

DIARY DATES

July 29 ... North East Essex Clinical Commissioning Group board meeting at Community Centre, Brightlingsea. 2.30pm

August 4 ... Colchester Local Health Forum in Rooms 12A and 14A, Primary Care Centre, Turner Road, Colchester. 2pm

August 6 ... Harwich Local Health Forum at the Central Church, Main Road, Dovercourt. 2pm

August 8 ... Tendring Local Health Forum at the CVS Offices, Rosemary Road, Clacton. 2pm

August 26 ... September Forum Focus published.

August 29 ... Local Health Forum on maternity issues at Primary Care Centre, Turner Road, Colchester. 7pm

September 3 ... Local Health Forum on maternity issues at Dovercourt. 10am Venue to be confirmed.

September 5 ... Local Health Forum on maternity issues at Sam's Hall, CVS offices, Rosemary Road, Clacton. 2pm.

September 11 ... Maternity Services Liaison Committee, Room 13A, Primary Care Centre, Turner Road, Colchester. 10am

September 22 ... October Forum Focus published

Essex University team probes care home idea

FOLLOWING the launch of the new Friends and Neighbours visiting initiative for Essex care homes reported in last month's Forum Focus, Essex University has issued a research analysis of the pilot.

Alongside the developments described in the companion paper "It's a Lovely Thing": Commissioning Relationship-Centred Care in Essex (Granville, G., 2013) the Essex County Council fostered the development of the community visitor initiative, operated by the My Home Life Community Association.

This report describes the results of a year-long evaluation of the pilot, conducted by university researchers.

It was funded by the Joseph Rowntree Foundation and forms part of a wider programme of work by JRF in the field of risk and rela-



tionship in the care sector.

The report describes how the pilot was established, its impact on the lives of older people, the culture of the care home, and on the volunteers themselves.

It goes on to discuss wider learning from the pilot and makes a number of recommendations to inform future planning.

It is available online at: http://www.essex.ac.uk/cps/documents/independent-evaluation-MHLECA-community-visitor-pilot.pdf?utm_medium=email&utm_source=The+King%27s+Fund+newsletters&utm_campaign=4279203_HMP+2014-06-17&dm_i=21A8,2JPUR,FLWQAD,9AI4X,1

Let's get physical ideas

A CALL has gone out for good and promising practice to include within the pending National Physical Activity Implementation Framework.

It has come from the ukactive Research Institute and the National Centre for Sport and Exercise Medicine in Sheffield.

On behalf of Public Health England, the institute is trying to identify projects and programmes that – if scaled up – could contribute

towards making 'everyone active everyday', and deliver associated health, economic and social benefits.

Organisations and individuals are being asked to submit their case studies through a standard template and contributions will be reviewed by a panel to identify 'good' and 'promising' practice..

Further details at: <http://researchinstitute.ukactive.com/home>

This newsletter is produced for North East Essex Health Forum by the Communications Working Group of the Health Forum Committee who would love to hear your views on it. Members are:

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North East Essex Health Forum

Forum Focus

Informing, Engaging and Debating

August 2014

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Joining up to air maternity issues

TWO groups giving patients a voice on local health services are joining forces to give everyone the chance to clear the air on maternity issues ahead of a major consultation on changes in the autumn.

Lack of midwives, staffing safety concerns at Colchester General Hospital and the temporary closure of birthing units at two coastal hospitals together with moves to increase the number of births at home, are just some of the topics expected to be raised.

The North East Essex Health Forum is arranging three special Local Health Forums at the end of August and start of September, where a panel of managers and service users being collated by the Maternity Services Liaison Committee, will answer questions from patients and the public.



The Local Health Forums are open to all and free to attend.

Details of the forums ... in the morning, afternoon and evening to aid accessibility ... are in the diary on the back page.

New hospital director loses her management role

FORUM members were trying to contact the new director of corporate affairs at Colchester Hospital University Foundation Trust when they heard she was no longer in post.

Mrs Robinson arrived on

June 4 and left on July 21 after raising concerns with board members and governors about the lack of resources in her department and the trust management structure generally.

She was an interim app-

ointment and her departure leaves just five directors where seven are planned. Three of those who remain are interim.

Turn to page 2 for details on the trust's latest CQC report and reactions to it.

Focus helps to keep Health Forum members across Colchester and Tendring informed and in touch with their local health scene

CQC label hospital team 'inadequate'

THE Chief Inspector of Hospitals has found Colchester Hospital University NHS Foundation Trust 'requires improvement' and that its leadership is 'inadequate'.

The latest Care Quality Commission report rated the trust as 'requires improvement' for whether services were safe or responsive and 'good' with regard to whether services were effective and caring.

Full copies of the report on the trust and those on the Colchester General Hospital and Essex County Hospital can be found at <http://www.cqc.org.uk/provider/RDE>

An inspection team, including doctors, nurses, midwives, hospital managers, trained members of the public, a variety of specialists, CQC inspectors and analysts spent four days at the hospitals in May.

Colchester Hospital University NHS Foundation Trust was selected for inspection, under CQC's new inspection approach, because it was a high risk trust.

It was inspected last year as part of Sir Bruce Keogh's review of trusts with high mortality rates and was placed in to special measures in October 2013.

NEECCG welcomes trust's acceptance

NORTH East Essex Clinical Commissioning Group has welcomed acknowledgement by Colchester Hospital University NHS Foundation Trust (CHUFT) that the findings of quality reports by the Care Quality Commission (CQC) are fair.

The NEECCG agreed with the CQC that the leadership of the trust is aware of the action it needs to take but that there are still significant areas where improvements are needed.

"Our first priority is to deliver safe, high quality services for

patients and this open and honest response from the leadership is an important step in delivering the improvements we and the inspectors are seeking," said Gary Sweeney, NEECCG chair.

"We will continue to support the interim leadership of the trust in getting services to the level our patients need and deserve.

"However, it is clear that the consistency of a permanent leadership team is needed to provide stability to staff to steer the pace of change."

The trust remains in special measures.

It has since undergone a review regarding its cancer service waiting times, following a CQC inspection last August.

A police investigation related to the cancer waiting times is ongoing.

CQC's most recent inspection, which took place in May, recognised that leadership of the trust had undergone significant change, resulting in a lack of stability and clear direction at board-level.

The inspection also found that nurse staffing levels, particularly in medical elderly wards, were lower than guidance recommended.

Areas where the commission identified the trust must improve are:

- There were multiple areas requiring improvement to ensure the trust is safe, effective and responsive.
- The trust needed to recruit

Colchester Hospital University 
NHS Foundation Trust

a substantive board of directors and to develop a clear strategy for leadership development at all levels.

- An independent review of the management of elective waiting lists in all areas is needed.
- Systems and processes for the storage and management of all medicines, including controlled drugs, is required.

Inspectors found some good practice at the trust, including:

- Patients and relatives spoke highly of services.
- Caring and compassion was evident in all clinical areas.
- There were good standards of cleanliness and good systems and processes for infection prevention and control.
- The trust benefited from a committed and loyal workforce.



Chief exec in radio hot seat

COLCHESTER Hospital Trust chief executive Dr Lucy Moore is in the hot seat on Dave Monk's monthly issue inquiry slot on BBC Essex on Friday, August 1.

She will face emailed and phoned questions about the trust's efforts to get out of special measures during the programme which is aired from 9am to noon.

Round-up of Health Forum activity on behalf of patients and the public

Share views on Care Act

THE Department of Health is seeking views on how local authorities should deliver the care and support reforms in the 2014 Care Act.

For further information on the consultation, which closes on August 15, visit www.gov.uk/government/news/care-act-2014-launch-of-care-and-support-consultation

To respond to the consultation visit <http://careandsupportregs.dh.gov.uk>

Members wanted

FORUM members with experience of intermediate care services or reablement ... or who care for someone who has used the services ... are asked to join a North East Essex Clinical Commissioning Group workshop looking at them on July 30.

Anyone who can assist should contact the Primary Care Centre and speak to commissioner Lizzie Wheatley.

Eye health survey

TAKE part in a survey on improving eye health and reducing sight loss.

The questions are designed to stimulate debate about how the NHS in England commissions and delivers eye health services.

Go to: <https://www.engage.england.nhs.uk/consultation/895da3ca>

Changes to code

A CONSULTATION asks for views on proposed changes to the Code of Practice: Mental Health Act (1983).

See the story here: <https://www.gov.uk/government/news/mental-health-act-code-of-practice-consultation-launched>

Spotlight on cancer, GP services and coastal blood tests

THOSE attending the Colchester Local Health Forum on August 4 will hear the background to the cancer department problems at Colchester General Hospital from Dr Sean MacDonnell, the hospital's Medical Director.

Attendees at Colchester, and the Harwich and Tendring forums, will have the chance to give their views on what services they expect GPs to provide if the suggested 24-7 service raised during the Big Care Debate earlier this year becomes a reality.

Jo Hall of the North East Essex Clinical Commissioning Group is



fronting sessions at all three locations.

In addition, air time on the issues surrounding the new phlebotomy .. blood test ... services at the coast will be given at the two coastal forums.

All three locations and times are in the diary on the back page of Forum Focus.

Leg ulcer project help wanted

THE Leg Ulcer Charity is recruiting participants for a research study exploring the psychological wellbeing of people with leg ulcers, the wellbeing of their carers and the relationship between them.

Those over the age of 18 and have leg ulcers, or if you provide unpaid care for somebody who does, then you're eligible to take part in this questionnaire study being organised by Surrey University.

The project is interested in thoughts and feelings regarding leg ulcers and their impact.

Responses to questionnaires will help a better understanding of their impact.

Participation should take no longer than 45 minutes, and can be completed online at: http://surveys.fahs.surrey.ac.uk/Leg_Ulcer_Study1/

Patients and carers can also take part via paper questionnaires or telephone completion.

Have your say on health inequalities

THE National Conversation on Health Inequalities is a programme by Public Health England (PHE) to engage with the public in a dialogue about health inequalities and about solutions.

Get involved at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/322401/Designed_Toolkit_PHE_Health_Inequalities_ISSUED.pdf?utm_medium=email&utm_source=The+King%



Join the Health Forum to give your views

VOLUNTEERS interested in shaping their local health services are the lifeblood of the North Essex Health Forum.

People who want to do something meaningful and make change happen.

Members have the chance to get involved at different levels according to what interests they have and what time they can commit.

Sometimes the Clinical Commissioning Group may ask for your views on a specific matter.

At others, the Health Forum Committee, which is elected by Health Forum members, will seek opinions and comments

You will be sent information and newsletters to keep you in touch with what is happening and your thoughts will be sought on service changes in the early stages of planning.

You can take part in the Patient Participation Group at your local surgery and attend regular public forums in Colchester, Clacton and Harwich if you want.

All members also get the chance to apply to take part in workshop sessions, focus teams and review teams aiming to ensure that patients receive the best possible service.

The level of commitment is up to you!

Who can become a member of the Health Forum?

POTENTIAL members must be one or more of the following:

Be a registered patient at a GP practice in North East Essex.

Live or work in North East Essex.

Use any services commissioned by the North East Essex Clinical Commissioning Group.

Be a carer or guardian of someone using a service commissioned by the North East Essex Clinical Commissioning Group.

Be a volunteer, or representative from a voluntary organisation, operating within North East Essex.

Even if you do not meet any of the criteria you will be welcome to join as a non-voting member.

That means you will still receive information and newsletters and be able to give your opinions when asked.

To join simply surf to www.neeccg.org.uk and click on the button marked Join The Health Forum on almost any page.

Or ring free phone **0800 881 5115** or write to:
The Health Forum Committee, Freepost Plus RTBS-YYXS-BATR, Primary Care Centre, Turner Road, Colchester, CO4 5JR.

We look forward to working with you!

Current members of the Health Forum Committee

Dawn Bostock ... chair and Tending rep ...

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CCG committee reps: Ted Beckwith, Vicky Chamberlain, Don Manhire, Robin Rennie and Mark Tatham



NHS funding changes are threatening services at Rowhedge and the university of Essex surgeries.

Patients signing up to funding campaign

PATIENTS at the Rowhedge and University of Essex Medical Practice have sent more than 1,000 letters of protest after it was identified as one of the 98 practices in the United Kingdom under threat due to funding changes. From this year Minimum Income Payment Guarantee (MPIG), is being withdrawn over seven years. The practice will get 25% less than it currently does. £40,000 funding has gone this year and it faces losing £80,000 from April next year. It has already closed the surgery at Essex University on Wednesday afternoons.



Dr Michele Wall and campaign materials.

I'M saddened by what is happening to primary care and my practice is one that will potentially be hardest hit financially by the current funding changes.

We are an almost unique practice working from two sites, Rowhedge and the University of Essex, providing traditional family medicine in a village setting, but also to a population of young adults at the university.

In 2004 when the new GP Contract was brought in and the funding of practices changed, there was an introduction of the Minimum Income Payment Guarantee (MPIG) which was designed to prevent financial destabilisation of practices.

Yet we are still expected to provide accessible primary care.

Our patients at the University Health Centre are a vulnerable part of the population, many being away from home for the first

By DR MICHELE WALL

Senior Partner
Rowhedge and
University of Essex Practice

time at the age of 18 years.

Every October we register 2,500 new patients at our health centre. We provide a face to face consultation for every patient, to educate them of how the service works, how to access medical help, provide public health information and mass immunisation against Meningitis C and MMR.

The sad fact is that the people who will suffer when our MPIG is removed are the patients.

Unless funding changes then our only option will be to reduce the level of service we provide, removing the unique services that we offer the student population, such as triage, sexual health clin-

ics, public health campaigns and immunisations, and run the service as a limited branch surgery for 8,500 patients.

The current lack of funding in primary care threatens to take away the personal service and knowledge of our patients with smaller surgeries being swallowed up into larger consortiums, losing the personal touch.

So we campaign.

We created leaflets with enclosed postcards for patients to send to our local MP and then to the Rt. Hon. Jeremy Hunt which were delivered door to door.

I created a page on our website (www.rowhedgesurgery.co.uk) with a letter for patients to download and e-mail to their politicians and wrote articles in three local magazines, one with the postcard to the politicians highlighting our plight.

How is your GP rated by patients?

RESULTS of the latest survey published online show how GP patients rate their surgeries.

The GP Patient Survey asks about experiences of local GP surgery and other local NHS services, and includes questions about general health.

Questions include how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours and the quality of care received from their GP and practice nurses.

See the results at: <http://gp-patient.co.uk/>

Discovering the desired outcomes

RESEARCH at York University has shown the outcomes people with long-term neurological conditions (LTNCs) want to achieve from current service integration policies.

A summary of findings is at: <http://www.york.ac.uk/inst/spru/pubs/LTNCchecklist.html>

It is hoped the research will assist evaluation of policies by exploring how outcomes that are important to service users can be included in assessment processes.

Forum involvement makes a difference

I HOPE you are all enjoying the summer and the lovely sunshine.

I am one of the elected patient, public, carer representatives for Tendring and current chairman of North East Essex Health Forum (covering Colchester and Tendring).

We ensure voices of communities across North East Essex are genuinely listened too.

If you or your group need any advice or have questions about any of your health and social care services (including dentists, care, opticians, GPs, hospital transport or ambulances) please ask us, we can put you in contact with someone to help you or take up issues on your behalf.

In recent months, the main issues concerning people in Colchester and Tendring have been: provision of maternity services; experiences of ambulance services; shortage of GPs; experiences with the ophthalmology (eye) department at Colchester Hospital; the new phlebotomy (blood testing) arrangements for patients.

We would love to hear about any experiences you have had with any of these services.

We are supporting the service-

BOSTOCK BLOG



-user led Maternity Services Liaison Committee (MSLC); who are capturing experiences of maternity services and organising engagement events in the future to ensure mums, dads, service users and the public have ample opportunity to have a say on the maternity services provided in the future.

Everyone is welcome to join the Health Forum. You will find full details of how to join and how to contact me and other members ... on page 14 of this Forum Focus.

There are many opportunities to have your voice heard and to make a difference for others in our communities and living in Colchester and Tendring.

You can attend one of our Local Health Forums, join a workshop, sit on important decision-making committees within the clinical commissioning group, filling in a questionnaire or sharing your personal experiences.

Points to note about using your Forum Focus



FORUM Focus is created in Microsoft Office Publisher and then turned into a PDF for easy delivery to members through e-mail.

However, readers may find that the various highlighted web address links may need to be copied and pasted into your browser instead of just clicked like many online newsletters.

To print into a magazine you will need to use A3 paper and fold the pages.

Printing onto A4 paper will give you 16 separate sheets.

READERS who are not on the internet, or are unable to use a computer, can still receive the documents mentioned in Forum Focus. Ring the Health Forum on **FREEPHONE 0800 811 5115** say which document you want and give your address. We will obtain a copy and mail it to you.

Health and Wellbeing activity with community and voluntary groups

Action call over fuel poverty

CHARITY Age UK has issued a new call for action to be taken to reduce fuel poverty it estimates affects some 2.4 million homes and 1.14 million older people in England.

The adverse health effects of living in a cold home are well-established ranging from cardiovascular and respiratory problems to depression, at an estimated cost to the NHS of £1.36 billion a year.

Age UK's latest publication sets out the criteria by which it will judge all fuel poverty strategies that are issued over the next year ... including political ones in the run-up to the 2015 general election.

Details at: <http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Consumer-issues/reducing-fuel-poverty-report.pdf?dtrk=true>

Taylor gets fresh role

INDEPENDENT charitable trust, Essex Community Foundation (ECF), has appointed Caroline Taylor, the foundation's programmes director, as deputy chief executive.

Since it was established in 1996, ECF has grown to be the second largest community foundation in the UK managing charitable funds on behalf of individuals, families, companies and public agencies who want to channel their giving locally.

ECF currently manages 100 named funds with a pooled investment value of nearly £30 million.

Caroline, who lives in West Mersea, joined ECF in 2005.

Group's grants link with CVS teams

North East Essex Clinical Commissioning Group



CCVS Colchester Community Voluntary Services

THE North East Essex Clinical Commissioning Group (CCG) has invited charities, community organisations and voluntary bodies to put forward projects for potential funding that will significantly improve the health and well-being of patients within the region.

Working in partnership with CCVS in Colchester and CVST in Tendring, the CCG is looking for applications by August 8 that will be able to produce a number of outcomes related to:

- Patient Centred Care (enabling people to self-manage their own health conditions)
- Inclusiveness (to reduce social isolation for people with a long-term mental

and/or physical health problem)

- Improvements for marginalised groups (providing them with better access to care)

New projects could also provide support across all of these areas.

Each application will be assessed and scored (including questions over long-term sustainability) by a panel, which will include representatives from the CVS, the CCG and Public Health.

Successful applicants will be required to undertake a patient satisfactory survey or similar evaluation.

Further details from either CVS on 01206 505250 and 01255 425692.

Minister's pledge over volunteering



Chris Grayling

GOOD Samaritans and community heroes will have the law on their side in future, Justice Secretary Chris Grayling announced in a move designed to bring some common sense back to Britain's health and safety culture.

The Government is taking action to support the millions of people who volunteer and carry out good deeds every year.

An important part of this is to make sure they are not put off from participating by worries about risk and liability if something goes wrong.

Changes are being made to counteract the growing perception that people risk being successfully sued if they do something for the common good – like leading a school trip, organising a village fete, clearing snow from a path in front of their home or helping in an emergency situation.

To make sure everyday heroes are protected, the law will be changed so that judges will have to give weight to three additional factors when deciding negligence cases. The law changes will be made in new legislation.

Health and Wellbeing activity with community and voluntary groups

Parliament dementia initiative

PARLIAMENT is bidding to become the first ever dementia-friendly Parliament in the world.

Officials are working with the Alzheimer's Society, towards:

- Making dementia awareness part of all newly elected MP inductions
- Delivering Dementia Friends awareness sessions to all public facing staff so they can support external visitors living with dementia
- Providing MPs and Peers with information and knowledge about dementia to help them assist constituents affected by dementia
- Ensuring staff with caring responsibilities for people with dementia signpost relevant individuals to help through the Alzheimer's Society

Community care case

MCMILLAN Cancer Support says the NHS could save approximately £69 million a year by providing community care allowing cancer patients in England to die at home instead of in hospital.

It sets out the economic and moral case for providing free social care to people at the end of their lives.

Details at: <http://www.macmillan.org.uk/Documents/GetInvolved/Campaigns/Endoflife/Endoflifereport/June2014.pdf?>



Partnership for advocacy

ESSEX Advocacy is a new specialist service supporting who are most vulnerable, or who find themselves at a particularly challenging point in their lives.

It is available to residents of Essex who have no other appropriate support available to address a complex issue.

Eight organisations are working in partnership to assist:

- a person in a vulnerable situation
- a person subject to a safeguarding alert
- mental health illness or distress
- learning disabilities

- conditions on the autistic spectrum
- caring responsibilities
- an older person aged 65+
- physical disabilities
- sensory impairments
- dementia, fluctuating mental capacity or acquired brain injury
- making a complaint about an experience of NHS care or treatment

Essex Advocacy services are free and independent from local authority social services and the NHS.

Further details from telephone 0300 34 35 736 or e-mail at info@essexadvocacy.org.uk

Guide Dogs launch new safety strategy

HAVE you ever tripped on a broken kerb?

Been hit in the face by an overhanging bush?

Injured yourself walking into A-Boards in the street?

Felt unsafe due to the close proximity of traffic driving by?

Struggled to find a safe place to cross the road?

If you have, you are not alone - and imagine if you were blind or partially sighted!

This is why Guide Dogs have launched its Streets Ahead campaign.

Its aim is to provide blind and partially sighted people with the tools to help them engage with their local authorities and developers and ensure that inclusive design principles are at the heart of new projects.

The charity wants to work with engineers, architects, town planners and other urban design professionals so the needs of blind and partially sighted people are well understood and they are properly consulted at the earliest possible opportunity and not as an afterthought.

Chance to be health governor

THE search is on for a new mental health trust governor for Tendring.

Local residents are being invited to stand by the North Essex Partnership, the NHS that provides mental health, substance misuse and community services in the area.

Governors represent their constituency, raise awareness of mental health and wellbeing issues and attend meetings and events.

They also become involved in shaping mental health services in Essex and help to stop stigma and discrimination.

Nominations close on August 12.

Find out more from Electoral Reform Services (ERS):

Telephone: 0208 8899203 or email:

john.box@electoralreform.co.uk

Local figures

PUBLIC Health England has published some interesting and useful summary comparative "Health Profiles" for each council area.

Visit http://www.apho.org.uk/resource/view.aspx?QN=HP_RESULTS&GEOGRAPHY=22 and scroll down to the one for Colchester and then for Tendring.

Donor appeal

PEOPLE are being asked to give blood especially if they have the blood groups B Rh negative and O Rh negative to help maintain stocks for hospital patients over the summer.

You can find out about local sessions at www.blood.co.uk and book an appointment online to donate.



Reports in the national press of test giving 87% predictability of Alzheimer's Disease sadly shown by NHS Choices to be only a 50-50 chance of being correct.

Always take care on national stories

TAKE care to think about what is not in a national news report as much as what is in the headline.

July saw BBC News and most national newspapers report that research in more than 1,000 people has identified a set of proteins in the blood which can predict the start of the dementia with 87% accuracy.

NHS Choices warns that, while the test accuracy rate of 87% sounds impressive, it may be a large overestimate of what would happen in reality.

Given real world assumptions on the proportion of people who have mild cognitive impairment

that progress to Alzheimer's disease (10 to 15%), the predictive ability of the test falls to around 50% – no better than a coin toss.

Furthermore, the test only made predictions from around a year earlier.

Consequently, on its own, this test is unlikely to be much good.

However, refining this test and combining it with other methods might improve accuracy rates, making it a viable predictive tool in the future.

Check for yourself at: <http://www.nhs.uk/news/2014/07/July/Pages/Blood-test-for-Alzheimers-no-better-than-coin-toss.aspx>

Marching in support of the NHS



THE People's March is an opportunity to build support for the NHS and to join up with NHS campaigners across the country.

Following the basic route of the Jarrow Crusade the 300-mile march for the NHS is heading for Parliament.

On route those taking part will make the public aware of the privatisation that is taking place in hospitals and health services.

More details at: <http://999callfor NHS.org.uk/>



Language campaign

THE Foundation for People with Learning Disabilities are calling for a change to the language used about people with learning disabilities and the way they are represented in the media, in order to tackle bullying, harassment and hate crime.

Social media and the internet are places where high levels of bullying and hate crime are experienced by people with learning disabilities, as well as when they are at home, at work or out in their communities.

Further details on all the initiatives at: www.learningdisabilities.org.uk

Fresh ratings

THE Care Quality Commission (CQC) is developing a special measures regime for adult social care.

A new ratings regime will start in October and will help highlight inadequate services, this will help indicate where needs to make improvements.

Details at <http://www.cqc.org.uk/content/new-special-measures-regime-adult-social-care>

Ambulance plea

HAVE you had to use an ambulance in the last three months?

The Association of Ambulance Chief Executives (AAACE) is carrying out a project to look into the use of ambulance services.

Go to: <http://aaace.org.uk/>

Assisting seldom heard patients

I AM a member of the public and have lived and worked in North Essex for the past 21 years.

I used to work in the NHS as a senior public health manager and worked extensively in partnerships and with communities in Colchester and Tendring, as well other parts of North Essex.

I now have the privilege of being a lay member of the North East Essex Clinical Commissioning Group (CCG) and sit on the Executive Board, along with three other lay members.

My responsibilities include patient, public, service user and carer involvement and I hold the champion roles for adult and children's safeguarding and for equality and diversity.

All of this means as a member of the public, in this role, I have the opportunity to ask questions of the CCG and their officers, making sure that patient and service user experience is at heart of all of their decision making and that this experience is heard and understood by all of the commissioners.

Donna Telfer is a lay member of the North East Essex Clinical Commissioning Group and a member of the Health Forum Committee.

New Care Act information

IF you are looking for a brief, but informative, guide to the main principles of the new Care Act, charity Independent Age could have produced what you need.

The Care Act brings all the previous law related to social care together in one place, and to modernise or update the law where necessary.

It tells councils across England what they need to do if someone has social care needs and needs

TELFER TALK



I am passionate about our local communities and work hard to ensure that the voices of those in need and those voices seldom heard or listened to properly are made known to everyone who works for the CCG.

Some recent issues I have raised include: mental health services for young people; translation services for people for whom English is their second language; the needs of migrant women; GP training uptake for children's safeguarding; and accessing equipment to support disabled people in their own homes.

If you have any specific experiences that you feel the CCG should hear about, then please let me know.

Wishing you all a healthy and happy summer

support either in their own home or in a care home.

The Care Act is subject to public consultation until the autumn which means this download may be updated later.

You can find it at: http://www.independentage.org/guides/what-does-the-care-act-mean-for-me-getting-social-care-support-under-the-new-law-in-england/?dm_i=1TKE,2I31J,E6O9IZ,940JE,1

Prisoner's families getting help

BARNARDO'S North East Essex has been awarded funding to offer a new service called Children Affected by Parental Imprisonment (Essex CAPI Service).

It is a result of an initial pilot project as part of Barnardo's Children's Centre Colchester and Tendring.

Further funding from Barnardo's has enabled the service to continue to work with the Military Correction Training Centre Colchester (MCTC) and HMP Chelmsford to offer fortnightly induction talks/meetings and other services.

Enquiries to: 01255 222503

NEECCG looks at patient transport rules

RULES and regulations for patient transport services provided by the North East Essex Clinical Commissioning Group are to be reviewed.

The present system is the existing one run by predecessor authorities.

Now, a year down the line, the system is to be looked at in the light of the new clinical group's policies for patient care.

Reducing harm

THE North East Essex Clinical Commissioning Group's Director of Nursing and Clinical Quality, Lisa Llewelyn, says the trust will Sign up to Safety, there's nothing so important!

Its three year objective is to reduce avoidable harm by 50% and save 6,000 lives.

More details at: <http://www.england.nhs.uk/signuptosafety>

East of England Ambulance Service round-up

Paramedics for Essex

PATIENTS could soon be seeing the next generation of lifesavers, as Essex's first 16 student paramedics get out and about for practical training.

The students are on a two-and-half year course with the East of England Ambulance Service NHS Trust (EEAST), to become fully qualified paramedics.

Course Leader Anthony Brett said: "They started with the clinical phase of the course is eight weeks long.

"They then go on to complete three weeks of driver training where they learn to drive ambulances under emergency conditions".

The remainder of the course in-



cludes theory work in the classroom, and practical work out in the field, and so far the course is proving to be a success.

The students are part of the 400 EEAST has been recruiting since January.

So far 97 people are on courses across the region, and more than 200 offers of employment have been made.

ASDA store lifesavers

ALL 38 ASDA stores in the east of England have been installed with a public access defibrillator.

It is part of a ground breaking partnership with the British Heart Foundation (BHF) and the East of England Ambulance Service NHS Trust (EEAST).

As the equipment has been installed across the region, EEAST have been in stores to talk to staff and members of the public about what to do in case of an emergency.

A public access defibrillator can be used by any member of the public to deliver an electric shock



ASDA staff with one of the new units.

to the heart when someone is having a cardiac arrest.

Last year EEAST worked with the Co-operative Society to see defibrillators installed in Co-op stores across the region.

MP's night duty

MP Priti Patel went out on an ambulance night shift in Witham, to experience first-hand what life is like for crews of the East of England Ambulance Service NHS Trust (EEAST).

Pippa Brown and Rob King were the crew.

Quality report

THE EEAST Quality Account for 2013/14 focuses on seven areas to raise standards, including stroke and heart attack, timely response to patients, sepsis care, friends and family test, frequent callers, and cardiac arrest care.

Happy patients

LATEST patient satisfaction figures revealed that 100% of patients surveyed were happy with the service they received from the East of England Ambulance Service NHS Trust (EEAST) in March and April.



Part of the new gym site.

Free park workouts

AN outdoor gym has been installed in Colchester's Castle Park with 16 pieces of free-to-use equipment.

The area is split into two zones - a cardio zone with cross country skiers, rowers and walkers and a strength zone with leg stretch, leg press and chest press.

Using the equipment will help improve cardio fitness, muscle strength, tone and flexibility.

The project, sited in the Lower

Castle Park near Leisure World, was funded contributions requested from major developers towards community facilities.

It allows people to use traditional gym equipment in an attractive location and the council hopes it will be a popular addition to park facilities.

It is not the first free gym in Colchester. Workout equipment is also on the recreation ground at Old Heath.

Seven points to a better life

WHAT can help older people with high support needs to improve their quality of life?

Seven suggested points round-up the John Rowntree Foundations' A Better Life programme of work and present a vision of what life can, and should, be like for all of us as we get older.

The following challenges emerged from this work and the organisation hopes they will form the bedrock on which joint solutions can be developed:

- We all need positive images and balanced narratives to challenge ageist assumptions
- We all need to make the effort to see and hear the individual behind the label or diagnosis
- We must ensure that all



support is founded in, and reflects, meaningful and rewarding relationships

- We need to use the many assets, strengths and resources of older people with high support needs through recognising and creating opportunities for them to both give and receive support
- We must all be treated as citizens: equal stakeholders with both rights and responsibilities, not only as passive recipients of care

- The individual, and collective, voices of older people with high support needs should be heard and given power

- We need to be open to radical and innovative approaches; but we also need to consider how, often simple, changes can improve lives within existing models

These challenges are not specific to a particular sector, service or profession.

A key message is that these apply in care homes, health services, voluntary sector organisations and older peoples' lives.

Full details at: <http://www.jrf.org.uk/publications/better-life-valuing-our-later-years>

Assistance in understanding frailty

THE British Geriatrics Society (BGS) has launched the first of a two-part guidance on the recognition and management of older patients with frailty in community and outpatient settings.

Called Fit for Frailty, it has been produced in association with the Royal College of General Practitioners (RCGP) and Age UK, and aims to be an invaluable tool for social workers, ambulance crews, carers, GPs, nurses and others working in the community.



The guidance will help them to recognise the condition of frailty and to increase understanding of the strategies available for managing it.

In the guidelines, the BGS calls for all those working with older people to be aware of, and assess for frailty.

It dispels the myth that all older people are frail and that frailty is an inevitable part of age. It also highlights the fact that frailty is not static. Like other long term conditions it can fluctuate in severity.

Full document on: <http://www.bgs.org.uk/index.php/fit-for-frailty>

Care homes breaking new ground

A SCHEME promoting safer provision of care for elderly care home residents has been launched in Essex.

Prosper is the first time The Health Foundation, an independent charity working to improve the quality of Health-care in the UK, has funded a social care scheme.

Funding is for a two year pilot scheme which aims to improve safety, reduce harm and reduce emergency hospital admissions primarily from falls, pressure ulcers and catheter infections, for care-home residents across north-east and west Essex.

Twenty one Essex care homes have enthusiastically signed up to be part of the first cohort of managers who will work with UCL Partners, Essex County Council, clinical commissioning groups and their community healthcare providers to implement quality improvement methodology in their homes, building capability and a culture of safety.

Details on the overall patient safety scheme at: <http://www.health.org.uk/areas-of-work/programmes/closing-the-gap-in-patient-safety/>

Manifesto for Public Health

THE first Manifesto for Public Health has been developed by Directors of Public Health in the North West.

It is hoped "Top Ten for Number Ten", will raise awareness of issues nationally ahead of the General Election in May 2015.

Issues covered range from food packaging and marketing to raising the living wage.

It is available to download at: <http://phlive.org.uk/phmanifesto>



All smiles during the visit to Veterans First in Colchester

Team's national visitors

VETERANS First service in Colchester which is attracting nationwide recognition for the care it provides.

Shadow Defence Secretary, Vernon Coaker and his team ... Gemma Doyle, Alison Seabeck and Yvonne Fovargue ... visited the service at The Lakes in July.

Vernon Coaker MP, Shadow Defence Secretary said: "What we need to do is to see if we can use this as an example across the country, so that armed forces personnel and veterans who have served their country get the help

help and support they need."

In May this year, Veterans First, won the Nursing Standard Award for Mental Health Nursing Team of the Year.

Veterans First, part of North Essex Partnership University NHS Foundation Trust, provides help, support and treatment for veterans of all ages.

It is specifically for former military personnel with Post Traumatic Stress Disorder (PTSD), depression, anxiety, alcohol misuse or may have difficulty in adjusting to civilian life.

Friends and Family test is expanding

NHS England plans to expand the Friends and Family Test (FFT) to all NHS services.

It will mean every patient will have the opportunity to provide feedback on the services they have received, enabling the public to make better informed choices about the services they use.

July saw NHS England publish guidance for use by hospital trusts and the providers of NHS funded services, helping them to implement FFT most effectively for both patients and staff.

As a result of the review, NHS England intends to make the test

easier for the public to understand and to gather more personal comments from patients.

The review found that the FFT – which has gathered more than three million pieces of feedback since its introduction – had made a positive impact on the NHS, with 78% of trusts saying it had increased the emphasis on patient experience in their trust.

From December 1, the test will be rolled out to GP practices, and from January 1, 2015, to mental health and community services. From April 1, 2015, it will be extended to NHS dental practices and patient transport.

DO you have experience of hospital discharge – as a patient, carer or health professional?

If so, Healthwatch Essex would like to hear from you.

You are invited to join a special session on Tuesday August 12 from 2pm to 3.30pm to help inform research questions.

Ring 01376 572829.

HEALTHWATCH Essex and disability organisation ecdp are running five focus groups across Essex to gather the lived experience of mental health services.

The North East Essex part of the 555 Project is at Essex Hall, Princes Theatre, Town Hall, Station Road, Clacton on Tuesday August 26 from 6pm to 8pm. Refreshments from 5pm.

This group will focus on people who have used local healthcare we receive from GPs, NHS walk-in centres and includes IAPT services.

Book by phoning Laura Dunn on 01245 392321.

HEALTHWATCH Essex is delighted to publish its first annual report.

A large print version is available on request.

Other details on: http://www.healthwatchessex.org.uk/sites/default/files/hwe_annual_report_13_14_io_res.pdf

VOLUNTEERING, a mental health film and the 'Make Your Voice Heard' campaign were all highlighted at the national Healthwatch awards where Essex was the only Healthwatch organisation to receive recognition in more than one category.

HEALTHWATCH Essex has teamed up with Essex Boys and Girls Club over the summer to find out what young people taking part in the National Citizen Service think about their health and social care experiences.

Self-harming fears

FOUR out of five head teachers in England are concerned about pupils in their schools suffering from anxiety disorders, a survey finds.

A poll of more than 1,000 heads by the school leaders' network, The Key, found 64% saw pupil depression as a concern.

In total, 80% of secondary school heads expressed concern about self-harming.

The Key says delays in getting young people referred to the Child and Adolescent Mental Health Service (Camhs) is of particular concern.

The survey of 1,131 head teachers also found:

- 41% expressed concern about eating disorders among pupils in their school (32% in primary schools and 55% in secondary schools)
- 51% expressed concern about self-harm among pupils in their school (33% in primary schools and 80% in secondary schools)

Of those who made a referral to Camhs, 45% had to wait between one and three months for the case to be followed up.



Person-centred care assistance

THERE are a new series of guides from National Voices giving users all the evidence they should need on person-centred care.

They each have full discussion of the detailed evidence, plus full references and links to the research reviews.

In all, there is evidence from 779 systematic reviews of ways to make person-centred care happen.

They provide accessible and accurate information so commissioners, health professionals and service-user groups to see what works best and how to invest time and resources.

Person-centred care ensures people retain control, helps them make informed decisions and supports a partnership between individuals, families and services.



Some of the main components of person-centred care involve:

- supporting self-management;
- supporting shared decision-making;
- enhancing experience of self-care;
- improving information and understanding;
- promoting prevention.

Engaging, activating and involving people in their health and care is a key goal for health policymakers and is central to plans for the future of the NHS.

Details on: <http://www.nationalvoices.org.uk/evidence>

Fulfilling palliative wishes

SPECIALIST palliative care services in the community are continuing to lead to more people being able to die at home, according to a new report from the National Council for Palliative Care and Public Health England.

Figures from the new report, entitled National Survey of Patient Activity Data for Specialist Palliative Care Services, show that 46.2 percent of the people receiving specialist palliative care in the community died in their own home, the place where most people say they want to die. This compares with only 21.8% nationally.

To download the full report visit www.ncpc.org.uk or www.endoflifecare-intelligence.org.uk/home

For further information about the report read the Public Health England press release at www.gov.uk/government/news/specialist-palliative-care-services-lead-to-more-deaths-at-home

Guide to the New NHS

UNDERSTANDING the New NHS is an accessible and informative guide to the NHS for everyone working and training within it.

It is a snapshot in time and, written by five doctors in training, is correct at the month of issue – June 2014.

The document is published and distributed by the British Medical Journal (BMJ) on behalf of NHS England.

Print copies can be bought from the BMJ at 020 7111 1105.

You can download a version from: <http://www.england.nhs.uk/publications/>



Priti Patel ... Bernard Jenkin

Think again over closing homes urges Essex MP

MP Priti Patel has called on Scope to start listening to the concerns of residents in the care homes it is proposing to close which include Drummonds in Kelvedon and Wakes Hall at Wakes Colne.

The Essex MP was speaking after hosting a meeting with residents, carers and their relatives from the 11 homes affected and was joined by three fellow MPs including Essex colleague Bernard Jenkin.

During the meeting residents, carers and their relatives protested at Scope's plans to close these homes, move residents out who have lived in them for many years to live in smaller units they believe are less suitable to their needs.

Ms Patel commented: "All of the people I met today were deeply concerned about the prospect of moving and the distress this would cause to them.

"It is unfair to force a one-size-fits-all approach onto residents in Drummonds and other care homes by ordering them to move out."

Scope reviewed its residential care homes last year and, in September, decided to close the 11 in 2016.

Wakes Hall is a residential care home for around 40 disabled adults with complex physical and learning impairments.

The main house provides group living for 18 people, supported by a team of support workers and 12 other people live in self-contained bungalows supported by a separate staff team.

Drummonds is a residential care home for 40 people that is fully accessible and is registered for those with complex support needs and/or learning difficulties.

The review covered:

- How much choice and control can residents have there?
- How involved can they be in the community?
- How many people live there?
- Is it the kind of service local authorities want?

A spokesman added: "The proposals will cost us money. We're doing this because more and more disabled people don't want to live in these kinds of care homes and because we think it's right to only run services that give disabled people more choice and control over their lives."

He added: "We are fully committed to supporting each person involved by offering independent advocacy and working with their local authority social worker to find out what kind of support they would like in future."

More details at: <http://www.scope.org.uk/support/proposals-about-our-care-homes>