



Issue 1 March 2015

Network News

A newsletter for NHS Mansfield and Ashfield CCG Patient Participation Groups

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Welcome to the first edition of **Network News** a new newsletter for Patient Participation Groups

Keeping PPGs informed and engaged is important to the development of both individual patient groups and the wider health service improvements.

This newsletter, developed for PPGs, will help you to find out what is happening across the area and identify where you can contribute to better health for everyone across the area.

Following the December Christmas event for PPGs, people were asked about the format of the newsletter and the most popular was this version of A4 folded to A5. Five of the pages would be dedicated to news from each of the five Federated Commissioning Group PPGs. This relies on groups feeding information to us for each edition so we hope you will positively support and promote your PPG.



The remaining pages will provide information and updates on health, share good practice ideas, events, patient experiences, training and local and national promotions.



We would like your ideas on what information the newsletter could provide.

Please send your comments to
Steve Shaw.

Email: s.shaw@ashfieldvoluntaryaction.org.uk
Tel: 01623 555551

Copy date for the June Network News is May 20th 2015

**Welcome from David Ainsworth,
Director of Engagement and Service Redesign**



I feel honoured to be saying 'welcome to your first PPG newsletter'. Keeping you informed of changes and asking your opinion for future service planning is key to our success.

Your local NHS covers such a wide and varied level of services including:

- Primary care services like your GP and practice nurse
- Community services like district nursing
- Mental health services like psychiatrists
- Acute hospital services like outpatients
- Emergency services like ambulances and A&E

All delivered by different organisations and voluntary services. The sheer size and complexity can make the system confusing for some. We hope by improving our communication with you as a group that you will feel closer to the things the CCG are working on. The local population is living longer and many have multiple conditions including heart disease, respiratory problems, diabetes and obesity.

We need your help in making the communication a two way process. In launching this newsletter, I am encouraging you, as a PPG member, to ensure you take our information and discuss at your practice level; engaging with the population served by the practice and that you find ways of feeding back questions, ideas and solutions to the issues we are dealing with.

When I joined the CCG in November, I was struck by the bold ambitions and clear plans for improving the health of our local population over the next five years and beyond. Having spent 23 years working in the NHS, it was great to join a team of people so enthusiastic and positive about making a real difference to local people's lives. Making a positive difference to people was one reason I joined the NHS. I am delighted to be in a position to influence health care across a wider community.

My request therefore, is for you to keep in touch through the Citizens Reference Panel; for you to engage with people whom you represent and to feed your ideas back into the CCG. Only by working closely together can we ensure the services we plan and buy are responsive and meaningful. I look forward to regular communication with your PPG. Thank you for your contribution and please keep up your excellent efforts.

David

David Ainsworth is director of engagement and service re-design. Starting his career as a nurse he has worked his way through a successful career having trained at Harvard University last year as part of a leadership development programme. He is committed to improving services telling us he wants to 'make local services responsive to the needs of local people'.

ASHWOOD

Brierley Park Medical Centre

Woodlands Medical Practice

Willowbrook Medical Practice

Harwood Close Surgery

Woodside Medical Practice

At this point there is not a representative for Ashwood patient groups on the Citizens Reference Panel. If you are interested in finding out more about the role please contact Julie Andrews - Practice Liaison Manager - NHS Mansfield & Ashfield CCG via **Julie.Andrews@mansfieldandashfieldccg.nhs.uk**



Ashwood Patient Rep
To be appointed

In November a network meeting was held for patient participation groups (PPGs) from the Ashwood Federated Commissioning Group area at Harwood Court in Sutton in Ashfield. The meeting was attended by three out of the five PPGs (Brierley Park Medical Centre, Woodlands Medical Practice and Willowbrook Medical Practice).

The meeting was well received and sharing best practice was found to be the most useful part of the programme.

Selston Surgery newsletters and posters highlighting the DNA (Did Not Attend) at both the practice and Accident and Emergency.

Willowbrook Medical Practice organised a self care event which attracted around 70 people. The practice sent text messages to patients and over 60% of attendees came because of the message.

Millview Surgery ran a successful campaign in July highlighting the incorrect use of A&E. Over the following 3 month period Millview was the only practice to see a reduction in A&E attendances in the Mansfield and Ashfield area.

Brierley Park Medical Centre ran two events for carers, the first attracting over 50 people. They plan to run further on events on diabetes.

The meeting also discussed the Family and Friends Test (FFT) that has replaced practice surveys and Peter Robinson, Chair of the Citizens Reference Panel gave an overview of the panel and asked for the Ashwood PPGs to promote the vacancy for their representative.

Recruiting to the PPGs continued to be a difficulty especially attracting young people. The differing levels of input and support from practices and the challenges of PPGs becoming more involved in the wider community are some of the challenges for the future.

HARDWICK

*Ashfield Medical Centre
Sandy Lane Surgery*

*Healdswood Surgery
St. Peters Medical Practice
Orchard Medical Practice*

Meet John Childs, the patient representative for the five patient participation groups in the Hardwick Federated Commissioning Group (FCG) area. He has represented the FCG for nine months and is still finding his feet within the area and also on the Citizens Reference Panel.



**Hardwick Patient Rep
John Childs**

John, a retired Senior Education Officer, became involved in his Sandy Lane Patient Participation Group (PPG) and after being inspired at the Clinical Commissioning Group public meeting by the passion and commitment of both professionals and lay people. He felt he wanted to put something back into the neighbourhood. John is very much community focused and has many skills that he brings and shares to both his group and the Citizens Reference Panel.

John says “ Communication is improving but there is still a lot to do. PPGs are delicate by nature and each is different in the way it functions and engages, so it is important to maintain positive ties with PPGs”

There is a great opportunity to develop social media methods of engagement through Twitter, Facebook and the use of Wifi within GP practices. John is always looking “outside the box” for new ideas and his philosophy of “Never Say Never” and “No is not for ever”, gives him his enthusiasm that rubs off on people he comes into contact with. “Straight talking and let’s get on with the future” is the way forward for John.

For future editions of this newsletter John would welcome feedback from the groups within Hardwick so that they can share their experiences with other patient groups.

John can be contacted via: johnc.hardwickrep@btinternet.com

JAKS

Ashfield House
Kirkby Health Centre
Kirkby Surgery
Selston Surgery

Jacksdale Medical Centre
Kirkby Family Medical Practice
Kirkby Health Care Complex
Kirkby Community Primary Care Centre

John Stocks is the patient representative for JAKS (Jacksdale, Annesley, Kirkby and Selston areas). JAKS has the largest number of practices in it's Federated Commissioning Group (FCG).

John retired from Nottinghamshire County Council in 2009 having been a county councillor for 20 years, serving the Gedling Borough area. During his time in office he has been a Cabinet member in the areas of HR, industrial relations, trading services, best value performance and also held a property portfolio for a short while. More widely, he represented Local Government Employers at regional, national and European levels. After retiring from the council John became an Executive Officer working for a fixed term at Jobcentre Plus.

John is very keen on gardening and loves looking after his grandchildren.

He is waiting for his grandson to get interested in fishing so he can relight his urge with the rod and line! In the Selston area John has been involved with the Selston Living Heritage Group and Radio Salistune.

Having been involved in Local Area Forums in Arnold and developing his interest in health John, who has a long term condition, is still coming to terms with a different set of acronyms to those used in council.

John says "It's great that his practice, Selston Surgery, want to engage with patients and that they fully support the patient group with time and resources"

Attending the JAKS FCG meetings John is able to present views as required and feed information back through a JAKS patient participation group newsletter.

John would like to develop regular meetings for PPG chairs in JAKS as he thinks it important that groups work together more. He says " It's a bit one way at the moment but I hope that PPGs will support me in my role as their representative on the CRP"

John can be contacted via: john@selab.co.uk



Your JAKS Patient Rep
John Stocks

ROSEWOOD

Forest Medical

Churchside

Millview Surgery

Acorn Medical Practice

Roundwood Surgery

Meet Julie Williams the patient representative for the 5 patient groups in Rosewood FCG.

Julie, a former primary school teacher, qualified nursery nurse and nanny, also has a keen interest in crafts having had a small business in glass painting. She has spent a lot of time in Corfu and speaks Greek. Julie is Scottish by birth born in Falkirk, moving to Mansfield in 2010, via 10 years in north Wales. Julie also an animal lover with a passion for Hamsters!



Your Rosewood
Patient Rep
Julie Williams

When she settled in Mansfield, Julie got involved with her patient group at Millview Surgery and then joined the Citizens Reference Panel as the FCG rep where she has played an important role in supporting development of services through the Citizens Board of Better Together and a lay member on the Quality Forum.

Julie says " Patient Participation Groups have a great opportunity, if patients seize it, to get their views over not only at practice level but to support wider health development. Patient views are very much to the fore and becoming more influential as more and more patient and public engagement is required within the NHS."

She goes on to say that Better Together is the right way forward and it is important that we have more community services that work well.

As part of her role as representing the PPGs Julie meets regularly with the Chairs of the patient groups with in Rosewood and is on hand to offer her support when needed.

At the last Annual Public Meeting of NHS Mansfield and Ashfield CCG Julie received an award for her engagement and involvement work which demonstrated her commitment to her role.

Julie can be contacted via: artisans@live.co.uk

VANTAGE POINT

*Bull Farm Surgery
Pleasley Surgery*

*Oakwood Surgery
Meden Medical Services*

Riverbank Medical Services

Peter Sutcliffe represents the 5 patient participation groups in the Vantage Point FCG area.

Peter, a retired miner, was made redundant from Sherwood Colliery in 1992 and started volunteering with Mansfield Woodhouse Community Development Group, becoming Chair in 1999. In 2001 Peter joined the Northfield Neighbourhood Management Group and got involved in sub groups on Health and Children and Young People. It was here where he developed his interest in health and became a member of his GP practice (Oakwood) patient group.



**Your Vantage Point
Patient Rep
Peter Sutcliffe**

Peter has represented the Vantage Point PPGs on the Citizens Reference Panel since it's beginning and has been a valuable member of the panel and it's work streams. Peter says "Getting to know the other Chairs of the PPGs and bouncing ideas off each other has helped my development and encouraged members to come along to the network events"

He also attends the Vantage Point FCG meetings and says he has been made very welcome and treated as an equal by the GPs and Practice Managers being able to give the patient view.

Peter says that being part of the CRP is beneficial but feels it needs more representation from health interest groups. He also keen to see that information and communications are presented in a format that patients and public can easily understand.

Recently, Peter has found it necessary to scale down his involvement in the many activities he participates in, including this role. A huge thank you to Peter for his excellent contribution over the past 3 years. The search is now on for a replacement to represent PPGs in Vantage Point on the Citizens' Reference Panel. If you are interested in finding out more about the role please

email: julie.andrews@mansfieldandashfieldccg.nhs.uk

Update

better+together

Shaping health and care in Mid-Nottinghamshire

Update

Transforming health and social care in Mid-Nottinghamshire **Benefits include:**

The NHS and social care providers in Mansfield, Ashfield, Newark and Sherwood are working together to create more joined-up and patient-focused services through the Better Together programme.

Better Together centres on two main areas of care:

- 1) Urgent and preventative care - including care for people with long-term conditions like diabetes or asthma, and frail older people; and
- 2) Early and planned care - such as surgery for hips and knees or cataracts.

Better Together also includes care for women and children.

- Supporting people to be in control of decisions about their care.
- Easy access to care, delivered close to or at home.



- Supporting people to manage their own health conditions - known as self care - which may reduce the need to attend GPs surgeries, urgent care centres and A&E.
- Supporting people to live independently and safely in their own home.

Read the latest update newsletter at:

www.bettertogethermidnotts.org.uk/news/2015/new-programme-update-newsletter/



www.bettertogethermidnotts.org.uk

T: 01623 673591 / E: nshccg.bettertogether@nhs.uk.net

twitter.com/bettermidnotts

CQC Inspections of Registered GP Practices

From October 2014, the Care Quality Commission (CQC) began to roll out their new inspection regime to inspect and rate every GP practice in England by April 2016. GP practices will be inspected across five key questions, considering the extent to which they are safe, effective, responsive, caring and well-led; they will be rated in one of four categories; outstanding; good; requires improvement; or inadequate

The CQC have published a high level inspection plan which has indicated Mansfield and Ashfield are scheduled for visits between January and March 2015 . Practices will receive notification of the inspection date two weeks in advance in order to ensure that staff and PPG representatives are available for inspectors to speak to. The voice of registered patients with practices will be important and PPGs and GP Practices are encouraged to consider and agree how best to share patient views and experience of attending and using the services.

Patient Stories

Patient/carer/service user stories are recognised as an effective and powerful way of making sure that the patient/carer/service user voice is heard. In summary, patient /carer and service user feedback will:

Help the Clinical Commissioning Group to understand where health care services need to improve; contribute towards the Clinical Commissioning Group's plans for the future; ensure that Clinical Commissioning Group board members listen to patient/care/service user feedback.

The Clinical Commissioning Group is interested to hear stories about positive experiences as well as negative experiences as it is equally important to share good practice so that we can discover what really matters to patients/carers and service users

We may take some of the feedback we collect to our Governing Body for discussion in the Public section of the meeting. We may also publish some of our patient/service user stories anonymously on the Clinical Commissioning Group's website or use them for other learning opportunities, so we would need to ensure that consent is obtained from the patient/carer/service user. We may also need to contact the provider of the service.

If you or a family member would like to share a story with the Clinical Commissioning Group about a recent experience of using local health services, then please contact the CCG Patient Experience Team on 01636 5948383 or visit our website and use the Patient Feedback form.

<http://www.newarkandsherwood.nhs.uk>



Health leaders are celebrating after being recognised by the Department of Health as national forerunners in the improvement of hospital, mental health and GP services.

Better Together, a joint programme by commissioners, health and social care providers across mid Nottinghamshire, was chosen as one of only 29 Vanguard sites across the country to be exemplars of better care and share in a national fund of £200 million of additional support to help drive forward improvements in health and community care across the areas they serve.

The Better Together programme, led by NHS Newark and Sherwood and NHS Mansfield and Ashfield CCGs, was chosen for its innovative approach to transforming care for patients by bringing mental care, nursing care and GPs together, alongside hospital services; for the first time since 1948.

Speaking about the announcement, Mansfield and Ashfield and Newark and Sherwood CCGs Chief Officer, Amanda Sullivan said: *"It is truly fantastic to be recognised as pioneers and even more humbling given that it was judged by fellow bidders. Our citizens have told us they want to be supported to stay well and lead independent lives for as long as possible. Being chosen as a vanguard site means our ambitions to realise our long term vision of true integration of services can be accelerated. It means we can build on those developments in services that are already having some positive impacts on patients' lives."*



Healthwatch Nottinghamshire is your independent consumer champion for health and social care services. We collect comments from people around the county and use them to improve services.

Did you know that-

Sherwood Forest Hospitals Trust has just started a Patient Experience Committee. All comments made by the public and patients about the hospitals will be considered at this meeting and actions taken.

Adults and children eligible for NHS Continuing Healthcare funding now have a 'right to ask' for a personal health budget, and this becomes a 'right to have' a budget from October 2014.

We are currently visiting Care Homes to collect the views of residents (countywide) on any health or social care services that they use.

I have spoken at the Practice Manager's meetings for Mansfield and Ashfield and am hoping to soon have our 'widget' on all practice websites so that the computer savvy patients can 'Have Their Say' directly through their practice.

Your Community and Partnership Worker for Mid -Notts is Andrea Sharp.

Phone: 0115 963 5179 Email: Andrea.sharp@healthwatchnottinghamshire.co.uk

Diary Date

2015						JUNE							
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2 ✓	3	4	5	6							
7	8	9	10	11	12	13							
14	15	16	17	18	19	20							
21	22	23	24	25	26	27							
28	29	30											

National Patient Participation Group Awareness Week

**Mansfield & Ashfield Patient
Participation Groups**

Network Meeting

Tuesday 2nd June 2015

5.30pm to 8.00pm

**The Towers,
Botany Avenue, Mansfield**

Buffet at 5.30pm.

Details out soon



*This information is available in different languages and formats.
For more information, please contact 01623 673329.*