

CCG News



Welcome to CCG News

Welcome to the second edition of Dudley Clinical Commissioning Group News, our quarterly newsletter designed to keep patients, carers, communities, partners and colleagues informed of what is happening locally in health.

Involving people in the development of the CCG is really important, and we are keen to listen and work together with local patients, carers and the wider community to look at local health issues and to understand what is important to you.

As part of the first steps in this work on the 14th June 2012 we held a public event for local people, patients and communities.

We tried to make the event as interactive as possible and we had lots of help from our partners in Public Health, Dudley Council, Young Advisors and Dudley Council for Voluntary Services. The first part of the event was about the CCG sharing their visions and values, telling you about the healthcare services we commission (buy) for the local population and how much money we have available.

More importantly, the CCG wanted an opportunity to talk to patients and the public and decide how we should work with you moving forward. There was a live question and answer session with

an expert panel, interactive voting, video blogs, live twitter feeds and a series of workshops. Over lunch time, many of you took the opportunity to get free health checks and advice and visit the display stands.

Workshops included:

- Diabetes
- Dementia
- Primary care (the care you get from GPs, pharmacists, dentists and opticians)
- Families, young people and children
- Youth participation in decision making in health and wellbeing
- How individuals and communities can use their skills to improve health and wellbeing together

Feedback from the Event...

Listening to You



Over 260 of you joined us for the event from all backgrounds including our local communities, patient participation groups, local authority and other trusts and voluntary and national organisations. We received some very valuable feedback from you and so we wanted to make sure that we listened and responded.

We identified some common themes (things that came up again and again) and these will feed into the work carried out by our Commissioning Engagement Managers so they can inform and help redesign services. Some of the points you raised will be used to check whether we're getting it right with our services and will be used when checking service quality.

Living Better for Longer

The CCG have a joint Health and Wellbeing Strategy with Dudley Council and Public Health. The aim of the strategy is to help improve the health of all Dudley Borough residents by looking at a whole range of issues which affects health and wellbeing at any age. There are currently gaps across Dudley with residents in some areas living 8 years longer than residents in other areas! This is an area which the CCG is keen to address with partners. Your information will help us in developing the strategy and actions further so we can address these gaps. We will be looking at the strategy again in September.

If you would like to know more or be involved, please contact:

Karen.heath@dudley.gov.uk or call on **01384 816955**

Vindro.malhi@dudley.gov.uk or call on **01384 818451**

Healthy Living



Some of you told us that you wanted more support with your illnesses including better advice and more checks.

We have 15 Healthy Living Pharmacies across Dudley with specially trained staff called Healthy Living Champions. The Healthy Living Champions are able to provide you with lots of useful information such as weight management, advice on alcohol, how to be healthier and immunisations. They can signpost you to support and help in

your local community and a pharmacist who can support you in managing your medications better. There will be a series of road shows across Dudley starting August to help you find out more. For more information please visit www.dudley.nhs.uk/HLP.

We also offer vascular checks at our surgeries for adults aged between 40 to 74 years of age. You can have this free of charge if you don't already have heart disease, stroke or diabetes, and are not having treatment for high blood pressure or high cholesterol. This means you can get your blood pressure, cholesterol and blood sugars checked either at your GP surgery, some pharmacies and local community venues. The checks take around 20 to 30 minutes and advice is offered if needed including free exercise programmes, access to Slimming World, Weight Watchers or Rosemary Conley and access to free Stop Smoking including either free or low cost patches. To find out more, contact the team on **01902 575174**.

Mental Health

We received many comments about mental health at the event including questions about why there was no mental health workshop and how mental health will be taken into consideration by the CCG when commissioning services.

So we have decided that we will have mental health as a topic at our future Healthcare Forum meeting.

This will take place on Tuesday 6th November, 4.30pm until 6.30pm at Saltwells Education Centre, Bowling Green Road, Netherton. We will advertise full details of this meeting nearer the date.

To find out more or to book a place, please contact Helen Ashford on **01384 321719**.

Workshops

Health and Wellbeing

Everyone took part in the 'What does Health and Wellbeing mean to you' workshops. We themed all the workshop notes and these were the most popular comments. You told us that it was about:

Having physical AND mental health - because you can't have one without the other

Having good quality information - so you can manage your health and well-being better

Having access to high quality services when you need to

Being listened to and being treated with dignity and respect and having a choice in your treatments (and for carers)

Having a good physical environment - leisure facilities, public transport, good housing

Being able to do the things you want when you want - having some independence

Happy relationships and a sense of community

Connecting individual and community resources to improve health and wellbeing – an 'asset' approach

This workshop identified the passions, knowledge and skills that people can draw on to improve their health and wellbeing, often referred to as 'assets.' The asset approach moves away from the usual focus on 'needs' and ill health and aims to protect and promote the resources which are associated with positive health.

Participants identified the things that they can do on their own and also with the support of professionals to improve their health and wellbeing and had the opportunity to find out more about asset based projects in Dudley.

If you would like to learn more about this approach to health and wellbeing, contact:

Jody Pritchard at Joanna.pritchard@dudley.nhs.uk or 01384 321930

Lorna Prescott at Dudley CVS at lorna@dudleycvs.org.uk or 01384 573381

Primary Care Workshop

Primary care means the services you get from your GP, dentist, optician and pharmacist.

The workshop focussed on GPs and access to appointments and also around the services that are currently available when you visit your GP - what other services would you like to get?

Your views are being discussed by the primary care team and they will be looking at how they can implement any changes. More details to follow!

Dementia

We know that dementia is an issue which many of you feel strongly about and lately there has been plenty of national attention around dementia.

Here in Dudley, we have already been working hard with our partners to improve our dementia care and we have commissioned some excellent services jointly with Dudley Council and the Alzheimer's Society. The CCG are working in partnership to develop a dementia strategy for Dudley. On 4th September we held a workshop to gain perspectives and views of people with dementia and their carers at the Brettel Lane Dementia Gateway in Amblecote. The feedback will be used to help shape and develop the strategy further.

Carers of patients with dementia can attend our Expert Patient Programme courses – Looking After Me. For more information contact the team on 01384 321808 or email epp@dudley.nhs.uk.

Why not pop into the dementia cafe in Pensnett for a chat? For more information ring the team on 0121 500 2319 or email nicoleb@accordha.org.uk. There is a GP education session on dementia in December to raise awareness.

Diabetes

This workshop was designed for us to get a better understanding of what skills and knowledge patients need to manage diabetes better, what support patients needed to do this and what was really important to you.

You told us you wanted better information about diabetes and how to manage it so you had better control of it. You also wanted information on having a healthy lifestyle, better support from your GP and specialist, regular follow ups. Here is what we are doing with your views:

Launching a new website for people who may be at risk of developing diabetes which will be full of useful information for you and carers/family members.

Planning a GP education session around diabetes so they are better informed and up to date with everything. This is open to all GPs in our 52 practices.

Feeding your views into the Diabetes Improvement Partnership so they are taken into account when looking at the services provided to people with diabetes.

Looking at services for children to improve the appointments and follow up arrangements with a specialist team.

Finally - have you heard about the Health Trainers? They are a team that support you in getting healthy whether that's looking at smoking, drinking, being active or eating healthily. It's free and they come to you to offer advice and support.

For more information, contact the team on 01384 913133 or go to www.healthexchange.org.uk.

We will be doing further work around diabetes and will want you to help us shape the services we provide. If you are interested in being involved, please contact Helen.Ashford@dudley.nhs.uk or on 01384 321719.

Workshops

Are you a carer?

Another issue which came up a few times was about carers - what plans does the CCG have to identify and support carers? We do recognise that many of our population are carers for relatives or friends and we work with the council to ensure that we have plans in place to support carers.

For more information, download our Carers' Strategy 2007/2012 and the Implementation Plan Update. Our GPs try to identify carers and signpost them to our partners who can assist with all kinds of valuable information including support groups.

For more information, contact **Christine Rowley**, Carers Co-ordinator on **01384 818723** or e-mail Christine at Christine.rowley@dudley.gov.uk. We also fund a carers co-ordinator role, **Sharon McGlynn**, at Russells Hall Hospital. Sharon can be contacted on **01384 456111 ext 1568** or at Sharon.mcglynn@dgh.nhs.uk.

We also run Expert Patient Courses for carers. For more information, contact the team on **01384 321808** or e-mail epp@dudley.nhs.uk.

NHS111

It has recently been announced that NHS Direct have been chosen as the preferred supplier for the NHS111 service in the West Midlands.

NHS111 will be the new number to dial for non-life threatening healthcare services. This new easy to remember number will be available 24 hours a day, seven days a week, 365 days a year and will direct people to the service that is best able to meet their needs, taking into account their location, the time of day of their call and the capacity of local services. NHS111 will respond to health care needs when:

You need medical help fast, but it's not a 999 emergency

You don't know who to call for medical help or you don't have a GP to call

You think you need to go to A&E or another NHS urgent care service

You require health information or reassurance about what to do next

There have already been a number of pilot projects in place over the past twelve months which have paved the way for the service to be rolled out nationwide. Callers will be routed through to the new service from mid-February 2013, and encouraged to call the new number from 1st April 2013 onwards.

Youth Participation

Around 70 young people, mainly students, joined us for the event and we had a specific workshop which looked at how young people wanted to be involved with the CCG plus several conversations with you as individuals. You told us that you need more information and signposting to services. Our local pharmacies have been working public health and young people to create a website aimed at young people www.thinkpharmacy.info. Think Pharmacy is aimed at 16 - 24 year olds and is packed with loads of information and advice.

It will tell you where you can get help from including the morning after pill

Most pharmacies have private rooms so no one else has to know your business

Pharmacists can offer advice on loads of different over the counter treatments which can save a trip to your GP - they will tell you if you do need to see your GP

The pharmacy team will be visiting the local colleges in September

Visit www.thinkpharmacy.info for more information or join us on facebook

Finding Out More and Keeping in Touch

We are committed to keeping in touch and giving you opportunities to be involved wherever possible whether that's through us sharing information or asking for your opinions.

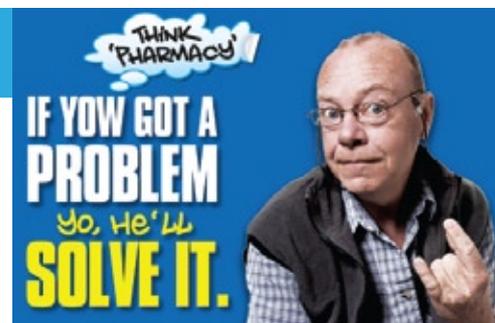
We host a public Healthcare Forum (HCF) every 2 months which is a friendly and relaxed meeting and open to everybody. We cover a range of topics and issues including cancer, local healthcare priorities, healthy eating and choosing where to go for treatment.

Details of our Healthcare Forum meetings are regularly updated on our website in the 'Involve Me' section.

We know from the feedback on the voting pads that many of you said you preferred meetings to take place in the morning or over lunchtime and that weekdays were more convenient for you. We will be exploring further to see if changing the times that we meet would enable more of you to join us at our public meetings.

If you would like to keep in touch, please contact **Helen Ashford** on **01384 321719** and we'll add your name and details to our mailing list and keep in touch with you to let you know about opportunities to become involved and find out more.

Alternatively, you can follow us on twitter [@dudleyCCG](https://twitter.com/dudleyCCG).



You also told us you would like to have more influence in the services we provide to you. We're looking at developing at piloting a project to get you involved with our partners in Dudley Council - keep checking our website for further updates.