



Health Together

December 2014

We will bring together local people, GPs and other clinical professionals to improve the quality and experience for patients of their health care

Welcome

Season's Greetings and a warm welcome to NHS Wyre Forest Clinical Commissioning Group's (WFCCG) December issue of Health Together! My name is Ruth Cooper and I am the new Patient and Public Engagement Manager for WFCCG.



The Health Together Newsletter aims to keep you up to date with current health related events and initiatives in the Wyre Forest. Your input and feedback is invaluable. If you would like to suggest a topic for an article or if you have any feedback about the newsletter itself, please feel free to contact me on wyreccg.wfccg@nhs.net

In this issue

- *Integrated Intermediate Care Project*
- *Domestic Abuse*
- *Health Chats*
- *Friends and Family Test*
- *Preventing Falls, Keeping Warm*



Is A&E for me?

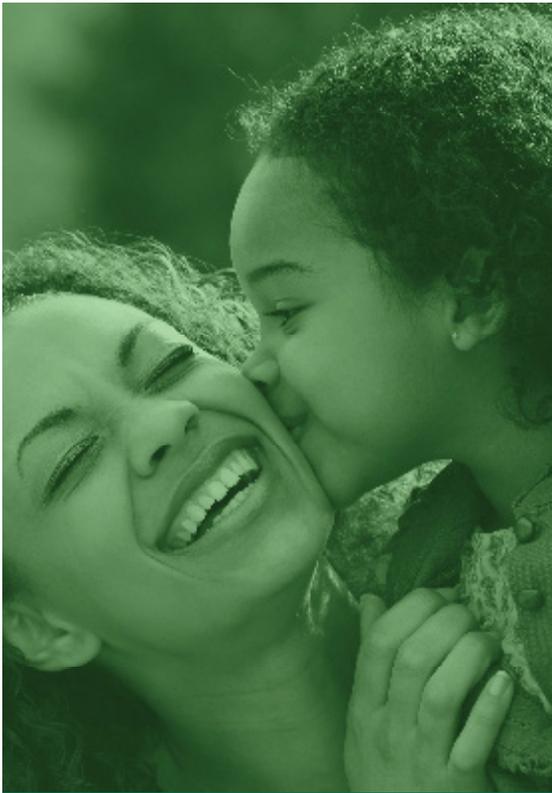
The award winning 'Is A&E for me?' campaign has launched for winter 2014/15. The campaign supports the on-going work aimed at reducing pressures on emergency services and the A&E departments. The campaign highlights the range of alternative health care services available locally that may be more suitable for people when they are injured or unwell.

The campaign promotes self-care and the use of local pharmacies for treating minor conditions and highlights the message that A&E is only for life-threatening and emergency situations.

Don't forget to share the information on this campaign in order to show your support and raise awareness.

Visit <http://www.isaandeforme.com/> for more information and to download your free 'Your Guide to Health Services' leaflet and additional resources.





Integrated Intermediate Care Project

An update on the Integrated Intermediate Care Project was discussed during December's CCG Board meeting. The Board and members of the public were advised that following invitations for expressions of interest, NHS Wyre Forest CCG had received two proposals from local NHS trusts.

The Board agreed to pursue a closed procurement process, whereby the two NHS Trusts will be invited to submit fully worked up proposals for an intermediate care service on the Kidderminster Hospital site. The bids will then be thoroughly assessed and evaluated, to enable a well informed decision to be made for awarding the contract.



Domestic Abuse

As part of the 16 days of Action (White Ribbon Campaign) the new Domestic Abuse Information Pack is now available to download for free at

www.wyreforestccg.nhs.uk/EasySiteWeb/GatewayLink.aspx?allid=71787

This comprehensive information pack outlines the definition of domestic abuse, what people can do about it and where those affected can get help. The pack is for anyone who is, or has been in an abusive relationship. It also provides information for professionals in supporting work with victims.

Domestic abuse has devastating effects for men, women and children. In the UK at present, one in four women and one in six men will sometime in their lifetime experience domestic abuse. Two women are murdered every week by a current or previous partner in the UK. These statistics need to change. For more information please visit

www.worcestershiredomesticandsexualabuse.co.uk

**If you are in an abusive relationship
don't suffer in silence, tell someone**

0800 980 333.

Health Chats

A free training session is being offered by Worcestershire County Council for volunteers and staff members from all sectors (public, private, volunteer and community), who work directly with members of the public. Health Chats is a free, interactive, public health training session which provides participants with an overview of the current health priorities in Worcestershire and how to raise these with others.

Attendees will gain the skills to have an informed two minute Health Chat, which is aimed at encouraging people to make healthier lifestyle choices. The two and half hour training session covers health issues such as alcohol consumption, smoking, physical activity, diet, mental well-being and ageing well. By the end of the session, participants will be able to:

- Confidently raise healthy lifestyle issues with others
- Assess motivation
- Inspire others to make positive health changes
- Signpost to appropriate local services

Those attending will receive a certificate of completion and additional supporting information to enable healthy lifestyle conversations with others.

Forthcoming Dates

- Wednesday 21st January 2015, 9.30am at Redditch Town Hall
- Thursday 29th January 2015, 10.00am at Wyre Forest House, Kidderminster
- Friday 30th January 2015, 10.00am at the Guildhall, Worcester
- Thursday 12th February 2015, 10.00am at the Council House, Malvern Hills



If you are a volunteer or staff member who works directly with members of the public and would like to book a place on one of the training sessions above, please call

01905

768 218 or email

**HWBAdmin@
worcestershire.gov.uk**

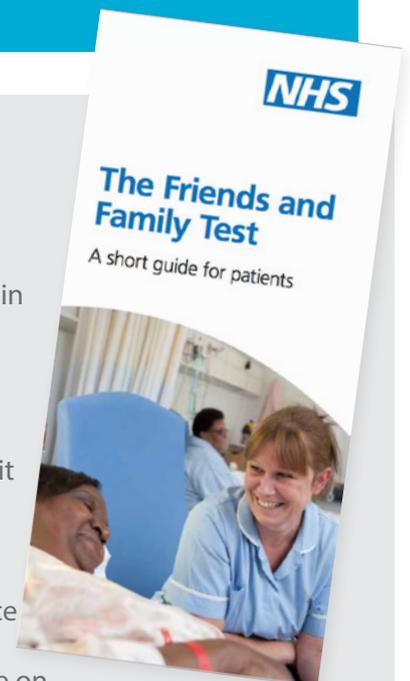
Friends and Family Test

The Friends and Family Test (FFT) was rolled out by NHS England with the support of NHS Wyre Forest CCG to all Wyre Forest GP practices on Monday 1st December 2014. The FFT is an important and valuable feedback tool that supports the principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses.

When combined with accompanying follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice and is already implemented across the majority of acute hospital services.

NHS Wyre Forest CCG has played an important role in advising and supporting surgeries to raise patient awareness of this test.

From the end of January 2015, practices will submit monthly FFT data to NHS England, which will then be published on the NHS Choices website. Guidance for GP practices on how to submit data is available on the NHS England website along with guidance for community and mental health services who will also start offering the FFT from January 2015. There are also communication resources available to help providers to promote the FFT to patients.



For further information on FFT in GP practices please visit www.england.nhs.uk/ourwork/pe/fft/



Preventing falls and keeping warm and well this winter

In Worcestershire, around 12% of residents are considered to be fuel poor. This means they have difficulty in heating their homes during the winter. An under heated home can have a negative impact on a person's mental and physical health, in addition to worsening existing conditions such as arthritis. As well as a risk of falls during icy conditions outside the home, colder weather brings the risk of falls inside the home. This risk increases for older residents during the winter. Worcestershire Warmer Network and Act on Energy are two organisations which help to support people to stay warm in winter.

Supporting organisations

The Worcestershire Warmer Network is a partnership of public, voluntary and community organisations in Worcestershire. They provide residents with free thermometer cards to indicate a suitable temperature and provide households with further advice. Please contact sustainability@worcestershire.gov.uk for more information.

Act on Energy is a charity which provides free energy advice. Whether you or someone you know has problems with energy debt, working your heating or need advice on saving money on your bills you can call Act on Energy on 0800 988 2881.

Contact

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Awards

NHS Wyre Forest CCG are delighted to have been shortlisted for three awards.

- Care Home project – HSJ Award in Innovation in Primary Care
- Medicine Optimisation project - NHS Alliance for CCG Supporting Innovation in Primary Care – Runner up
- Referral Meeting – The BMJ Innovation in Healthcare Award

These awards recognise how Wyre Forest CCG is working hard to address the needs of the Wyre Forest population in innovative ways.

Board meeting dates



We aim to ensure NHS Wyre Forest CCG is managed in an open and accessible way, which allows local people to question and scrutinise what the CCG does and why it does it. Our Board meetings are held in public and members of the public are welcome and encouraged to attend. The next Board meeting dates are as follows:

- **Tuesday 3rd February 2015**
- **Tuesday 31st March 2015** (please note a change in the date from the usual pattern of meetings to avoid a clash with the Easter holiday)
- **Tuesday 2nd June 2015**

Meetings are held in the Stourport and Bewdley Room, Wyre Forest District Council, Wyre Forest House, Finepoint Way, Kidderminster, DY11 7WF from 9:00 – 12:30pm.