

Participation Update

Issue 32: 25 April 2018

Please note: if you would like to continue to receive health and care news from us, could you let us know by responding to this email to ensure that you remain on our distribution list. Further detail about this is at the end of the newsletter. Thank you.

Primary care

Notes from the March public primary care commissioning committee meeting

– from Andy Cory, patient representative

I represent the patient's perspective at this important committee, supported by Healthwatch Torbay and Healthwatch Devon. This update is an important way to keep all our Patient Participation Groups informed about the content of this meeting so they can get involved in appropriate areas. If you have any questions or comments, I welcome them. Please direct them to jo.curtis@nhs.net.

Primary Care Committee update – April 2018

Improving Access; the Primary Care Team continues to work closely with local primary care providers to establish plans for delivery of "Improved Access". In line with national requirements, the purpose of this initiative is to make available to patients, by 1 October 2018, additional general practice appointments in the early evening and also at weekends. It was reported that the Primary Care Team has planned two events to take place during April with practices, which will enable practices to hear about the key commissioning principles and hear from other stakeholders including a pilot site in Exeter.

Online Consultation Software; Committee received an update on the continued rollout of eConsult. The first tranche of practices is now well underway with 10 out of 16 now live. The second tranche of practices will start going live during April/May.

Minor Improvement Grant 2017/18 final position; Committee was pleased to receive an update reporting the final position of the Minor Improvement Grant programme for both Northern, Eastern and Western Devon CCG and South Devon and Torbay CCG for 2017/18. As a combined Sustainability and

Transformation Partnership (STP) area across Devon, it was noted that close to 99% of the allocated funding for minor improvements has been utilised by practices across both CCG areas.

Winter Monies; Committee received a summary of additional winter provision in general practice over the winter and Easter period. It was noted that financial allocations were announced for CCGs to fund additional primary care clinical capacity over the Christmas period to ensure anticipated demand was met and to ease demand in subsequent days. In South Devon and Torbay the money was split over three tranches; 22 December 2017 to 8 January 2018, 9 January 2018 to 5 February 2018 and over the Easter period from 27 March 2018 to 5 April 2018. Funding was allocated to localities, who were given a high degree of autonomy to use the funds as they felt appropriate, which worked well. Feedback received about the service provided has been very positive.

Social media workshop for PPGs and practices: Friday 27 April, Pomona House

In response to recent requests for advice, support and ideas with social media, we are providing a development workshop to help PPGs and practices review their approach to social media – primarily on Facebook and Twitter. The workshop will be able to address different stages of development:

- a) Complete beginners
- b) Aware of how things work, but need some tips to develop
- c) Doing it quite well but could do with extending reach and benefit to practice

The workshop will be at Pomona House on the morning of Friday 27 April. Practice staff responsible for developing social media, as well as PPG members, are welcome to attend. In order to coordinate parking and room capacity, **please reserve your place** via jo.curtis@nhs.net or 01803 652475.

Involvement opportunities

Support local community organisations to receive funding at Teignmouth's first SOUP event

On Thursday 26 April, Teignmouth Rugby Club is hosting the area's first SOUP event. Local organisations can pitch for a share of £600 and participants can vote to determine who gets what while they sup delicious soup. If you'd like to attend this social gathering with a community purpose, please book [here](#).

Children and young people being invited to influence procurement of children's services

If you have accessed children's services in Torbay, you know what makes a good service. There is a process taking place right now, to decide which organisation should deliver these children's services in Torbay in the future and Torbay Healthwatch is inviting anyone aged 13-15 to get involved and have their say. We would like a small group to represent the diversity across Torbay including: LGBTQ, BME, mental health, learning disabilities and autism. All staff have an enhanced DBS check and everyone who is participating will be asked for a consent form signed by parents.

If you would like to get involved in this discussion on 1 May at Parkfield youth centre, 5.15pm-7pm, please [email](#) to book your slot.

Stay Well This Winter campaign – did you see it?

From October 2017 to March 2018, the NHS in Devon and its partners ran a campaign to raise awareness of flu vaccinations and where people could get further help, treatment and advice for symptoms and illnesses during the cold winter months. This survey has been developed to see how successful the campaign was in attracting attention and raising awareness. The information will help the NHS and public health to develop future campaigns for the public. Your feedback is really helpful. Please complete this short survey (5 minutes) [here](#)

Influence diabetic eye screening

Diabetic eye screening is an important part of diabetes care. People with diabetes are at risk of damage from diabetic retinopathy, a condition that can develop and lead to sight loss if not treated. Screening can identify retinopathy at an early stage and treatment can stop it from getting worse. Diabetic eye screening is offered to people with diabetes who are aged over 12 years.

NHS England will shortly begin a procurement process to secure future provision of Diabetic Eye Screening programmes across the South West.

To help with this process, NHS England and Public Health England wish to learn about the experiences of people with diabetes using Diabetic Eye Screening services across the South West. Service users' feedback will be used to develop services so that they best meet the needs of people with diabetes.

The survey will be live from Wednesday 4 April to Sunday 13 May 2018 and can be found [here](#).

Devon Equality and Diversity: how well are we doing?

In the NHS, we want to buy and provide services that are delivered at the right time, in the right place in the right way with good results. We would like to know how you think we are doing, so we can continuously improve the way we work with all people, regardless of disability, age, race, religion and belief, sex, sexual orientation or gender reassignment.

Please help us to make sure health services are right for all by completing our survey. There are questions relating to nine goals, each with a useful video giving examples of some of the ways the NHS in Devon works to include everyone. You can choose to give us feedback on all the goals or, if you prefer, just answer those that are most relevant to you.

The survey opened on **Monday 26 March** and will be available [here](#). Please take a little time to help us ensure that health services work well for everyone. When answering, it might help to think about how well you think the services you use are meeting your health needs and how well you think the services you use meet the needs of all people.

Do you have hip and knee problems?

Have you recently used hip and knee services and do you live in East, West or South Devon? If so, would you be interested in joining a group that's looking at how the NHS can support people to share the decision-making process about how their condition is managed and treated? The first meeting is on **Tuesday 24 April**, 10.30am-12.30pm in Exeter. Travel expenses will be met. For more information on how to apply, please contact Sally Parker via sally.parker5@nhs.net or 01752 398 737 or 01392 356 001.

News

Dates set to hear views on new health centre proposals

Dates for public drop-in events to talk about the possibility of creating a new health and care centre to support a wide range of health needs in Teignmouth have been announced. The NHS has said that a purpose-built building could be created to co-locate Teignmouth GPs with the multi-disciplinary health and wellbeing team, voluntary sector partners, and space being made available for outpatient clinics. The NHS is keen to hear the views of people in the Teignmouth, Dawlish and surrounding area, so a number of drop-in events have been arranged for the next six weeks, to enable people to ask questions or clarify any issues. Representatives from the South Devon and Torbay Clinical Commissioning Group (CCG), Torbay and South Devon NHS Foundation Trust and local GPs will be at the events.

Details of the drop-ins are:

15 May	Bitton House, Teignmouth	11.30am-2.30pm, 6.30pm-8.30pm
23 May	The Strand Centre, Dawlish	10.30am-2pm
23 May	The Manor House, Dawlish	6.30pm-8.30pm
24 May	Teign Heritage Centre, Teignmouth	10 pm-5pm

From Monday 30 April, information is being published at www.southdevonandtorbayccg.nhs.uk/teignmouth-engagement-2018, together with an online feedback questionnaire and a list of frequently asked questions (FAQs). Paper copies of the questionnaire and some supporting information will also be available from NHS buildings and at the drop-in events, as well as via the Trust and GP websites.

Anyone wanting a paper copy or who has any special requirements can call a dedicated engagement number 01803 652480 between 9am-4.30pm. This request can also be made by email to sdccg.teignmouthengagement@nhs.net or by writing to: Teignmouth Engagement, South Devon and Torbay CCG, Pomona House, Oak View Close, Torquay, TQ2 7FF. People with questions should also use one of these contact methods, and the CCG will provide a written response. If the new centre went ahead, it would be up and running before closure of the current Teignmouth Hospital took place, with services transferring across to the new building. The engagement will end on 8 June. People are asked to give their views by completing and returning the questionnaire before this date.

Yellow Card issues report

Following the success of this issues tool at the National Patient Experience Awards 2017, the latest edition of the quarterly Yellow Card Roundup is available, [here](#). It shows the themes and trends we have received via Yellow Card and outlines what is being done with the information. Previous issues can be viewed [here](#).

Plymouth Hospitals NHS Trust name-change approved

Plymouth Hospitals NHS Trust has been given approval by the Department of Health to change its name to University Hospitals Plymouth NHS Trust, with effect from 1 April 2018. The new name better reflects its status as an organisation intrinsically involved with teaching, education and research. To minimise costs, the Trust will be changing its electronic logo and the main sign outside Derriford Hospital immediately, but other externally-facing literature and signage will be replaced as and when

current stocks are exhausted or other updates are required.

Devon Partnership Trust's chief executive among the best

Melanie Walker, chief executive at Devon Partnership NHS Trust, has been recognised nationally as one of the top 50 NHS trust chief executives in the country. The [Health Service Journal's fifth annual list](#) recognises the NHS leaders who impressed the judges with their achievements in tough times. HSJ's annual ranking of all 249 trust chief executives is notable not only for women taking the top three places, but also for the rise of mental health chief executives.

And finally

Do you want to continue to receive this update?

There are new data protection regulations being introduced on 25 May - General Data Protection Regulations - which require us to check if you still wish to receive information from us. The new regulations are 'opt-in', which means that if you do not tell us you want to receive information from us, we will no longer be able to share our email updates with you.

Previous Participation Updates are available on our website

www.southdevonandtorbayccg.nhs.uk/get-involved/Pages/participation-update.aspx

You can follow us on

[Twitter](#) or [Facebook](#)

This is issue #32 of the Participation Update – 25 April 2018. If you have any questions, or would like to subscribe or unsubscribe from the distribution list, please contact jo.curtis@nhs.net.

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