



Patient and Public Involvement e-Newsletter

April 2015
Issue 4



Swindon Clinical Commissioning Group

Welcome to Swindon Clinical Commissioning Group's (SCCG) fourth 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

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

<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 illnesses and conditions or to find your nearest self-care centre.</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 real emergency You think you may need to go to A&E or have an accident but you're not sure You can't get a GP or you don't know what to do You need information on medicines or treatments about which to go next NHS 111 is available 24 hours a day, 7 days a week. Call us free from landlines and mobiles. Call 111.
<p>Pharmacist (Chemist)</p> <p>To get information on a range of illnesses and minor injuries as well as the best medicines to buy from.</p>	<p>Swindon Walk-in Centre</p> <p>Walk-in type. Monday - Friday, 9am - 6pm. (Weekends and public holidays not applicable, as necessary. Open to patients of any GP practice in Swindon that registers with a GP.</p> <p>To access the service at Swindon Health Centre, Centre Street, SN1 1ED.</p>
<p>Children and Young People's Clinic</p> <p>The Children's Clinic is for people aged from 3 months to 17 years old. The clinic provides a safe and secure environment for your child to see their GP. Please telephone for an appointment on the day.</p> <p>Call 01793 546 466</p>	<p>Out of Hours GP Service</p> <p>This service is available from 8.00pm to 8am when the GP surgery is closed on weekends and bank holidays. The service provides advice and treatment from GPs outside of normal hours.</p> <p>Call 01793 546 466</p>
<p>Urgent Care Centres in the South West</p> <p>If you need to see a GP or nurse at short notice, the Urgent Care Centres can see you any time of day.</p> <p>You can walk in without making an appointment.</p> <p>Consult a Doctor's Hospital now, before the time, South West Hospital, 2nd Urgent Care Centre, SWINDON, SN1 5BA.</p> <p>Call 01793 546 466</p>	<p>A&E / 999</p> <p>This is only for serious illness and the following 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. 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.](#)

Do you have dementia or are you supporting someone who has dementia?

SEQOL cafe holds a weekly support group with free tea and coffee on Wednesdays from 10.30-13.00 at Pinetrees Community Centre, Swindon, SN2 1QR. The café provides a chance to have a break and a chat, with advice on how to find the information, activities and support you may want to access. Please bear in mind that this is a relatively new service and will be guided by your feedback.

Free NHS health check

SEQOL are now offering free NHS health checks to residents of Swindon aged between 40 and 74 years. Go to www.swindon.gov.uk/healthchecks or call 01793 497777 for more information and a list of participating venues.

Welcome to

NHS HEALTH CHECK

Helping you prevent

- diabetes
- heart disease
- kidney disease
- stroke & dementia

Walk-In Sexual Health Service

Great Western Hospital is trialling a walk-in sexual health service which will give patients free and confidential sexual health advice and treatment without having to make an appointment. The three-month trial, which has been running since 7 April, is available each Tuesday between 9am and 11am at Great Western Hospital. To read more about the trial, click [here](#).



DIABETES UK

Diabetes UK

Look out for the four main symptoms of diabetes. It is important to diagnose diabetes early to prevent it becoming more serious. Click [here](#) for more help and information. [This video](#) will also help you spot the four signs of Type One diabetes.

Swindon Travel Choices

If you work in the town centre and live in the borough, Swindon Travel Choices encourages you to choose alternative transport methods for your commute. To read more and to use the journey planner, click [here](#).

Swindon Travel Choices is also promoting Swindon Walking Festival, which is running a series of walking, running and cycling events through May 2015, all of which are free to attend. Please read this [booklet](#) to discover the full range of events and find out more.

Eye Health Service Workshop



Swindon Clinical Commissioning Group have held several workshops to redesign services aiming to improve eye health services in and around Swindon.

The second Eye Health Services Workshop took place on Friday 13 March. Following feedback from the previous workshop, more patients / public representatives were involved.

The areas of presentation and discussion included: feedback on key themes from the previous workshop, a profile of sight loss in Swindon and an overview of the UK Vision Strategy. Group discussions about the local response to the UK Vision Strategy took place, followed by group feedback. The workshop report is currently being produced and will be available on the CCG's website.

Prime Minister's (PM) Challenge Fund – Wave Two

Swindon CCG is proud to have been successful in its bid to the PM's Challenge Fund. The CCG secured £3.9 million, which will enable us to improve access to health services in Swindon. We will be opening another Urgent Care Centre and Children and Young People's Clinic. The fund will also facilitate doubling home visiting and the availability of GPs for weekend appointments. These will be pilot schemes which, if successful, will be used as models for new long-term care

structures. It is hoped that the investment will improve the efficiency of and access to GP services throughout Swindon, as well as reducing waiting time for services such as urgent care and medical advice.

As well as improving access to medical care, the scheme is also aimed to create a more efficient system and help reduce the predicted deficit of the NHS. [Read more](#) about what the investment will do in your area.

Leading a healthier lifestyle

Alive 'n' Kicking helps Swindon children kick obesity into touch

Swindon Borough Council-run scheme Alive 'n' Kicking, which supports children and their families in leading healthier lifestyles, has seen more success recently.

Despite one of her sons enjoying daily football practice and a healthy diet, auxiliary nurse and mother of two Cheryl Hulse had some difficulty persuading the younger of her sons to incorporate healthy food and regular exercise into his lifestyle. However, since joining Alive 'n' Kicking, his attitude towards health has changed drastically for the better and Cheryl says that he has made progress not only with weight loss but also with his self-confidence and plans for the future.

Cheryl said: "Fat, particularly with children, is a really sensitive subject and people often shy away from the problem – in fact recent reports suggest parents are blind to it. I'm not ashamed to say we needed help and this scheme has been absolutely brilliant. Owen now loves trying different activities and really wants to be fitter, which is such a massive step forward... The scheme has been instrumental because kids don't always listen to their parents, but when they learn from other people it starts to sink in and things begin to change."

The Alive 'n' Kicking scheme is free, and available for two to 16-year-olds. It not only provides detailed information about the sugar and fat contents of various food, but also introduces participants to a wide range of activities.

For more information and to register for the programme's next intake, which starts in May, please call (01793) 465412 or email esperring@swindon.gov.uk

For more free advice and information about how to improve children's diet and introduce more physical activity to their routine in fun ways, visit [Change 4 Life](#).

Dietbusters working wonders for Brenda's weight loss

65-year-old semi-retired accountant Brenda from the Prinnels has struggled with many diet plans over the years and not had much success, finding group sessions to pressured and impersonal. When her resolve waned, she soon found herself slipping back into bad habits like snacking on crisps.

After visiting her doctor for advice about a sustainable weight loss plan, she decided to give Dietbusters a try. Since joining, she has lost a stone and a half and dropped a dress size, as well as feeling much more energetic, by making some simple lifestyle changes.

Brenda said: "I can honestly say it's the best thing I've done in years and I'm so grateful for the support, which gave me just the nudge and knowledge I needed. If you are willing to put in a bit of effort, it will work wonders and really change the way you see food and exercise for the better. I'll never go back to the way I was because I've got so much more energy these days."

The Dietbusters scheme, which is free for those who meet certain criteria, features a weekly exercise class and practical tips and guidance about food and drink. Eligibility criteria includes being obese, having type 2 diabetes or being eligible for free prescriptions. Alternatively it is possible to pay £42 for the 12-week programme.

Find out more about Dietbusters by asking your GP or going [online](#).

Latest news from the CCG

Governing Body Meeting

SCCG's Governing Body meeting is taking place on Thursday 28 May 2015. The papers for the meeting can be [viewed a week prior to the meeting](#).

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 Forum

In March 2015, the PPI Forum reviewed the following:

- Chris Collins, Geographic and Demographic Information Officer at Swindon Borough Council gave a presentation on the Experian Mosaic software.
- Forum members reviewed the proposed PPI Six month calendar.
- A proposed Arriva patient information leaflet was discussed by the Forum and suggestions for improvements that could be made to it were collected.
- The Swindon Advanced Care Planning booklet and leaflet were received very positively by the Forum

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

For your interest

Governing Body Member Elections

Every two years, half of the Swindon CCG Governing Body member positions are elected. Each newly elected member then serves for four years. This year the majority of our Governing Body Members were re-elected, however we welcome Dr Sarah Bruen to our North and North West Locality Chair position. [Read more](#).

Co-commissioning

Over a third of CCGs in the UK (Swindon CCG included) are now involved in a co-commissioning scheme to provide seamless, integrated care to patients throughout Swindon and the surrounding areas. This [article](#) from NHS England will provide more detail.

Out-patient Welcome Liaison Service (OWLS)

Great Western Hospital, with the help of volunteer workers, is providing a new outpatient service for those suffering with dementia and Alzheimer's. The service is hoped to provide a more relaxing and less stressful hospital experience for both patients and carers. To find out more about the service, click [here](#). To find out about volunteering opportunities, both for OWLS and elsewhere at Great Western Hospital, click [here](#).

Care Act 2014

From this month, the first stage of the Care Act 2014 is being implemented. This will mean some changes to the way care and support for adults is provided throughout the country, aiming to provide a consistent, country-wide service. To find out what this could mean for you, and to watch the information video, please click [here](#).

NHS Dental Care Changes

From 1 April 2015, the way NHS dental services are delivered has changed. This will also affect how you are charged for your dental treatment. Please read our [leaflets](#) for more details.

NHS England Business Plan 2015/16

NHS England has published its business plan for 2015/16, outlining the headline goals and priorities for the year ahead. You can read the plan [here](#).

Chelsea's Choice

Chelsea's Choice is a play created by students aimed at raising awareness about Child Sexual Exploitation and the issues surrounding it. It also identifies various organisations that can help with such situations, and preventative methods for both adults and young people. Click [here](#) for more information and [here](#) to see the flyer.

Joint Strategic Needs Assessment (JSNA)

The JSNA provides a wealth of information about things that affect the health and wellbeing of the residents of Swindon, including advice on alcohol and drugs, domestic abuse, cancer and sexual health. To find information on the health and wellbeing strategy for Swindon, please visit the [JSNA website](#).

Friends and Family Test

Starting from the beginning of this month, the Friends and Family Test is available not only to patients in hospitals and GP practices but now also to dental practices, ambulance services and outpatients. This gives patients more opportunity to tell us about their care experiences and allows us to identify areas for improvement. Read more about the test [here](#).

NHS Citizen

We want to put patients' opinions at the heart of decision making, and to work with citizens to solve problems and correct issues quickly. To find more information, or to sign up to our mailing list, see our [website](#). You can also email us at hello@nhscitizen.org.uk, call us on 01273 764025 or write to us at NHS Citizen, c/o Demsoc, 39-42 East Street, Brighton, BN1 1HL. Follow us on Twitter @NHScitizen.

E-Bulletin from the National Association for Patient Participation

The latest issue is [Number 94](#), March 2015.

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](#).

Dates for your diary

May 2015

SEQOL Dementia Café is taking place on Wednesday 6 May, 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 6 May, 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](#).

Dying Matters Awareness Week 18-24 May
<http://www.dyingmatters.org/YODO>

Swindon Equality Coalition AGM Wednesday 20 May

SCCG Governing Body meeting: Thursday 28 May, 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 28 May, 13.00 -14.30 at the Pierre Simonet Building
<http://www.swindonccg.nhs.uk/contact-us>

June 2015

Walk a Mile in a Carer's Shoes: Saturday 13 June, beginning at Wharf Green in the town centre. Swindon Carers Centre asks to help raise awareness and sponsorship to help support unpaid carers in Swindon. [Read more](#)

SCCG Governing Body meeting: Thursday 25 June, 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 25 June, 13.00 -14.30 at the Pierre Simonet Building
<http://www.swindonccg.nhs.uk/contact-us>

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

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