

## Current News

The PPG recently received the following from the CCG:



Dear PPG member,

### **CCG REFORM IN HAMPSHIRE & ISLE OF WIGHT**

As you may know, CCGs are changing the way they work. We are writing to update you on our plans and to invite your observations and feedback.

Changes are planned to both what CCGs do, and how they do it. Our aim is to overcome the complexity and fragmentation in the current commissioning arrangements, reduce duplication and to refresh the way CCGs work, so that together we can better support the health and care system in Hampshire & Isle of Wight to improve population health outcomes and to improve the quality and performance of health and care services.

Our view is that the best way to deliver high quality sustainable care is through collaboration. Too often in the past – in part as consequence of the market environment - commissioning was undertaken remotely, separate from provision.

Whilst a small number of decisions, such as the award of contracts, need to be undertaken by CCGs independently, in future we see the overwhelming majority of the work to understand need, plan and transform services being undertaken collaboratively, with partners, through the Integrated Care System we are building together. This also provides the opportunity to divert resources from servicing contracts and transactional machinery towards service transformation and improvement activity. Whilst changes to structures will be needed, the most significant changes will be cultural – related to how we work and the way we behave.

Crucial to success will be ensuring a very strong local focus for CCGs, as well as achieving the benefits of working together.

As we change the aim is for CCGs to:

- a) **Increase the focus and support CCGs provide to primary care and to the development of primary care networks.** General practice is the cornerstone of the NHS and the first port of call for most people who seek health advice or treatment.
- b) **Pursue deeper integration of health and care with council partners,** building on the arrangements and relationships already in place in Southampton, on the Isle of Wight and in Hampshire. The alignment and integration of the NHS and local government at a local level is key to our success in future. As well as maintaining our focus on communities and the places where people live and work, collaboration with local authorities provides the best opportunity to use our collective resources to make genuine impact on preventing ill health and reducing inequalities, to join up health and care delivery, and to improve people's independence, experience and quality of life.
- c) **Better support providers to redesign and transform service delivery.** Providers, CCGs and Local Authorities are working increasingly closely together to redesign service delivery, co-ordinating and improving the delivery of services for the population they serve. For some services it makes most sense to build delivery alliances to plan, transform and co-ordinate service delivery in geographies based around acute hospital

footprints. For other services it makes sense to plan and deliver transformation together at the scale of Hampshire & Isle of Wight, and beyond. Alongside our work to integrate health and care with local authorities, we will align CCG teams and resources with each delivery alliance, supporting them to redesign pathways and develop services. The solutions may be different in each part of Hampshire & Isle of Wight and we will work with providers through the Autumn on the detail.

- d) **Create a single strategic commissioning function for the Hampshire & Isle of Wight ICS.** As providers, CCGs and Local Authorities we are designing the ICS together, including through our most recent events and conversations during July and August. The ICS will involve clinical, professional and managerial leaders from across the whole system in all of its work. As CCGs we will create a single 'strategic commissioning' function focussed on the Hampshire & Isle of Wight geography as a whole, to support and enable the ICS, accelerating the simplification of the planning, transformation and infrastructure in place at Hampshire & Isle of Wight level.

In order to accelerate change, changes to CCG organisational arrangements are planned.

The Boards of six CCGs (North Hampshire CCG, West Hampshire CCG, South Eastern Hampshire CCG, Fareham & Gosport CCG, Isle of Wight CCG and Southampton City CCG) are developing a business case to merge, and create a new CCG for Hampshire, Southampton and Isle of Wight from April 2021.

The merged CCG will be organised with the flexibility to maintain a strong local focus as well as achieving the benefits of working at scale. There will be local teams with a local budget, responsibility for the local population and high levels of local decision making authority, enabling the important work with primary care, local government and provider alliances described above to be effective. Having a single Executive and a Hampshire, Southampton and Isle of Wight focus, will enable the new CCG to also streamline and simplify decision making for pan-system issues. The aim is to establish this new way of working by the Autumn in shadow form, aligned with the establishment of the ICS.

Our commitment to patient and public involvement remains strong. Indeed it is our intention that the new commissioning organisation, working collaboratively with the Hampshire and Isle of Wight ICS will strengthen the voice of local people. Bringing together our CCGs will not dilute our focus on communities and the places where people live and work. Working directly with local communities to understand their experience of services and how they can be improved will be an integral part of how we work.

Portsmouth CCG plan to remain a separate statutory body, delegating functions to Portsmouth City Council (to continue the Health and Care Portsmouth integrated approach) and to the Hampshire & Isle of Wight strategic commissioning function. At the same time, the Frimley Collaborative comprising East Berkshire, North East Hampshire and Farnham and Surrey Heath CCGs has stated its intention to proceed to a merger. We will of course continue to work closely with both Portsmouth and Frimley to enable us to speak as one voice across Hampshire and the Isle of Wight and continue to work together in the respective local health and care systems.

We would welcome your views and feedback on the proposals, which we will incorporate into our ongoing design.

Should you have any queries or wish to discuss any of this in more detail we would be more than happy to do so. Please contact the dedicated CCG reform mailbox: [whccg.ccgreform@nhs.net](mailto:whccg.ccgreform@nhs.net).

Yours sincerely,

Dr Mark Kelsey  
Chair, Southampton City CCG  
CCG

Dr Sarah Schofield  
Chair, West Hampshire CCG

Dr Michele Legg  
Chair, Isle of Wight

Dr David Chilvers,  
Chair, South East Hampshire CCG  
Gosport CCG

Dr Nicola Decker  
Chair, North Hampshire CCG

Dr Barbara Rushton  
Chair, Fareham &

## **Southern Health NHS Foundation Trust Needs Your Help**

We need to understand patients and carers experiences during the initial 3 months of the COVID-19 pandemic and the impact that changes to services have had on patients and carers.

Please can you encourage patients and carers to complete this online, very short survey. It will take less than 5 minutes for patients/carers to complete these 6 questions.

Please send this link them:

<https://www.surveymonkey.co.uk/r/2JJ9CCC>

The deadline for feedback: **30 September 2020.**

## **Are you a whiz at understanding data?**

Do you feel confident representing the views of people living with and affected by diabetes?

Diabetes.org.uk are recruiting for [patient representative roles to join the National Diabetes Audit \(NDA\)](#). This is a rewarding way to really shape diabetes care in England and Wales. One of the world's largest annual clinical audits, the NDA regularly collects information from GP practices and hospitals to measure how well they are performing. This information is then used to improve care.

They are looking for around 2 to 3 people for each audit. You'll need to be willing to commit for at least one year. You'll need to be confident with data and with sharing your views based on your experience of diabetes care. There are meetings online using Microsoft Teams around four times per year. There are also two face-to-face meetings every year, but with the current circumstances, they may need to move online, too. The audits currently recruiting are:

- **Gestational diabetes expert reference group**
- **National Diabetes Inpatient Audit (NaDIA) advisory group**
- **Young type 2 diabetes sub-group**
- **Diabetes Prevention Programme/non-diabetic hyperglycaemia audit (DPP/NDH) advisory group**
- **National Diabetes Transition Audit (NDTA) advisory group**
- **National Pregnancy in Diabetes (NPID) audit advisory group**
- **National Diabetes Audit Partnership Board**
- **Prisons and secure hospitals expert reference group**

You can find out more about [what is expected and who should apply on our website](#). Every role is different, and we know they won't all be right for you. But if one looks interesting, they would really like to hear from you. And if you know someone who fits the bill, please do share it with them.

**The closing date for applications is 12 noon on Friday, August 28th. The applications may close early if enough people apply, so please don't delay.**

If you have any questions, please contact [NDA@diabetes.org.uk](mailto:NDA@diabetes.org.uk) and they will do their best to help.

If you are debating whether or not you need to contact the surgery, here is a handy guide to help you.



## **Wistaria & Milford Surgeries are still here for you**

We understand that we are in strange and scary times for everyone, life is very different now than it has ever been before. Your GP surgery has changed and feels very different. We hope this article will help you to deal with your medical concerns.

Our priorities during this time will be to focus on the most unwell patients. Many of our patients will have medical problems that have nothing to do with COVID 19. Some things won't go away whilst we all fight this crisis. All the usual serious problems like heart problems, depression, strokes and cancer won't stop because we are dealing with an epidemic.

Can this problem wait and if so for how long?

Can it wait until the end of the crisis?

What can I do in the meantime?

Have a look at [www.nhs.uk](http://www.nhs.uk) or <https://111.nhs.uk/> or [www.patient.info](http://www.patient.info) to see if you can find out more about your problem. There may be self-care tips or a pharmacy may be able to help first.

If you need medical help, we are still here for you and have our full team in place at Wistaria & Milford Surgeries.

All our staff are adhering to the government guidelines regarding social distancing whilst at work.

We will continue to limit face to face appointments; however it's still very important we bring in some patients who require screening or immunisations and we will continue to see patients where appropriate.

You should continue to attend your appointment, unless you have been told not to attend or have COVID symptoms.

All our GPs and nurses are triaging appointments requests and we will only bring you into the surgery if necessary (all our clinicians wear PPE).

- If you need medical help from your GP practice, you can contact us either online, by an app or by phone to be assessed.
- For non-urgent concerns you can e mail us at [whccg.wistariapractice@nhs.net](mailto:whccg.wistariapractice@nhs.net) or use our E consult from our practice website [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)
- If you need urgent medical help, use the NHS 111 online service. If you cannot get help online, call 111.
- If it's a serious or life-threatening emergency, you **must** still call 999.
- If you are told to go to hospital it is important that you go to hospital.

## **Prescriptions**

- You can order your repeat prescriptions on the NHS App and through your GP surgery or pharmacy's online service, where available.
- We will contact you should you not have a designated pharmacy to ensure you only need to visit the surgery premises if absolutely necessary.
- If you need to collect a prescription and have coronavirus symptoms or are self-isolating at home – please arrange for a friend, relative or volunteer to collect for you.
- To help us to keep supplying medicines to everyone who needs them, please only order repeat prescriptions in your usual quantities at the usual time.

### **Routine vaccinations**

- It is important that you or your baby or child still have routine vaccinations. They protect against serious and potentially deadly illnesses and stop outbreaks in the community.
- If the person needing vaccination has coronavirus symptoms or is self-isolating because someone in the household is displaying symptoms, please contact your GP practice for advice.

### **Cancer Concerns**

- If you have a symptom that you are worried about, you must contact your GP.
- Your clinician will discuss with you the benefits of starting or continuing your cancer treatment against the increased risks of contracting coronavirus.
- Please do not ignore new lump, bumps, moles, changes in bowel habits etc





## **BE CAUTIOUS about **CANCER****

*Your GP wants to know if you have any of these symptoms.*

These symptoms may be harmless but can be caused by cancer or other conditions, so contact your GP to discuss them.

Quick assessment means faster reassurance if all is well. If there is a problem, an earlier diagnosis means better chances of a full recovery.

**B**etter outcomes with

**E**arlier assessment of:

**C**hange in bowel/bladder function

**A** mouth ulcer or skin problem which isn't healing

**U**nexpected bleeding/discharge (eg bowel/vagina/nose)

**T**hickness/lump in a breast/nipple/elsewhere

**I**ndigestion - severe & persistent/swallowing difficulty

**O**ngoing cough/hoarseness

**U**nusual appearance of a mole/wart

**S**ymptoms of unexplained weight loss/bloating/extreme fatigue/excessive night sweats/unexplained pain

**TELL YOUR GP ABOUT ANY OF THESE SYMPTOMS.**



For more help and advice, visit [www.cancermatterswessex.nhs.uk](http://www.cancermatterswessex.nhs.uk)

### **Patients with Chest Pain**

- If you think you or a family member are suffering with the symptoms of a heart attack you must dial 999 immediately.
- If you or a family member develop symptoms such as heavy or tight chest pain that may spread to your arms, neck or jaw, or make you breathless, sick, sweaty or light-headed and that doesn't go away, this could be caused by a heart attack. Dial 999 immediately.

### **Stroke Patients**

- If you think you or a family member are suffering with the symptoms of a stroke you must dial 999 immediately.
- You can spot the symptoms of a stroke by using the FAST test:
  - **F**ace - is the face drooping / fallen on one side? Can they smile?
  - **A**rms - can they raise both arms and keep them there?
  - **S**peech - is it slurred?
  - **T**ime to call 999 if you see any of the above signs

### **Pregnant Women**

- If you are pregnant it is important that you still attend your antenatal appointments and continue to seek advice from your midwife or maternity team.
- If you are worried about your health or the health of your unborn baby, please contact your midwife or maternity team.

### **Parents of young children**

- If you are worried about the health of your baby or child, please call 111.
- If it's a serious or life-threatening emergency, call 999
- All about advice and how to treat children's health problems [www.what0-19.nhs.uk](http://www.what0-19.nhs.uk)

### **Cervical Cytology (smears)**

- Please do not ignore your routine cytology recall letter; it is really important you book a smear appointment we are still providing these. We are willing to make your appointment at short notice to coincide with your monthly cycle and ensure you get this important screening completed.

### **Mental Health**

- NHS is here to support your mental health during the coronavirus pandemic, as well as your physical health.
- If you are concerned about the mental health of your child, please contact your GP or check online self-referral options for under 18 years olds at: [www.nhs.uk/conditions/stress-anxiety-depression/](http://www.nhs.uk/conditions/stress-anxiety-depression/)
- If you are facing mental health issues contact your GP or key worker, if you have one, and continue to access your mental health services as usual. We are also still open for new referrals, via your GP or online.
- If you're experiencing stress and anxiety, you can get further information, including how to self-refer to psychological therapies at: [www.nhs.uk/conditions/stress-anxiety-depression/](http://www.nhs.uk/conditions/stress-anxiety-depression/)
- You might find the following website useful with many tips on improving our mental health. How to relax more, achieve more at this difficult time. There are expert advice and practical tips to help you look after your mental health and wellbeing. <https://www.nhs.uk/oneyou/every-mind-matters/>
- If you are facing a mental health crisis, use the NHS 111 online service. If you cannot get help online, call 111.

### **Learning Disability and Autism**

- If you need medical help, reasonable adjustments will be made so you get the right care and support.
- Your local community teams and crisis support lines are available if you are worried or anxious.

Although we are in very different times it is very important that you do not ignore your ongoing health needs or new symptoms and contact us for help.

Jan Lamont  
Practice Manager

05/05/2020

### **Can you help us Help the Surgery?**

Do you have any NEW face masks or goggles that you could donate to us? Or, do you have a 3D Printer that you could print some on?

Any donations can be dropped off at WISTARIA surgery in the foyer.

If you need more info re 3D printing please contact us using the contact form

07/04/2020

### **Your care if you get ill with Coronavirus**

Have you had any thoughts about how what care you would like to receive if you get ill with Covid19? We should all be having a conversation about our wishes, not only for now but for the future.

Here is an excellent video that is worth watching to help you address some difficult questions.

<https://www.youtube.com/watch?v=ePSJTZsowBQ&feature=youtu.be>

06/04/2020

### **Get the COVID Symptom Tracker**

Researchers at Guy, St Thomas' and Kings College Hospitals and the NHS have launched an App to help slow the spread of Covid 19 and identify risk cases sooner.

This is being done by asking anyone to self report your health/symptoms daily, **even if you feel well.**

This idea is to get this App to a lot of people fast to collect data to see the hidden cases, the iceberg if you like we are sailing into.

The app is fully functional and will be refined over the coming days.

By sharing the App it will help to gather data for policy makers to work with.

Initial feedback on the site's inability to register children's symptoms have been forwarded to the investigators. Anything further you can add/any feedback will all help to capture what's going on in the community in addition to what is being captured in tertiary care. It all helps.

No information you give will be used for commercial purposes.

For more information and to get the App visit [www. https://covid.joinzoe.com/](https://covid.joinzoe.com/)

## **LATEST INFORMATION FOR PATIENTS REGARDING CORONAVIRUS INFECTION**

By now you've heard all about coronavirus in the news, especially as it spreads to countries like Italy, Iran and South Korea. The good news is that protecting yourself against COVID-19 (and lots of other seasonal bugs) isn't as complicated as you might think.

There are four main ways you can protect yourself:

- Carry tissues at all times and cover your mouth with a tissue or your arm if you cough or sneeze. Catch it, Bin it, Kill It!
- Wash and sanitise your hands frequently and thoroughly using the WHO recommended hand washing method.
- Avoid touching your face if you haven't washed your hands.
- Avoid contact with people who are ill.

Make sure to stay up to date with the [latest government guidance](#) and travel information to ensure you're aware of any actions you might need to take as the situation develops.

Wistaria and Milford Surgery also have information on their website:  
<https://milfordmedicalcentre.com/news.aspx?p=J82139>

09/03/2020

## **Have you recently attended A&E with a fracture or dislocation, which was not treated by surgery?**

A team at The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (RBCH) are looking for participants for to help develop a research study in emergency care. This is in response to a call by the NIHR, the nation's largest funder of health and care research, aiming to address the inequality in outcomes and research in the field across England.

### **The Project**

The researchers are looking to evaluate the use of a technology known as point of care ultrasound (POCUS) in managing fractures and dislocations in A&E. Ultrasound uses sound waves to look inside the body and so can be used to guide the procedures used to treat these conditions.

Whilst the technology is safe and approved for use these techniques have not been widely adopted across the NHS. Previous studies have generally focussed on one procedure performed by clinicians or hospitals that have an interest in the technology. The team would like to investigate its use across multiple techniques in wider setting.

### **How can you help?**

They would be very interested in hearing you if you have attended A&E with such an injury and it has been treated without surgery at the time.

However the team would also like to understand patients' views on how the research might be designed from those who are interested in or have participated in research studies.

You can contribute in various ways depending on what suits you, including:

- Completing surveys
- Reviewing documents
- Attending focus groups
- If the bid is successful they would like patients and the public to continue to be involved in the project including acting as an advisor to the trial management team.

You will be supported to make sure you understand the technology and planned research methods. Any meetings will be arranged in a way that is convenient to those who wish to be involved which may be outside of working hours or via teleconference, travel costs will be reimbursed and refreshments provided.

### **Interested?**

To find out more, please contact Tim Hickish by email ([tim.hickish@rbch.nhs.uk](mailto:tim.hickish@rbch.nhs.uk)) or phone (01202 962378).

07/02/2020

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22/01/2020

## **Care Quality Commission rates Southern Health as Good**

Dear colleague

Tomorrow the Care Quality Commission (CQC) will publish their latest inspection report into Southern Health NHS Foundation Trust. We are pleased to share with you that they have rated the Trust overall as 'Good'.

The inspection took place in October 2019 and looked at the quality of four core services:

- acute wards for adults of working age and psychiatric intensive care units (PICU's)
- child and adolescent mental health wards
- wards for older people with mental health problems
- mental health crisis services and health-based places of safety.

The CQC also looked specifically at management and leadership of the Trust.

I am very encouraged by the report. The 'Good' rating I believe demonstrates the significant progress made at the Trust and reflects the quality of care provided by the staff at Southern Health and their commitment to provide the best possible services to our patients, services users and their families.

The report also shows that **over 90% of Trust services are now rated as good or outstanding**, reflecting the continued progress in improving services and care.

I am incredibly proud of our staff and pleased they have been recognised for their absolute commitment and dedication to deliver the best possible care to those who use our services. I was pleased to see the report identify that staff morale was good and they were proud of Trust.

The report has given us a valuable insight into the areas where we still must improve to ensure all of our services receive at least a good rating. We will be looking closely at the report and taking any necessary actions over the coming months. This will include support to the services that did not achieve the results they were working towards.

This latest inspection is the next step towards Southern Health becoming an outstanding Trust. We will continue to strive to be the best and to provide world class services to the people we care for.

If you would like further information or to discuss this report in more detail, please do not hesitate to get in touch. A copy of the report will be able to download from the CQC website tomorrow.

Thank you for your ongoing support and challenge as we continue to transform and improve our services.

Best Wishes,

Dr Nick Broughton  
Chief Executive Officer