

# Feedback

## Supporting people in Dorset to lead healthier lives

Issue 10 January 2016

### A word from David Jenkins

#### Board Lay Member for Engagement

Welcome to the first edition of Feedback for 2016. We have an exciting year ahead and in this edition you will see several opportunities to get involved with more to follow in coming months.

You will also see we have developed a role description for people who are interested in participating in groups in order to contribute to shaping local services. This has been developed to give people who may be a bit hesitant a bit more detail of what it means to be involved – both in terms of what they can expect and what is expected of them. Thank you to those you are prepared to contribute in this way.



Finally although winter has been overall quite mild we are still seeing health services being put under increasing demand. If you do become ill please think carefully about the best place to go for help. A quick guide can be found at the bottom of this edition.

## The NHS in Dorset Needs to Change

The NHS in Dorset needs to change if it is to carry on providing safe and sustainable care for people living in and around the county.

Our video explains why this is the case and what we are doing about it - if you haven't seen it yet please have a look and let us know what you think.

[www.dorsetsvision.nhs.uk](http://www.dorsetsvision.nhs.uk)



## Opportunities to get involved

On the next couple of pages you will find details of a number of ways of getting involved in helping to shape local services.

If you are interested please contact the Communications team for a role description and expression of interest form.

**Telephone:** 01202 541946

**Email:** [communications@dorsetccg.nhs.uk](mailto:communications@dorsetccg.nhs.uk)

### Do you live with a long term condition?

The Long Term Conditions, Frailty and End of Life Clinical Delivery group would like to invite interested patients and carers to join us as members of the Long Term Conditions, Frailty and End of Life Clinical Delivery Group Patient and Carer Representatives Panel.

We would welcome your views and experiences to inform and influence the priorities, planning, decision making, and delivery of care for patients with long term conditions including frailty and at end of life. Support and training will be offered with the understanding that representatives will attend meetings twice per year and contribute and comment on service delivery and development plans throughout the year.

For further information, please contact [claire.collinge@dorsetccg.nhs.uk](mailto:claire.collinge@dorsetccg.nhs.uk) or phone 01202 541946.

### Help shape Dermatology services

Patient representatives are sought to help the Task and Finish Group shape the future model of care for dermatology services across Dorset, Bournemouth and Poole. This will involve working alongside clinicians, other health professionals and commissioners to improve outcomes for patients and providing more care closer to home.

Expressions of interest are invited from individuals who have, or have had, either a skin condition (eg acne, eczema, psoriasis) or treatment for a skin lesion (eg basal cell carcinoma).

Closing date 26 February 2016.

## Rheumatology

There is an opportunity for a new patient/carer representative to be a part of this Task and Finish Group to help shape the future model of care for Rheumatology services across Dorset, Bournemouth and Poole.

This will involve working alongside clinicians, other health professionals and commissioners to improve outcomes for patients and to provide more care closer to home.

The group will meet approximately 4 times a year. Expressions of interest are invited from individuals who have, or have had, a Rheumatic Inflammatory condition.

Closing date 19 February 2016.

## Vascular Board Patient Representative

We are seeking a patient representative to support the work of the Vascular Implementation Board of the Dorset and Wiltshire Vascular Network and attend board meetings.

This work is led by NHS England's Wessex Area Team. The monthly board meetings are high level and chaired by a Vascular Surgeon (Salisbury) and attended by Medical Directors and representatives from Bournemouth, Poole, Dorchester and Salisbury acute trusts and the NHS England Area Team. The Network's role is to ensure that services are configured and delivered in accordance with the National Service Specifications for Vascular Services.

If you would like to discuss this role further, please contact [michael.cross@dorsetccg.nhs.uk](mailto:michael.cross@dorsetccg.nhs.uk) or phone 01202 541946. Closing date 26 February 2016.

## Patient and Carer Stories

We would like to capture a series of stories from people living with (or supporting people with) Dementia or Respiratory Conditions.

This will help us to make sure that we focus on the experiences of local people when looking at service development.

We want to hear what has worked well for you and also what you think could have been done better.

If you are interested in sharing your story please complete an expression of interest form by 11 March 2016.

## **PPEG opportunities**

Two opportunities have opened up on the NHS Dorset CCG's Patient (Carer) and Public Engagement Group. This is a group of 25 people with rich lived-experience across Dorset's geography, demography and diversity. The group is chaired by National Patient Lead Anya De longh and meets on a monthly basis to review and provide feedback on areas of proposed service change.

We are seeking expressions of interest from people with an interest in and experience of local maternity and family health (paediatric) services.

Closing date 26 February 2016.

## **NHS England Framework for Patient & Public Participation in Primary Care**

### **Commissioning**

NHS England is responsible for commissioning primary care, specialised services, health in justice, health services for the armed forces, and some public health services.

They are developing detailed and bespoke frameworks for participation in each of these areas to supplement the overall arrangements.

The draft Framework for Patient and Public Participation in Primary Care Commissioning has been produced by a working group including internal and external stakeholders. NHS England are now seeking comments on the draft more widely. For more information visit [https://www.engage.england.nhs.uk/survey/participation-framework/consult\\_view](https://www.engage.england.nhs.uk/survey/participation-framework/consult_view)

## **Support for women in labour**

A new 24 hour telephone labour line to support women in labour is coming to Dorset in 2016. NHS Dorset Clinical Commissioning Group and maternity leads from, Bournemouth and Poole Hospital trusts in partnership with South West Ambulance Service are working to develop the line that will

triage and provide advice 24 Hours day, 7 days a week following the successful implementation in Hampshire two years ago, which had award winning results.

For more information visit [www.dorsetccg.nhs.uk/aboutus/labour-line.htm](http://www.dorsetccg.nhs.uk/aboutus/labour-line.htm).

## **Mental Health Acute Care Pathway Review Update**

We are now in the third stage of the Mental Health Acute Care Pathway Review where we are looking at possible future models of acute mental health care in Dorset. We have organised a series of workshops that will happen between January and April 2016.

The workshops will involve people who use services, carers, Dorset HealthCare, the Local Authorities and so on and the participant will bring ideas and expertise and will start to identify the best services to meet the needs identified in stage one and two of the review. Once all the workshop events are finished NHS Dorset CCG will develop a business case and that will take us in to stage four of the project which will be a public consultation.

Take part: If you have lived experience of acute mental health services in Dorset and would like to take part in stage 3 we are holding two full day 'Check Point' events to enable people to stay involved and share their views. Those views will help shape the models of mental health care in Dorset. There are 45 places available at each event which will take place on 22 February 2016 and 11 April 2016 at Merley House in Wimborne.

To find out more and request a place at a one the 'Check Point' days please contact us by emailing [involve@dorsetccg.nhs.uk](mailto:involve@dorsetccg.nhs.uk) or call 01202 541573.

Stay informed: If you wish to be kept informed please email [Involve@dorsetccg.nhs.uk](mailto:Involve@dorsetccg.nhs.uk) or telephone 01202 541946.

For more information on the Mental Health Acute Care Pathway Review visit: [www.dorsetccg.nhs.uk/mentalhealth](http://www.dorsetccg.nhs.uk/mentalhealth)

## Do you know your DCR from your SCR?

Sharing patient information through safe and secure channels is key to improving patient care.

There are currently two examples of this work in Dorset:

- The Dorset Care Record (DCR)
- Summary Care Record (SCR)

To help better understand the difference please find below a brief explanation

### The Dorset Care Record (DCR)

The Dorset Care Record (DCR) is part of the wider Better Together project work to integrate health and social care. The aim is to make sure that patients and carers only have to tell their story once. DCR will offer direct access for authorised health and social care professionals to provide as full a picture as possible of an individual's history, needs, support and service contacts.

For more information email [dorsetcarerecord@dorsetcc.gov.uk](mailto:dorsetcarerecord@dorsetcc.gov.uk).

### The Summary Care Record (SCR)

The NHS in England uses an electronic record called the Summary Care Record (SCR). This can provide those involved in your care with faster secure access to key information from your GP record. Your record will include:-

- medicines you are taking
- allergies you suffer from
- any bad reactions to medicines

and any other information you choose to add such as any Long Term Conditions.

For more information visit <http://systems.hscic.gov.uk/scr>

## Feeling unwell - know where to go

### Not sure? Call 111

You can call 111 when you need medical advice or are not sure who to contact. This includes dental advice.

### Persistent problem?

### Visit your GP

Many GPs can offer advice over the phone and can arrange referral to a hospital specialist if you need it. Over the winter, some local GPs are running additional clinics which are available to anyone registered with a GP in Dorset.

### Make use of your local MIU

If your injury is not serious, you can get help from a minor injuries unit (MIU) or a walk-in centre, rather than going to an A&E department when your GP surgery is closed.

### Life threatening emergency?

Use A&E or dial 999

A&E is only for emergencies - if you're not sure whether it is an emergency, call 111 first.

## Paper copies

In order to help reduce expenditure from 2016 we will no longer send out paper copies of Feedback unless they are specifically requested.

We appreciate that not everyone has access to the internet so if you would like a paper copy sent please let us know by calling 01202 541946 or writing to us at:

Feedback, NHS Dorset CCG, Vespasian House, Barrack Road, Dorchester, DT1 1TG.

Even if you don't personally have internet access there are lots of places that you can get online including local libraries and cafes. If you would like future copies by email please contact [communications@dorsetccg.nhs.uk](mailto:communications@dorsetccg.nhs.uk)