

**Charter Patient Group**

# Newsletter

December 2013

## The view from the Chair

In the September edition I wrote that autumn and winter would be busy and interesting times for those who seek to make NHS provision the best it can be. How true that prediction was in the Charter practice, in Brighton and Hove, and nationally!

It was good to meet the patients who came to our September meeting, with its helpful guidance and lively discussion. Our next meeting is on 9th December (see the article on this page) and I hope that many patients will take the opportunity to learn from experts on stroke and hypertension, as well as from Charter patients who have had first-hand experience of these conditions.

Much of the hard work of the PG is going on in committees and working groups, and some of this is outlined in this newsletter. In collaboration with Charter staff we are helping to drive forward developments suggested in patient surveys, so please keep responding. As committee members we are involved in decision-making groups in Brighton and Hove organised by Healthwatch and the Clinical Commissioning Group (CCG). At a recent CCG public meeting there was an introduction to how priorities for spending are determined. What could be more important for us all?

You do not have to be a full committee member to become involved, and I promise you that it is always interesting. Please open some of the links in the patient group section of the Charter

website for more information:

[http://www.chartermedicalcentre.co.uk/PPG\\_welcome.htm](http://www.chartermedicalcentre.co.uk/PPG_welcome.htm). I know that more of you

would be able to contribute skills and experiences if you could be assured that the time commitment would not get out of hand, so please get in touch if you think you could help and we will work together to involve you.

Also, let us have your suggestions about how to involve more Charter patients. Perhaps a social event in the springtime?

*Clare Tikly, Chair*

## Forthcoming meetings

### **Charter PG open meeting: Stroke**

Our next Charter PG meeting will be on Monday 9th December 2013 at Charter Medical Centre from 6.30 to 8.15 p.m.



Our speaker will be Karen Kay, a nurse who is the Stroke Co-ordinator at the Royal Sussex County Hospital. Karen's talk will include the causes of

stroke (e.g. hypertension), its prevention and symptoms, how to care for someone who has had a stroke and what to do if you suspect someone is having a stroke.



A Charter patient will also talk about her experience of having a stroke and how she was helped by the Lions 'Message in a

Bottle' scheme, a simple idea designed to encourage people to keep their personal and medical details on a standard form in a common location – the fridge.

As well as our speakers there will be an update on developments in local healthcare. All Charter patients of any age are welcome. This is your chance to meet other patients and air your views on what should be happening to healthcare in Brighton and Hove.

### ***Palliative Care/End of Life Partnership Group***

Would you like to contribute to the national consultation on how to improve the care of people in the last days of life?

You may have seen the news coverage in the autumn about the Liverpool Care Pathway for end of life care. An independent review has stated that the pathway should be replaced within the next 6–12 months with an individual end of life care plan for each patient. A consultation has therefore been launched to gather the views and thoughts of patients, families and carers, professionals and interested organisations.

In order to make a coordinated contribution to the discussion, the CCG is holding a consultation event on 17th December. Places are limited so if you would be interested in representing

Charter PG please get in touch with us soon.

### ***CCG Commissioning Intentions***

The CCG has been working on its commissioning intentions – its key areas of work – for the next 2 years. The PG has been invited to take part in the discussions on the plans, which will take place in December and January, and we will report back in the next newsletter.

### ***What we have been doing***

As always, your committee has been busy attending meetings intended to involve the public in current and future developments in health services in Brighton and Hove. We report on one of these next.

### ***Community and Voluntary Sector Forum (CVSF) Health and Wellbeing Network***

Two Charter PG committee members attended a meeting in September organised by the CVSF Health and Wellbeing Network to keep PPGs informed about the work done by voluntary health and social care groups around the city. Local Member Group clinical representatives Kellie Bryan (Charter practice nurse), Dr Anne Miners (West area) and Dr Darren Lee (East Area) were also present to share their points of view and answer questions.

Some voluntary health and social care services already have strong methods of referral and indeed communicate with each other frequently, but not all. Some of the smaller (but no less valuable) services can only offer patchy coverage of the city due to funding restrictions or staffing/volunteer shortages. Representatives of several services commented that they dealt with clients such as younger patients, those suffering abuse, members of the LGBT

community, and people with addiction or mental health problems who often feel too embarrassed to visit surgeries so did not come to them as a referral via doctors' practice.

The key is communication, collaboration and a collective vision of what we want to achieve; patients need to be made fully aware of the volunteer sector health services available to them. This is a huge problem, as even doctors are not always aware of the existence of some of these services. Even if they are aware, they need a way to quickly find the details of the service during the short consultation periods available in our busy surgeries. Although the CVSF has an online database of its member organisations it is alphabetical by organisation name, and cannot be searched by specialism, so finding the right group can be difficult:

<http://www.cvsectorforum.org.uk/informing/news/community-and-voluntary-sector-directory>

A role for PPGs in promoting awareness of volunteer health services was discussed. PPGs could offer a useful facility for patient awareness through their public meetings and could signpost them using surgery notice boards, their websites and social media. However, unlike the Charter PG, not all PPGs throughout the city are fully operational and in a position to organise regular patient meetings so as to try to reach the target groups. A problem for all PPGs is encouraging the public to join a committee or even attend open meetings, and Charter PG and many others in the city are working to enlarge their individual memberships – virtual or otherwise – and are committed to accessing 'hard to reach' sectors in their community/practice area.

They could thus play a large part in targeting people needing support from the charities.

As always, if you feel you can get involved in attending meetings and feeding back to the Charter PG then please get in touch.

## **News from the practice**

The practice is extending its trial of expanded online appointment booking, and you can now book appointments with our two advanced nurse practitioners (ANPs). You can see them for almost anything that you would see a doctor for, apart from pregnancy issues and emotional/mental health problems, and they are able to prescribe medication for you. ANPs should not be confused with our practice nurses, with whom you can book appointments online if you have received an invitation to so do. All other practice nurse appointments have to be booked by phone or in person at the surgery. Full details are on the practice website.

Now that winter is truly here, make sure you have had your flu vaccination if you fall into one of the risk groups. Appointments can be booked online or by phone/in person for both the flu jab and the nasal vaccination (children aged 2–3 years).

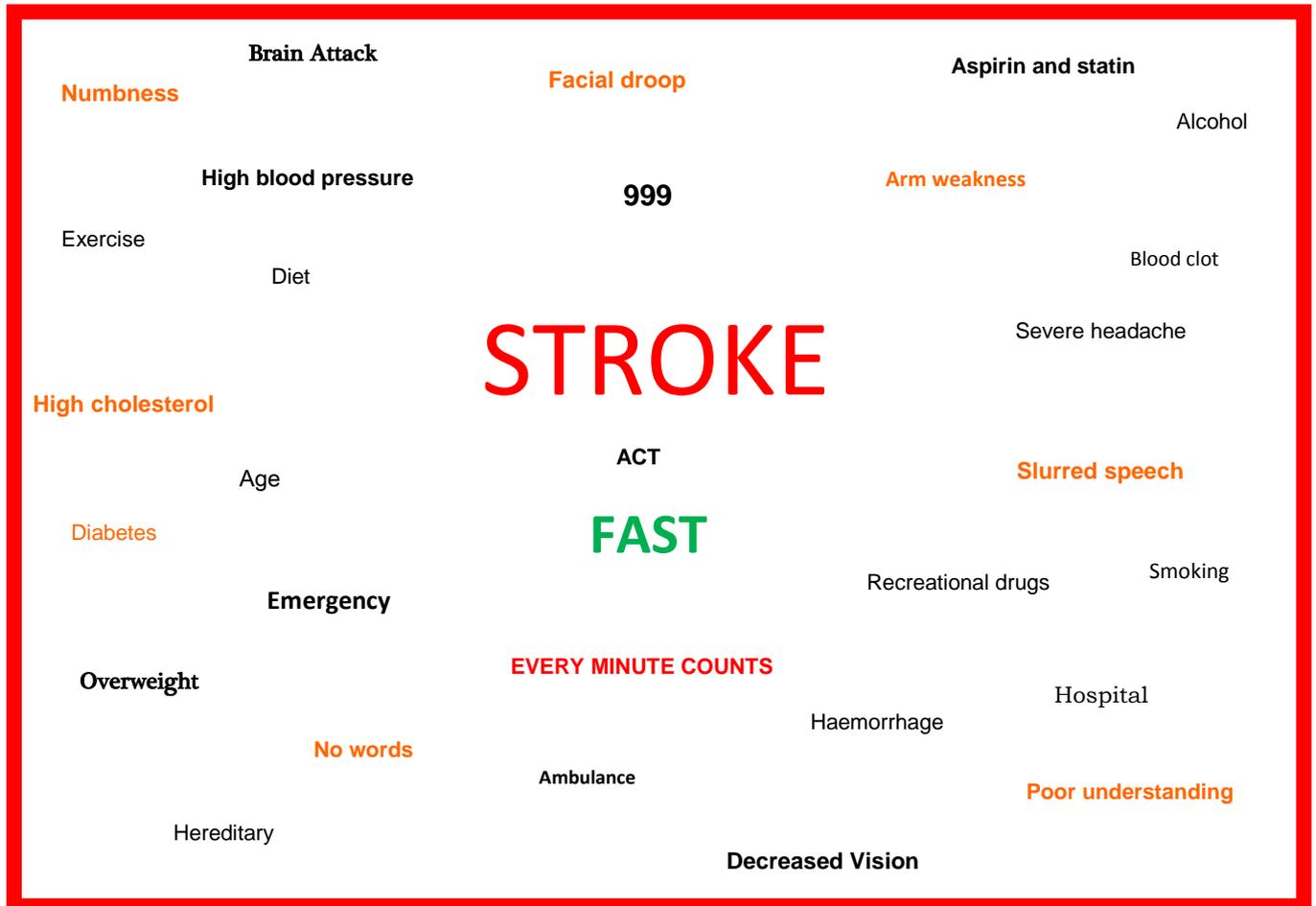
## **Newsletter items**

This newsletter is to keep you informed about what is happening with health services in Brighton and Hove. So please tell us what you would like to know. If you would like to suggest a topic for an article in the newsletter or would like to make a contribution of your own please contact the editor by the middle of February at: [jackie.parker2@btinternet.com](mailto:jackie.parker2@btinternet.com).

# CHARTER PATIENT GROUP MEETING

Monday 9th December 2013

Charter Medical Centre 6.30 p.m.



**Speaker: Karen Kay (Stroke Co-ordinator, Royal Sussex County Hospital)**

Stroke can have a devastating effect on the patient and all those around them.

Karen's talk will include causes (e.g. hypertension), prevention, symptoms, aftercare and what to do if you suspect someone is having a stroke.

All Charter patients welcome.

