



Engage

Issue 7:
April 2016

Mid Essex CCG — Patient and Public Engagement Newsletter

Welcome!

A lot has been happening in mid Essex healthcare this spring. We have launched our Live Well programme that will shape how we plan and buy your healthcare in the future, and the Mid and South Essex



Success Regime has begun talking to patients about the areas identified as needing the most urgent work.

We will share the opportunities to get involved with you as details become available.

We have also relied on input from patients in moving us closer to developing a toolkit

that can support people who use medicines to get the most out of their prescriptions.

Some new health services also launched in our area at the start of April and we are excited about how they can support you to Live Well.

Caroline Dollery
Chair, Mid Essex CCG

Patient groups gather for launch of Live Well

Patient participation groups (PPGs) from many of mid Essex's GP practices gathered in Witham last Wednesday to find out more about what Live Well means for mid Essex.

CCG directors explained the Live Well model, which will see care services planned around patients' stage of life, with much closer involvement from social care and charities.

This new approach to healthcare helps patients to get earlier intervention and support to stay healthy as long as possible.

Five Live Well ambassadors



Patient reps hear about the five "Wells" covered by Live Well

from our staff also shared their very personal connections with one of the five Live Well areas. They spoke about Start Well, which covers maternity, children and family; Be Well for

healthy lifestyles; Stay Well for managing long-term health conditions; Age Well to support frail elderly; and Die Well, to ensure people get the dignified

Continued on page 2

Patients at Live Well launch event

From front page

end of life care they have a right to expect.

Some of the people who came to the launch event joined our staff members in making Live Well pledges, looking at ways they could change their own lives to help themselves or encourage others to Live Well.

Medicine toolkit news

The CCG has been working with medicine users and patient groups since late last year on creating resources that help everyone get the most out of their medicine.

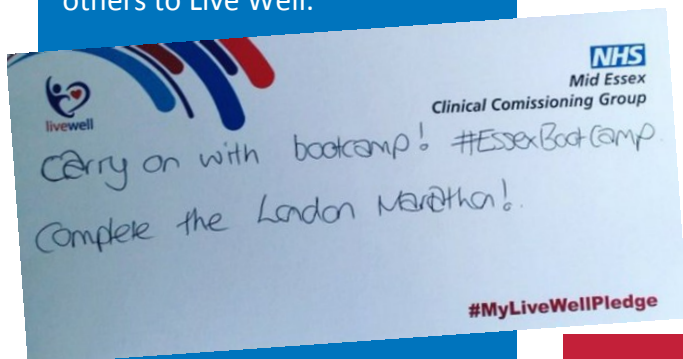
Two initial patient workshops in January helped shape what might be in the toolkits, as we reported in the previous issue of Engage.

Then, in late March, two focus groups took a look at the

first designs for the toolkit contents.

Based on the input from patients and the expertise of independent researchers who led the workshops, we are developing the toolkits in a way that takes local needs into account.

The next patient groups reviewing will be taking place early in May. If you would like more details so you can get involved, please get in touch using the CCG contact details on page 4.



Patient delegates at the event also heard about Connect Well, the “social prescribing” project for mid Essex that connects people to voluntary and community services.

Letting people know about groups in their community that understand their needs may help reduce the number who later need medical care.

There was some real enthusiasm in the room for the ideas of Live Well and our patient reps were keen to find out more in some lively question-and-answer sessions and a group discussion.

We will be working with patients to share news of Live Well more widely in the coming months. And there is info on our website at midessexccg.nhs.uk/livewell.

A chance to share views on hospital care

Hospitals in the Success Regime area (including Broomfield) are holding an “In Your Shoes” event on Thursday 28 April, from 9.30am to 11.30am. If you would like to take part, please book a place online at www.inyourshoes-28th.eventbrite.co.uk or call Victoria on 01245 514338. The event is at The Ivy Hill Hotel, Writtle Road, Margaretting, Chelmsford, CM4 0EH and reasonable travel expenses will be reimbursed.

Have a say on other services

You might like some details of health consultations currently open to mid Essex residents.

Essex County Council is running a consultation until 12 May for people who receive Direct Payments.

The county council is considering changes to the way some of the services that people buy are delivered. Visit <https://goo.gl/WtEo9V> for

more details and info on how to take part.

You can also share your view on nine key standards that all pharmacy staff may be expected to meet by taking part in a General Pharmaceutical Council consultation.

The survey is online at www.pharmacyregulation.org and closes on 27 June.

New care services



People in mid Essex and the rest of the county can get access to three new services this spring.

A new **Essex Sexual Health Service** (ESHS), run by Provide Community Interest Company, draws on expertise from several healthcare partners and the Brook and the Terrence Higgins Trust charities.

It offers services including sexually transmitted infection testing and treatment, plus contraceptive advice and provision. ESHS staff are based across Essex so they can reach people who may be vulnerable or need a specific type of help.

A walk-in service is open Monday to Friday, 9am to 5pm. To find out details or for more information about ESHS call 0300 003 1212 or visit www.essexsexualhealthservice.org.uk.



Also new this month is the **Essex Lifestyles Service**, which takes a wide-ranging approach to helping people Live Well.

It offers practical support on a range of health-related issues including stopping smoking, alcohol, getting enough exercise and healthier eating.

It can also help with emotional wellbeing issues including stress and loneliness.

The lifestyle service team can also let people know about other health and care services that could help them.

Find out more by visiting www.essexlifestyleservice.org.uk, emailing provide.essexlifestyles@nhs.net or calling 0300 303 9988 between 8am and 8pm.

Essex Lifestyle Service



Last but not least, the new **Reablement at Home** service launches across the county on 4 May.

All Essex CCGs have worked with Essex County Council to buy the right service for the people who live in their area.

Reablement at Home is the first port of call for everyone who needs some support in day-to-day living after they leave the care of a hospital or a community service. Instead of having to rely on long-term carers, every adult who needs support could receive up to six weeks' free help, getting back the confidence and skills they need to stay in their own home.

This support could come from physiotherapists, occupational therapists or home care support workers.

See the next issue of Engage for more information on the service and accessing it.



Why have I received this newsletter?

Engage started as a way of keeping our local Patient Participation Groups (PPGs) in touch with CCG news. Most GP practices in mid Essex have a PPG.

We have listened to what people have told us at public events and widened circulation so that more of you can read what the CCG is doing.

If you would like to unsubscribe from this newsletter, please email us on MECCG.ppe@nhs.net and we'll make sure you're taken off the mailing list. And you are more than welcome to let us know if you would like to get more involved in mid Essex healthcare too.



Pressure on A&E hits a peak in March

The Emergency Department of Broomfield Hospital has been experiencing very high levels of demand during late winter and into the spring.

On one day in March, the A&E medical staff saw 323 people, which is about 100 more than historical daily average numbers and the highest figure at Broomfield for many years.

Two thirds of these numbers were what medical staff call “minors” — types of illness or injury that are better treated by a GP, pharmacist or even through self-care.

Unfortunately, people with minor conditions who go to A&E instead of seeing their GP, visiting their community pharmacist or calling NHS 111



Your pharmacist is a trained health professional and can

not only end up waiting longer to be seen, but create delays for people who really do need urgent care.

A&E is for serious and life-threatening emergencies only. There are more appropriate ways other people can get care, and it will ease pressure if everyone chooses well.

You can find out more about the options that are open to you at midessexccg.nhs.uk/your-health-services and on the national NHS Choices website at www.nhs.uk.

If you aren't sure whether you need emergency care, you can call 111 free of charge from a landline or mobile.

New information leaflet for urgent cancer referrals

Last year, new guidelines came out to help GPs spot early cancer symptoms. If they suspect cancer, GPs will make an “urgent referral” to hospital for further checks. Patients

referred in this way should now receive an information leaflet from their GP practice and then see a hospital doctor within two weeks. It is **very important** that patients go to their hospital

appointment, or call to rearrange if they can't be there. About 90% of people who have an urgent referral do not have cancer, but the hospital cannot test for it if people do not go.

More about Mid Essex CCG...

Visit our website for more information about the services Mid Essex CCG provides — and don't forget to tell us your views and experiences at www.midessexccg.nhs.uk.

Contact us: Mid Essex CCG, Wren House, Hedgerows Business Park, Colchester Road, Chelmsford, Essex, CM2 5PF.

 01245 398750 **Email:** MECCG.ppe@nhs.net

Get involved in local healthcare

Along with sharing your views through consultations and contact through our website, you can join your local patient participation group; become a community champion or, if you have experience of a particular healthcare field, become a commissioning champion.

For more details of these roles contact Mid Essex CCG's communications and engagement manager, Paul Gilham, on:

Email: paul.gilham@nhs.net  01376 531145