and was told not eligible and so booked a hotel in Cheltenham. Happy that he was not eligible but frustrated that he had been referred.
- Individual currently supporting a neighbour by visiting them while in hospital. It is costing the person a fortune in parking fees but they have no one else, individual is helping to support their neighbour's mental health, there should be support provision for those in hospital with no friends & family.
- Not enough dementia care in hospital.

This was a useful and effective event for both SCCG and Healthwatch to run, where issues and concerns have been raised, these will be addressed with relevant partners and providers. To increase the visibility of the CCG and Healthwatch, we are planning to run similar events on a regular basis and perhaps invite providers to take part where appropriate.

Governing Body Meeting

SCCG's Governing Body meeting is taking place on Thursday 26 February 2015. The papers for the meeting can be viewed a week prior to the meeting [here](#)

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](#)

New eye patients referred to GWH again

From 1 January 2015, local people needing ophthalmology services have the option of being referred to the Great Western Hospital (GWH).

Great Western Hospitals (GWH) NHS Foundation Trust and SCCG made the difficult decision to temporarily refer new patients elsewhere in January 2014. For the past year the service at GWH has been focusing on treating existing and emergency patients.

Over the last year the Trust has made some major developments to the service including opening a new state-of-the-art eye clinic at Eldene Surgery in Swindon and recruiting more specialist staff. These improvements are part of a £1.6 million investment in the Trust's ophthalmology service, to ensure all patients receive safe, high quality care, in a timely manner.

Opening to new referrals again means that local people now have more choice about where they receive ophthalmology treatment and for many it will mean treatment closer to home.

The Trust will continue to work closely with Swindon CCG to monitor demand and ensure local people are offered safe, high quality ophthalmology treatment in a timely manner, at a location convenient to them.

Rheumatology

GWH identified that there were specific capacity issues with the rheumatology service and following agreement with SCCG the service closed to new patient referrals from 19 November 2014. The Trust's priority is to ensure that safe and high quality care is maintained for existing patients.

GWH are recruiting additional consultants to increase capacity and further work is taking place to consider future models for the delivery of rheumatology services. For patients who need to travel further to access outpatient services patient transport services will be made available.

Patient and Public Involvement Forum

At the latest meeting of the PPI forum on 22 January 2015, members received updates on:

- The Involvement and Engagement Report for quarter three 2014 (October-December 2014) was discussed which details each engagement event attended by CCG staff and the outcomes of such meetings. A request was made for more patients to attend some of the service re-design workshops. Some members felt that patients at the workshops were outnumbered by the clinicians and it felt hard for the patients to feel fully involved. The CCG is ensuring that patients are involved in a number of ways including using patient surveys and video interviews wherever possible.
- A proposal was made for the PPI forum to be held from 13.00-14:30, extending the time of the meeting by half an hour to allow time for detailed conversation. A pre-meeting lunch starting at 12.30 will also be provided for those attending. This would also allow other members of the CCG to have the opportunity to chat with PPI members in more detail before the PPI forum started. Members supported this.
- A revised Terms of Reference for the forum following a governance review of the CCG, the key change was that the PPI forum will now report directly to the Governing Body of the CCG.

For your interest

E-Bulletin from the National Association for Patient Participation

The latest issue is [Number 92](#), January 2015.

Investing in specialised commissioning - public consultation

NHS England is consulting on a proposed set of principles which will underpin the future decision making process for investment in specialised services. The consultation document also outlines the characteristics of the process NHS England will use to make these decisions. The consultation runs from 27 Jan 2015 to 27 Apr 2015.

Please read the [Consultation document - Investing in specialised services](#)

The consultation response can be [completed on-line](#).

NHS Citizen

[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.

Would you recommend this service to friends and family?



The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone.

Information about the FFT is available on the [NHS Choices website](#) and there is also a video explaining more about it.

The results of the FFT are published at monthly intervals on both [NHS England](#) and [NHS Choices](#) websites

Oxford Academic Health Science Network (OAHSN)

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

Healthwatch Swindon's newsletter

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

Horizon magazine from Great Western Hospital NHS Foundation Trust

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

Voluntary Action Swindon newsletter

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

Public Involvement Programme at National Institute for Health and Care Excellence (NICE). For more information about NICE which involves patients and the public in its work please visit their [get involved page](#) on the NICE website. If you would like information on all of NICE's work, please subscribe to their e-newsletter and alerts.

Dates for your diary

- February 2015**
- SEQOL Dementia Café** is taking place on Wednesday 25 February, 10:30 to 13:00. Location: Pinetrees Community Centre, The Circle, Swindon SN2 1QR. [Please look here](#) for a poster and more information.
- Let's Loop Swindon Launch and Awareness Event** is taking place on Wednesday 25 February 2015 at the National Trust Heelis Building, Kemble Drive, Swindon, SN2 2NA.
- Time of awareness sessions:
10.30 - 11.15 11.30 - 12.15 1.30 - 2.15
- To book a place please [complete the booking form](#) giving your contact details and time preference and send it to:
- Tim Mason, LLS, c/o 23 Britten Road, Swindon, SN2 2HQ or email the relevant details to tim.mason@1100rotaryclub.org
- SCCG Governing Body meeting:** Thursday 26 February, 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, 13.00 -14.30 at the Pierre Simonet Building
<http://www.swindonccg.nhs.uk/contact-us>
- March 2014**
- SEQOL Dementia Café** is taking place on Wednesday 4 March, 10:30 to 13:00. Location: Pinetrees Community Centre, The Circle, Swindon SN2 1QR. [Please look here](#) for a poster and more information.
- Health and Wellbeing Board meeting:** Wednesday 11 March, 14.00 at the Civic Offices, Euclid Street, Swindon, SN1 2JH. This meeting is held in public and questions can be asked – [the agenda gives all details](#).
- SCCG Eye Health Service Redesign Workshop:** Friday 13 March from 09.00 to 13.00. Its overarching aim is to look at how we can work together to improve eye health services for patients in Swindon. **This is not a "public" event but if you are interested in attending, please contact the CCG by email ServiceRedesignProgramme@swindonccg.nhs.uk or call 01793 683700**

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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.co.uk

Telephone: 01793 683700