

ISSUE 3

NEWSLETTER

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WINTER 2011/2012

Welcome to the latest edition of the WIN Newsletter. We hope you find this information useful. If you have any stories you'd like included in the next edition please email winadmin.wsun@btconnect.com

HEALTHWATCH—UPDATE



Health Secretary Andrew Lansley

The Secretary of State, Andrew Lansley, announced on the 3rd January 2012 that:

1. A new start date for Local HealthWatch in April 2013

Subject to parliamentary approval, Local HealthWatch will be the local consumer champion for patients, service users and the public. It will have an important role to champion the local consumer voice, not least through its seat on the local health and well being boards.

The new date for staff recruitment/training, establishing Local HealthWatch in April 2013 will support the need to align this closer to the establishment of other new bodies such as the health and well being boards. The extension will also support preparations for implementation and enable HealthWatch England (which will be established in October 2012) to provide the leadership and support to Local HealthWatch organisations.

Under the Local Government and Public Involvement in Health Act 2007, local authorities will need to continue to provide a Local Involvement Network (LINK) and funding for this continues to be allocated as part of the local government Formula Grant in 2012/13 and the £3.2m will be in addition to this. HealthWatch England will be established in October this year. The WIN Implementation Task Group is working closely with Wiltshire Council and NHS Wiltshire to manage the transition.

2. New funding of £3.2m for Local HealthWatch in 2012/13
The new funding of £3.2m that will be made available in 2012/13 is for start up costs in setting up Local HealthWatch and includes costs such as office set up costs, and branding; the funding will be allocated as part of the DH learning disabilities and health reform grant in 2012/13.

WELCOME

WIN would like to extend a warm welcome to the following new members:

- Sharon Fearon—Individual
- Alan Rankin—Wiltshire Unison
- Elizabeth Moss—Individual
- Heather Lowe— British Red Cross
- Karen Tucker—MS Society
- Jenny Hopkins—Glos Deaf Assoc.
- Heather Tucker—Individual
- Alistair Lack—Individual
- Mrs Horler—Individual
- Dankay Cleverly - Individual

WIN IS ONLINE!

www.wiltshireinvolvementnetwork.org.uk



Don't forget to look at our website for information on WIN. The site will be regularly updated with news, dates and relevant information about what WIN is doing and its transition into HealthWatch. You can even join WIN quickly and easily by clicking on the 'Get Involved' button. If you have information or a story that you would like us to add to the site please email Tracie Clark on winadmin.wsun@btconnect.com or call 01380 871800

OUT AND ABOUT WITH THE WIN SUPPORT OFFICERS MARY RENNIE AND MARTIN FORTUNE

Autumn 2011 saw Age UK Wiltshire join a nationwide campaign to ensure older people were claiming all the benefits to which they are entitled. Mary, WIN Support Officer for Older People, promoted WIN at four **More Money in your Pocket** events in Bemerton, Devizes, Marlborough and Westbury and talked to older people about their concerns. These ranged from loneliness and social isolation, poor quality care in the home, help at night for people living on their own, lack of wardens at sheltered housing schemes, transport (especially for wheelchair users), lack of public toilets, coping with the bereavement of a partner, keeping warm, anxiety over the current economic crisis, and where to go for advice and information.

People across the UK are missing out on benefits and tax credits worth more than £10 billion a year. Age UK can help. Just use this simple calculator to work out how much you could claim. <http://www.ageuk.entitledto.co.uk/> or phone Age UK Wiltshire on 01380 735500 for advice.



In December, Mary attended a very informative **Focus on Stroke** event, organised by the Stroke Association. Presentations were given by a Specialist Stroke Consultant, a GP, the Community Rehabilitation Services, and Carers Wiltshire. Stroke survivors also told their stories. The work of the Life After Stroke Coordinators was warmly praised. As well as practical support and information, the Coordinators provide social activities, IT courses, exercise classes and outings. Enhancements to the current service proposed at the meeting included improving the knowledge of some health professionals, especially GPs, better hospital discharge planning, more exercise classes for stroke survivors and More Life After Stroke staff!



In September, Martin and Mary went back to the **Salvation Army** in **Chippenham** to talk to the CAMEO (Come And Meet Each Other) luncheon club for older people and discussed WIN's role and activities with about 40 members. Major issues highlighted were podiatry appointments at Chippenham Community Hospital, equality of care in residential homes (why does bad practice still go unchallenged for too long?), transport difficulties, (the Link scheme was widely praised as doing a very good job in the Chippenham area, despite a shortage of volunteer drivers) and the importance of using aids such as LifeLine to enable older people to continue to live safely at home.



If you know of a local group who would like to hear more about WIN, Martin or Mary would be happy to visit them.



Please let Tracie know.

Tel : 01380 871800

winadmin.wsun@btconnect.com

PHAB Autumn Fair, Devizes
WIN was very pleased to be invited to take a stall to this event in November. Martin and Mary spoke to a wide cross section of Wiltshire people, distributing fliers, newsletters and promoting the WIN public meeting held in December to discuss the Help to Live at Home project.



Taking forward the issues of people with a sensory impairment with Wiltshire Council— update from Martin Fortune

Wiltshire Council and WIN facilitated two separate meetings taking forward the issues of people with a sensory impairment. On the 7th December organisations who represent people who have experiences of Visual Impairment met. On the 19th December another meeting was set up for organisations that represent the Deaf, Hearing Impaired and Dual Sensory Impairment. A summary of the actions points

that fell into 3 main categories were agreed as:-

Accessibility

Prevention

Pathways – Health and Social Care

WIN's continued involvement

To make progress it was widely recognised that both groups need to engage with both NHS Wiltshire and Public Health departments. As an action point, it was agreed that Phil Matthews

as Chair of WIN, should write to those departments to request their appropriate representation to enable the health issues and prevention agenda to be taken forward more proactively. This he has already done. WIN will play an important part in continuing to involve those organisations and their members in shaping our future services and hold statutory services to account for the agreed actions.

NHS 111

NHS 111 is an important component of the move to develop an integrated 24/7 urgent care service as set out in *The Coalition: our programme for government* and the White Paper *Equity and excellence: Liberating the NHS*.

The NHS 111 Service is currently 'live' in six pilot areas. The first four pilots were launched in 2010 in County Durham and Darlington; Nottingham City; Lincolnshire; and Luton. These were joined in October 2011 by the Isle of Wight and Derbyshire pilots.

All the Strategic Health Authorities working with Clinical Commissioning Groups have now provided details of their implementation plans. We expect a number of additional sites will be live by April 2012, meaning that around 10 million people will be able to access NHS 111 and the service will be available nationally by April 2013.

You should call 111 if:

- you need medical help fast, but it's not a 999 emergency
- you think you need to go to A&E or another NHS urgent care service
- you don't know who to call, or you don't have a GP to call, or
- you require health information or reassurance about what to do next



when it's less urgent than 999



Wiltshire Autism Partnership

This strategy and ongoing work is important to make sure that people with autism have access to the right services to live within their communities, in a way that they wish.

They would like to know your views about what Wiltshire intends to make happen. Your views will help them to understand if they have thought about all the important issues for people with autism and their families and carers.

Your views will also, more importantly, help them to know how they should make the changes that are needed and inform a bigger plan for people with autism in Wiltshire.

For more information or to read the second edition of the Wiltshire Autism Partnership newsletter visit the autism consultation page on the Wiltshire Council website <http://www.wiltshire.gov.uk/healthandsocialcare/disabilities/autismconsultation.htm> .



The Wiltshire Autism Partnership is a group made up of people from different services, including experts by experience and parents/carers. They meet 5 times a year to develop, lead and steer a strategy for adults with autism in Wiltshire.

The Great Western Hospital updates WIN on Podiatry Services

Since the last update to WIN, we have reviewed the service and developed an action plan which particularly focuses on the administrative aspects of the podiatry service which we feel could benefit from some improvement. The main points of the plan cover the following:

- Admin Structure Review – Reviewing the role of the admin teams (both North and South) and full Job Description review for all staff to ensure that wherever a patient accesses the service in Wiltshire they can be assured of the same standard of service. At present there is too much variability depending on where you live and part of this is due to the way roles have previously been structured.
- Operational Review – this will involve a range of operational issues including the way patients can reach the service, contact numbers, opening times and aim to standardise the approach for both (where possible). We will also be reviewing the booking process with the aim of moving to a more formal electronic waiting list and reviewing patient correspondence.

Part of this means looking at removing the “appointment card” system within Podiatry and moving to more formal, written correspondence regarding appointments. This change will also see the introduction of a formal waiting list (electronic) by which patients can be more closely monitored. In the future, patients will not have to send appointment cards into the department when they want to see someone or are unable to attend an arranged appointment (for the appointment to be amended and appointment card returned).

- Training Review – we are also looking at what opportunities there are for improved customer services training for the service.

There is a lot of work to be undertaken. However, there are some changes we can make fairly quickly which should impact (for the better) on the patient experience. Our aim is that by the end of January the majority of these key changes will have been implemented so service users should start noticing improvements in the very near future. If you feel you are not receiving an appropriate service please contact WIN and share your views.



The Great Western Hospital invites WIN to Comment on Hospital Food and Nutrition

On Tuesday 7th December a food tasting session was held for representatives of Swindon Local Involvement Network and Wiltshire Involvement Network. The aim of the meeting was to provide members with an overview of the changes and improvements that have been made to hospital food and for members to share with the Trust their views and experiences of food during a stay in hospital. The feedback received at the session will be used to inform future changes to hospital catering.

WIN members sought the views of the wider membership prior to the meeting and those comments have been picked up and included within the final report.

Representatives from the Great Western Hospital including the Director of Estates and Facilities with overall responsibility for hospital food, the Chief Dietician with responsibility for ensuring the nutritional standard of food provided to patients, the Head of Patient Experience along with a Matron and Ward Manager were present. Also in attendance were representatives from Carillion, the company contracted to provide all aspects of our estates and facilities which include the catering.

The Director of Estates and Facilities highlighted a number of improvements that have been made to hospital food over recent years to raise the standard. In the past food was often the topic of complaints and it was reported that more recently, since these improvements the Director of Estates and Facilities has not received complaints on this issue.

It was recognised that catering for approximately 550 people all with varying nutritional requirements three times a day is a significant logistical challenge. With food being a matter of taste it is difficult to provide something that will suit everybody but the ethos which guides the catering team is to provide choice with alternatives available should a patient request them. If you wish to receive a copy of the full report contact Tracie Clark on 01380 871800 or winadmin.wsun@btconnect.com



NHS Wiltshire's End of Life Care (EOLC) Strategy

The WIN Support Officer-Older People continues to attend the bimonthly meetings of NHS Wiltshire's End of Life Care (EOLC) Implementation Group which comprises Neighbourhood Nursing Teams from throughout the county, Community Hospital nurses, palliative care specialists, representatives from Dorothy House Hospice, Marie Curie and Help to Live at Home care providers. Good progress continues to be made in this important area.

In November 2011, Allison Bell, Consultant in Public Health for NHS Wiltshire, wrote to congratulate the Group on their work in achieving joint 3rd place in the South West Strategic Health Authority region for the percentage of residents within the county who are dying at home (including a residential home or nursing home). Allison commented that "the real story is that we are reducing acute hospital deaths". This is a very successful outcome to the work undertaken as a result of WIN's public meeting in 2009.

The 2009 meeting highlighted the need for improved training, and now both registered and non-registered staff have received appropriate updates. GPs are encouraged to attend too. Training in *EOLC for People with Dementia* is now being offered.

The meeting held in January 2012 agreed that it was vital 1) to monitor the effect on good EOLC practice

the implementation of the **Help to Live at Home** project (concerns were expressed that some domiciliary care staff lack the appropriate skills for dealing sensitively with the end of life patient and family) and (2) the position of self funders accessing appropriate EOL domiciliary care. The good news was that an audit of the use of the *Just in Case* boxes (anticipatory prescribing) had shown that this was a very successful initiative, backed by the vast majority of Wiltshire GPs.

End of Life Care Strategy

Promoting high quality care for all adults at the end of life



If you have any experiences, good or bad, which will assist WIN's work, please let Mary know.

Wiltshire Warmth - want to know more about how to stay warm this winter?

Save money on your heating bills – for free or discounted loft and cavity wall insulation call 0800 512 012 for Wiltshire Council's Warm and Well Scheme or go to www.warmandwell.co.uk or ring 01722 434349 for Wiltshire Council's home energy adviser.

Advice on how to make your home warmer or to access grants – Ridgeway Care & Repair (part of Aster Living) can offer you advice on how to make your home warmer, healthier and more energy efficient.

Get information on heating and insulation grants that could be available to you. If you have low income or a health condition the work may even be free. Ridgeway can also help arrange private works with reputable trusted contractors. Call for more information on 01380 829009, textphone 07720 700200 or email wcr@asterliving.co.uk Benefit Advice – for advice on help with benefits and paying your fuel bills, contact Wiltshire Citizens Advice Bureau on 0844 375 2775 or 0300 456 8375.

NEWS FROM GREAT WESTERN HOSPITALS NHS

The latest edition of Horizon, the Great Western Hospitals NHS Foundation Trust magazine, is now available. The magazine contains information on the latest developments at the Trust which now covers community services across Wiltshire, as well as acute hospital services in Swindon. In this latest edition, there is an interview with the new Chief Executive, Nerissa Vaughan, details of the recent changes to patient and visitor car parking at the Great Western Hospital which has increased the number of spaces for visitors, and information about the 'Giving Voice' Speech and Language Therapy campaign taking place across Wiltshire. There is also an article on the very successful Open Day held last September, at which WIN had an information stand.

To download a copy visit: <http://www.gwh.nhs.uk/members/horizon-magazine>





Wiltshire People First

is a self advocacy organisation, run by people with learning difficulties and/or autism, with support, to promote their rights and to have a voice. With support from a team of part time workers, WPF enables people to:

- ♦ run speaking up group meetings to talk about important things, share experiences and get information about what's happening
- ♦ run workshops to help people with variety of things e.g. managing money housing issues and Independent Living

- ♦ take part in consultations and influence services
- ♦ work with public services to bring about change and make things better for people with learning difficulties/autism

If you are interested in joining us, it's free to anyone with a learning difficulty / autism! Just contact us on **01380 871900**. Our next speaking up group meetings are on **21st February** and **13th March** – it would be great to see some new faces!

WILTSHIRE NHS PATIENTS CAN ACCESS TREATMENT FROM ONE OF THE TOP ORTHOPAEDIC PROVIDERS IN THE COUNTRY

Devizes NHS Treatment Centre is a day-surgery facility operated by UK Specialist Hospitals (UKSH), which was recently ranked first nationally for knee replacement surgery and third for hip replacement surgery in the 2011 Dr Foster Hospital Guide. Wiltshire patients requiring knee or hip replacements can visit Devizes NHS Treatment Centre for their outpatient assessment before being referred to its sister site Emersons Green NHS Treatment Centre in Bristol for surgery. The Dr Foster Hospital Guide named Emersons Green as one of the hospitals most likely to be recommended by patients; the treatment centre offers inpatients access to free personal televisions, WiFi and phone calls, as well as freshly-prepared meals cooked daily by an in-house chef. Both treatment centres have very low infection rates and short waiting times.

Devizes NHS Treatment Centre also offers a range of day case surgical procedures, including dental extraction, cataract removal, ear nose and throat procedures, endoscopy, general surgery, gynaecology, minor orthopaedic surgery and urology. A direct-access ultrasound service is also available. The centre has a flexible approach to scheduling appointments, allowing patients to choose a time that is convenient for them. Typically, patients have one comprehensive pre-operative assessment with the clinical team and undergo any required tests on the same day. If surgery is required, patients are then given a range of dates to choose from. As an NHS patient you can choose where you receive your treatment. By discussing treatment options with your GP and looking at information such as waiting times, facilities and location, you can be referred to the hospital that is most convenient for you. If members wish to arrange a visit to Devizes or Emersons Green or need any further information contact Devizes **NHS treatment Centre 0117 906 1801**

Message from Phil Matthews, Chair, Wiltshire Involvement Network

We are pleased to welcome Tracie Clark as the new WIN Administrator - some of you have already met her and I am sure you join me in wishing her a happy time working with us all.

It is with sadness that I also have to report that Dr Peter Biggs and Anna Farquhar have both resigned from WIN and I would like to thank them both for the work that they have both done over the last 8 years which includes the PPI Forums as well as WIN. Both of them have given their full support to us and on a personal note both have been very loyal in their support to me as Chair of WIN and I wish them both well in whatever they intend to do now".

Clockwise from top right— Peter Biggs, Anna Farquhar and Tracie Clark



Hearing Therapy Services to support Audiology in Wiltshire

In all aspects of Audiology, the initial referral has to be made by a patient's Doctor, or General Practitioner. This is because they are the fund holders as well as being in a position to know if a person needs a hearing aid. In Wiltshire the Audiology departments who provide the service are based at the Royal United Hospital in Bath, Salisbury District Hospital and Great Western Hospital in Swindon.

The Hearing Therapy department, based at St Martin's Hospital in Bath, runs a volunteers scheme which aims to give support to patients in their homes who are newly issued with hearing aids. The volunteers also run servicing clinics, which in Wiltshire are in Box Surgery, Chippenham, Devizes, Melksham and Trowbridge Hospitals. A hearing therapist also runs a clinic in Warminster Hospital.

Details of these clinics can be obtained from each venue. Batteries for NHS hearing aids are free, at the moment, and can be obtained from many places in Wiltshire. If a person is unsure about from where they can acquire batteries they can enquire at their GP surgery or phone the Audiology department that supplied their aids. The allocation of batteries is set at one card (of 6 batteries) for each aid issued to a patient. This is to discourage people from hoarding batteries or more seriously, from selling them. When obtaining batteries it is necessary to have the small brown book to hand so that a record can be kept therein. Batteries supplied to most places in Wiltshire come from the Audiology department at the Royal United Hospital in Bath. They have 31 places to which they despatch batteries so very occasionally they run out, until they receive another delivery.

It would be most helpful if patience could prevail, the staff will do their best to ensure this is a rare occurrence. For people who live some way from a supplier of batteries, it is possible to obtain them from the RUH by sending their small brown book, a note with details of aid(s) and a stamped-addressed envelope for return of the batteries.

Wiltshire is fortunate to have these services available and we need to help to maintain them. For environment services in Wiltshire, like advice about telephones, T.V. and doorbells etc, for those with a hearing loss, there is a very good organisation known as **'Hearing and Vision' based in Devizes and contactable on 01380 725201.**

Article from Anne Keat—Vice Chair of WIN

Carers In Wiltshire

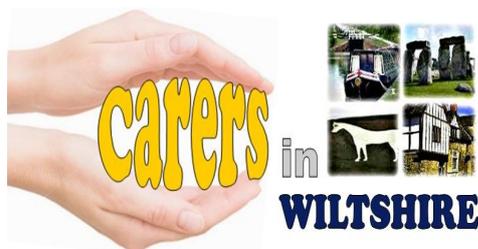
For many years there have been 4 organisations supporting Carers in Wiltshire. Last year we became one organisation Carer Support Wiltshire with a centre in Semington near Trowbridge and one in Salisbury. There is often confusion around the term carer as this term is often used for paid help in the home. We support unpaid Carers (who may be receiving carers' benefits); so people who are looking after their family or friends who are ill, frail, disabled or have mental health or substance misuse problems and cannot manage at home without help.

A few examples are looking after a young child with a learning disability, caring for an elderly spouse with dementia, helping a friend with Mental Health issues supporting a neighbour after a stroke or keeping regularly in touch with someone who misuses alcohol.

Many Carers live with the people they care for, or they may visit the person in their own home. This could be miles away or just around the corner.

We are launching a Wiltshire Investors in Carers Accreditation Scheme in April with GP Surgeries in Wiltshire so that we reach out to support more Carers.

To find out more and for free and confidential information, support and advice call Freephone 0800 181 4118 (free from a landline) or visit www.carersinwiltshire.co.uk



0800 181 4118
NEW FREEPHONE
NUMBER TO
CONTACT CARERS
SUPPORT
WILTSHIRE

CONTACT WIN

C/O The Host Organisation:
Wiltshire and Swindon Users'
Network
Independent Living Centre
St Georges Road
Semington
Wiltshire BA14 6JQ

Phone: 01380 871800

Fax: 01380 871507

E-mail:

winadmin.wsun@btconnect.com

www.wiltshireinvolvementnetwork.org.uk

www.wsun.co.uk

THE WIN SUPPORT TEAM

Lucie Woodruff—WIN Officer

Martin Fortune—WIN Support Officer

Mary Rennie—WIN Support Officer

Tracie Clark—WIN Administrator



Wiltshire and Swindon Users' Network

DATES FOR YOUR DIARY

WIN will be out and about across the county over the next few months, and would be delighted to see members and answer any questions they may have. The following dates are already in the diary:

Wednesday 22nd February: Wiltshire Voluntary Sector Forum 10.00-12.30 Neeld Hall Chippenham.

Tuesday 28th February: Equality Network Meeting - Winterbourne Glebe Hall Salisbury 10-12.30 contact Lisa Thornton lisa@ecbl.org.uk

Wednesday 29th February: Chippenham Area Board Meeting- Forward Together Event - 6.30 Contact: Julia.Densham@wiltshire.gov.uk.

Friday 2nd March: Voices Project Memory Loss event—Marsh Farm Hotel Royal Wootton Bassett 11- 3. (for more information contact Alison Sullivan 01249 821621 alison.sullivan@wiltshire.gov.uk

Friday 2nd March: Winter Warmth Event, Neeld Hall Chippenham 10am to 2pm for more information call 01380 735437

Monday 5th March : Chippenham Area Board Meeting 7pm Neeld Hall

Wednesday 7th March: Malmesbury Area Board 7pm Sherston Vill Hall

Thursday 8th March: Warminster Area Board—7pm Civic Centre

Monday 12th March: Pewsey Area Board—7pm Burbage Village Hall

Wednesday 14th March : Bradford-on-Avon Area Board Meeting 7pm Monkton Farleigh Village Hall.

Thursday 15th March: Area Boards: 7pm Salisbury Sarum Academy. Trowbridge Civic Centre.

Monday 19th March: Tidworth Area Board 7pm Clarendon Jnr School

Thursday 22nd March : Area Boards: Amesbury- 6pm Durrington Village Hall. Corsham - 7pm Corsham Town Hall.

Monday 26th March: Devizes Area Board— 7pm Devizes Bowls Club

Tuesday 27th March: Marlborough Area Board 7pm Marl Town Hall

Wednesday 28th March: Royal Wootton Bassett & Cricklade 7pm Cricklade Town Hall

Wednesday 4th April: Melksham Area Board—7pm United Church Melk

Thurs 5th April: Southern Wilts Area Board -7pm Morgans Vale Vill. Hall

Tuesday 10th April: Calne Area Board Meeting 7pm Lansdown Hall Derry Hill.

Wednesday 11th April ; South West Area Board—7pm Charlton Remembrance Hall

Thursday 12th April: WIN Public Event 10.30-12.30pm Speakers from Salisbury Hospital

WIN continues to work with the Care Quality Commission to ensure that the standards of in patient care in local hospitals are improved. If you have any experiences to share, please let us know.



The Wiltshire Involvement Network wants to know what issues you or your membership are concerned about or have experiences of :

- **Ambulance response times**
- **Hospital discharge**
- **Help to Live at Home**
- **Any other issues**



Please contact the Wiltshire Involvement Network. We will ask you to complete a 'Concerns Form' and we will investigate.

Contact Lucie Woodruff – WIN Officer on **01380 871800** or write to us at **The Wiltshire Involvement Network, Independent Living Centre, St Georges Road, Semington BA14 6JQ**