

# Patient Participation Group newsletter Winter 2015



Welcome to the Winter 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 winter wellbeing 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](mailto:benmitchell@nhs.net)

# What's been happening in healthcare

## Preferred adult community health services provider announced

A local NHS consortium has been named as NHS Kernow's preferred provider to deliver the adult community health services contract in Cornwall and the Isles of Scilly from 1 April 2016.

The consortium, made up of Cornwall Partnership NHS Foundation Trust, Royal Cornwall Hospitals NHS Trust and Kernow Health Community Interest Company will provide services such as community hospitals, minor injury units, community nursing and therapy teams.

The decision follows an open market procurement – as is normal practice in the public sector – that met legal and regulator requirements. Read more [here](#).

### Government department spending cuts

Four Government departments - transport, local government, environment and the Treasury - have provisionally agreed to cut their spending by an average of 30% over the next four years

### Change at the top at RCHT

The interim Chief Executive at RCHT, Bill Shields, left the trust at the end of October. Andrew MacCallum will step in as interim Chief Executive until a permanent appointment is made.

## Revalidation for nursing staff

All nurses and midwives will have to revalidate to maintain their registration with the Nursing and Midwifery Council (NMC). Taking effect from April 2016, revalidation is straightforward and will help nurses and midwives demonstrate that they practice safely and effectively.

The new process replaces the current Prep requirements and nurses and midwives will have to revalidate every three years when they renew their place on the register. Read more on the NMC website [here](#).

## Prime Minister's Challenge Fund

A pilot scheme to provide urgent care and minor illness services at Camborne Redruth Community Hospital has been extended. Read more about this scheme [here](#).

# Living Well

Pioneer for Cornwall  
and the Isles of Scilly

## Hospital admissions plummet, thanks to pioneering Living Well

The award-winning Living Well, which helps people take control of their lives and reduce their dependency on health and care services, has led to a 34 per cent\* reduction in emergency hospital admissions.

Living Well is an innovative health and care approach that brings together people working in health, social care, the voluntary sector and the community to support people with two or more long-term conditions or are receiving social care. It has been developed with the Age UK integrated care programme and is supporting 2,250 people in Penwith, Newquay and east Cornwall. Age UK has rolled our similar schemes across England.

New figures among people being supported in Cornwall show:

- a 34 per cent reduction in emergency hospital admissions;
- a 21 per cent reduction in emergency department attendances;
- a 32 per cent reduction in hospital admissions overall.

The results show what can be achieved when people join forces and provide tailored care to meet people's needs; helping to change people's lives for the better and avoid unnecessary hospital admissions. You can find out more about Living Well [here](#).

## New telephone number for booking dental appointments on the Isles of Scilly

PCH Dental has made improvements in dealing with enquiries and the booking of dental appointments for patients on the Isles of Scilly. Patients and Visitors should now call 01872 354375 between 8.30am and 5pm, Monday to Thursday, and between 8.30am and 4.30pm on Fridays, where an operator will deal with your enquiry.

For out of hours extreme dental emergencies, which are visible facial swellings, trauma or bleeding, please call 01872 354375 between 5.30pm and 7.30pm Monday to Friday and 8.30am and 4.30pm Saturdays and Sundays where a member of the dental team will be able to deal with your call. The booking of dental appointments and dealing with enquiries will no longer be dealt with at the clinic. Please call the number above rather than go to the dental surgery.

## Winter wellbeing

This year's Winter Wellbeing campaign kicked off on 1 November. For advice and access to services provided by the programme, call freephone 0800 954 1956. Cornwall Council's winter wellbeing guides for Cornwall and the Isles of Scilly, as well as top tips for keeping warm and well this winter [here](#).

## New service introduced to help tackle alcohol misuse and alcohol related health harm

The Alcohol Liaison Team will offer advice and support to patients admitted and identified as being at risk from too high an intake of alcohol.

The new service has been funded by NHS Kernow and a team of 4 alcohol liaison nurses, Claire Holme, Hannah Parsonage, Toni Basset and Jenna Brickley, have just started working in RCHT and with primary care services, including partnership with the drug and alcohol charity Addaction as well as GPs and practice nurses. They will be supported by Hepatology alongside the Psychiatric Liaison Service and substance misuse lead Andy Brooking, to form strong partnerships across the hospital and external settings.



A screening process, using a standard set of questions for all newly admitted adult patients (AUDIT-C), is being rolled out across the Trust within the risk assessment profile. This will enable ward teams to identify individuals at risk of alcohol related harm and offer them the opportunity to be seen by one of the alcohol liaison nurses. They in turn will be able to offer advice and intervention, as well as referring people on to further support, if needed, when they leave hospital. Read more [here](#).

## Manometry testing now available at RCHT

Gastro-intestinal specialists at RCHT have introduced a new service for patients with reflux symptoms, being considered for surgery, which means they no longer face lengthy journeys out of county.

Over £30,000 has been invested in equipment to carry out high resolution manometry, as well as 24 hour acidity (pH) monitoring.

The tests are recommended under national NICE

guidelines for investigation of patients with reflux being considered for surgery.

They are also beneficial in the diagnosis of achalasia. Until now, patients have had to travel to Plymouth or Exeter for these investigations, involving return trips on two successive days and have often had a very long wait for the procedure, thus further delaying their treatment.

The first patients have already undergone successful tests and with the manometry equipment useful in the diagnosis of other gastro-intestinal conditions it is expected to be in high demand.

## The importance of handwashing

To mark Global Handwashing Day and to make sure people are washing their hands correctly, the Royal Cornwall Hospital Trust has launched a handwash video for staff and new starters, entitled 'Let's Wash'. Staff sing along with new words to the tune, Uptown Funk. Watch the film on [You Tube](#).

## The world's most relaxing advert

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. Watch the video on You Tube [here](#).

## Providing safe places in community hospitals

All community hospitals across Cornwall and the Isles of Scilly will provide 'safe places' for vulnerable people if they are feeling scared or in need of support whilst out in the community from October 2015. The Safe Places Scheme provides vulnerable people, with conditions such as Down's syndrome, a safe place to go if they feel anxious or if they are faced with verbal abuse, bullying, or harassment when out in the community.



Staff members in community hospitals have undergone training by the Cornwall Health and Making Partnerships Team (CHAMPS) to be able to support vulnerable people looking for help and support.

Safe Places can be identified by window stickers and posters and found in community hospitals across the county. As well as the community hospitals, other Safe Places include some shops in towns, leisure centres and libraries. Find out more [here](#).

## Early Help Hub

A new Early Help Hub which provides a single point of contact for information, advice and guidance about Early Help services for children and young people and their families in Cornwall, as well as access to a range of universal and Early Help services, will be officially launched at County Hall on Thursday 5 November.

Early Help services include help provided both in early childhood and early in the development of a problem. The services are available to children and young people of all ages from pre-birth up to the age of 18, and up to the age of 25 where young people have special educational needs or disability.

The new Hub, which has been developed jointly by Cornwall Council and Cornwall Partnership NHS Foundation Trust, is part of a wider programme now under the Deal for Cornwall to integrate children's community health and social care services in Cornwall. This new approach is what parents and carers say they want so that they can tell their story once and get the right services at the right time.

By providing a single point of contact for advice and requests for support, the Hub will help avoid overlap and duplication among different services and different organisations, and create easier access for professionals working with families, parents and carers with one telephone number and electronic referral system.

The Hub is open from 8.45am to 5.15am on Mondays to Thursdays, and from 8.45am to 4.45pm on Fridays. Anyone seeking advice and support can call 01872 322277, email [earlyhelphub@cornwall.gov.uk](mailto:earlyhelphub@cornwall.gov.uk) or visit the website: [www.cornwall.gov.uk/earlyhelphub](http://www.cornwall.gov.uk/earlyhelphub)

## Safeguarding newsletter

Read the latest newsletter from the Cornwall and Isles of Silly Safeguarding Children Board and Safeguarding Standards Unit [here](#).

## Cornwall Partnership Trust staff awards

Several NHS professionals from Cornwall Partnership NHS Foundation Trust have been honoured for their loyal service as part of the Trust's Annual Members' meeting. Four members of the trust's staff were given awards in recognition of their dedication to the NHS ranging from 26 to 35 years.

Lesley Ayers, recovery worker at Richmond House mental health resource centre in Penzance received an award for 26 years' service. David Brown, in-reach nurse with the child and adolescent mental health team and Angela Hawke, team manager of the early intervention in psychosis service received an award for 31 and 32 years' service respectively. Claire Butler, community psychiatric nurse from Trevillis House, Liskeard received an accolade for 35 years' service.



The trust has recently been rated as 'good' by the Care Quality Commission (CQC), the independent health sector inspector and regulator, for its services. Dr Barbara Vann, Chair of the Trust said: "In one of my first formal duties as Chair, I was delighted to recognise the contribution of these staff. People who are compassionate, dedicated and caring staff is key to the success of the Trust. Our recent CQC inspection recognised the 'hard work, dedication and commitment to high quality care which exists among our staff, who do their absolute best for patients'".

## 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.

Symptoms of COPD include wheezing; breathlessness; tight chest; cough and producing more mucus or phlegm than usual. These symptoms may get worse when the person has an infection or breathes in smoke and fumes. Peninsula Community Health's Respiratory Team are encouraging all members of the public who are living with COPD or who think they may have it, to visit the British Lung Foundation's website and complete a COPD passport to help its staff with your care. Patients can get a personalised COPD passport at <http://passport.blf.org.uk/>.



### Smoke free sites

Four of Cornwall's mental health resource centres have become smoke free sites. Staff and patients at resource centres in Bodmin, Bude, Launceston and Liskeard have worked together with Cornwall's Stop Smoking Service to become healthier venues free from cigarette smoke.

People with mental health problems are more likely to smoke, and to smoke more heavily, than the general population. This is one of the reasons that they tend to have poorer physical health and a lower life expectancy. While many people with a mental health problem feel that smoking helps to calm them down and relax them, research has shown that the opposite is true and people who choose to quit smoking feel fitter mentally and physically. All ten of the trust's resource centres aim to be smoke free by the end of November 2015. The Cornwall stop smoking service can be contacted on (01209) 313419 or e-mail [smokefree@cornwall.nhs.uk](mailto:smokefree@cornwall.nhs.uk).

## Improvements to continue



Healthwatch Cornwall attended the popular St Austell Healthcare Health Fair on 10 October to find out more about what people thought of the new GP practice. Along with information stands on topics such as the Carers' Support Service, Abdominal Aortic Aneurysm Screening (for men over 75), and the Stop Smoking Service, the Fair included an innovative immunisation scheme that enabled people needing flu vaccinations to access them conveniently and early in the season.

Healthwatch Cornwall took part in response to feedback it had already received that indicated difficulties in making appointments by phone or ordering repeat prescriptions. It surveyed a sample of 100 people in relation to their views of the new practice and of the 90 responses received 55 were negative, reporting long waits in a phone queue or the need to phone repeatedly.

Several people told Healthwatch Cornwall it was quicker to go to the surgery and book an appointment in person. However, 35 people said the service was efficient, better or improving.

St Austell Healthcare responded to Healthwatch's request for details about the measures being implemented/will implement to improve the service provided at the practice. The practice highlighted technical problems faced with the phone line from August to November, which has been rectified and should prevent patients being cut off unintentionally. To read the latest update, click [here](#).



Healthwatch Cornwall invite you to take part in their 12 days of Christmas Stars sharing ways to help others in the run up to Christmas. Find out more [here](#).



## National recognition for service helping those with long term conditions

An innovative service that helps people with long term health conditions to manage symptoms of pain and fatigue as well as ways to manage their condition, has been shortlisted at the prestigious Health Service Journal (HSJ) awards.

The Expert Patient Programme (EPP) which is run by Peninsula Community Health has been shortlisted for the 'Compassionate Patient Care Award' and was shortlisted from 1,600 entries. Run by the EPP Manager, Elaine Curno, the programme works to put the patient at the centre of care by delivering free, innovative 6 week courses throughout Cornwall and the Isles of Scilly to help those with long-term conditions to self-manage, feel confident and in control of their health condition.

Patients can expect to feel understood and supported by tutors who are fully trained volunteers also living with a chronic health condition. By attending the course patients can expect to learn about how to deal with pain and fatigue; how to cope with feelings of depression; fall prevention; healthy eating; managing stress; relaxation; diversion techniques; tips on improving sleep; how medication and other therapies can help and have access to information and sharing resources. Read more [here](#).

## Horse visits hospital to make last wish come true

Nurses from Bodmin Community Hospital's Anchor Ward made the final wish of a dying patient come true by organising for one of his horses to come and visit him on the hospital's grounds.

Cancer patient, Frank Keat sadly passed away in October but four days prior to his passing, the caring nurses at Bodmin Community Hospital surprised Frank with a visit from his horse, Early Morn.

82 year old Frank Keat's passion with horses began when he was 14 years old and when he started work on a farm as a Farm Hand looking after horses. He went onto buy and sell horses for many years and even judging them. Over years he has won many awards across the country for his judging and he was even presented with an award from the Queen at the Royal Cornwall Show in 2000.



## PCH takes home four awards at prestigious ceremony

Peninsula Community Health scooped half of the awards up for grabs at this year's NHS South West Leadership Awards in Bristol on Friday 13 November. The ceremony, which was hosted by Alan Johnson MP, was attended by many inspirational NHS staff members, all there to be recognised for their amazing achievements and commitment to patients, service users and the NHS.

Out of the eight awards up for grabs, Peninsula Community Health won four.

- NHS Emerging Leader of the Year – Lucy Clement, District Nurse Manager
- NHS Mentor/Coach of the Year – Andy Shaw, Clinical Facilitator for Acute and Complex Care
- NHS Innovator of the Year – Naomi Campbell, Hydration Lead Nurse
- NHS Inspirational Leader of the Year – joint winners: Joanne Beer, Interim Director of Operations, Nursing and Allied Health Professionals, Peninsula Community Health and Professor Greg Dix, Director of Nursing, Plymouth Hospitals NHS Trust.

You can find out more about the awards [here](#).

## Pressure ulcers

Nearly 700,000 patients are affected by pressure ulcers each year in the UK with vulnerable people over the age of 75 most at risk. Pressure ulcers are extremely uncomfortable, with more severe cases resulting in serious harm to the body and even death, but shockingly, research suggests that 80-95% of cases are preventable.

Peninsula Community Health's Tissue Viability Team has recently been awarded a share of a £1.5million innovation programme from the Health Foundation for its innovation in the prevention of pressure ulcers. The Innovating for Improvement programme is supporting 21 health care projects in the UK with the aim of improving health care delivery and/or the way people manage their own health care, by testing and developing innovative ideas and approaches and putting them into practice. You can read more about the programme [here](#).

## Volunteer scoops health award

Volunteer Befriender Barry Bendell, who works at Stratton Community Hospital, has won the Volunteer Cornwall, Cornwall Celebrates Volunteering health category award. With now having 100 volunteers working in Peninsula Community Health, all three of the shortlisted persons were volunteers working in community hospitals and in the local community.

Barry works as part of the Volunteer Befriender Scheme to provide comfort to patients in Stratton Community Hospital.

Finalists for the award, Betty Clemens, a Meet and Greeter at Camborne Redruth Community Hospital and June Hackett, a trainer on the Expert Patient Programme, were named as 'highly commended'.

Since working with the charity Volunteer Cornwall in May 2014, Peninsula Community Health has set up a range of volunteer schemes and roles, such as Volunteer Befrienders, who visit patients in hospital and in the community who may feel lonely, isolated and vulnerable; Spiritual and Pastoral Volunteers, who offer prayer, blessings and can discuss more spiritual and faith based topics; Volunteer Meet and Greeters who welcome the public into community hospitals and signpost to services and appointments, and the Expert Patient Programme, which helps people with long-term health conditions to manage their symptoms of pain, fatigue and stress.

If you're interested in other volunteering at one of our community hospital sites, contact Jenny Wilkinson from Volunteer Cornwall on 07968 706106.



## Dates for your diary

NHS Kernow Governing Body meeting - 12 January 2016 - St Austell Printworks, St Austell  
RCHT Board meeting - 28 January 2016 - Knowledge Spa, Truro  
CPFT Board meeting - 26 January 2016 - Fairview House, Bodmin

## Further reading

**Transition times:** Read the latest [newsletter](#) from the charity Together for Short Lives.

**Communications Charter** - read their latest newsletter [here](#).

**Reclaim the night:** An event to promote women's rights to walk safely at night. See the [poster](#) to find out more.

**Health Promotion:** You can read the autumn newsletter from the Health Promotion team [here](#).

**Jeremy Hunt:** Hear what the Secretary of State for Health had to say about Ofsted style ratings for CCGs in the NHS Clinical Commissioners newsletter, [Connect](#).



## Get involved

### Gender identity services

Healthwatch Cornwall is working with a number of its network colleagues across the UK to find out more about Gender Identity services.

If you are using, are thinking of using or have used services in Cornwall to support you in relation to your gender identity, please take part in the online **Survey Monkey** questionnaire.

By doing so you could help to improve local services (if needed) and also influence national commissioning decisions via NHS England.

### 24-hour cognitive stimulation therapy

Free 24-week cognitive stimulation therapy courses to help people with dementia will be starting in December.

Delivered by Memory Matters South West, the programme, taking place at day clubs in St Austell, Lostwithiel, Liskeard, Bodmin and Wadebridge will include activities that stimulate thinking while also enabling people to gain support from peers in a relaxed and fun environment. Call 01752 692264 to find out how to get involved.

## RCHT services

The Care Quality Commission (CQC) will be inspecting acute services in Cornwall and want to hear your experiences of services provided by the Royal Cornwall Hospitals NHS Trust.

You can contact them by emailing [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or calling 03000 616161 or you can complete an online form [here](#).

The CQC is the independent regulator of all health and social care in England. It is given powers by the government to register, monitor and inspect all health and care services.

## January programmes

There are many Healthy Weight programmes for adults, young people and families starting in January 2016. Clients can self-refer and book on at [www.cornwallhealthyweight.org.uk/join-in/booking-form/](http://www.cornwallhealthyweight.org.uk/join-in/booking-form/) call us on 01209 313419

- Healthy Weight Adults – Dobwalls, Callington, Truro, Penzance, Camborne, Falmouth. Also St Austell but this is fully booked.
- Healthy Weight 7-13 years (+ their families) – Liskeard, Pool, Camelford and Newquay
- Healthy Weight 4-7 years – St Austell
- Healthy Weight 13-17 – St Austell or one to one support

If you would like further information please contact Cornwall Healthy Weight on 01209 313 419 or visit [www.cornwallhealthyweight.org.uk](http://www.cornwallhealthyweight.org.uk).

## Adult mental health free courses

Adults (19+) experiencing mild to moderate mental ill health, such as depression, anxiety and stress can apply to access free courses in topics such as conservation, textiles, ICT or mindfulness. To find out more about sessions taking place across the county, email [fmclean@cornwall.gov.uk](mailto:fmclean@cornwall.gov.uk) or call 01726 223675.

## 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 Persons - “the support is great, I know I can talk to them if I need to”.
- Children and Young Persons – “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 Persons:** “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.”

# Wordsearch - Winter Wellbeing

H R T S Y P M Y C G F X N D O P X Y L  
 T Y I I B Z I Q Q C N C H X A W Z F D  
 W N P R R A X C U Z F M F W C U J W W  
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Activities  
 Draughts  
 Heating  
 Sleep

Blankets  
 Elderly  
 Hypothermia  
 Vegetables

Breakfast  
 Grit  
 Protein  
 Vitamins

Stay warm  
 and well  
 this winter

**STAYWELL  
 THISWINTER**



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