

Patient Participation Group newsletter Spring 2016



Welcome to the PPG newsletter aimed at bringing information to where it matters the most - you the patients!

In this issue, you can find out the latest health news, how to get involved and take part in our shape the future puzzle!

If you would like to receive hard copies of any of the content included in this newsletter, or would like to suggest articles to be included, please call **01752 315014** or email benmitchell@nhs.net



What's been happening in healthcare

NHS Kernow financial update

Dr Iain Chorlton, Chairman of NHS Kernow, said: “We are building on existing work with NHS England to address the financial challenges facing NHS Kernow and the wider local health and care system.

“We know what the financial issues are and are putting plans in place to address them to ensure the local system is sustainable in the future and delivers high quality care. NHS England is providing additional support to help us put our finances on a firmer foundation to achieve this.

“Health and care must deal with cost pressures brought about by inflation, population growth and the increased proportion of older people living longer and with complex care needs – this means we need to deliver more from every pound we spend.

“It's no secret that there are funding challenges in the NHS and with increasing costs and needs, if we do not act quickly, our projected deficit at NHS Kernow will reach nearly £57million by the end of 2016/17.

“The scale of the overall system financial deficit is such that major transformation is required. To help towards this improvement in efficiency, NHS Kernow and our local partners are committed to integrating services to reduce duplication and improve them for people.

“We are working with our partners on a robust Sustainability Transformation Plan which will play a pivotal part in getting the system aligned behind a shared purpose and some joint transformation programmes. The plan will also take into consideration the wider determinants of health and wellbeing such as access to transport and fuel poverty. An engagement exercise, including a public survey and public meetings, has just taken place to help shape the process and we are now working with partners to analyse the results.

“As our ambitious plans to integrate services gather pace and become firmly embedded locally we are confident that patient experience and outcomes will further improve and demand on some services will ease, which will also improve finances.”

Simon Bell, NHS Kernow's Chief Finance Officer, said: “Our financial situation has worsened as a number of financial pressures have recently emerged – particularly an overspend on individual packages of care for patients with complex health needs. We have declared our position to NHS England, who we are accountable to, and are working closely with them to develop robust plans to improve our financial position. We recognise the importance of planning and commissioning affordable and sustainable healthcare services whilst ensuring patients get the right treatment, in the right location at the right time.”

Background information

All local health and care systems are now required to produce a Sustainability Transformation Plan. This is a means to help deliver the Five Year Forward View vision of better health and wellbeing; improved quality of care, and stronger NHS finance and efficiency by 2020.

Adult community health services in Cornwall and the Isles of Scilly

Adult community health services in Cornwall and the Isles of Scilly will be run by Cornwall Partnership NHS Foundation Trust (CPFT) from 1 April 2016.

The new contract has been awarded to CPFT for the provision of adult community services. CPFT will be working in coalition with Royal Cornwall Hospitals Trust and Kernow Health (GPs) in line with local plans for a more integrated and sustainable NHS system in Cornwall and the Isles of Scilly.

CPFT is currently responsible for mental health, learning disability and children and young people services in Cornwall.

The decision to award the new contract follows an open market procurement – as is normal practice in the public sector – that met legal and regulator requirements. CPFT takes over the contract from Peninsula Community Health.

Cornwall's adult community health services include community hospitals, minor injury units, district nurses, community matrons, palliative care plus a range of clinics and services such as cardiac and stroke rehabilitation, dermatology, diabetes and occupational therapy. [Read more.](#)

New Chief Executive appointed at Royal Cornwall Hospitals NHS Trust

Kathy Byrne was selected from an excellent field of candidates and through a process that involved a wide range of staff and stakeholders. She has a long and distinguished career as a health service Chief Executive in Australia and until recently was head of Health Support Queensland and Deputy Director General at Queensland Department of Health.

Kathy is moving to the UK to take up the post on 25 April. She has vast experience of leading major healthcare organisations and transforming health and social care systems. Her knowledge and leadership qualities impressed throughout the selection process which included spending time with patients and staff at Royal Cornwall Hospitals NHS Trust (RCHT).

Ms Byrne said on her appointment: "It is a privilege to have been appointed as Chief Executive at RCHT. I have visited Cornwall several times over the years and come to appreciate what a special place it is and RCHT really appeals to me as the kind of organisation and challenge to be part of.

"From the start I was impressed by the quality and enthusiasm of the people at RCHT and the foundations for change and improvement that have been put in place. I am really looking forward to working with the staff and the whole community to make Cornwall and the Isles of Scilly a leader in integrated healthcare where the patient and citizen are truly at the centre of all we do."

High demand puts local health and social care system under major pressure

The local health and social care system in Cornwall and the Isles of Scilly remains under major pressure – with the unprecedented demand showing no sign of easing. Royal Cornwall Hospitals Trust is on Black Alert – the highest indicator of pressure – with the wider system on Red Alert.

Local A&E remains extremely busy with large numbers of very sick, frail and elderly patients needing urgent care and patient flow remains slow through the system.

Local people are encouraged to 'do their bit' to reduce pressure on the local system by choosing the most appropriate service for their needs and avoiding A&E for everything except genuine, life-threatening emergencies. Organisations across the local health system are continuing to work together to restore capacity to the system and maintain patient safety at a time of high pressure.

There is a 24 hour urgent care centre at West Cornwall Hospital in Penzance and another at Camborne-Redruth which is open from 11am to 7pm. Minor injury units are available at Bodmin, Camborne-Redruth, Falmouth, Helston, Launceston, Liskeard, Newquay, St Austell, St Barnabas, St Mary's (Isles of Scilly) and Stratton community hospitals which can deal with minor injuries, such as cuts, burns, sprains, broken limbs and strains as well as treatment for minor illness.

People can visit their local pharmacist for confidential, expert advice and treatment for a range of common minor illnesses and complaints such as allergies, minor cuts, bruises and skin conditions. Most pharmacies can also help patients who need an urgent prescription for a supply of their normal prescribed medicines that they may have run out of. Instead of going to the out of hours service or A&E, patients can simply request their medicines from the local pharmacy, even if they are on holiday or visiting family.

It's also important to keep an eye out for neighbours and those in the community who are more vulnerable. Minor conditions can deteriorate quickly particularly among the elderly and those with long-term conditions such as diabetes or chronic obstructive pulmonary disease.

To find the most appropriate local health service visit www.kernowccg.nhs.uk/get-info/choose-well.



Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.



NHS 111

Call NHS 111 free if you need medical help advice, but it is not a 999 emergency.



Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.



GP

For expert medical advice, medical examinations and prescriptions for illnesses.



Minor injury unit/urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken bones.



Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.

Epilepsy app shortlisted for medical award

The EpSMon or Epilepsy Self-Monitoring app has been shortlisted for a prestigious award from the British Medical Journal (BMJ). The awards are the UK's premiere medical awards, recognising and celebrating the inspirational work of doctors and their teams.

Dr Rohit Shankar from Cornwall Partnership NHS Foundation Trust and colleagues from SUDEP Action, Plymouth University and the Royal Cornwall Hospital Trust have been shortlisted in the category of Neurology Team of the Year for the development of the EpSMon app.

The app's development was supported by KT's fund, a charity set up in memory of Katie Hallett from Cornwall. Katie was a young nurse who died suddenly aged 20 from epilepsy. The app brings lifesaving information to the fingertips of adults with epilepsy. Its use has been likened to a person with hypertension monitoring their condition with a domestic blood pressure device.

People with epilepsy are encouraged to attend regular reviews with their GP, but the reality is that this may only be once a year. EpSMon asks questions about a person's seizures, medication and overall wellbeing. The app analyses the answers and makes a recommendation ranging from 'all clear, no further action required' to 'make an appointment with your doctor now'. Information is also provided through the app on sudden unexpected death in epilepsy (SUDEP) and the factors which affect risk.

There are more than 600,000 people with epilepsy in the UK, with 87 people diagnosed with the condition every day. Over 1,200 lives are claimed by epilepsy every year and over half of these are SUDEP. Research indicates that over 42 per cent of these may be potentially preventable through better management of risk factors.

EpSMon is a digital version of the SUDEP and seizure safety checklist, a tool which supports health professionals in monitoring, discussing and managing their patients' epilepsy, risks and overall wellbeing. Information about the SUDEP and checklist can be found at www.sudep.org checklist.

The app is free through iTunes and the android version is due to be released in the near future. The winners will be announced at an awards ceremony on 5 May in Westminster. For information on the awards visit www.thebmjwards.bmj.com.

Chronic Obstructive Pulmonary Disease (COPD)

COPD is a name used to describe a number of health conditions which affect the lungs, such as emphysema and chronic bronchitis. More than three million people are living with the disease in the UK, of which only about 900,000 have been diagnosed. People with COPD can find it difficult to breathe and often struggle with everyday tasks, but living well with COPD is possible with the correct support. Often the main cause is smoking and usually affects people over the age of 35 who are, or who have been heavy smokers.

GP patients prefer telephone triage

A patient survey to determine how people prefer to access GP appointments has highlighted telephone triage as a favoured means.

Healthwatch Cornwall (HC), an independent organisation that gives people the opportunity to create positive change in health and social care services, conducted a face-to-face research project at six GP practices across the county, in rural and urban locations, to discover more about the options for patients to book appointments and seek advice.



Chief Executive Debbie Pritchard said: “This work has shown that patients are open to a variety of access options but most patient satisfaction with the ease of booking appointments, both on the day and in advance, lies with practices that use an established telephone triage system. It also indicated that some patients did not know about their surgeries range of choices for booking appointments such as online and requests for a GP phone-back, and how those options can differ widely from practice-to-practice.”

During 2015, HC heard from more than 150 people about the difficulties they have faced when trying to secure an appointment with a doctor and instigated the targeted sample to help determine what was hindering access, where there was good practice and to ascertain what people wanted. Initially, all GP practices were contacted by telephone to ask them about their booking systems and from that selected surgeries with varying booking processes were involved.

Three booking systems were looked at in detail: telephone triage where a patient will speak with a GP who will decide if a face-to-face appointment is necessary; calling by 8.30am to book on the day and up to three months in advance, to request a call-back and to request an evening appointment; and as previous but without the call-back and evening options. Respondents that used telephone triage found it the easiest way to book an appointment on the day with 97% response saying it was easy or very easy but, surprisingly, only 56 per cent of those with the most access options said they found it easy.

The survey highlighted that only a third of participants felt they needed to see a GP in person, although email and online video contact were the least preferred, and that those who are already using a telephone triage system are the most flexible in how they access their doctor.

Ms Pritchard added: “We are encouraging GP practices that are perhaps struggling with bookings to re-evaluate their systems and look to offer alternatives such as telephone triage and to further promote the different choice to a face-to-face appointment.”

The full report can be read here: www.healthwatchcornwall.co.uk/our-work/our-reports.

10 ingredients to Living Well

Cornwall Pioneer have developed a ‘recipe book’ which outlines the key concepts behind their Living Well programme - what has worked, what needs to be in place, the conversations to have and the mistakes to avoid when working on developing person-centred care. Download the recipe book [here](#).



National recognition for Cornwall's diabetes nurses

With an estimated 347 million people in the world living with diabetes and causing 1.5 million deaths in 2012*, Cornwall Partnership NHS Foundation Trust's Diabetes Team, based at Royal Cornwall Hospital Treliske, is working to combat the chronic disease in Cornwall and the Isles of Scilly.

Having developed an innovative simulation training tool to enable staff to treat hypoglycemia; a critical and potentially life-threatening condition for patients with diabetes that occurs when their blood sugar falls dramatically, the team have recently been announced as 'Runner Up' at the National Rowan Hillson Insulin Safety Awards and in October 2014, they were awarded second place at the Quality in Care Awards for their ward based training and point-of-care simulation to address hypoglycemia.

The team has also received recognition at a national level and praise from expert advisor to Diabetes UK, Dr. Gerry Raymond, for their example of good practice. Through his blog, Dr. Raymond has been highlighting the programme in Cornwall as an example of good practice for others to follow.

A large proportion of diabetes cases are preventable. Simple lifestyle measures have been shown to be effective in preventing or delaying the onset of Type 2 diabetes. Maintaining normal body weight, engaging in regular physical activity and eating a healthy diet can reduce the risk of diabetes. To find out more visit www.nhs.uk/Conditions/Diabetes

St Michael's Hospital therapy team lead the way

The physiotherapy team at St Michael's Hospital is leading the way in enhanced recovery for orthopaedic patients at RCHT with a new programme that sees patients on their feet and taking their first steps the same day as having surgery.

The fast-track approach to recovery and rehabilitation is suitable for all patients particularly those who enjoy an active life-style and want to quickly return to regular activities, work and exercise. The key to success is as much about preparation for surgery as the intensive physiotherapy input afterward.

Introduction of the enhanced recovery programme has been brought about by the physiotherapy team at St Michael's Hospital themselves, who committed a good deal of personal time to testing it with a small group of patients. They were supported in this by their anaesthetic, nursing and surgical colleagues.

The trial meant the team was able to collect data to back up the benefits for patients, as well as show increased efficiency and savings too. This has now been supported by investment to expand the programme. The team has been increased from 2.5 to six physiotherapists, extending their working day into the evening so they now cover from 7.30am to 8pm and they are also providing more therapy input at weekends.

Patients on the enhanced recovery programme will receive follow-up telephone calls from the physiotherapy team two days and two weeks after going home to check that all is going as planned and they are provided with a contact point if they have any concerns.

Patients who want to have their surgery at St Michael's Hospital should make sure they choose Royal Cornwall Hospitals Trust on 'Choose and Book' when their GP makes a referral and then, provided they are medically suitable, they can then choose St Michael's for their operation.



Notice blood in your pee? See your doctor

A local health leader is encouraging people in Cornwall and the Isles of Scilly to contact their GP if they see any blood in their urine as it could be a sign of bladder or kidney cancer. Latest figures show that 267 people in Cornwall and the Isles of Scilly are diagnosed with either bladder or kidney cancer each year – with 96 dying from these diseases. If bladder and kidney cancers are diagnosed at the earliest stage, one-year survival is as high as 92-96 per cent. At a late stage, it drops to 27-37 per cent.

Dr Alison Flanagan, a GP and Clinical Lead for Long-Term Conditions at NHS Kernow, said: “Your GP wants to know if you see any blood in your urine. It may not be anything serious, but it may be the first sign of bladder or kidney cancer, so don’t delay, let your GP know as soon as possible. We know that if cancer is found early there is a good chance of treating it.

“It’s very straightforward for your GP to examine you and decide whether to arrange further tests. If your GP suspects it might be bladder or kidney cancer, you will be urgently referred to a hospital and they will then organise tests, and, if necessary, treatment. You will either get reassurance that it isn’t cancer, or if it is you will have a better chance of successful treatment.”

The earlier bladder and kidney cancers are diagnosed, the higher the chance of survival, so being aware of the symptoms is crucial. These cancers can affect people of all ages, but are most common in those over 50.

Visible blood in urine is a key symptom in many bladder and kidney cancers and those who notice it, even if it’s just the once, should see their doctor without delay. Yet research has found that 43 per cent of people would wait until they saw blood in their urine at least a second time before they contacted their GP.



Blood in your pee is a key symptom of bladder cancer.

Other symptoms include:

- Cystitis (a urinary tract infection) that is difficult to treat or comes back quickly after treatment
- Pain when peeing

If you have any of the above symptoms, go and see your doctor.



nhs.uk/bloodinpee



Best Newcomer: Healthy Workplace Awards

Cornwall Partnership NHS Foundation Trust has been named Best Newcomer in this year's Healthy Workplace Awards. This year's annual Healthy Workplace awards ceremony was held at the Royal Cornwall Showground. The awards began eight years ago to recognise the efforts of businesses across Cornwall in keeping their workforce healthy.

Sophie Scott, Head of Organisational Development accepted the Best Newcomer Award on behalf of the Trust. Sophie said: "This is fantastic news and we are delighted to receive this award. Staff health and wellbeing is a top priority for us and we will continue to put this at the heart of everything we do."

Professor Dame Carol Black, senior policy advisor to the Government on work and health to the British Government and Chair of the Board of the Nuffield Trust presented the awards. She said, "The Awards ceremony was a great celebration of all the hard work being done in Cornwall to improve the health and wellbeing of working people. Such great things are being done. Keep up the good work".

Healthy Workplace, a Health Promotion Service, awards bronze, silver and gold level awards based on the achievements of the businesses throughout the year. Workplace health is recognised as a big factor in tackling levels of sickness absence, particularly with workplace related stress. Schemes implemented by the Trust have involved taking part in activity challenges, health checks at work, healthy lunches and weight loss support groups.

Rachel Faulkner, Healthy Workplace Co-ordinator for the Health Promotion Service said: "I am delighted to see the programme continue to grow. It is amazing to see the commitment and support of Healthy Workplaces in Cornwall and the importance placed on staff health and wellbeing. It's a privilege to work with so many wonderful staff, colleagues and local businesses who really care and want to ensure the health and wellbeing of staff is a priority".

For more information on Healthy Workplace visit: www.behealthyatwork.org.



Just being frank - new problems provide new opportunities

It would be safe to say the NHS is going through quite a difficult time in its existence. It cannot have escaped your notice some of the financial challenges facing healthcare in the near future. It would be easy to fear for a system we cherish. We rely on good communications now more than ever. Times are changing and so too is the patient voice within healthcare. No longer reliant on media to provide biased stories we have the opportunity to be more closely involved. I do not work for the NHS but I do work with them from a patient's perspective and with this PPG newsletter we have an opportunity for that patient perspective to be reached far and wide in Cornwall and the Isles of Scilly. From June a new version of the PPG newsletter will be ushered forth. As an electronic magazine the costs are low but offers a chance to have our say in a PPG section that spans the breadth of the county.

We would like to make this section as interactive as possible and would welcome PPGs sharing concerns and information in this section of the newsletter. We will do our best to make this as useful for you as we can but it does rely on the communications we receive. If anyone can offer suggestions as to how we can make improvements please email **Ben Mitchell** or **Frank Trew**.

TVH patient's group report

It is the intention to make the PPG section of this newsletter of real relevance to members of PPGs and as part of this we felt that news of what is happening in PPGs could be shared here. We knew that Tamar Valley Health PPG had prepared a recent report on a subject that is possibly a difficulty in a number of practice: appointments and reception.

We asked them if they would mind if we reproduce the report attached for sharing with all PPGs in Cornwall. We are grateful that they agreed and hope that this research might prove useful to others.

Patient feedback

The patient feedback this edition comes from the Cornwall Partnership Foundation Trust CQC 2015 report

- Fettle - rated staff as 10/10
- Fettle – Made me feel like I count
- Fettle - “I think the staff are outstanding and they give far more than they are paid for”
- Bowman - “our son received excellent care and support”.
- Children and young people - “the support is great, I know I can talk to them if I need to”.
- Children and young people – “they are always positive and never give up on treatment”

Learning Disabilities: Clinicians’ caring, knowledge and skills within the teams were highly regarded by all carers, individuals who use the service, and other professionals we spoke with. The teams were consistently identified as being an invaluable support. Carers and patients spoke of the positive and exceptional input that they received.

Children and young people: “Parents felt they were treated with dignity and respect by staff. One parent told us “it’s a brilliant service, always there for you.” A young person told us “it’s good to have someone to listen to me and help me when I was frightened about what would happen to me.” Another young person told us that “everything was discussed with me and I feel I’m in control ... nothing will be done to me if I’m not happy about it.”

Dates for the diary



NHS Kernow Governing Body

- 7 June 2016, Trethorne Leisure Park, Kennards House, Launceston PL15 8QE

RCHT Board

- 28 April 2016, Knowledge Spa, Royal Cornwall Hospital, Truro

CPFT Board

- 26 April 2016, Fairview House, Corporation Road, Bodmin, PL31 1FB

Get involved

Do you know a patient or relative who might like to get involved in our PLACE assessments?

We are looking for people to become patient assessors and help us to improve the environment where we deliver patient care.

“Every patient should be cared for with compassion and dignity in a clean, safe environment,” says Kim O’Keeffe, Deputy Director of Nursing. “Patient-led assessments of the care environment, or PLACE Assessments as they are often known, help us to make positive changes by gathering feedback directly from patients on how we can improve the environment and contribute to delivering outstanding care.”

The assessments see local people go into our hospitals as part of teams to look at how the environment supports patients’ privacy and dignity. The assessments look at food, cleanliness and general building maintenance, and focus wholly on the care environment rather than how care is provided or how well staff are doing their job. All results of assessments are reported publicly and show how different hospitals perform both locally and nationally.

The PLACE assessments normally take place between March and June. Assessment teams are made up of 50 per cent patients and 50 per cent staff. Anyone who uses our services can be a patient assessor, including current patients, their family, visitors or carers, as well as patient advocates and trust members.

If you know someone who may be interested in becoming a patient assessor, ask them to call **01872 253249** or email Philip.bond2@nhs.net and provide the following information:

- Name
- Email address
- Contact telephone number
- What site(s) they would like to participate in?
- What dates they definitely cannot attend?
- Preferred start and finish times

All volunteers will need to have appropriate security checks carried out and to complete an induction programme for Trust volunteers. For more information on other volunteering roles at any of RCHT’s hospitals contact the Voluntary Services team on 01872 253737 or email rch-tr.voluntaryservice@nhs.net.



Care Quality Commission older person campaign

From the 29 March, CQC is launching a campaign to encourage older people and their loved ones to feedback about the quality of health and social care they have received. They are encouraging older people to feedback on their care, as research has shown that older people are far less likely to complain about services and are less aware of the ways they can share their views.

As part of the campaign, CQC has spoken with older people and their loved ones about their experiences of care – good and bad – and their experiences will be at the centre of the campaign.

It is hoped that these stories will encourage more people to share their experiences with CQC. The inspectors can't be everywhere at once and their information will help the inspectors decide when, where and what service to inspect and it could stop poor care from happening to someone else in the future.

They are using a variety of communications channels, including posters and social media, to reach older people and their loved ones. It is hoped more members of the public can be encouraged to share their experiences but support is needed to reach people in your community.

What they are asking from you

CQC are asking for a commitment to help raise awareness of how important it is for older people and their loved ones to feedback on care. They are asking for support in the following ways:

- During the week, they need you to post through your social media channels and any other relevant channels about the campaign. Their social media team can share social media posts within their networks.
- They are happy to draft content for newsletters so please let them know if that would be of interest.

For more information contact Colin.Penning@cqc.org.uk.



Did you know?

Nearly a third (29%) of people 65+ say they **are likely to complain to family and friends** about a health or social care service.



Word search - Health and social care - Shape our future

C T P Y I C U P C R E A Y R Z
K V I A A A Y K J U L Q U C V
S P P U D T V I E W S I W F O
I R U O Y F V I S I O N B C K
C I A H P P L N W B S T S C F
O O V Q E R A C V X N E S P N
R R S S Y A X L O G I G E C B
L I H H Z C L V X T K R C X M
I T S A Q W D T I B V A I G Q
M I P P V F R N H F D T V U N
D E S E U B U I H G Y I R N A
L S L T L M B U G Z Q O E F L
R U U I M Z R O M J B N S F P
N R T O W E L L B E I N G Y O
E A C O V X M Q F H I Z V K A

Care
Health
Priorities
Views

Communities
Integration
Services
Vision

Future
Plan
Shape
Wellbeing

Mindfulness

Catch a glimpse of the world's most relaxing two-minute TV advert, but concentrate, or you might fall asleep, because that's exactly what it has been designed to do.

Suicide prevention newsletter

The latest suicide prevention letter from Public Health England can be read [here](#).

If you would like to receive hard copies of any of the content included in this newsletter, or would like to suggest articles to be included, please call **01752 315014** or email benmitchell@nhs.net.