



# Patient and Public Involvement Newsletter

August 2015  
Issue 6



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.

## Review of Community Services

Swindon Clinical Commissioning Group and Swindon Borough Council are currently reviewing the community services provision for Swindon and Shrivenham. As part of exercise, the two organisations are inviting all stakeholders to share their experiences of the past and current service, and their thoughts on what sort of services they will want in the future.

The two organisations are committed to hearing from anyone and everyone who wants to have their say and will meet with all stakeholders and interested parties including patients, the public, local GPs, staff from the current provider, and other local and regional providers to ensure that we fully appreciate and plan for what the service should provide in the future.

A range of events will be held over the coming months to meet with all parties - patients and members of the public are encouraged to come and have their say. Details of these events will be advertised as soon as possible, through the websites of both organisations and Healthwatch Swindon.

## New Foot Ulcer Pathway for Primary Care

There has been a decline in the number of diabetes sufferers needing amputations in Swindon - but the rate is still higher than the national average.

The new amputation figures for people with diabetes, announced by Diabetes UK, shows a recent reduction in amputations from 4.1 per 1000 adults with diabetes from 2009 to 2012, to 3.5 from 2011 to 14.



The national rate is 2.6 amputations per 1000 adults with diabetes. The results buck the national trend which has seen a rise, although health chiefs are taking action to bring the figure down.

To address the issue, a new robust foot ulcer pathway for primary care clinicians has been developed. New regular clinics at Great Western Hospital and additional follow-up clinics at SEQOL have been introduced to support patients on the new pathway.

Medics say regular foot checks are vital to maintaining good health and avoiding complications that can lead to amputations.

## Latest news from the CCG

### **New lay-member for the CCG's Governing Body (GB)**

Paul Byrnes has been appointed as a new lay-member to the CCG's GB and will have responsibility for Chairing the Governing Body and the Patient and Public Involvement Forum.

Dr Peter Crouch, Clinical Chair of the CCG, said: "We are absolutely delighted to have appointed a Lay Member of such high calibre".

Paul, originally from Yorkshire, has lived with his family in the area for over 16 years. For the past 25 years, Paul's working life has revolved around medical devices and operating theatres, culminating in being a European board member, overseeing operational efficiency and effectiveness across France, Germany, Italy and the UK. For the past six years, Paul has increasingly specialised in people development and change leadership.

Paul is particularly motivated by the prospect of giving a deserving voice to those who might not naturally be heard, whilst having the chance to play a greater role in support of his wider community.

Dr Peter Crouch added " I have no doubt that our patients, service users and the public will benefit from Paul's contribution to the work of the NHS Swindon CCG Governing Body and on behalf of The Governing Body, I warmly welcome Paul Byrnes to our team as we all attempt to optimise the healthcare of the people of Swindon & Shrivenham."

### **Future GB meetings**

At the CCG's July GB meeting, members accepted the proposal for future meetings to change to allow them to have four development sessions a year.

- GB meetings held in public will take place in September, November, January, March and May.
- GB development sessions will take place in October, February, April and June.

No meetings are held in August and December.

### **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](#).

## Appointment of an accountable officer for the CCG

The recruitment process has been completed and a recommendation has been made to Simon Stevens, Chief Executive of NHS England, regarding the panel's preferred candidate and approval is awaited.

## Your health

### Be Clear on Cancer

Breast cancer is the most common cancer in England with around 41,200 women diagnosed each year. The older you are, the more likely you are to get it – one in three women who get breast cancer are aged 70 and over. If breast cancer is detected early, it is more treatable. Finding it early could save your life.

Margaret Underwood, 76,  
cancer survivor



NHS

A lump isn't the only sign  
of breast cancer.

BE CLEAR  
ON CANCER

Unclear on anything?

Visit [nhs.uk/breastcancer70](https://www.nhs.uk/breastcancer70)

If you want to talk in confidence  
about cancer, call Cancer  
Research UK's information nurses  
on freephone 0808 800 4040

BE CLEAR  
ON CANCER

Professor Dame Sally Davies, Chief Medical Officer, comments: "You are never too old to get breast cancer. It is not always a lump and women should look out for any changes in the shape of the breast, a change to a nipple or to the skin. Spotting the signs of cancer early is very important so if women are concerned about any breast cancer symptoms they should contact their GP straight away."

More information is available on the [NHS Choices website](#).

### 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. Unnecessary 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](#).

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

Self-care	NHS 111
Look after yourself, avoid minor ailments or see a health professional. Visit <a href="https://www.nhs.uk">www.nhs.uk</a> for expert advice on a range of illnesses and conditions or to find your nearest NHS service.	Call 111 if: • You need medical help but it's not a life emergency • You think you may need to go to A&E or need advice on urgent care services • You don't know who to call or you don't have a GP to call • You want health information or reassurance about what to do next NHS 111 is available 24 hours a day. Get advice a GP, NHS or NHS Direct services and numbers - see 111.
<b>Pharmacist (Chemist)</b> For expert advice on a range of medicines and minor ailments as well as the best medicines to treat them.	<b>Swindon Walk-in Centre</b> Fast-track service for urgent medical conditions. No appointment or referral. Open in evenings and on weekends. Please see <a href="#">nhs.uk</a> for more information. This service is located at Swindon Health Centre, Castle Street, SN1 1ED. Call 01753 646 466
<b>Children and Young People's Clinic</b> The Children's Clinic is for people aged from 3 months to 17 years old. Only children aged over 16 can get an urgent GP appointment. The clinic is open from 9am to 6pm, Monday to Friday. Please telephone for an appointment on the day. Call 01753 646 466	<b>Out of Hours GP Service</b> The service is available from 8.30pm to 8am every day. It is open in Swindon and is available for patients from GP practices outside of normal surgery hours. Call 01753 646 466
<b>Urgent Care Centres (or your GP's office)</b> If you need to be seen for a minor or moderate condition, Urgent Care Centres can see you anytime of day. You can walk in without making an appointment. Greater Swindon Hospital now, before the time opens in Swindon's new Urgent Care Centre, Swindon, SN1 2BA. Call 01753 646 466	<b>A&amp;E / 999</b> This is only for serious illness and life-threatening conditions.

**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




### **Shake Up your kids' summer with the 10 Minute Shake Up from Change4Life with Disney**

Would you or your family like to be healthier and happier? Would you like loads of ideas, recipes and games to help you do this? Then you already know why you should join Change4Life.

Joining is a brilliant first step to get the most out of Change4Life. Our quick assessment will help you discover the right places for you to start making a change. [Join Change4Life!](#)

#### **The 10 Minute Shake Up!**

Sign up to the 10 Minute Shake Up! Choose a Disney team and help it get to the top of the leaderboard over the summer. **Get your free pack now!**

### **Shingles Vaccine**

From September 1 2015, the shingles vaccine will be offered routinely to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2015 *after* you've turned 70 or 78.

The shingles vaccine is given as a single injection. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

Information about the vaccine and eligibility can be read on the [NHS Choices Website](#).

## Public Health England (PHE) urges parents to cut sugary drinks from children's diets

PHE have called on parents and families to cut sugary drinks from their children's daily diet, after independent nutrition experts say the country consumes too much sugar, leading to major health consequences.

Duncan Selbie, Chief Executive of PHE, said: One-fifth of 10 to 11 year olds are obese and almost two-thirds of adults are overweight or obese and sugary drinks are a major contributor. There is nothing good about a sugary drink, particularly if you are under the age of 11, and we must work together to find ways to wean ourselves from the sugar habit.



The full report can be [read here](#).

## Alive N Kicking programmes for September

Alive 'N' Kicking is a programme to encourage healthy eating and physical activity for children, young people and the family as a whole. These free sessions will run throughout Swindon at easily accessible venues.



The dates for Alive and Kicking Toddlers, Juniors and Senior programmes starting in September are:

### Toddlers (2-4 year olds)

Gorse Hill Children's Centre

Tuesday's (10-11am)

Starting on Tuesday 29 September for 7 weeks (break for half term on Tuesday 27<sup>th</sup> October 2015).

Drove Children's Centre

Wednesday's (2-3pm)

Starting on Wednesday 30 September for 7 weeks (break for half term on Wednesday 28 October 2015).

### Juniors (5 to 11 year olds)

Oasis Leisure Centre

Monday (5-6:15pm) and Wednesday (5-6pm)

Starting on Monday 21 September for 10 weeks (break for half term on 26 and 28 October 2015).

### Seniors (12 to 16 year olds)

The Link Centre

Tuesday (5-6:30pm) and Thursday (5-6pm)

Starting on Tuesday 22 September for 10 weeks (break for half term on 27 and 29 October 2015).

If you are interested in coming along, please contact:

Jon Dunn, Healthy Weight Project Officer (Children and Families), Swindon Borough Council  
Tel: 01793 465412

E-mail: [JDunn@swindon.gov.uk](mailto:JDunn@swindon.gov.uk)

## “Diabetes: Living With, Living Well” Project

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.

The project provides you with the opportunity to have a go at some fun activities, from handball and walking football to indoor puck croquet and resistance exercise, meet like-minded people, and make new friends! We have guest speakers, from individuals diagnosed with either Type 1 or Type 2 Diabetes to dietitians, diabetes specialist nurses, and psychologists.

The project is completely free.

- Evening Project: Weekly at 7pm-9pm from Monday 7 September - Monday 7 December at the Oasis Leisure Centre
- Daytime Project: Weekly at 10am-12pm from Tuesday 8 September - Tuesday 8 December at Pinetrees Community Centre

For more information please contact:

Matt Fruci, Health Improvement Programme Coordinator, SBC

Mobile: 07823525376

email: [MFruci@swindon.gov.uk](mailto:MFruci@swindon.gov.uk)

### E-Cigarette Safety Advice



Many smokers have successfully used e-cigarettes to support their quit attempt or to reduce their smoking levels. As smoking is one of the biggest preventable causes of premature death in the UK, any attempt by smokers to cut down or quit should be encouraged.

There has been a rapid rise in the types and numbers of e-cigarettes available on the market so a leaflet has been produced to enable people to maximise the benefits whilst minimising the risks. One side of the [leaflet](#) has been produced by the Fire Service and the other is information compiled by Trading Standards as members of the Swindon Smokefree Alliance.

#### Support for Quitters

Swindon NHS Stop Smoking Service is happy to provide behavioural support for those who choose to use e-cigarettes to help them quit smoking. For free information and advice call Freephone 0800 389 2229 or text 07881 281 797 or email [Besmoke-free@seqol.org](mailto:Besmoke-free@seqol.org)

## The CCG's Annual General Meeting

The CCG's Annual General Meeting for 2014/15 took place on Wednesday 29 July 2015 at The Pilgrim Centre and was well attended by a good cross section of the Swindon population.

The first half of the meeting saw the Clinical Chair, the Accountable Officer and the Executive Nurse present the Annual Report for 2014/15, highlighting the successes and challenges of the past year and the challenges and plans for the year ahead.

The second part of the meeting was dedicated to seeking the audiences' experiences with community services which kick started a two month engagement exercise looking at community service provision in Swindon.



## Reviewing Mental Health Services in Swindon: Questionnaire Goes Live

Need help completing the questionnaire? Please contact a member of the team on 01793 497777.

**healthwatch**  
Swindon

### Reviewing Mental Health Services in Swindon

Healthwatch Swindon is a completely independent organisation which gathers peoples views in order to influence the design and delivery of health and social care services in Swindon. Your comments will be treated in the strictest confidence and remain anonymous.

With so much attention regarding mental health services and accessibility, we would like to gain an insight into your thoughts regarding services and support here in Swindon.

Q1 Firstly can you confirm, within the last 2 years, if you have:

- Accessed Mental Health services in Swindon?
- Supported/cared for a family member who has accessed Mental Health services in Swindon?

Earlier in the year Healthwatch Swindon started a project to review mental health services in Swindon. They have now developed a questionnaire which has been based entirely on the feedback, comments and experiences of those who have attended their focus groups between January and March 2015. The members of the focus groups had either accessed mental health services or cared for a family member or friend that had accessed mental health services.

The link to the online questionnaire is [here](#), however paper copies or assistance to complete the questionnaire can be made available by request.

Thank you for your continued help and support. If you require further information or feel that there may be an opportunity to do some activity around the questionnaire, please do not hesitate to contact Healthwatch Swindon on 01793 497777.

## For your interest

### Healthwatch Swindon's Annual Report

The 2014/15 Annual Report can be read on [Health Watch Swindon's website](#).

### Arriva Transport Solutions launches new patient feedback survey

Non-emergency patient transport provider, Arriva Transport Solutions (ATSL), has launched a new survey to gather feedback from its patients. The survey will be handed to patients who use the service from today (Monday 27 July 2015) and the final paper or online entries must be received by 31 August 2015.

The survey cards are handed out on vehicles to patients being transported and it can also be accessed using the link below. Arriva Transport Solutions is encouraging all non-emergency patient transport users to take part. The link to the survey is [www.cfep.net/arriva](http://www.cfep.net/arriva)

The results of the survey will help shape the future of the non-emergency patient transport service provided by Arriva Transport Solutions. With this information ATSL will be able to improve the service based on the experiences of patients and what matters most to them.

Relatives, carers and NHS staff are also encouraged to complete the survey on behalf of patients in their care.

### Oxford Academic Health Science Network (OAHSN) Newsletter

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

### Public consultation launched on proposed changes to the service specification for stereotactic radiosurgery/ radiotherapy services

NHS England has **launched a public consultation** on proposed changes to its current service specification for stereotactic radiosurgery/radiotherapy (SRS/SRT) services. Revisions to the specification will support implementation of a new clinical model for the delivery of these important services, which will enable more equitable access across the country. This follows the **publication of a report** on feedback received to NHS England's **consultation earlier this year** on proposed changes to the shape of SRS/SRT services across the country.

### Watch videos of NHS England's Board meeting

NHS England's Board meeting took place July 2015 in London. [Videos of each agenda item](#) are now available on the NHS England website.

### Involvement Opportunity - Reach West research project

The project is called Reach West and involves creating a list or register of people living in the West of England, who are interested in taking part in health research. The aim of the project is to increase opportunities for people to take part in research and in the long term to improve treatments and health services.

A website is being developed to explain Reach West and I would like your help to test it. Your feedback on the website will be invaluable before it is launched. I want to see how easy you have found the website to use and whether anything needs changing or improving. Testing the website would involve:

- looking at the 'test website' at home in your own time
- coming to our offices (at Lewins Mead in the centre of Bristol) for a 2 hour group feedback session to tell us how user friendly it is and whether you think anything needs changing or improving (we will give you more information on exactly how to do this)

We will pay you for your time and for travel expenses (including time spent looking at the website at home). I would like this work to take place in August and September. We have two provisional dates for the feedback session, depending on when the website is ready to be tested:

- Friday, 4 September 2015 10am – 12noon OR
- Friday, 25 September 2015 10am – 12noon

Please contact me at [verity.leach@bristol.ac.uk](mailto:verity.leach@bristol.ac.uk) if you are interested or would like more information. Would you please also let me know if you are available on these two dates. I will then provide more information and let you know about the date. Please respond by the 14 August if you are interested in taking part.

### **Changes to the presentation of NICE guidelines**

In response to feedback, the National Institute for Health and Care Excellence (NICE) is going to be making some changes to the way that NICE guidelines are presented on the website. Background information about the changes is [available to read](#).

### **E-Bulletin from the National Association for Patient Participation**

The latest issue is [number 97](#), June 2015.

### **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](mailto:communications@swindonccg.nhs.uk)

## **Dates for your diary**

**August  
2015**

No Governing Body or Patient & Public Involvement meeting is held in August

**Sept.  
2015**

**SCCG Governing Body meeting:** Thursday 24 September, 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](mailto:communications@swindonccg.co.uk)

**SCCG Patient and Public Involvement Forum meeting:** Thursday 24 September, 12:30 -14:00 at the Pierre Simonet Building  
<http://www.swindonccg.nhs.uk/contact-us>

**Great Western Hospitals NHS Foundation Trust Governors meeting:** Thursday 3 September 2015 at 9.30 am in Lecture Hall 1, The Academy at the Great Western Hospital. Find out more about the meeting.

**Children's Health, Social Care and Education Overview and Scrutiny**

**Committee:** Wednesday 2 September 2015 at 6 pm, Committee Room 6, Civic Offices. Find out more about the meeting.

**Voluntary Action Swindon: Annual General Meeting 2015:** 10 September 2015, time and venue to be confirmed

**Adults Health, Social Care and Housing Overview and Scrutiny Committee:**

Thursday 10 September 2015, 6 pm, Committee Room 6, Civic Offices. Find out more about the meeting.

**Great Western Hospital NHS Foundation Trust Annual Members' meeting:**

Thursday 17 September, 6pm-8pm, The Academy, GWH, Marlborough Road

**Riding for radiotherapy:** The Bishop of Swindon, Lee Rayfield, is encouraging cyclists to saddle up for bike rides through scenic Wiltshire in aid of Brighter Futures' £2.9m Radiotherapy Appeal. Brighter Futures, Great Western Hospitals NHS Foundation Trust's charity, has organised [Ride for Radiotherapy](#), where cyclists can raise sponsorship and ride on Sunday 20 September a 30-mile, 70-mile or 100-mile route.

**Senior Wellbeing Day:** 22 September 2015, 10.00 am to 2.00 pm, Swindon Central Fire Station, Drove Road, Swindon SN1 3AD

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](mailto:communications@swindonccg.nhs.uk)

Telephone: 01793 683700