

## **Current News**

New Forest Carers Friends is an organisation to help carers, available 365 days a year.

Carers Listening Line: **08000 323456**

Mon – Fri 10am-8pm

Sat – Sun 10am-4.30pm

## **New Bowel Cancer Home Testing Kit**

If you are aged between 60 and 74 you should receive one of the new home testing kits for bowel cancer – we are assured they are quicker and easier to use than the previous kits! The NHS is in the process of rolling out the issue of these kits to the over 50's by 2025. If you are over 75 you can request a kit every two years by phoning 0800 707 60 60.

Bowel cancer is the fourth most common cancer in the UK and the second most likely to be fatal. Early diagnosis is very important so please do use and return the kit when it arrives as it can find hidden traces of blood that may be a sign of cancer.

No matter what your age, if you have symptoms, like blood in your poo or severe stomach pain, please make an appointment with your GP. This is not a time to be squeamish! Use the link below for further information:

<https://www.england.nhs.uk/2023/02/new-nhs-campaign-urges-people-to-use-their-bowel-cancer-home-testing-kit/>

## **GP – Patient Survey 2022 - Wistaria and Milford Surgeries**

The survey identified areas of very good performance. In fact, all areas assessed exceeded both Hampshire & Isle of Wight Integrated Care System (ICS) and national levels of achievement which is very commendable. For example, the response to the question about overall patient experience result was 89% satisfied where the ICS and national figure was 72%.

There were a few areas where performance was less good e.g., 69% satisfied when making an appointment. Since the survey was undertaken Wistaria and Milford Surgery has introduced a completely new approach to making an appointment with the introduction of the Klinik triage system.

In July 2022 the Iris Suite at Wistaria Surgery was made available for same day urgent appointments booked through the Klinik system. It is hoped that this has made considerable difference to the overall patient experience of making an appointment.

We feel the survey results are a true reflection of the hard work and commitment shown by all the staff at the 2 surgeries, particularly during such a difficult period.

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England.

To see the whole survey results follow the link - <https://www.gp-patient.co.uk/about>

The [National Institute for Health and Care Research](#) Patient and Public Involvement and Engagement Team are currently looking for members of the public around the UK to join us as Public Committee Members on their national and regional funding/selection Committees.

This is an opportunity for people, living in areas of high health inequalities, who would be interested in advising us on which research to fund. Their insights, ideas and lived experience can help shape health research that is important to them and improve healthcare services.

The role of public committee member involves reading funding proposals and providing a written summary of their reflections. NIHR will provide all necessary training, support and development opportunities. NIHR also pay a fee for this involvement as a way of thanking people for their contribution.

Further information about the roles and how to apply is available using this link: <https://www.nihr.ac.uk/committees/public/nihr-public-committee-member/32459>. The deadline for applications is **12 March 2023**.

Razina Hussain, Senior Programme Manager, Patient and Public Involvement is happy to speak to anyone who is interested to brief them on the role and provide guidance on their application should they be interested in applying. Razina is also happy to come and speak to groups if required.

You can contact Razina directly, [razina.hussain@nihr.ac.uk](mailto:razina.hussain@nihr.ac.uk) or via the NIHR recruitment email [publicrecruitment@nihr.ac.uk](mailto:publicrecruitment@nihr.ac.uk).

Kind regards,

**Ebony Drummond**  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care Board**

**Please note I am on annual leave from Monday 6<sup>th</sup> March to Tuesday 14<sup>th</sup> March.**

Email: [Ebony.Drummond@nhs.net](mailto:Ebony.Drummond@nhs.net)

Tel: 07721101975

Website: [www.hantsiowhealthandcare.org.uk](http://www.hantsiowhealthandcare.org.uk)

### **Do you use the diabetes community service?**

The NHS in south west Hampshire is planning the future of the community diabetes service. The Hampshire and Isle of Wight Integrated Care Board would like to hear the experiences and views of local people about what they think a community diabetes service should offer.

They would like to hold both face to face and 'virtual' or online focus groups during October and November 2022 so they can hear from you what you like about the current service and what could be improved.

If you would be interested to take part by sharing with them your ideas and/or experiences, please let them know by emailing: [Gillian.Parker5@nhs.net](mailto:Gillian.Parker5@nhs.net). They will then contact you nearer the time with dates and venues. They very much look forward to hearing from you .

Healthwatch Hampshire, in partnership with other local Healthwatch organisations, and the local NHS, have launched a survey asking the public to share their experiences and views of waiting for hospital treatments.

The COVID-19 pandemic has resulted in many people having their planned hospital treatments delayed. They want to find out how this is affecting people locally and whether they would consider treatment at an alternative hospital in Winchester if it was available.

It is vital that NHS decision makers hear people's experiences and views of waiting for planned hospital treatment. Healthwatch Hampshire will not publish or share anything that identifies anyone, but the information gathered will be used to help the NHS understand how it can support people who are waiting for treatment and to inform work being undertaken to reduce waiting times. They are interested in good experiences as well as the not so good.

#### **Who is this questionnaire for?**

- People who are currently waiting for planned hospital treatment
- People who have had planned hospital treatment since April 2021 (i.e., not emergency treatment).
- Carers for someone who is waiting for, or has had planned hospital treatment since April 2021

The questionnaire will take 10-15 minutes to complete and is running until **31<sup>st</sup> August 2022**. You can find it here: <https://www.smartsurvey.co.uk/s/N1X657/>.

If you'd like a paper copy of this survey posted to you, or would like other support to complete the survey, please contact Healthwatch Hampshire via phone **01962 440262** or email [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk).

Healthwatch Hampshire ask that you share and promote this survey amongst your networks or indeed complete it yourself if applicable. There are a range of ways you can do this such as adding an article to your website or newsletter, sharing on social media, word of mouth or inviting their officers to come to a local group. Some social media cards are attached to this email.

Healthwatch Hampshire are grateful for any support you can give them in getting this information out to as many people as possible. The more experiences they hear, the bigger their impact can be. If you have any questions on the project or anything else Healthwatch Hampshire does, you can reach out to them via [lucy.fitzgerald@healthwatchhampshire.co.uk](mailto:lucy.fitzgerald@healthwatchhampshire.co.uk) or [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk) or call their hub **01962 440262**.

Many thanks,

**Bwalya Mulenga** *on behalf of Healthwatch Hampshire*  
**Community Involvement Officer**

**Hampshire and Isle of Wight Integrated Care Board**

Email: [bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

Nominations for election to the University Hospital Southampton NHS Foundation Trust Council of Governors are now open.

Being a governor means you can:

- Play your part in shaping the future direction of our Trust and the services we provide to local communities
- Build your knowledge about what is going on in our hospitals and the wider NHS
- Apply your experience and skills to make a positive difference for our patients

Nominations close at **5pm on Wednesday 3<sup>rd</sup> August.**

Become a UHS member to be eligible to stand and vote in elections to the Council of Governors. It's free to join and only takes a minute to sign up at [www.uhs.nhs.uk/members](http://www.uhs.nhs.uk/members)

More information on the election can be found here: <https://www.uhs.nhs.uk/whats-new/news/notice-of-election-to-council-of-governors-2022>

Please feel free to share this opportunity across your networks.

All the best,  
Bwalya

**Bwalya Mulenga *on behalf of University Hospital Southampton***  
**Community Involvement Officer**

**Hampshire and Isle of Wight Integrated Care Board**

Email: [bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

A new NHS programme called Wessex Care Records (WCR) is currently underway which will:

- allow relevant information about people's health and wellbeing to be shared between everyone involved in their care and support across the counties of Dorset, Hampshire, and the Isle of Wight
- use data and insight from this information to help understand the health of the population to improve services, develop new models of care and prevent ill-health.

The WCR programme will be working with the Dorset and Hampshire/Isle of Wight health and care systems to make sure people across the three counties understand how their health and care information is shared and have confidence that this is done safely and securely. To help plan the communications and engagement work needed to increase this understanding, we are carrying out a short survey on people's understanding of, and attitudes, to information sharing by health and care services.

We would like to encourage you to complete the survey via the following link: [Sharing patient information – give us your views \(ntropydata.co.uk\)](https://ntropydata.co.uk). The survey is now open until **Friday 12<sup>th</sup> August 2022**.

We are keen to obtain as many survey responses as possible and to also get views from across a range of communities and from those at risk of health inequalities. Please feel free to share this survey across your organisation or network and encourage people to complete it. Attached is some text you can use when sharing the survey. Any help would be greatly appreciated! If you share the survey widely, could you please let us know which groups you have distributed it to.

We have also attached a hard copy of the survey for anyone who requests one. If you would like to share the paper version with several people and then send a batch of responses back, please feel free to do so. The return address is at the end of the paper version of the survey.

We would also like to hold some citizen focus groups to build on the information obtained from the survey responses. If you are interested or might be able to help us recruit participants for these focus groups, please let me know.

Thank you very much for your help with this work. If you'd like to discuss or have any questions, please contact **Tim Smith, Communications and Engagement Manager for WCR** ([tim.smith23@nhs.net](mailto:tim.smith23@nhs.net)).

**Bwalya Mulenga** *on behalf of Tim Smith*  
**Community Involvement Officer**

**Hampshire and Isle of Wight Integrated Care Board**

Email: [bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

## **Community Urgent Eye Services Survey**

NHS Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group (CCG) would like to find out from patients and carers what works well and what could be improved with Community Urgent Eye Services in Hampshire. Community Urgent Eye Services are urgent eye appointments that take place in your local Optical Practice, that are not your routine sight test. For example, you may have had a red or painful eye, a minor eye injury, flashers and floaters, or vision loss, and been advised to see an Optometrist.

We would like to invite you to take part in a short survey; your feedback and ideas can help shape community urgent eye services in our area in the future.

To complete the survey, please use the link below:

[Community Urgent Eye Services Survey \(ntropydata.co.uk\)](https://ntropydata.co.uk)

To view the project page, please use the link below:

[Patient survey - community urgent eye services \(Open until July 1\) \(yourvoiceyourhealth.co.uk\)](https://yourvoiceyourhealth.co.uk)

If you have any questions or would like to request a paper copy of the survey, please contact Genevieve Ryan via email at [hsiccg.hiowvoices@nhs.net](mailto:hsiccg.hiowvoices@nhs.net).

Feel free to share this survey across your networks where appropriate.

All the best,  
Bwalya

**Bwalya Mulenga**  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care System**

**NHS Hampshire, Southampton and Isle of Wight CCG**

[bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

## **Hampshire County Council Passenger Transport Consultation**

Hampshire County Council is holding a public consultation on proposed changes to supported passenger transport services and the Concessionary Travel Scheme. The consultation is open until **Sunday, 24<sup>th</sup> July 2022** and seeks views on the proposed approach, the impacts that may arise as a result and invites any alternative suggestions.

For further information about the consultation, please see the attached poster and letter.

Both stakeholders and residents can submit feedback online at [www.hants.gov.uk/passenger-transport-consultation](http://www.hants.gov.uk/passenger-transport-consultation). Please feel free to share this consultation across your networks.

If you have any queries, including requests for hard copies or other formats, contact Hampshire County Council via email at: [passenger.transport.consultation@hants.gov.uk](mailto:passenger.transport.consultation@hants.gov.uk) or call 0300 555 1388.

All the best,  
Bwalya

**Bwalya Mulenga** *on behalf of Hampshire County Council*  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care System**

**NHS Hampshire, Southampton and Isle of Wight CCG**

## Waiting times survey from Healthwatch Hampshire

### Do you live in Hampshire? Are you or your loved ones waiting for hospital treatment?

Healthwatch Hampshire are asking the public to share their experience and views of waiting for hospital treatment.

Many people have had their hospital treatment delayed by the pandemic – are you one of them? We want to know if you're getting the advice and information, you need while you wait. We also want to know if you would consider treatment at an alternative hospital in Winchester if it was available. It's vital that NHS decision makers hear your experience so that your views can inform work being undertaken by the NHS to reduce waiting times for planned hospital treatment. Whether it's gynecological surgery, a knee replacement, or a biopsy you're waiting for, if you've got a story to tell, we're here to listen.

We will be anonymously sharing your feedback with NHS decision makers to help them understand what needs to be put in place to better support people waiting for treatment like you. So, whether your experience is good or could be improved – we want to hear it.

If you live in Hampshire (excl. Southampton, Portsmouth and the Isle of Wight), please fill out the survey here: <https://www.smartsurvey.co.uk/s/N1X657/>.

The deadline for this survey is **30<sup>th</sup> June 2022**. If you have any questions, please contact [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk)

Please feel free to share this survey across your networks.

**Bwalya Mulenga** *on behalf of Healthwatch Hampshire*  
Community Involvement Officer  
Hampshire and Isle of Wight Integrated Care System

**NHS Hampshire, Southampton and Isle of Wight CCG**

## **Making Caring Visible**

National Carers Week from June 6<sup>th</sup> to June 12<sup>th</sup>, 2022.

During this upcoming Carers Week, Solent NHS Trust would like to invite you to attend their "Make Caring Visible" virtual event on **Wednesday, 8<sup>th</sup> June from 12:00 pm – 1:30 pm**. The event poster is attached to this email.

This will be an interactive session hosted in partnership with other organisations across Hampshire and the Isle of Wight. The session will feature stories of lived experience, and an opportunity for open discussion where attendees will address key issues e.g., *What can health services do to support carers? What is working and what is not working for carers?*

To register your interest in the event, please use the link below:

<https://bit.ly/MakeCaringVisible>

The NHS National Institute for Health Research (NIHR) are looking for people to take part in their Locomotion study. The Locomotion study is an ongoing piece of research that aims to help people who are experiencing long COVID symptoms to easily access health, care, and support services.

The Locomotion project seeks to investigate and understand whether certain groups of people are less able to access support and care. Findings from the study will be used to make recommendations for positive change, enabling people to easily receive the support they need, regardless of their background or where they live.

If you are still experiencing illness symptoms for more than four weeks after having COVID-19 you may be eligible to participate in the Locomotion study. Further details regarding eligibility can be found in the leaflet attached to this email. The study primarily focuses on individuals who face discrimination in society.

If you would like to ask any questions, receive further information, or participate in the Locomotion study, please contact the lead investigators directly:

Dr Jordan Mullard: [J.Mullard@leeds.ac.uk](mailto:J.Mullard@leeds.ac.uk)

Dr Ghazala Mir: [g.mir@leeds.ac.uk](mailto:g.mir@leeds.ac.uk)

Tel: 0113 3434832

You can also visit the project's website and social media:

Website: <https://locomotion.leeds.ac.uk/>

Twitter: @LOCOMOTIONstudy

## **ADHD and ASD Services Survey**

### **Communication from NHS Hampshire, Southampton and Isle of Wight CCG**

Hampshire, Southampton and Isle of Wight Integrated Care System (ICS) is undertaking a project that involves scoping and mapping the current waiting times for Autism and ADHD NHS Assessment and Diagnosis services for Children, Young People and Adults.

The aim of the project is to get an understanding of how services across Hampshire, Southampton, Portsmouth and the Isle of Wight are operating. We are keen to get the views of patients and their families on their experiences of the services. We are particularly interested in the impact waiting times may have had on patients and families.

The anonymous feedback collected from the survey will be used to support the case for change within NHS services.

To take part, please complete the survey on the project page below:

[Patient Voices- ADHD and ASD Services \(yourvoicemyhealth.co.uk\)](https://yourvoicemyhealth.co.uk)

Alternatively, please submit your response to the survey using the link below:

<https://mysay.is/ADHDASDservices>

All responses should be submitted before **Sunday 15<sup>th</sup> May**. I would like to encourage you to share this survey across your various networks, where appropriate.

All the best,  
Bwalya

**Bwalya Mulenga**  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care System**

**NHS Hampshire, Southampton and Isle of Wight CCG**

[bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

## **Communication from NHS Hampshire, Southampton and Isle of Wight CCG**

Dear all,

I hope you are doing well.

You are invited to review the findings of a recent survey completed by Emergency Department patients.

Hampshire, Southampton, and Isle of Wight (HSIOW) CCG are running a workshop to explore how and why patients attended an emergency department. As well as reviewing the findings of the survey, there will be an opportunity to breakout into smaller groups where potential improvement measures can be identified and discussed.

Patient input is crucial in these discussions, and we would be grateful if any patient representatives volunteered to participate in the workshop. You have the option of attending the whole workshop or joining the smaller breakout group sessions. Alternatively, if you are unable to attend the meeting but would like to contribute to the conversations taking place, you could produce a video message sharing your experience of attending an emergency department. It would be good to understand how you were (or were not) referred and your reason for attending.

This workshop was previously scheduled for April 14<sup>th</sup> but will now be held on either May 11<sup>th</sup> or 17<sup>th</sup> from 9am to 1pm.

### **Workshop Details**

**Date:** 11<sup>th</sup> or 17<sup>th</sup> May (date to be confirmed)

**Time:** 9am to 1pm

**Venue:** Omega House, Eastleigh/via Microsoft Teams

To receive an invitation, we will need to share your name and email address with the team organising the workshop. Please express your interest by responding to this email.

All the best,  
Bwalya

**Bwalya Mulenga**  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care System**

**NHS Hampshire, Southampton and Isle of Wight CCG**

[bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

## **Communication from NHS Hampshire, Southampton and Isle of Wight CCG**

Dear all,

We are currently developing a new three-year digital transformation plan.

One of its key areas is to develop digital approaches that 'Empower Citizens and Patients'. This means exploring and understanding what we must do to support people to use digital approaches such as self-monitoring equipment, online appointments, etc. so that those who would like to use the approaches are able to.

To help us do this we are planning to hold a workshop on Thursday, 12<sup>th</sup> May from 2pm to 5pm where we want to bring together people with a range of experiences, health needs and backgrounds to help develop and describe our ambition and priorities for the next three years.

If you are interested in taking part in the workshop, please can you let us know by Friday, 29<sup>th</sup> April. It would be helpful to know if you are representing a particular group or have a particular interest. If you need any support to help you to get involved, please do let us know.

All the best,  
Bwalya

**Bwalya Mulenga**  
**Community Involvement Officer**  
**Hampshire and Isle of Wight Integrated Care System**

**NHS Hampshire, Southampton and Isle of Wight CCG**

[bwalya.mulenga1@nhs.net](mailto:bwalya.mulenga1@nhs.net)

## **Message from NHS Hampshire, Southampton and Isle of Wight CCG**

### **Health leaders today issue an urgent plea to communities amid a “perfect storm” of rising pressure on services and rocketing COVID-19 rates.**

It comes as demand on services and the volume of 999 calls continues to soar as teams continue to do all they can to ensure patient receive safe, high-quality care. Latest figures show:

- Almost every hospital bed across Hampshire and Isle of Wight is full
- More than 650 people with COVID-19 are being cared for in hospitals across the area – more than 2.5 times higher than in early January during the peak of winter
- More than 2,800 staff working for local NHS organisations are off sick – with almost half of sickness absences due to COVID-19

The NHS is always there for anyone who needs help, but these combined pressures mean it is crucial that more is done to help frontline teams working round-the-clock to continue to provide safe care to patients across Hampshire and Isle of Wight.

Due to significant and sustained pressures, health leaders are having to make some very difficult decisions to prioritise patients who are most in need of emergency care. This means that:

- People arriving at the Emergency Department (ED) who don't need emergency care will be redirected to other, more appropriate services to ensure patients experiencing life threatening emergencies or illness are cared for in a timely way
- Patients will be discharged from hospital when they have received all of the acute care they need – even if they continue to test positive for COVID-19
- Relatives and carers are asked to ensure their loved one can be discharged quickly to help free up beds for those who need them
- They are also asked to support loved ones with their ongoing care needs in the short term, once they have been discharged from hospital

Other asks include:

- staying in contact with the ward they are on so everyone is clear about and prepared for the expected date of discharge
- supporting arrangements to provide suitable clothing and shoes for the person being discharged
- helping with transporting patients home. If you can help take a relative, friend or neighbour home when they are ready to leave hospital it helps them get home more quickly

This action is being taken because people working in the NHS across the board in Hampshire and Isle of Wight – at GP surgeries, NHS 111, ED, mental health services, ambulance and community services - face greater pressures than at any point since the first peak of the pandemic.

**Dr Derek Sandeman, Chief Medical Officer for Hampshire and Isle of Wight Integrated Care System, said:** “People working across health and care in Hampshire and Isle of Wight continue to go above and beyond the call of duty to give their patients safe care.

“With staff sickness rates well above average, rising cases of COVID-19 and very high numbers of people needing treatment, we face a perfect storm – but there are some very specific ways in which people can help the frontline NHS and care teams.

“If you have a loved one who is in hospital, please help staff to help get them home quickly when they are well enough – even if they are still testing positive for COVID. That is enormously important to help us make beds available for those in greatest need.

“Our Emergency Departments are for those in greatest need – if you aren’t quite sure what help you need, please contact [111.nhs.uk](https://111.nhs.uk) to get the right help for you.”

More information on which service to use and when is available [here](#). This includes mental health care and dentistry as well as urgent treatment centres.

If you need urgent care but it is not a life-threatening emergency, call 111 or visit [111 online](#) and you will be directed to the right service for your needs.

## **CQC Inspection Report of Lymington Urgent Treatment Centre**

The Care Quality Commission have published their latest inspection report for Lymington UTC.

To read the report please click on the following link.

<https://api.cqc.org.uk/public/v1/reports/bb0c82b3-2558-409b-901a-ad45fac3de40?20211203080233>

### **A Message from Wessex Cancer Alliance**

Hello,

In partnership with [Wessex Voices](#), I am writing to let you know about our new [Wessex Cancer Alliance Involvement Steering Group](#), which we would like to invite you to apply to join.

#### **What is the Wessex Cancer Alliance?**

[Wessex Cancer Alliance](#) brings together organisations from health, social care and other services to transform diagnosis, treatment and care for cancer patients. Our vision is to ensure that people with cancer and their families in Dorset, Hampshire and the Isle of Wight will have the best possible experience and outcomes from their care.

Over the last year, we have invigorated our approach to patient and public involvement. We have been building the confidence of our team to involve people more meaningfully from the start of our projects. This has included using existing patient insight to improve services; designing involvement and evaluation approaches on specific projects; and working to raise awareness of cancer with and for specific communities who experience some of the worst health outcomes.

The next significant step is to create a partnership group with individuals with an interest in cancer, patients, carers and representatives from cancer charities and community organisations who represent the diversity of our area to steer the way that we involve people in all that we do. We would like to offer you this exciting opportunity to be part of our Involvement Steering Group, who will collaborate with Wessex Cancer Alliance's Board to improve outcomes in cancer prevention, diagnosis, survival and experience of treatment and care. This will ensure that people's views are at the heart of decision-making around how people are involved in the Alliance workplans. Your views and experiences will be vital in helping shape Alliance strategy as part of this group – and improving cancer services by speaking up about what matters most to people from across the area.

#### **How to find out more about the Involvement Steering Group**

Please see [this link](#), which includes:

- [The Involvement Steering Group Terms of Reference](#)
- [A Role Description for a Steering Group Representative](#)
- [A Role Description for a Steering Group Chairperson](#)

You can also join us at an online Involvement Steering Group information event on:

- 9 December between 1100-1200

- 13 December between 1730-1830

To join an event please contact Louise on [Louise.Harbert@helpandcare.org.uk](mailto:Louise.Harbert@helpandcare.org.uk) or 07971 954 930. She can help if you have further questions about the Steering Group. She will also help if you need this information translated or in another format.

If you are interested in joining the Group, please submit an [Expression of Interest Form](#) by 30 January 2022. If the Steering Group is not for you at the moment, please do stay in touch with us via our [Get Involved Newsletter](#) or [social media](#). It may be that at a future point you would like to get back in touch with us and share your views.

Thank you and best wishes,

Wessex Voices on behalf of

Sally Rickard  
Director, Wessex Cancer Alliance

## **Do you measure your own blood pressure at home?**

If you live in Hampshire and you use (or have used) a monitor to check your own blood pressure at home The Healthwatch Hampshire Team would like to hear from you!

What you tell them will be shared with NHS decision-makers to help improve future remote health monitoring and deliver better experiences for people. Please share your experiences and views with them by completing an anonymous survey here - <https://www.smartsurvey.co.uk/s/MyBloodPressure/>

If you would like their help filling in the survey or would like to talk to a member of the Healthwatch Hampshire team in more detail about your experiences, you can contact them by emailing [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk) and they will arrange a telephone call. Please also get in touch if you need this survey in another language, a paper copy or in large print.

Many thanks for your continued support.

The Healthwatch Hampshire Team

## **Patient Experience Needed**

### **ENT services in Hampshire**

Hampshire, Southampton and Isle of Wight CCG is currently reviewing ENT services in Hampshire. If you have used Ear Nose and Throat services in the past five years we would like to hear about your experience. Please complete this survey <https://www.smartsurvey.co.uk/s/HSICCGENT/> and let us know how it was for you, good, bad or just OK.

There will be opportunities to take part in focus groups in the autumn if you would like to.

## Medicines optimisation survey - help needed

Dear PPG lead/Practice Manager

The senior medicines optimisation team are undertaking a training programme on personalised care with a view to assessing and improving the service the team of pharmacists and technicians deliver.

We need to collect some service user data to assist with identification of a quality improvement project.

Could you please share the message below with your patient groups?

The senior medicines optimisation team at Hampshire Southampton and Isle of Wight CCG is reviewing the way in which they deliver personalised care.

### **What do we mean by personalised care?**

Personalised care means people have choice and control over the way their care is planned and delivered. It is based on 'what matters' to them and their individual strengths and needs. Personalised care helps people to have a better experience of healthcare and contributes to better health outcomes.

### **What can you do?**

You can help us understand more about your personalised care by answering these questions. This survey is for people with one or more long term conditions, who use healthcare services.

It will take around 10 minutes to complete.

### **What information is collected?**

As well as your answers to the survey, we will ask some questions about you (such as your age, gender and ethnicity).

Click the link to get started:

[iSurvey - Online Questionnaire Generation from the University of Southampton \(soton.ac.uk\)](https://soton.ac.uk)

Many thanks

**Jane Gordon**  
**Engagement Manager**



# Stay well this summer

**NHS**  
Hampshire and Isle of Wight

Produced by your local NHS to help you  
get the right care in the right place

## Self care

Self care means making sure you are stocked up with over the counter medicines and a first aid kit so that you are able to treat common illnesses and injuries yourself. It's a good idea to pack basic supplies if you are going away and ensure you stay up to date with any prescribed medication so you don't run out. More information about how to treat common illnesses is available at [www.nhs.uk/live-well/healthy-body/your-medicine-cabinet/](http://www.nhs.uk/live-well/healthy-body/your-medicine-cabinet/)



## Your wellbeing

The summer holidays can be a stressful time so it's important to look after your mental health and wellbeing. Free support is available at [www.nhs.uk/every-mind-matters/](http://www.nhs.uk/every-mind-matters/)



The charity Solent Mind funds a range of mental health support in the region. Find out more at [www.solentmind.org.uk/support-for-you/our-services/](http://www.solentmind.org.uk/support-for-you/our-services/)

If you or someone you know is experiencing a crisis and need urgent mental health support contact 111 or visit [www.111.nhs.uk](http://www.111.nhs.uk)

## Pharmacy

Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and injuries, such as coughs, colds, sore throats and minor cuts and bruises. Pharmacists have specialist training, consultation rooms and you don't need an appointment. Some pharmacies are open in the evening and weekends. Find your nearest pharmacy online by visiting [www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services](http://www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services)



## Urgent treatment and minor injury units

Urgent treatments centres and minor injuries units are open to everyone, no appointment required. Skilled staff can offer treatment and advice for a range of minor injuries and illnesses. If you need urgent care but it is not life threatening, visit a local urgent treatment centre or



contact NHS 111 or visit [111.nhs.uk](http://111.nhs.uk) to get the right care in the right place in a timely way.

Find your nearest centre or unit online by visiting:

[www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services](http://www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services)

### Which health service should you use?



For common ailments and illnesses such as hangover, sore throat or grazed knee

**Self-care**



For advice on conditions such as headaches, aches and pains or an upset stomach

**Pharmacy**



If you have symptoms that don't go away such as ear ache, back pain or ongoing health concerns

**GP Surgery**



For urgent medical help that isn't an emergency NHS 111 can direct you to the right service

**NHS 111**



Use only in an emergency such as loss of consciousness, breathing difficulties, stroke or heavy bleeding

**999/Emergency Department**

Download the full leaflet  
by scanning the QR code



For information and advice on children's health visit the Healthier Together website [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)

For urgent care that isn't an emergency contact the NHS111 service online at [www.111.nhs.uk](http://www.111.nhs.uk)

## **Message from Hampshire, Southampton and Isle of Wight CCG**

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### **Hampshire and Isle of Wight COVID-19 Vaccination Programme**

The successful roll-out of the COVID-19 vaccination programme continues. Thanks to the fantastic efforts of our colleagues, volunteers and partners, more than 1.87m vaccines have been delivered across Hampshire and the Isle of Wight to date.

We are pleased to report that 95% of people aged 40 and over across Hampshire and the Isle of Wight have received their first dose of the vaccine. We remain on track to meet the national target of offering all adults a first dose by the end of July. Latest weekly statistics on COVID-19 vaccinations delivered, published by NHS England and NHS Improvement, are available [here](#).

People aged 25 and over are now being invited to [make an appointment](#) to receive a vaccine via the national booking service and we continue to strongly encourage everyone who receives an invitation to receive a COVID-19 vaccine, whether it is for a first or second dose, to take up the offer as soon as possible.

#### **Bringing forward second doses for priority groups 1-9**

Following guidance from the Government and Joint Committee on Vaccination and Immunisation (JCVI), we continue to bring forward appointments for a second dose of the COVID-19 vaccine from 12 to eight weeks for anyone in [the first nine priority groups](#) who is yet to receive their second vaccination. This means people at greater risk of getting seriously ill due to COVID-19 can get maximum protection sooner.

People should continue to attend their second dose appointments and nobody needs to contact the NHS. We are contacting those who should bring their appointment forward. Eligible people aged under 50 who have not yet made an appointment to receive the vaccine are encouraged to do so as soon as possible, with their second dose at 12 weeks.

#### **Community testing in Hart District, Rushmoor Borough and Surrey border**

Following a small number of cases of the COVID-19 variant first found in India, now known as the Delta variant, additional community testing started on 26 May. Testing is targeted at residents living, working or studying in the following postcodes who do not have symptoms of the virus:

- GU11
- GU12
- GU51
- GU52

Figures reported to Hampshire County Council to date on the early stages of the testing programme, show that just over 4,500 local residents connected to the four GU postcodes took up the offer of a PCR test for COVID-19 in the first five days.

Findings from the testing programme will be reported to the local authority by Public Health England in two phases – the numbers testing generally positive for COVID-19, followed by details of how many of these have tested positive for specific variants.

The mobile testing units' operational hours are 8am - 4pm. The initiative concludes today  
(Wednesday, 9 June). More information is available [here](#).

### **World-first COVID-19 booster vaccine study launches**

Thousands of volunteers are to receive a “booster” COVID-19 vaccine in a new clinical trial led by University Hospital Southampton NHS Foundation Trust (UHS).

The [Cov-Boost trial](#), led by Professor Saul Faust, Chief Investigator and Director of National Institute for Health Research (NIHR) Southampton Clinical Research Facility, is studying the use of seven different COVID-19 vaccines when given as a third dose. It is the first in the world to provide vital data on the impact of a third dose on patients' immune responses.

The trial is backed by £19.3m of funding from the Government's Vaccine Taskforce and running at 17 trial sites nationwide including University Hospital Southampton and the Portsmouth Research Hub, run by Portsmouth Hospitals University NHS Trust.

The trial has received ethics approval from the NHS Research Ethics Committee, as well as approval from the Medicines and Healthcare products Regulatory Agency.

Participants will be adults aged 30 years or older and include those immunised early on in the vaccination programme, such as adults aged 75 and over or health and care workers. Volunteers are being recruited through the [NHS COVID-19 Vaccine Research Registry](#) and the study's [website](#).

Initial findings are expected in September and will help inform decisions by the Joint Committee on Vaccination and Immunisation (JCVI) on plans for a booster programme from this autumn, ensuring people who are most vulnerable are given the strongest possible protection over winter.  
More information is available [here](#).

### **Tackling inequalities**

Since the start of the year we have been drawing on evidence, local intelligence and data from across health, social care, public sector partners and, most importantly, local communities. We have identified communities and areas we need to focus on to increase vaccine uptake, taking into account demographics such as age, ethnicity and deprivation. We have also undertaken a significant amount of outreach work to reduce barriers for people who may be less likely to take up the opportunity to be vaccinated.

### **Working with community leaders**

Solent NHS Trust has worked with local community leaders and invited them to volunteer at their large vaccination centres. This includes Imam Muhammad Ali from the Medina Mosque who volunteered at the Oakley Road centre in Southampton. He has also been filmed encouraging others to take up their invitation to receive the vaccine.

## **Hosting pop-up clinics**

Our success to date includes a number of pop-up clinics in community locations, working with Solent NHS Trust and local Primary Care Networks (PCNs).

Hundreds of people have been vaccinated at clinics in places of worship, not only for the benefit of congregations but also the wider community. This includes the Jami Mosque in Portsmouth, a session run in partnership with the NHS, Portsmouth City Council and Portsmouth HIVE.

Pop-up clinics have been held in the Southampton city centre area, which is particularly diverse and includes a number of areas of deprivation. Throughout March and April clinics were held at Medina Mosque, Taqwar Mosque, Vedic Temple and the Gurwara Singh Sabha. A future session is planned at the Mercy Revival Church. Community venues have also been considered and tested as a part of the pop-up clinic pilot. This includes the Heart of Portsmouth Boxing Club which held a pop-up clinic well attended by the local Sudanese community. Portsmouth has one of the largest Sudanese populations in England. We are continuing to evaluate these clinics and to date, our findings show positive feedback from those attending the clinics, increased accessibility to certain groups which suffer the health inequalities in society, improving relationships with the NHS, and wider benefits to community cohesion.

## **Reaching out to communities**

Primary Care Networks (PCNs) have been directly contacting people in priority cohorts who had not yet responded to an invitation. By discussing any concerns one-to-one, it has been possible to subsequently book an appointment straightaway. Many PCNs have done this by phone, but also in innovative ways. For example, Southampton Central PCN has trialled door knocking exercises in St Mary's, Southampton, focusing on those in priority cohorts who have not yet had their vaccine. In Portsmouth, Brunel PCN has been running monthly bus rounds to find people to be vaccinated, and is holding sessions at local soup kitchens to support the homeless community.

Outreach work to our Gypsy Roma and traveller communities is underway to promote the vaccine and understand any barriers to uptake, such as not being registered with a GP. Hampshire County Council is running a successful voluntary Vaccination Champion scheme, in which individuals sign up and receive training from public health professionals to share up-to-date and trusted information with people in their communities about the COVID-19 vaccine. These volunteers are based from home and able to work whenever is most convenient.

## **Focused work on vulnerable groups**

Processes have been put in place to support clients of sexual health and HIV clinics to be vaccinated, with appropriate confidentiality arrangements.

Clinics have been set up for people receiving support for substance misuse to be vaccinated in Eastleigh, Totton, New Milton, Fareham, Gosport, Havant, Aldershot, Basingstoke, Andover and Winchester. PCNs and homeless

healthcare teams have worked with local authorities to ensure homeless people are vaccinated.

### **Authorisation of Janssen vaccine**

The Medicines and Healthcare products Regulatory Agency (MHRA) [recently announced](#) that the COVID-19 Vaccine Janssen meets the expected standards of safety, quality and effectiveness. The independent Commission on Human Medicines (CHM) has reviewed the MHRA's decision and endorsed it.

Earlier this year, the single-dose vaccine was shown to be 67% effective overall in preventing COVID-19 infection and 85% effective in preventing severe disease or hospitalisation. Through the UK's Vaccine Taskforce, 20 million doses of the vaccine have been secured for all four nations of the UK and first deliveries are expected to arrive from later this year. The JCVI will provide updated advice for the vaccine before it becomes available.

### **Demonstrating COVID-19 vaccination status**

All those living in England can now get their COVID-19 vaccination status in digital or paper format. Those who have had two doses of an approved vaccine can show this as [proof of their vaccination status](#) when travelling abroad to some countries or territories.

It is important to note that people are asked **not** to contact their GP surgery about their COVID-19 vaccination status. GPs cannot provide letters showing a person's COVID-19 vaccination status.

### **Accessing your COVID-19 vaccination status**

- Through the free [NHSApp](#)
  
- By calling 119 and requesting a letter. This must be at least five working days after people have completed their course of the vaccine (two doses). It is expected that the letter will take five working days to be delivered. It will be sent automatically to the address people have registered with their GP. The 119 call handler will not be able to see addresses to check the details and anyone who has recently moved house should ensure they have given their new address to their GP practice before calling 119.

More information is available [here](#).

### **Help Us Help You**

Unless they have been invited before, people are asked not to contact the NHS to seek a vaccine, we will contact them when it is the right time. Everyone who has a booked appointment is asked to attend at exactly the time they are asked to, and

make sure they return for their second dose to ensure they receive maximum protection against COVID-19.

Everyone, whether they had the vaccine or not, is asked to continue to follow all the guidance in place to control the virus and save lives.

### **Further information**

For more information visit our COVID-19 [webpages](#) and follow and share messages from our social media accounts:

**Twitter:** @HIOW\_ICS / @portsmouthCCG / @NEHFCCG

**Facebook:** @HIOWICS / @urgentcarepompey / @HCPortsmouth /  
@northeasthampshireandfarnhamCCG

**Instagram:** @HIOW\_ICS

## Have you had a stroke in the last 2 years?

NHS HSICCG would like to invite Stroke Survivors from Hampshire and Southampton and their carers to talk about their experiences of life after leaving hospital following their stroke.

If you would like to help please send your contact details to [hsiccg.communications@nhs.net](mailto:hsiccg.communications@nhs.net) by 15 June 2021

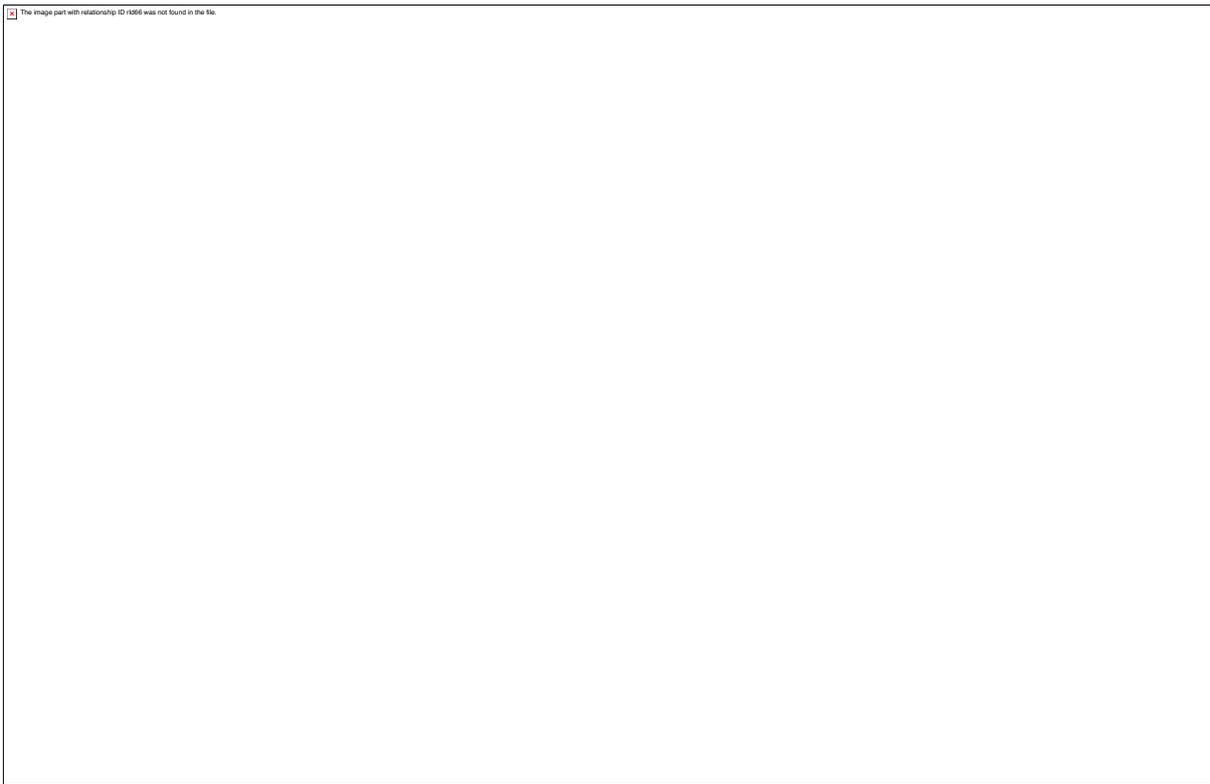
## Are you travelling abroad and need proof of covid-19 vaccination status?

[Gov.uk](https://www.gov.uk) says **GPs cannot** provide letters showing your Covid-19 vaccination status.

You may be able to see this information if you have Patient access and request your medication on line.

For more information please visit this Government website:

<https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad#how-to-access-your-covid-19-vaccination-status>

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Hampshire, Southampton and Isle of Wight CCG would like to hear from patients about their experience or ideas on the two following services:

- **Online and video consultations: Thursday 29 April 2021, 2-4:30pm (online session, joining details to follow)**

*We currently looking at ways to improve our GP online and video consultations. We would love to hear from anyone who is keen to help us make these services the best they can be. Please [click here](#) to register your interest in joining our online discussion on 29 April (If the date isn't convenient or you aren't able to join an online session, we'd still love to hear from you, so please do get in touch via [hsiccg.communications@nhs.net](mailto:hsiccg.communications@nhs.net)).*

- **Using technology to support your health: Tuesday 4 May 2021, 1-3:30pm (online session, joining details to follow)**

*We are currently looking to develop information websites and smartphone apps to support people to manage their day to day health. We would like to hear if and how you might want to use systems such as these in the future. To join our online session on Tuesday 4 May please register your interest [here](#) (If the date isn't convenient or you aren't able to join an online session, we'd still love to hear from you, so please do get in touch via [hsiccg.communications@nhs.net](mailto:hsiccg.communications@nhs.net)).*

Hampshire Hospitals Foundation Trust, the NHS trust running hospitals in Winchester, Andover and Winchester, is holding a Health Focus group looking back at a year of Covid 19. For details please see here: [COVID-19: One year on - Hampshire Hospitals virtual Health Focus event :: Hampshire Hospitals](#)

## Are you feeling anxious about a post-COVID future?

Patient Access have got some very useful information that may help, for more information see: <https://patient.info/news-and-features/why-its-normal-to-feel-anxious-about-a-post-covid-future?myaccount-bookmark=87584>



2 March 2021

### Hampshire and Isle of Wight COVID-19 Vaccination Programme Briefing

More than 547,000 COVID-19 vaccines have now been delivered to our communities as the highly successful roll-out of the vaccination programme continues across Hampshire and the Isle of Wight.

Latest figures (published 24 February) by NHS England and Improvement show that 96% of people aged 80 and over across the Hampshire and Isle of Wight Integrated Care System (ICS) and Frimley Health and Care ICS have received their first dose. Data on the number of people who have received their first dose of the vaccine broken down by constituency is as follows:

at	Number of people who have received least 1 dose of COVID-19 vaccine			
	Under 70	70 - 74	75 - 79	80+
Basingstoke	9,691	4,637	3,286	4,347
East Hampshire	13,958	5,917	4,534	6,474
Eastleigh	20,818	5,334	3,888	5,552
Fareham	15,563	5,915	4,642	6,670
Gosport	20,312	5,802	4,304	6,018
Havant	16,453	5,644	4,331	6,232
Isle of Wight	19,194	10,602	8,329	10,283
Meon Valley	19,312	5,992	4,663	6,434
New Forest East	14,859	5,939	4,412	6,605
New Forest West	13,722	7,059	5,689	8,588
North East Hampshire	14,648	5,469	4,191	5,802
Portsmouth North	12,115	4,263	3,115	4,318

Portsmouth South	16,086	3,359	2,569	3,780
Romsey and Southampton North	12,066	5,183	3,824	5,319
Southampton Itchen	12,627	3,837	3,069	4,181
Southampton Test	12,560	3,518	2,533	3,409
Winchester	15,555	5,373	4,269	6,591

8 December to 21 February 2021

Source: National Immunisation Management Service (NIMS)

Full details are available [here](#).

While delivery of the vaccination programme is dependent on supply, we remain on track to meet the Government's next target of offering a first dose of the vaccine to all those aged over 50 by 15 April, as well as people aged 16-65 in an at-risk group and unpaid carers.

## Importance of following national guidance

It is vital that everyone continues to follow all national guidance to help reduce the risk of COVID19, even if they have received the vaccine. This includes staying at home wherever possible, social distancing, wearing a face mask or covering as required and regular handwashing.

## Invitations for people aged between 60 and 63

Last week people aged 64 started to be invited to have the COVID-19 vaccine, and people aged between 60 and 63 are now being invited to book their vaccination as the roll-out of the programme continues. More information is available [here](#).

Anyone who has not yet taken up their invitation to make a vaccination appointment is urged to do so as soon as possible.

## Continued roll-out of vaccinations by age

The Government has announced that it will continue to prioritise people for COVID-19 vaccinations by age following publication of [interim advice for phase 2 of the programme](#) by the Joint Committee on Vaccination and Immunisation (JCVI).

The interim JCVI statement highlights "good evidence" that the risk of patients with COVID-19 needing to be cared for in hospital and admitted to critical care increases with age and that in occupations where the risk of exposure to COVID-19 is

potentially higher, people who are older are also at the highest risk of severe outcomes from the virus. The Government has stated it is therefore following the JCVI recommendation and will be offering age based vaccinations in phase 2, starting with the oldest adults first and in the following order:

- all those aged 40 to 49 years
- all those aged 30 to 39 years
- all those aged 18 to 29 years

## **Booking arrangements for those added to the shielding list or receiving a carer's allowance**

Individuals who have been added to the Government's shielding list and adult carers who are in receipt of a carer's allowance can [go online](#) or call 119 between 7am and 11pm daily to book their vaccination via the National Booking Service – they do not need to wait for an invitation letter.

## **Vaccinations for people with learning disabilities**

The Government has announced that everyone on the GP Learning Disabilities Register will be invited for a COVID-19 vaccination as part of priority group six following [advice](#) from the Joint Committee on Vaccination and Immunisation (JCVI).

We are working to ensure that everyone on the Learning Disabilities Register receives an invitation to be vaccinated as soon as possible. We are also continuing to work closely with health and care partners to ensure that those who are severely affected by a learning disability who may not yet be registered are identified and offered a vaccination, in-line with the latest JCVI advice.

Health and social care learning disability staff are on-site at the four vaccination centres across Hampshire and the Isle of Wight during clinics for people with learning disabilities to support service users to understand consent, communication and any other support that might be required. They are also on hand to support colleagues to make reasonable adjustments and promote annual health checks.

Longer appointment slots are being provided for people with learning disabilities, along with opportunities for carers to be vaccinated at the same time.

## **Video tours of vaccination centres**

Video tours of the four large-scale vaccination centres across Hampshire and the Isle of Wight have been produced by Solent NHS Trust, in partnership with

Portsmouth charity Enable Ability, to support people with learning disabilities or anxiety. The tours are a series of snap shots that show the main points through a patient's journey through the vaccination hub.

A film guide has also been created to guide viewers through the visit using accessible language. This information is supported by Makaton sign language. A [printable version](#) of the guide is also available.

The tour of Oakley Road vaccination centre in Millbrook, Southampton, is available [here](#) and tours of the at Basingstoke Fire Station, Riverside Centre in Newport on the Isle of Wight and Hamble House at St James's Hospital, Milton, Portsmouth, will be available in the coming days.

## Walk-in vaccination appointments trial

A seven-day trial during which eligible people can walk-in for their COVID-19 vaccination at one of four vaccination centres across Hampshire and the Isle of Wight is due to end today.

The trial, which commenced on Wednesday (24 February), offered daily walk-in appointments at Basingstoke Fire Station, St James's Hospital, Milton, Portsmouth, The Riverside Centre, Newport, Isle of Wight and Southampton City CCG offices, Oakley Road, Millbrook, Southampton. More information is available [here](#).

## Further information

For more information visit our COVID-19 [webpages](#). If you have a query that is not answered in our [frequently asked questions](#), please email the Hampshire and the Isle of Wight Vaccination Team at [whccg.covid.vaccination.enquiries@nhs.net](mailto:whccg.covid.vaccination.enquiries@nhs.net).

Follow and share messages from our social media accounts:

- Twitter: [@HIOW\\_CCGs](#) / [@NHSSotonCityCCG](#) / [@portsmouthCCG](#) / [@NEHFCCG](#)
- Facebook: [@HIOWPartnershipCCGs](#) / [@westhampshireccg](#) / [@urgentcarepompey](#) / [@NHSSouthampton](#) / [@HCPortsmouth](#) / [@northeasthampshireandfarnhamCCG](#) □ Instagram: [@westhantsccg](#)



12 February 2021

# Hampshire and Isle of Wight COVID-19 Vaccination Programme

## Briefing

### Vaccination programme update

We are very pleased to report that more than 400,000 doses of the COVID-19 vaccine have now been delivered to our communities in Hampshire and the Isle of Wight.

Across the Hampshire and Isle of Wight Integrated Care System (ICS) and Frimley Health and Care ICS more than 93% of people aged 80 and over have received their first dose. A breakdown of vaccination figures by NHS region and Integrated Care Systems/ Sustainability and Transformation Partnerships is available [here](#) and is regularly updated.

We continue to perform very well in terms of vaccination rates across South East and in other parts of the country and remain on track to meet the Government's ambition of offering everyone in the first four priority groups identified by the [Joint Committee on Vaccination and Immunisation \(JCVI\)](#) a first dose of the vaccine by Monday (15 February).

This achievement is testament to the incredible ongoing efforts of colleagues, volunteers and partners who continue to work at pace to deliver the vaccination programme locally. We continue to receive positive feedback from our communities about their experiences and we would like to extend our thanks to everyone involved in supporting the programme.

A further COVID-19 vaccination service is due to open at The Harlington in Fleet town centre next week, providing additional choice for residents in Fleet who are registered with Branksomewood Medical Centre, Fleet Medical Centre and

Richmond Surgery. Frimley Health and Care ICS has confirmed that the majority of Fleet residents in the first four priority groups have now had their first dose of the vaccine. The Harlington site will therefore offer vaccine appointments for the next priority cohort of patients identified by the JCVI (starting with those aged 65 and over) once national guidance has been issued to begin offering the vaccine to this group. Further information is available [here](#).

This additional service will bring the total number of vaccination sites across Hampshire and the Isle of Wight to 64. Information on all available sites can be found [here](#).

## Roll-out of the vaccination programme

Delivering the vaccine to individuals in priority groups 1-4, as identified by the JCVI, remains our absolute priority. These groups are:

- care home residents and staff
- those aged 80 and over and frontline health and social care workers
- those aged 75 and over
- those aged 70 and over and clinically extremely vulnerable individuals

We continue to do all we can to encourage everyone eligible for the vaccine to take up the offer of an appointment. This includes ongoing work with our health and care partners to reduce any potential inequalities related to the vaccination programme.

Anyone aged 80 or over who has not yet received their first dose of the vaccine for any reason, for example due to ill health, is being contacted and followed up. We also continue to contact those aged 70 and over and people who are clinically extremely vulnerable to offer them the vaccine.

Individuals aged 70 and over who have not yet been invited to be vaccinated but would like to be are also being asked to contact the NHS to arrange an appointment following a [national announcement](#) earlier this week.

People had previously been asked to wait until they were contacted by the NHS to ensure that those who are most at risk from COVID-19 are protected first. However those aged 70 and over can now contact the NHS directly in one of the following ways if they have not yet received an invitation, to ensure that as many people in priority groups 1-4 as possible can be vaccinated by 15 February:

- By visiting the national booking service at [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination)
- By calling 119 free of charge between 7am and 11pm seven days a week
- If a suitable and convenient slot is not available people can also call their GP practice.

## How the vaccine is delivered

Everyone invited to have the vaccine will need an appointment, including those aged 70 and over who have not yet received an invitation and contact the NHS directly.

Most people who are invited by letter will have the opportunity to go onto the national booking system and book an appointment slot or call 119. If people are initially unable to book an appointment at their local vaccination centre, they should continue to check the booking system as more slots are regularly added.

If an individual receives more than one invitation, such as a letter inviting them to attend a vaccination centre or pharmacy where applicable, an invitation from their GP or to attend their local hospital, they can choose where they would like to attend. This is to ensure that we offer as much choice and convenience as possible. However if an individual has made an appointment and then decides to attend another site, it is important that they cancel one of the appointments to enable us to offer the slot to someone else and ensure that as many people as possible are vaccinated.

Individuals who are offered the choice of attending a pharmacy when they receive their invitation letter can make an appointment or wait to be contacted by their GP and arrange to be vaccinated at a GP-led or hospital site if they prefer.

Everyone awaiting a vaccination invitation is reminded to:

- make sure they are registered with a GP practice
- ensure their GP practice has up-to-date contact details for them – especially a mobile phone number if they have one. This makes it quicker and easier for us to get in touch. There is no need to call us with this information, it can be updated online through the practice website

## Following national guidance

It remains as important as ever that we all continue to follow the national guidance to help reduce the risk of COVID-19 transmission and:

- stay at home as much as possible
- wear a face covering when out in the community
- observe social distancing measures
- continue to wash hands regularly

## Frequently asked questions

We continue to update the frequently asked questions on our [website](#). If you have a query that is not answered in our frequently asked questions, please email the

Hampshire and the Isle of Wight Vaccination Team at [whccg.covid.vaccination.enquiries@nhs.net](mailto:whccg.covid.vaccination.enquiries@nhs.net).

## Further information

We will continue to provide regular updates on the vaccination programme. Additional information including previous editions of this update are available on our [webpages](#).

- For more information on the vaccine, please visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination).
- Vaccination uptake figures for the UK is published on a daily and weekly basis [here](#) □ An easy read information leaflet about the COVID-19 vaccination is available [here](#) □ Follow and share messages from our social media accounts:
  - Twitter: [@HIOW\\_CCGs](#) / [@NHSSotonCityCCG](#) / [@portsmouthCCG](#) / [@NEHFCCG](#)
  - Facebook: [@HIOWPartnershipCCGs](#) / [@westhampshireccg](#) / [@urgentcarepompey](#) / [@NHSSouthampton](#) / [@HCPortsmouth](#) / [@northeasthampshireandfarnhamCCG](#)
  - Instagram: [@westhantsccg](#)

West Hampshire Clinical Commissioning Group are working across many different organisations in Hampshire and Isle of Wight to make mental health services more joined up, consistent and effective (infographic with more information attached). They are really hoping to get as many people with lived experience of using services (either for themselves, as carers or from within organisations) to work with them on designing the programme.

They are conducting a survey and would like you help, to access the survey please visit: <https://www.smartsurvey.co.uk/s/NoWrongDoor/>

There is also a boosted post on their Facebook page (@HIOWPartnershipCCGs) today so if anyone feels able to share that, either from their own accounts or into community/support groups, that would be really fantastic:

<https://www.facebook.com/HIOWPartnershipCCGs/videos/570733290549519>



**UPDATE 4 February 2021**

# **Hampshire and Isle of Wight COVID-19 Vaccination Programme**

## **Briefing**

### **Vaccination programme update**

We are pleased to report that very good progress continues to be made with delivery of the COVID-19 vaccination programme across Hampshire and the Isle of Wight.

This week vaccination centres opened at Basingstoke Fire Station, the St James's Hospital site in Portsmouth and The Riverside Centre in Newport on the Isle of Wight. Meanwhile an additional four pharmacies across the area have come online this week and are now providing vaccinations by appointment. This brings the total number of vaccination sites across Hampshire and the Isle of Wight to 63. Details of all sites are available [here](#).

We continue to be extremely grateful to all colleagues, volunteers and partners who are working incredibly hard to support local delivery of the vaccination programme in our communities and would once again like to thank all those involved.

### **Vaccine supply**

While the roll-out of this vital programme is dependent on supply, we have sufficient capacity and remain confident that everyone in the first four priority groups identified by the [Joint Committee on Vaccination and Immunisation \(JCVI\)](#) will have been offered a first dose of the vaccine by the Government's target date of 15 February. We continue to deliver vaccinations via a combination of Primary Care Networks (PCNs), pharmacies, vaccination centres and hospital hubs.

## Priority groups

We continue to prioritise ensuring those in [groups 1-4](#) receive the first dose of the vaccination, as follows:

- care home residents and staff
- those aged 80 and over and frontline health and social care workers
- those aged 75 and over
- those aged 70 and over and clinically extremely vulnerable individuals

Reaching the initial priority groups is our top priority. Anyone aged over 80 who has not yet received their first of the vaccine for any reason, for example due to ill health, is being contacted and followed up. We also continue to contact those aged 70 and over and people who are clinically extremely vulnerable to offer them the vaccine in all areas where we have capacity to do so.

## Vaccine data

Both Hampshire and the Isle of Wight Integrated Care System (ICS) and Frimley Health and Care ICS ( which includes North East Hampshire), have now delivered the first dose of the vaccine to more than 91% of people aged 80 and over. We continue to perform extremely well in terms of vaccination rates across the region and other parts of the country and are doing all we can to drive uptake among eligible groups in our communities.

A breakdown of vaccination figures by NHS region and Integrated Care Systems/Sustainability and Transformation Partnerships is available [here](#). This data is updated daily and weekly.

## Vaccine coverage in care homes

All eligible care home residents and staff across Hampshire and the Isle of Wight have been offered a first dose of the COVID-19 vaccination, apart from in a small number of care homes where positive cases of the virus have been identified. In the coming weeks we will be returning to these care homes to vaccinate those who have not yet received the first dose due to illness or self isolating.

## **Reducing inequalities**

As the vaccination programme progresses at pace we continue to work in partnership to understand and tackle inequalities, addressing individual concerns and circumstances including medical history, age and ethnic background.

In support of this, we have set up a joint working group comprising of communications leads across the NHS and local authorities in Hampshire and the Isle of Wight. This group is working closely together to deliver a dedicated Black, Asian and Minority Ethnic (BAME) communications plan which aims to:

- Engage with BAME communities, increase awareness and enhancing understanding of the vaccination programme and how the process works
- Identify and address concerns from our BAME communities about the COVID-19 vaccine programme
- Understand and address existing barriers for our BAME communities using NHS services, such as communication, language and/or culture

Community outreach work with BAME groups is underway in a number of areas. This vital work is supported by a range of materials and activity including shared key messages for all partners, a dedicated voluntary sector communications pack, case studies, media work with community broadcasters and social media activity. We are engaging with groups identified by our public health partners as being at risk of inequalities related to the vaccination programme to understand potential barriers and how these can be tackled. Key themes from this work will be used to further target our local communications approach and outreach work.

## **Update on how the vaccine is delivered**

The NHS across Hampshire and the Isle of Wight continues to contact local people in priority groups 1-4 to invite them for a vaccine. We aim to offer eligible people as much choice as possible about where they receive the vaccination. As a result, and as more vaccination sites have opened, some people may have received an invitation to attend a vaccination centre (by letter) as well as being invited through their GP practice, or as an outpatient or inpatient at their local by their local hospital. If an individual receives more than one invitation, they can choose where they would like to book an appointment to attend. However it is important that our communities do not contact their GP practice directly to ask when they will be vaccinated.

Everyone invited to have the vaccine will need an appointment. Most people who are invited by letter will then have the opportunity to go onto the national booking system and book an appointment slot or call 119. If people are initially unable to book an appointment at their local vaccination centre, they should continue to check the booking system as more slots will be regularly added

This week four more pharmacies have started to offer vaccines by appointment, bringing the total number of pharmacies that are supporting delivery of the vaccine across Hampshire and the Isle of Wight to nine. Details are as follows:

□ **Superdrug, 10-12 Hampstead House, Basingstoke** □ **Crookham War Memorial Hall, Sandy Lane, Church Crookham** □ **Lalys Pharmacy, 1 Guildhall Walk, Portsmouth** □ **Goldchem Pharmacy, 147a Albert Road, Southsea** □ **Village Pharmacy, 3-4 Stubbington Green, Stubbington** □ **Greywell Pharmacy, 19 Greywell South, Greywell Shopping Centre, Leigh Park** □ **Boyatt Pharmacy, St Peters Church Hall, Shakespeare Road, Eastleigh** □ **Botts Pharmacy, West Quay, Southampton** □ **A R Pharmacy, 3 Hazel Farm Road, Southampton**

Information on local pharmacies providing vaccination appointments continue to be added to the national booking service as they come online. Individuals will be offered the choice of attending a pharmacy when they receive their invitation letter, or can wait to be contacted by their GP and arrange to be vaccinated at a GP-led or hospital site.

## **Attending vaccine appointments**

Everyone who makes an appointment to be vaccinated is asked to attend at the time they have booked to avoid any delays. If an individual has already made an appointment and then decides to take up the offer of attending another site, it is important that they cancel one of the appointments. This enables us to offer the slot to someone else and ensures that we can vaccinate as many people as possible. More information on what will happen at an appointment is available [here](#).

## **Importance of following national guidance**

Colleagues continue to do an incredible job in supporting local delivery of the largest vaccination programme in the history of the NHS.

It remains vital that everyone continues to follow all national guidance to help reduce the risk of COVID-19, even if they have received the vaccine. This includes staying at home wherever possible, social distancing, wearing a face mask or covering as required and regular handwashing.

## **Frequently asked questions**

We continue to update the frequently asked questions on our [website](#). In the course of the past week we have provided further updates on the process for booking appointments, including what to do if no available appointments at local vaccination centres show when a person goes online to book their slot. Additional appointments are regularly being added and anyone who cannot immediately access a slot at their nearest vaccination centre is advised to keep checking the booking system for new appointments. We have also answered queries about lost vaccination cards and

provided information on the current available vaccines. Details of pharmacies and vaccination centres across Hampshire and the Isle of Wight have also been updated.

If you have a query that is not answered in our frequently asked questions, please email the Hampshire and the Isle of Wight Vaccination Team at [whccg.covid.vaccination.enquiries@nhs.net](mailto:whccg.covid.vaccination.enquiries@nhs.net) who will be happy to help.

## Further information

We will continue to provide regular updates on the COVID-19 vaccination programme. Our [webpages](#) are being updated regularly. Previous editions of this update are also available on these pages.

- For more information on the vaccine, please visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination).
- Figures on vaccination uptake for the UK will be published on a daily and weekly basis on the [NHS England and NHS Improvement website](#).
- An easy read information leaflet about the COVID-19 vaccination has now been published: <https://www.southamptoncityccg.nhs.uk/more-information-and-resources> □ Follow and share messages from our social media accounts:
  - Twitter: [@HIOW\\_CCGs](#) / [@NHSSotonCityCCG](#) / [@portsmouthCCG](#) / [@NEHFCCG](#)
  - Facebook: [@HIOWPartnershipCCGs](#) / [@westhampshireccg](#) / [@urgentcarepompey](#) / [@NHSSouthampton](#) / [@HCPortsmouth](#) / [@northeasthampshireandfarnhamCCG](#)
  - Instagram: [@westhantsccg](#)



30 January 2021

# Hampshire and Isle of Wight COVID-19 Vaccination Programme

## Briefing

### Vaccine programme update 30/01/2021

NHS teams across Hampshire and the Isle of Wight continue to work at pace to deliver the COVID-19 vaccination programme to those in our communities who are most at risk. A huge thank you to all colleagues who are working together to support local delivery of the programme.

On Tuesday (26 January) Oakley Road in Southampton went live as a vaccination centre for the local community. Previously it had been focused on providing vaccinations for health and care staff. In addition four pharmacies across Hampshire and Isle of Wight have now begun offering vaccination by appointment (full details below). There are now 54 vaccination sites across Hampshire and the Isle of Wight and feedback from the public about their experiences continues to be positive. Our remaining three vaccination centres in Basingstoke, Portsmouth and on the Isle of Wight are due to go live very shortly and details of all sites are available [here](#).

We are continuing to focus on vaccinating the first four priority groups, as identified by the [Joint Committee on Vaccination and Immunisation \(JCVI\)](#). These are:

- those aged over 80
- care home residents
- care home staff
- frontline health and care staff

Vaccinating the above groups remains our priority in this first phase. Following the Government's recent announcement that the vaccination programme would be extended, we are now also offering vaccinations to the next cohort which includes:

- those aged over 70
- people who are clinically extremely vulnerable.

We know some people have raised concerns that they or their loved ones who are in the over 80s category may have been missed. Please be assured that we remain absolutely focused on reaching the initial priority groups. In areas where we have sufficient supply and capacity we are also offering the vaccine to those aged over 70 and the extremely clinically vulnerable.

## **Vaccination supply**

We have sufficient vaccine capacity planned and continue to offer the first dose to the four priority cohorts for the first phase identified by the JCVI.

Delivery against capacity is dependent on vaccine supply, and we are confident that there is equitable supply of the vaccine across all Primary Care Networks (PCNs).

The

combination of delivery via PCNs, vaccine centres and hospital hubs in Hampshire and the Isle of Wight in the coming weeks is more than sufficient for us to achieve the

Government's ambition of offering the first dose of the vaccine to all everyone in priority groups 1-4 by 14 February.

## **Vaccination data**

Data on the number of COVID-19 vaccinations provided by the NHS in England is being published on the NHS England and NHS Improvement website. This data is reported daily and weekly and includes a breakdown of vaccination numbers by NHS region and Integrated Care Systems (ICSs)/Sustainability and Transformation Partnerships (STPs) area. The latest vaccination figures are available [here](#).

The roll out of the vaccination programme across Hampshire and Isle of Wight continues to progress very well. Both Hampshire and Isle of Wight ICS and Frimley Health and Care ICS (which includes North East Hampshire) have delivered the first dose of vaccine to over

85% of the over 80s. Our rates of vaccination compare extremely well across the South East of England and across the country and huge thanks go to all of our staff, volunteers and partners involved in supporting the delivery of the vaccination programme to our communities.

## **Community transport to vaccination appointments – support is available**

We are grateful to Community First which has dedicated some of its transport capacity to help people get to their COVID-19 vaccination and medical appointments in areas including Basingstoke, Fareham, Gosport, Havant, Winchester, the New Forest and East Hampshire.

The charity provides a safe, secure and affordable way of getting to these essential appointments, offering a door-to-door service. Residents will pay a small fare for their journey, which is in-line with local bus fares, and also accepts bus passes to help reduce costs. For more information and to contact your local service, please click [here](#). This is just one of a number of community schemes run by the voluntary sector supporting the vaccination programme.

We will continue to share updates on support available in our communities when they are available.

## **Local delivery of the vaccination programme**

The NHS will be in contact with residents when it is their turn to receive the COVID-19 vaccination. While we absolutely understand the frustrations of waiting for an invitation, we kindly ask that people do not contact your GP practice to ask when they will be vaccinated. The NHS will be in touch with everyone as soon as we possibly can.

Everyone awaiting a vaccination invitation is reminded to:

- make sure they are registered with a GP practice
- ensure their GP practice has up-to-date contact details for them – especially a mobile phone number if they have one. This makes it quicker and easier for us to get in touch. There is no need to call us with this information, it can be updated online through the practice website

It remains as important as ever that we all continue to follow the national guidance and:

- stay at home as much as possible
- wear a face covering when out in the community
- observe social distancing measures
- continue to wash hands regularly

## **How the vaccine is delivered**

Across Hampshire and Isle of Wight residents will continue to be invited to have a vaccination through their GP service, by their local hospital (as an inpatient or outpatient) or at a vaccination centre (via letter).

In addition some local pharmacies are also now offering the vaccine by appointment. In Hampshire and Isle of Wight the pharmacies listed below are providing vaccination, with more due to go live in the coming weeks. We will share

further details of local pharmacies that will be offering the vaccine as they are announced and will add these to our [interactive map](#) showing all vaccination sites in our area.

- Superdrug, 10-12 Hampstead House, Basingstoke
- A R Pharmacy, 3 Hazel Farm Road, Southampton
- Lalys Pharmacy, 1 Guildhall Walk, Portsmouth
- Boyatt Pharmacy, St Peters Church Hall, Shakespeare Road, Eastleigh

Details of local pharmacies providing the vaccine are being added to the national booking service as they go live. When individuals receive their letter inviting them for a vaccination they will also be offered the choice of attending a pharmacy so that they can select the most convenient location for them. Alternatively they can wait until they are contacted by their GP and arrange to be vaccinated at a GP-led or hospital site. It is important to highlight that if individuals already have an appointment and decide to take up the offer of a site which is more convenient, then it is important to cancel one of the appointments so that we are able to offer slots to as many people as possible.

We know that this process can be confusing so below (appendix 1), and attached with this briefing are some graphics to make it easier to understand.

More information is also available in our [press release](#), in which local GP Dr Tim Cooper explains the process for the vaccine roll-out. This week Dr Matt Nisbet, GP in Basingstoke, also answered listeners' questions about the roll-out of the vaccine on BBC Radio Solent. To listen, click [here](#).

## Frequently asked questions

We continue to collate frequently asked questions around the vaccine programme and are keeping these updated on [our webpages](#).

This week we have updated information about how and when residents will be contacted by the NHS to receive their vaccine, added detail on how we are responding to offers of support from community venues and businesses and an update for health and care professionals enquiring about their appointments. We will also be adding detail on appointments for carers and the new pharmacy services as these go live.

We know that many of our partners are being contacted with questions about the vaccination programme. If you have a query, or receive one, that is not included in the frequently asked questions on our websites please contact the Hampshire and the Isle of Wight Vaccination Team via [whccg.covid.vaccination.enquiries@nhs.net](mailto:whccg.covid.vaccination.enquiries@nhs.net).

## Vaccination updates and important information

We will continue to provide regular updates on progress with the roll out of the COVID-19 vaccination programme. Our [dedicated webpages](#) with local updates are being updated regularly. Previous editions of this update are also available on these pages.

- For more information on the vaccine, please visit [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination).
- Figures on vaccination uptake for the UK will be published on a daily and weekly basis on the [NHS England and NHS Improvement website](#).
- An easy read information leaflet about the COVID-19 vaccination has now been published: <https://www.southamptoncityccg.nhs.uk/more-information-and-resources> □ Follow and share messages from our social media accounts:
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  - Facebook: [@HIOWPartnershipCCGs](#) / [@westhampshireccg](#) / [@urgentcarepompey](#) / [@NHSSouthampton](#) / [@HCPortsmouth](#) / [@northeasthampshireandfarnhamCCG](#)
  - Instagram: [@westhantsccg](#)

## Appendix 1

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## **Covid Vaccinations update 12/01/2021**

Lyndhurst Surgery, New Forest Medical Group, Chawton House Surgery and Wistaria and Milford Surgeries are collaborating to deliver COVID-19 vaccinations from Milford on Sea War Memorial Hospital (SO41 0EQ for sat navs).

For more information please see: <https://newforestpcn.co.uk/covid-vaccine/>

## **Latest update from Hampshire and Isle of Wight Primary Care re C19 Vaccinations**



**To: All HIOW PCN Clinical Directors**

**Re: Second dose COVID-19 Vaccinations – immediate action required**

Thank you for all your hard work and commitment in the delivery of the Covid-19 vaccination programme. We have delivered a high number of vaccines across Hampshire and Isle of Wight which is testament to all the fantastic work by yourself and your teams.

Since 4<sup>th</sup> November, the NHS has been at incident level 4 which means the response is co-ordinated nationally. In light of the rising cases of coronavirus, mortality rates and the strain this is putting on all our health services, with immediate effect, NHSE/I have stated that it is no longer appropriate to give anyone a second dose of vaccine until 12 weeks after the first dose was administered.

**Local vaccination services provided by PCNs should therefore take immediate action to cancel all second dose appointments scheduled and to rebook these appointments with people or front line health and social care staff requiring a first dose who are in the first two JCVI priority cohorts.**

The advice to delay the second dose by 12 weeks was agreed on the 30<sup>th</sup> December by the four Chief Medical Officers to enable more people to receive the vaccination. The evidence for this is compelling and will have a huge impact on the response to the current pandemic. By following this course of action, more people will receive the vaccination and be protected from Covid 19. Every second dose of vaccine given now will prevent someone else in the priority groups from receiving their first dose. Evidence to support this position is:

- One life is saved for every 20 vaccines given in a care home
- One life is saved for every 160 vaccines given to people over 80 years

**The focus for general practice local vaccination services continues to be on the JCVI agreed cohorts which are:**

- People aged 80 years old and over
- Care residents
- Care home staff
- General practice frontline staff

The scientific evidence is clear to support this course of action and other countries are adopting the same approach. The JCVI have reviewed the data from the three manufacturers, including Moderna which has 100 days data. Publications in NEJM and the Lancet, alongside unpublished data, show the vaccine becomes effective between day 10 to day 14 and the duration of protection extends to at least 42 days. The Moderna vaccine trials show the presence of antibodies to 100 days. All the vaccines use the same spike protein to produce antibodies.

The JCVI have updated their guidance - [Joint Committee on Vaccination and Immunisation: advice on priority groups for COVID-19 vaccination, 30 December 2020 - GOV.UK \(www.gov.uk\)](#)

The supply chain is being secured as the vaccination programme is rolled out worldwide and NHS England has assured us that vaccine will be available to administer the 2<sup>nd</sup> dose at 12 weeks.

Please can we take this opportunity once again to thank you for all your hard work and continued commitment in delivering the vaccination programme across Hampshire and Isle of Wight.

Yours sincerely,



**Rachael King**  
**HIOW Primary Care**  
**COVID-19 Vaccination Lead**



**Barbara Rushton**  
**HIOW Clinical Primary Care**  
**COVID-19 Vaccination Lead**

## Diabetes UK virtual meetings

Diabetes UK has organised a number of virtual online events in the south east for people with diabetes – or an interest in it.

All events will be via Zoom – with advice offered on how to use the service by emailing [south.east@diabetes.org.uk](mailto:south.east@diabetes.org.uk).

To register for an event, follow the links from the list below. This will take you to the 'Eventbrite' website where you book.

Diabetes UK is planning to add further events – some educational or informative and some more practical, which will be listed on its website

- [www.diabetes.org.uk/in\\_your\\_area/south\\_east](http://www.diabetes.org.uk/in_your_area/south_east) – where you can also find other information, including details on how to get more involved by volunteering or fundraising.

### Virtual events

- |                              |   |
|------------------------------|---|
| Thursday 21 Jan 1-2.30pm     | <u>Living emotionally well with your diabetes.</u><br>(Karen Pearson, Deborah Barnett & Christopher Hutchins, Talking Therapies)<br>Register here: <a href="https://tinyurl.com/y5z5rq7x">https://tinyurl.com/y5z5rq7x</a>  |
| Wednesday 3 Feb, 1.30-3.00pm | <u>Self-Management: Empowering people with <b>type 2 diabetes.</b></u><br>(Erwin Castro, Diabetes Nurse Consultant)<br>Register here: <a href="https://tinyurl.com/y4bur8fp">https://tinyurl.com/y4bur8fp</a>   |
| Monday 8 Feb, 11.00-12.30pm  | <u>Eating well with diabetes.</u><br>(Nicky Mendoza, Diabetes Dietitian)<br>Register here: <a href="https://tinyurl.com/y2wpdqca">https://tinyurl.com/y2wpdqca</a>  |
| Tuesday 9 Feb 7.00-8.30pm    | <u>Empowering those with <b>type 1 diabetes</b></u><br>(Dr Mayank Patel, Consultant in Diabetes)<br>Register here: <a href="https://tinyurl.com/y6mewclD">https://tinyurl.com/y6mewclD</a>  |
| Thursday 11 Feb 1.00-2.30pm  | <u>How to talk about your psychological wellbeing with your Diabetes health professional.</u><br>(Karen Pearson, Deborah Barnett & Christopher Hutchins, Talking Therapies)<br>Register here: <a href="https://tinyurl.com/y4jue7gu">https://tinyurl.com/y4jue7gu</a> |
| Wednesday 17 Feb 6.30-8.00pm | <u>Diabetes and Dementia</u><br>(Miss Rutendo Muzambi: MPharm - from the London School of Hygiene & Tropical Medicine)<br>Register here: <a href="https://tinyurl.com/y6pst9sr">https://tinyurl.com/y6pst9sr</a>  |
| Thursday 18 Feb 1.00-2.30pm  | <u>Sick day Rules for People living with <b>type 1 diabetes</b> (putting the theory into practice).</u><br>(Anne Eltringham Cox, Diabetes Specialist Nurse)<br>Register here: <a href="https://tinyurl.com/y5lbdqa2">https://tinyurl.com/y5lbdqa2</a>                 |

- Monday 22 Feb 1.00-2.30pm Sick day Rules for People living with **type 2 diabetes** (putting the theory into practice).  
(Anne Eltringham Cox, Diabetes Specialist Nurse)  
Register here: <https://tinyurl.com/yy6pjbyp>
- Thursday 25 Feb 10.30-12.00pm Pre-Diabetes and reducing risks of developing **type 2 diabetes** in the South Asian community.  
(Dr Shiba Qamar, GP & Aqib Elahi, NDPP educator)  
Register here: <https://tinyurl.com/yybolndr>
- Thursday 4 March 2.00-3.30pm Self Management: Empowering people with **type 2 diabetes** from the South Asian community.  
(Dr Binodh Chathanath, GP)  
Register here: <https://tinyurl.com/y4dy8be5>
- Monday 8<sup>th</sup> March 5.00-6.30pm Looking after your feet and signs of when to seek help  
(Michelle Stafford, Clinical Lead for Diabetes Foot, South East Clinical Network)  
Register here: <https://tinyurl.com/y4qqv64n>

## **COVID-19 vaccination programme update – More GP-led services starting to offer vaccinations over the next couple of days**

Another 10 GP-led services across Hampshire and the Isle of Wight will start vaccinating patients over the next couple days, as the roll out of the biggest vaccination programme in NHS history continues.

Following the first 26 sites across Hampshire and the Isle of Wight successfully starting over the last couple of weeks, the new sites will be taking delivery of the vaccine over the next couple of days, and starting their clinics.

The NHS is continuing to contact people in the priority groups when it is their turn to receive the vaccine. Please do not contact the NHS about the vaccine. When it is the right time for you, you will receive an invitation to come forward and be told where to go and what to do.

Across Hampshire and the Isle of Wight the next primary care sites going live with vaccination clinics over the next couple days are as follows:

- Forest Surgery, Bordon
- Hayling Island Health Centre
- Emsworth Baptist Church
- Milford on Sea War Memorial Hospital (for New Forest Primary Care Network)
- Fordingbridge Hospital (for Avon Valley Primary Care Network)
- Crosfield Hall, Romsey
- The Lights, Andover
- Winchester Holiday Inn (for Winchester Rural, North and East Primary Care Network)
- Westridge Centre, Ryde, IoW
- The Bay Medical Practice, Shanklin, IoW

## **GP practices starting to offer vaccinations this week - From West Hampshire Clinical Commissioning Group**

Following our update last week on the roll-out of the COVID-19 vaccine, we can now confirm that GP practices across Hampshire and the Isle of Wight will be starting to vaccinate patients in our communities from today (Tuesday 15 December).

Practices across the country are starting to take delivery of the vaccine and the programme in primary care is being arranged through local Primary Care Networks (PCNs).

Nurses, paramedics, pharmacists and other NHS staff will work alongside GPs to vaccinate those aged 80 and over, as well as care home workers and residents, identified as priority groups for the life-saving vaccine.

We would like to say a huge thank you to all colleagues who have been working so hard on this next phase of the vaccination programme.

Practices are working together to set up local vaccination centres in surgeries, community centres, and even a hotel.

Like the hospital staff who launched the world-leading campaign last week, practice teams are working rapidly to organise the sites so that safe processes are in place to meet the tough logistical challenges of offering the vaccination.

The NHS is continuing to contact people in the priority groups when it is their turn to receive the vaccine. Please do not contact the NHS about the vaccine. When it is the right time for you, you will receive an invitation to come forward and be told where to go and what to do.

Across Hampshire and the Isle of Wight the 'Wave 1' primary care sites going live with vaccination clinics this week are as follows:

- Fareham Community Hospital
- Hampshire Court Hotel, Basingstoke
- Festival Hall, Petersfield
- St Peters Surgery, Southampton
- New Milton Health Centre
- Bursledon Surgery
- Colden Common Surgery
- Badger Farm Community Centre, Winchester
- Kingston Crescent Surgery, Portsmouth
- Carisbrooke Health Centre, IoW

The latest phase of the vaccine roll-out is being co-ordinated by GP-led primary care networks with more practices and community pharmacies in other parts of England joining on a phased basis during December and in the coming months.

We will continue to keep you updated and you can also find out more about the vaccination programme [on the NHS website](#).

## **COVID-19 Vaccination Update From West Hampshire Clinical Commissioning Group**

The NHS has planned extensively to deliver the largest vaccination programme in our history, providing three different delivery methods so we can cope with any type of vaccine:

1. Hospital Hubs – where we know the Pfizer vaccine can be stored safely
2. Local Vaccine Services – provided by GPs
3. Vaccination Centres – large sites convenient for transport networks.

Now that we have a vaccine that has been confirmed as safe and effective by the MHRA, we can begin to roll it out to those groups who the independent JCVI have decided need it most when the supplies are available to us.

We are not at that stage yet – for the reasons explained by the Secretary of State, that could be up to a week for the initial shipment of 800,000 vaccines to be shipped into the country, inspected and signed off by PHE, distributed, defrosted and prepared for use.

Delivering the Pfizer vaccine is complex as it needs to be stored at very cold temperatures and moved carefully in batches of 975 doses. For the moment the MHRA haven't authorised splitting up those doses, so at first we can only deliver it from "Hospital Hubs".

We will be working with local teams over the next few days to establish how best they can safely deliver the vaccine to the most at-risk groups, including over-80s and social care workers, in those hospital hubs when we have the vaccines in place.

Over the coming weeks we will be extending deliveries to local vaccination services, and we hope that later this month the MHRA will allow batches to be split, meaning that vaccination teams can go into care homes to vaccinate those who can't go to other services.

As well as at-risk patients we will begin to vaccinate some of our frontline staff from next week. It is important that health and care workers protect themselves so that they are there to care for others – so we would urge colleagues to take it up as soon as they can.

This will be a marathon over the coming months, not a sprint, and the NHS will keep expanding the programme as we get more vaccine, and potentially other vaccines come available.

The NHS wants to go as fast as all these factors allow and have been recruiting and training more vaccinators and support staff from across the NHS and outside of it, all of whom will be trained, assessed and supervised.

The public can really help the NHS deliver this effectively to those who need it most. Our asks are:

- We will contact you when it's the right time to come forward, so please don't contact the NHS to seek a vaccine before then;
- Please act on your invite when it comes, and make sure you attend your appointments when you arrange them;
- And of course, please continue to abide by all the social distancing and hand hygiene guidance, which will still save lives.

## **Latest News from West Hampshire Clinical Commissioning Group**

### **Mass Vaccination update**

The Government has asked the NHS to be ready to deliver a vaccination programme for England from December 2020, so that those at greatest risk will be able to access vaccinations as soon as they are available. Across Hampshire and the Isle of Wight, the NHS is working closely with partners across all public services on the development of these plans.

Detailed planning has been underway, building on the expertise and strong track record the NHS has already in delivering immunisations like the annual flu vaccination programme, to ensure that a COVID-19 vaccination programme does not impact on other vital services.

The Joint Committee on Vaccination and Immunisation's most recent advice is that vaccines should first be given to care home residents and staff, followed by people aged over 80 and health and social care workers, before being rolled out to the rest of the population in order of age and risk. This advice will continue to be updated as more information becomes available on vaccine effectiveness, safety and clinical characteristics. This will in turn be reflected in the NHS's plans.

For care home residents and staff and people who are housebound, the NHS will establish roving vaccine delivery services in care homes and people's own homes, working with local councils and social care providers. For others and as eligibility is extended, this will be supplemented by local vaccination sites, which could be within existing NHS buildings or temporary standalone services.

The NHS will be recruiting as many trained and experienced vaccinators as possible, including those already working in primary care. The Government recently set out details of a new contractual agreement for GPs and their teams through which they can support the programme. Experienced vaccinators working for NHS trusts and other employers will also be among the first asked to help deliver the vaccine. The Government has also consulted on temporary changes to legislation to allow a wider group of clinical staff, including physiotherapists and paramedics, to become vaccinators with appropriate training and supervision.

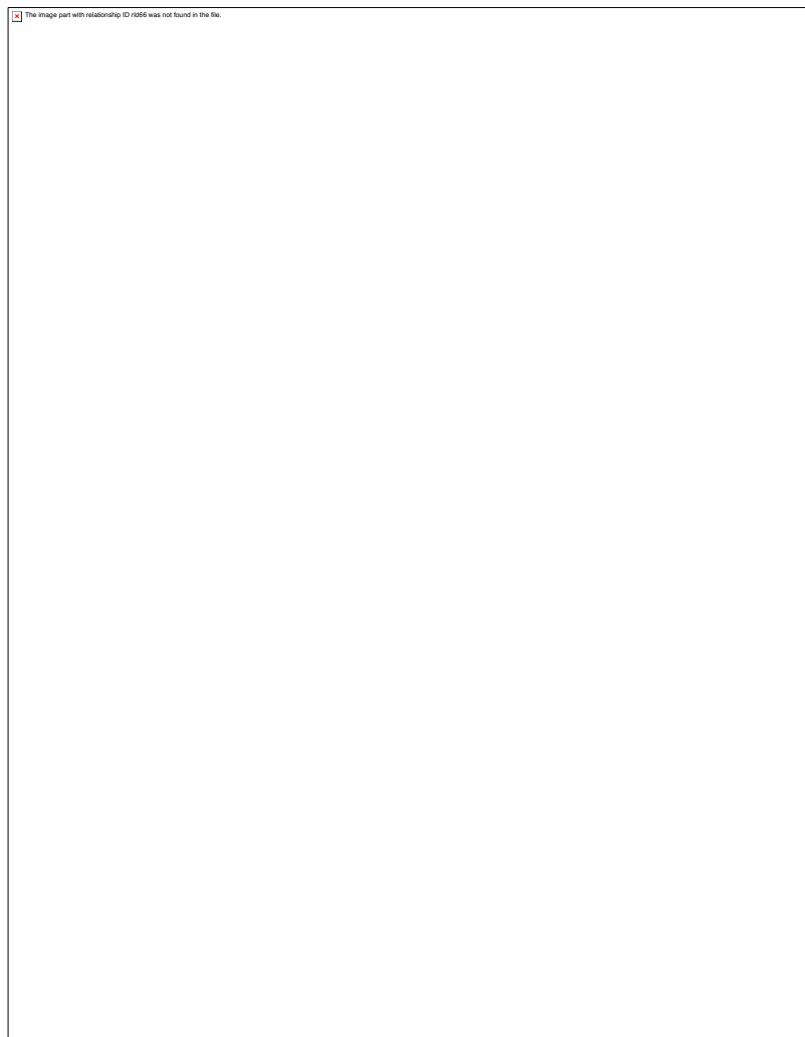
A national public communications campaign will commence shortly, focusing at first on the safety and effectiveness of vaccines in general. This will be supplemented by localised communications across Hampshire and the Isle of Wight and targeted engagement with communities who traditionally experience health inequalities.

As with this year's flu vaccination campaign, a national system will send invitations and reminders to eligible people at the right time. It will provide an online and telephone booking system so that people can choose a time and location to receive their vaccination.

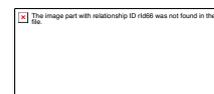
## Free Online Health & Wellbeing Session

On 18 November 2020, The Cancer Services Partnership at NHS Hampshire Hospitals Foundation Trust (HHFT) are hosting a virtual session on 18 November 2020 focusing on how people can improve their mental health and wellbeing during challenging times. This session is not just for cancer patients – family, friends and carers are also encouraged to join. This is a half-day event starting at 9.15am and it will have four 30-minute sessions followed by time to ask questions afterwards.

If you are interested in joining, please email [cancerservicespartnership@outlook.com](mailto:cancerservicespartnership@outlook.com) and a copy of the agenda and Zoom joining information will be shared with you closer to the event date.



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.

 The image part with relationship ID r6566 was not found in the file.

## **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

 The image part with relationship ID R596 was not found in the file.

### **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

**Trust Headquarters**

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SO40 2RZ

Tel: 023 8087 4101  
[www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)

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