



# Newsletter

September 2013

## The view from the Chair

This issue of our Charter Patient Group (PG) newsletter is well timed to encourage you to come to our next meeting on Monday 23rd September (see page 3 for details). Following our successful meeting in June there will be opportunities to meet with other patients as well as clinicians and managers. The agenda includes discussion time for putting forward suggestions and for deciding which issues we, as Charter patients, should bring to the attention of NHS bodies in Brighton and Hove.

Both the Clinical Commissioning Group (CCG) and Healthwatch are now established in the city. You can read their public newsletters on our web pages: [http://www.chartermedicalcentre.co.uk/PPG\\_documents.htm](http://www.chartermedicalcentre.co.uk/PPG_documents.htm). The CCG has also published its prospectus for 2013–14: *A short guide to the Brighton and Hove Clinical Commissioning Group*. This booklet provides information about the CCG's aims, priorities and accessibility to the public. Members of Charter PG have attended most public meetings organised by the CCG and Healthwatch, and brief accounts are given in this newsletter. It would be good if more Charter patients were to take up the opportunities to become involved in these activities. Don't wait until you are ill!

The committee is doing its best to keep all patients informed and suggest that you also play a part in letting others know what is going on, perhaps if they are

housebound or don't use a computer. There are usually paper copies of the various newsletters placed on the PG table in the surgery. Encourage others with Internet access (at home or in the library) to go to the Charter site and follow the links to the PG pages.

Autumn and winter will be busy and interesting times for those who seek to make NHS provision the best it can be. We therefore need to co-opt more patients onto our committee or to any of the working groups in which you may be interested. Please let us know if you would be able to undertake a regular or occasional commitment, however small. You can contact the editor at the address on p. 4 and she will forward your enquiry to me.

*Clare Tikly, Chair*

## What we have been doing

Your committee has been busy attending meetings held by, among others, the CCG and Healthwatch, intended to involve the public in current and future developments in health services in Brighton and Hove.

### ***Accident and emergency services***

At a Healthwatch meeting about accident and emergency services in the city it was revealed that, over the next 4 months, Healthwatch will be working with Brighton and Sussex University Hospitals NHS Trust (BSUHT) on a pilot project that will focus on listening to the views of patients

to improve A&E services at the Royal Sussex County Hospital.

At the meeting, the senior A&E consultant and the A&E manager discussed the challenges experienced in the department and how these are being overcome. They described A&E as an 'unscheduled care' system that not only has peaks that are difficult to plan for, with increasingly complex conditions presenting themselves, but also as a place people come to even when their condition is not an emergency.

The service has already been improved by placing more senior staff at the 'front door', to prioritise and if necessary redirect care, and by enlarging the major care area and moving the minor care area.

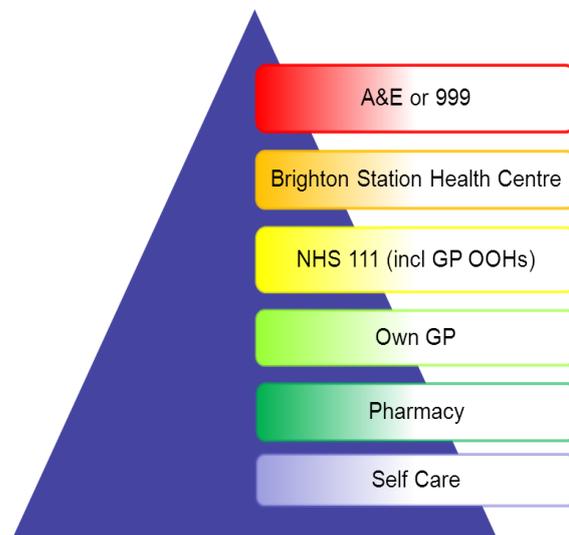
The team is continuing to work on ensuring that the rest of the hospital operates in a way that enables A&E to run effectively, and is considering ways of obtaining patient feedback. There will be an A&E update in the Healthwatch newsletter.

### ***Urgent care***

Another meeting, held by the CCG, focussed on urgent care. It was confirmed at this meeting that the CCG is working closely with BSUHT towards getting the right model for urgent care, which is crucial to the smooth running of A&E services.

The problems experienced with the 111 telephone service and the lack of a coordinated records system to ensure patient details are available when needed were the main public concerns expressed at the meeting. It was also felt that people

do not know what services are available to them. The CCG has therefore developed a simple diagram, which you can see on a poster on the PG notice board in the waiting room.



A number of ideas arose from a question and answer session and four group discussions. One of the main themes emerging from these was self-help and community help, and how to obtain the information needed to be able to make decisions as to what medical treatment is required in emergencies or for urgent care. One participant referred to a scheme run by Brighton Lions, whereby individuals have 'emergency bottles' giving all relevant health information in case of being taken ill at home. We are waiting for further information on how this scheme works.

Further events are expected and will be open to all, not just committee members. The events are publicised but you can get direct notification from the PG. If you are interested in getting involved, let us have your details by e-mailing the editor (address on p. 4).

## **PPG Network meeting**

The July meeting of the Brighton and Hove Patient Participation Group (PPG) Network was a lively event. A chair and two vice-chairs were elected to run future meetings, and updates were given on the progress of the 47 PPGs across the city and on the recruitment of patient representatives for the Local Member Group (see article below).

There was an inspiring report from Denise Bartup (Woodingdean PPG) on their recent successful health event, which was extremely well attended, and a talk by Andrea Holley (Beaconsfield PPG) entitled 'How to cut or prevent waste to save money for your practice and the NHS'. This contained many controversial points and as a result sparked a lively debate.

## **Local Member Public and Patient Lead**

Recently, Brighton and Hove CCG announced its intention to increase and develop communication between the city's 47 PPGs and itself by recruiting six PPG members (two from each district across the city – East, West and Central) to act as Local Member Public and Patient Leads.

Their responsibilities are to include actively liaising with all local member PPGs to seek out and coordinate their views, representing the views of the PPG practices in their area and feeding back to the Local Member Group (LMG) in order to discuss and prioritise the commissioning and monitoring of health services in their areas. They will also be expected to keep up to date with and

share information between the CCG, LMG and PPG Network.

The LMG is to consist of doctors and other practising clinicians in an effort to represent a knowledgeable and balanced panel. Details of the team that has been elected to represent our Western district will be announced in our next newsletter.

## **Forthcoming meetings**

Our next Charter PG meeting will be on Monday 23rd September 2013 at Charter Medical Centre, from 6.30 to 8.15 p.m.

Our speaker at this meeting will be Karen Aylmore from Sussex Community NHS Trust. Karen is the manager of the Expert Patients Programme (EPP), which aims to help patients living with any long-term health condition (e.g. heart disease, asthma, depression) to take more control over their health by learning new skills to manage their condition better on a daily basis. The EPP does this by running free self-management courses and Karen will be telling us more about these and when they are available.

As well as our speaker there will be an update on developments in healthcare locally. All Charter patients of any age are welcome. Come along, meet other patients and share your views.

Remember, the PG is there to have an input into what is being decided by the CCG on behalf of the residents of Brighton and Hove, so use it and get involved.

## **News from the practice**

The practice has started a trial of offering online booking with the practice nurses for particular kinds of appointments. So far,

you can book online if you have received an invitation to come for a cervical smear test, asthma review, diabetic annual review or childhood immunisations.

The practice is delighted to announce that Sarah Bellamy, an advanced nurse practitioner, has joined the staff. She will join our other ANP, Jo Justice, who has been working successfully at the practice since November 2012.

With the end of summer there is lots of news about vaccination clinics. Not only will the usual flu vaccination be available for eligible groups, but if you are the parent of a 2- or 3-year-old you will be contacted about a new nasal spray flu vaccination. Eventually, all children aged 2–16 years will be offered the vaccine each year. Flu and nasal flu clinic dates (available to book online) will be advertised as soon as our vaccine delivery dates have been confirmed. Another vaccine shortly to be made available is for shingles. Initially, you will be invited to come and have the jab if you are aged 70 or 79. This vaccine will be rolled out eventually to all people aged between 70 and 79. If you would like the dates of the vaccination clinics please check the Charter website <http://www.chartermedicalcentre.co.uk/> or contact the practice.

### ***Sharing your information with the Integrated Primary Care Team***

The Charter Medical Centre works as part of an Integrated Primary Care Team to ensure patients get the coordinated care and support they need. The Integrated Primary Care Team brings together services previously provided by District

Nursing, Community Matrons, the Care Home Support Team, the Clinical Medication Review Pharmacist and Community Physiotherapy.

The practice will not share health information that identifies you for any reason other than to support your care, unless it has your permission or is legally required to share it. Limited information will, however, be shared with other members of the Integrated Primary Care Team to help identify patients who may benefit from their care. If you are offered treatment by any member of the Integrated Primary Care Team they will ask you whether you agree to them seeing other relevant information that the practice holds about you and may support your care.

If you do not wish your information to be shared with the Integrated Primary Care Team, please let the practice know.

All the healthcare professionals working in the Integrated Primary Care Team are bound by the NHS Care Record Guarantee. This upholds your right to privacy and confidentiality under the law and the NHS Constitution, and says that the NHS will keep your confidential information safe and secure. A copy of the NHS Care Record Guarantee is available online at <http://www.nigb.nhs.uk/pubs/nhscrg.pdf> or from reception.

### **Newsletter items**

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 end of November at: [jackie.parker2@btinternet.com](mailto:jackie.parker2@btinternet.com).