



Issue 5 - June 2016

Network News

A newsletter for NHS Mansfield and Ashfield CCG Patient Participation Groups

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Patient Groups Coffee Morning



25 people from 10 patient groups



Patient Notes

PPG Comments at the Drop In Coffee Morning



Practices struggling to recruit new members

Support in finding speakers

Would like to see closer working with practice staff and GPs

Signing up for the Health Forum keeps me up to date with the latest information

Potential to use the International Forum to recruit from more diverse backgrounds

Not enough contact with surgery

Too much interference from doctors and managers

Support from voluntary sector for a Self Care Health event at the practice

Interesting chat about the Older Persons Consultation Group



Safeguarding the future of local services

In November 2015, the mid Nottinghamshire Clinical Commissioning Groups (CCG's) sought views from the public about contingency proposals to make sure critical hospital services can continue to be provided at Sherwood Forest Hospital's in the event that the provider of hospital services is no longer able to deliver these, for financial or quality reasons. It was a requirement of health regulator, Monitor, of all health commissioners.



A survey was carried out supported by a number of drop-in events in which the public were able to give their views about the proposed list of designated services commissioners think *could potentially* be provided in the community or at another hospital in the event that the current hospital provider could not continue to deliver the services themselves.

Many services are already designated as Commissioner Requested Services. These are:

- All emergency services running out of King's Mill Hospital
- All maternity and neonatal services
- Broad range of services from Newark Hospital (urgent and planned care)
- Selected other services from King's Mill Hospital – Cancer and oncology.

The results of the survey which received 327 responses, revealed common themes around locality of services and access to transport should those services not be available locally. The findings were presented in detail to the two Governing Bodies of the Mid Nottinghamshire CCGs. They can be accessed on the CCG web site:

<http://www.mansfieldanddashfieldccg.nhs.uk/images/i/January2016/mab.16.10%20Commissioner%20requested%20services%20a%20SFHT.pdf>

Self Care Events in Ashfield North

Willowbrook Medical Practice



The Patient Participation group (PPG) members of Willowbrook Medical Practice recently organised an event as part of National Self Care Week.

The purpose of the event was to promote services, seek patient views and encourage new members to join the PPG. Four services were invited to be part of the day – Age UK, Carers Trust, Self-Care Hub and Ashfield Voluntary Action. All four services had displays.

The event was promoted through flyers and leaflets along with use of the SMS text system to get to a wide number of patients.

Just over 100 people turned up on the day, which was excellent, most (approx. 70%) because they had received the text messages (one two weeks before and one the day before).

The service providers were kept busy with all very pleased with the number of referrals received. The PPG were also very busy talking to patients asking for their views about the practice and also signed up three potential members for the group and four for the virtual group.

A report was completed and presented to the PPG and practice partners .

Ashfield Medical Centre Health Event



A self care health event at Ashfield Medical Centre was supported by the (Patient Participation Group) PPG, practice manager and Ashfield Voluntary Action (AVA) and brought together a range of services including Age UK, Carers Trust, Diabetes UK, Self Care Hub and AVA.

Around 50 patients attended the event during the morning and were able to access a range of information on self care.

The PPG recognised from a recent practice survey that only 20% knew of, and 7% of people visited, the practice website. This was promoted at the event and information sheets given out. The PPG also signed up 3 new members for the group including one Eastern European patient and 2 new people for the Clinical Commissioning Group (CCG) Health Forum. Right Care First Time Z Cards and 'Lifestyles' booklets were also given out.

SAVE THE DATE... SAVE THE DATE... SAVE THE DATE... SAVE THE DATE...



**Clinical Commissioning Group (CCG)
Annual Public Meeting
22nd September from 4.00 - 7.00pm
One Call Stadium, Quarry Lane, Mansfield**

Forthcoming Events



9 August 2016 from 5.30 to 7.30
CRP Workshop - Diabetes care
The Towers, Botany Avenue, Mansfield



6 September 2016 from 10 am to 12 noon
PPG Coffee Morning
Oaklands Centre, Oakfield Lane, Warsop, Mansfield



11 October 2016 from 5.30 to 7.30
CRP Workshop
The Summit Centre, Pavilion Road, Kirkby-in-Ashfield



13 December 2016 from 6 pm to 8 pm
Christmas Social Event
The One Call Stadium, Mill Lane, Mansfield

and THE
WINNER
IS...

Chatterbox Logo Winner



Congratulations to Julie West from the Creative Communication Class at Reach Learning Disability Day Centre in Newark. Julie was awarded a voucher by Julie Andrews of NHS Mansfield And Ashfield Clinical Commissioning Group for designing a new logo for Chatterbox.

Julie is pictured with the voucher and her winning design.

Primary Care Commissioning Workshop

On Tuesday 12th April 2016, the Citizens Reference Panel (CRP) facilitated a workshop on Primary Care Commissioning at The Towers in Mansfield. The workshop was the third in a series to be held this year and on this occasion it was presented by Hazel Taylor, Head of Service Improvement at NHS Mansfield & Ashfield Clinical Commissioning Group (CCG).

The workshop was attended by members of the Patient Participation Groups (PPG's) as well as patient representatives and members of the CRP. The workshop comprised of an overview of the CCG's responsibilities since becoming delegated commissioners for GP Primary Care Commissioning, which came into effect on the 1st April 2015.

Attendees were given information on Primary Care transformation, how Primary Care contracts work and how we can improve quality and patient experience, following the outcomes of Care Quality Commission (CQC) reports. Attendees were asked a series of questions throughout the event which led to informative table discussions.

There were a number of themes arising from the table discussions, such as the difficulty in getting a GP appointment quickly and the impact of transferring some hospital services to communities when GPs were overworked and new recruits were hard to find. The new model of primary care hubs has the potential to improve primary care services and is being driven by the Better Together transformation programme.

The next workshop, about diabetes, will take place on Tuesday 9th August 2016, from 5.30-7.30pm at the Towers, Botany Avenue, Mansfield, Notts, NG18 5NG

Hello, I would like to introduce myself. My name is Sarah Taylor and I will be picking up the reigns as Health & Wellbeing Officer at Ashfield Voluntary Action from Steve Shaw who is now enjoying his well-deserved retirement. My role will include providing support to Patient Participation Groups, health groups, self-help groups and the Citizens Reference Panel, as well as attending health events and promotions. If I can be of any help, please contact me at:

Ashfield Voluntary Action
The Health and Well Being Centre
Ashfield Health Village

Email: s.taylor@ashfieldvoluntaryaction.org.uk
Telephone: 01623 555 551





The Patient Voice

When the Five Year Forward Plan was published, there was a clear intention for patient engagement to be central to the future of the NHS, Mansfield and Ashfield Clinical Commissioning Group (CCG) strives to include patient engagement in its role as commissioners.

The Citizens' Reference Panel (CRP) provides opportunities for the CCG to engage with patients through its connection with Patient Participation Groups and the variety of health interest groups which make up the CRP. It is vital that the patient voice is heard and Patient Participation Groups have an important role in channelling the views of patients through to the CCG. This year, the CRP started holding open workshops exploring important issues such as primary care, mental health services, public health and the new alliance contract. Diabetes and cancer care are on the agenda for exploration later in the year. PPG members are encouraged to attend these events to be involved in the discussions. After each event, the ideas are taken forward to the next CRP business meeting where there is further discussion with the aim to have a number of key messages to feed into the Governing Body on the topic of interest.

The CRP has two lay members on the Governing Body, Peter Robinson and Julie McIntyre are currently the lay members. The key messages are presented directly to the Governing Body, ensuring that the CCG receives relevant input from patients on critical issues. Having two CRP members on the governing body keeps the patient voice loud and clear but it's important to ensure that patient engagement is ongoing and PPGs have an important role to play.

The next CRP workshop will be on the topic of diabetes on 9th August 2016 at the Towers, Botany Avenue, Mansfield, Nottinghamshire, NG18 5NG.

Keep yourself up to date

The Health Forum



The NHS Mansfield and Ashfield Clinical Commissioning Group feel it is important that citizens are kept up to date with current health and social care issues and trends in their locality. The Health Forum ensures information is sent on a regular basis to those interested in their health and wellbeing.

When you sign up you will:

- Receive regular up dates about the NHS in Mansfield and Ashfield
- Have opportunities to become involved in healthcare decisions
- Be more o aware of the way services are delivered

Although there are occasional meetings to engage with members on particular issues, these are optional but a great way to meet people of the same mind who feel they can make a difference to way health care is delivered.

For a membership form contact:

Julie Andrews at NHS Mansfield and Ashfield CCG Tel: 01623 673329

Annette Harpham at Mansfield CVS Tel: 01623 651177

Sarah Taylor at Ashfield Voluntary Action Tel: 01623 555551

Thank you for your support!

This will be my last newsletter as editor as I hang up my pen and retire from Ashfield Voluntary Action (AVA) at the end of March. It has been a great pleasure talking to individuals and groups and I thank you for your support, editorial and encouragement over the last year. I am sure you will continue to contribute your good news stories and look forward to reading Network News in the future at my GP practice. **Steve Shaw.**



**If you have any news items, or want to promote events for your PPG please send items to Sarah Taylor,
Ashfield Voluntary Action
Telephone 01623 555551 or
email s.taylor@ashfieldvoluntaryaction.org.uk**

