

## DIARY DATES

**September 30** ... North East Essex Clinical Commissioning Group Board Meeting, Primary Care Centre, Turner Road, Colchester. 2.30pm

**October 1** ... Local Health Forum in the Sanctuary of Central Church, Dovercourt, 2pm.

**October 3** ... Local Health Forum at CVST, Rosemary Road, Clacton. 1pm

**October 6** ... Local Health Forum at Primary Care Centre, Turner Road, Colchester, 2pm

**October 7** ... North East Essex Clinical Commissioning Board AGM, Primary Care Centre, Turner Road, Colchester. 5pm. (Information stalls from 3pm to 4.30pm)

**October 9** ... Healthwatch Essex AGM, Chapter House, Chelmsford, 6pm.

**October 16** ... Colchester General Hospital Board Meeting in Training Rooms South, Colchester General Hospital. 11am

**November 6** ... Maternity Services Liaison Committee, Room 14A, Primary Care Centre, Turner Road, Colchester. 10am

**November 25** ... North East Essex Clinical Commissioning Group Board Meeting at Venture Centre 200, Lawford. 2.30pm

## Human cost behind figures of dementia

THE cost of dementia to the UK has hit £26 billion a year – enough to pay the energy bills of every household in the country, finds an Alzheimer's Society report published in September.

People with dementia, their carers and families shoulder two-thirds of the cost themselves.

The charity is urging the government to end the artificial divide between health and social care which unfairly disadvantages people with dementia.

Dementia UK: The Second Edition, prepared by the London School of Economics and King's College London for the charity, is a comprehensive review. It reveals how people with dementia and their carers are left footing a £5.8 billion social care bill for help with everyday tasks such as washing and dressing.

*FIGURES from the Health and Social Care Information Centre (HSCIC) show 344,000 UK patients had a recorded diagnosis of dementia in 2013/14.*

### Dementia programmes should be part of public health

DEMENTIA should be integrated into both global and national public health programmes alongside other major non communicable diseases according to a report released by Alzheimer's Disease International.

The 1.3 billion hours of unpaid care that carers, usually spouses or adult children, provide would cost the state £11.6 billion if they did not provide it for free.

Meanwhile the current cost of dementia diagnosis and treatment to the NHS comes in at £4.3 billion and local authorities pick up a further £4.5 billion.

The new research also reveals that numbers of those affected by dementia is rising rapidly.

By the next general election in 2015, there will be 850,000 people living with dementia.

If current trends stay the same and no action is taken, this number is expected to bypass two million by 2051.

More details at: [http://www.alzheimers.org.uk/site/scripts/documents\\_info.php?documentID=2761](http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=2761)

*This is a rise from 319,000 in 2012/13 and from 213,000 in 2006/07. Full report at: <http://www.hscic.gov.uk/pubs/qofdemprev1314>*

The annual World Alzheimer Report reveals control of diabetes and high blood pressure as well as smoking cessation and steps to reduce cardiovascular risk, have the potential to reduce the risk of dementia even in late-life.

## North East Essex Health Forum

# Forum Focus

Informing, Engaging and Debating

October 2014

## INSIDE THIS ISSUE

£4.5m appeal for new Colchester cancer centre... **page 2**

Revamp for End of Life service starts in North East Essex... **page 3**

Free pensioner benefits check ... **page 4**

Partnership bid to halt suicides... **page 5**

Patients lacking vital information... **page 6**

Results of patient-led checks on local NHS ... **page 7**

Charities warned they must adapt... **page 8**

Residents have say in cash distribution... **page 9**

Advice on dealing with epileptic seizures ... **page 10**

Elderly miss out on help with everyday living... **page 11**

Health Forum news and information ... **pages 13, 14 and 15**

# Urgent care set to get brand new treatment



IDEAS to revamp urgent care across Colchester and Tendring go before North East Essex Clinical Commissioning Board on September 30.

If approved, they aim to:

- Cut A&E admissions at Colchester General Hospital by 10 per cent by the end of 2015
- Reduce unplanned hospital admissions by 3.5% by the end of 2015 with a continuous further reduction of 1% over the next three years
- Ensure that by April 2016 all GP patients wanting a same-day consultation receive one.

The reports says that a growing and ageing population means Colchester and Tendring's emergency care system "cannot continue".

Already this year Colchester General Hospital's A&E department missed its treatment target for three consecutive months.

The plan includes:

- Building an urgent care centre at the front of the A&E department to sift out patients in a non-serious condi-

### North East Essex Clinical Commissioning Group

- Extending GP opening hours from 8am until 8pm
  - GPs offering more phone consultations, Skype appointments and online booking
- The report is the result of partnership workshops involving Colchester General Hospital, GPs, the ambulance service and community care organisations.

Together they have developed draft options for a new system and a project timeline and communications strategy.

**Forum members and the public can have their say on these draft proposals at Local Health Forums in October and December.**

**October event details, locations and times on back page.**

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:

Ray Hardisty .... Group Chair/Forum Focus editor .... [ray.hardisty@nhs.net](mailto:ray.hardisty@nhs.net)

Dawn Bostock .... Forum Chair .... [dawn.bostock@nhs.net](mailto:dawn.bostock@nhs.net)

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Marjorie Appleyard, Jared Jeffers and Abigail Saxon

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

## New bid for a chairman

COLCHESTER Hospital University NHS Foundation Trust is re-advertising the post of Trust board chair after the governors refused to make an appointment from the first candidates.

Dr Sally Irvine, the current chair, steps down at the end of September with the current vice chair, Peter Wilson, stepping up until a new chair is appointed.

## Fishing to aid research

A GROUP of Veterans who are receiving treatment from North Essex Partnership (NEP) for Post-Traumatic Stress Disorder (PTSD), took part in a research project to find out the benefits of outdoor events on the condition.

They spent a weekend in August coarse fishing at Les Webber MBE's Angling Projects in Berkshire, a charity which focuses on encouraging young people to take up the recreational sport.

## Remembering baby losses

A SERVICE of remembrance will take place in Colchester for families who have suffered the loss of a baby at any time during pregnancy or around the time of birth.

It will be held at the Post-graduate Medical Centre, Colchester General Hospital on Monday September 29, beginning at 7.30pm.

## Dementia Cafe

A NEW Alzheimer's Society Dementia Café launches on Monday October 13 from 10am to noon at Brightlingsea Community Centre and will be held on the second Monday of every month.



Newly opened ..... but looking to become a larger cancer centre, the waiting area of the radiotherapy suite at Colchester General Hospital.

# Hospital launches £4.5m appeal for cancer centre

THE biggest public campaign in the life of Colchester General Hospital has been launched to build a state of the art combined cancer centre.

The £4.5m appeal .... being supported by the Essex County Standard ... follows the transfer of radiotherapy services to new facilities.

Now the plan is to add another floor to the building and use it as a centre for all cancer services.

Chemotherapy and medical treatments would move in along with space for complementary therapies, information, support and advice.

Chairman of the Cancer Centre Campaign, Sir John



Sir John Ashworth  
Chair of the Cancer Centre Campaign.

Ashworth, said the NHS simply did not have the money to fund such facilities at the moment.

He added: There is continuing pressure on NHS budgets and current focus is to pay for cures. "Inevitably quality of life projects come second ..... but it is not secondary to the patients."

Sir John, a former prostate cancer patient himself, is now clear of the disease.

## Talk on new centre

THE NEW radiotherapy centre will be the subject of a talk by Sonia Tankard at the October 1 meeting of the North East Essex Urology Cancer Support Group. between 6pm and 8pm in Training Rooms South, Colchester General Hospital.

*FORUM Focus is sorry that there was an error in the stakeholder information about the new Tending community service on Page 2 of the September issue.*

*Support for the team of Advance Nurse Practitioners is from a community-based clinician, currently a local GP, and not a consultant.*



Illustrative images borrowed from clinical commissioning groups in Leeds and North Tyneside.

# New resource site for info on health

## Three more data stores of figures

HERE are three online resources that could be of interest to health staff and many health volunteers.

Adult Social Care Outcomes Framework shows data about adult social care by local authority with adult social care responsibility area.

Find it at: <http://ascf.hscic.gov.uk/>

Community Information Data Set, compiled by the Health and Social Care Information Centre, providing high level data on a variety of patients clusters in contact with health services, including trends tracking episodes of hospital care.

Go to <http://www.hscic.gov.uk/datasets>

Framework for personalised care and population health covers best evidence for practice and deliver in health role is primarily targeted at nurses, midwives, health visitors and Allied Health Professionals.

It is at: <https://www.gov.uk/government/publications/framework-for-personalised-care-and-population-health>

DATA from across the health and care system has been brought together on the NHS Choices website in the first stage of a new transparency site, MyNHS.

The site links to existing data that has already been published on patient safety, efficiency, quality, public health, social care commissioning and hospital food standards.

The website is a joint project between the Department of Health, NHS England, Public Health England (PHE), the Care Quality Commission (CQC) and the Health and Social Care Information Centre (HSCIC).

Data being already published features information on:

- Hospital efficiency
- Hospital quality
- Social care commissioning
- Public health outcomes
- Public health services

The data will be developed and improved over time by gathering feedback from users.

The site includes a feedback button on every page so that

## Working age poverty

A FACT pack of statistics from the International Longevity Centre UK on working age poverty. Details at: [http://www.ilcuk.org.uk/index.php/publications/publication\\_details\\_map-ping\\_demographic\\_change\\_a\\_factpack\\_of\\_statistics\\_from\\_the\\_international](http://www.ilcuk.org.uk/index.php/publications/publication_details_map-ping_demographic_change_a_factpack_of_statistics_from_the_international)

suggestions from the health and care sector will improve the data and metrics over time.

More data from CCGs, GP practices, clinicians and mental health trusts will be added at a later date

MyNHS has been developed with the support of professionals across the healthcare sector. Clinicians, managers, patient groups and campaigners will be able to use the data to highlight the best performing areas and improve standards through competition and transparency.

Being open and transparent has real benefits when it comes to improving patient safety. Eight years ago, heart surgeons broke new ground by publishing results data and we now have some of the best results for heart surgery in the world.

The new site is a test version and will seek feedback and ideas on the indicators used so that it can be developed and improved over time.

It can be found at: [www.nhs.uk/mynhs](http://www.nhs.uk/mynhs).



## 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.

## Who can become a member of the Health Forum?

POTENTIAL members must be one or more of the following within North East Essex:

A registered patient at a GP practice  
Live or work here

Be a volunteer, or representative from a voluntary organisation, operating here.

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.

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](http://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**, courtesy of CVS Tendring, or write to: **The Health Forum Committee, Freepost Plus RTBS-YYXS-BATR, Primary Care Centre, Turner Road, Colchester, CO4 5JR.**

## Current members of the Health Forum Committee

Dawn Bostock ... chair and Tendring rep ...

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



Befriend the North East Essex Health Forum on Facebook at NEEssex Health Forum and receive newsflashes and information relevant to public, patient and carer engagement



## Lord Howe spends day with health trust staff

HEALTH minister Lord Howe spent a day visiting services run by the North Essex Partnership Foundation Trust.

The Parliamentary Under-Secretary at the Department of Health called in as part of the NHS Connecting programme.

It is an opportunity for senior civil servants involved in policy development to meet front line staff and discuss ideas and day

to day issues surrounding improvements to patient care and family assistance..

Lord Howe saw at first-hand mental health services provided at a number of different sites including the Linden Centre, Crystal Centre and Edward House.

He met and spoke with doctors, nurses, admin staff and patients.



## New end of life care delivery starts here

A NEW approach to supporting dying people in the last few days of life ... as well as their families and carers ... has started across North East Essex.

The Individual Care Record For The Last Days Of Life has been developed following the withdrawal of the Liverpool Care Pathway (LCP).

It has been designed by the cross-organisational Individual Care Record Working Group to ensure that the wishes of patients are respected and care is tailored to their needs.

The group's members consist of representatives of various organisations, principally:

- Anglian Community Enterprise (ACE)
  - Colchester Hospital University NHS Foundation Trust (CHUFT)
  - North East Essex Clinical Commissioning Group (CCG)
  - St Helena Hospice
- The organisations began work-

ing together in February and the individual care record they have developed has been piloted on various wards at Colchester General Hospital and Essex County Hospital, the hospitals run by the trust, and also by ACE. Beverley Pickett, End of Life Care Facilitator at CHUFT, said the Individual Care Record For The Last Days Of Life has been implemented from September across Colchester and Tendring, including in residential and nursing homes.

"There can be no excuse for not treating people with dignity, compassion and respect when they are dying, at the very time they need this most," she said.

"The partners have come up with a locality-wide care record that is tailored to the individual so that all the organisations will use the same paperwork.

"It will maintain the good elements of the Liverpool Care Path-

way but get away from its tick box system and make sure that the voices of dying people, and those of their families, are heard at all times.

"It is based on five 'Priorities for Care' created by a national coalition of 21 organisations known as the Leadership Alliance for the Care of Dying People [LACDP] and will mean that care is focused on dying people's wishes - rather than processes."

Mrs Pickett added that, where possible, planning for dying should start well before the last few days and hours of someone's life.

Nationally, the LCP is being phased out after an independent review last year led by cross-bench peer Baroness Julia Neuberger uncovered examples of poor care, and found that in some cases the pathway had become little more than a "tick box exercise".



SERVICES delivered by the End of Life care team cover more than someone's final days, which can be unnerving for patients and their families when they are referred to it. The Health Forum Committee believes it is time to rename the work stream. Contact vice chair Ray with your suggestions at [ray.hardisty@nhs.net](mailto:ray.hardisty@nhs.net)

## Campaign to help smokers

THE Colchester and Tendring NHS Stop Smoking Service, has launched its bid to get more local people to quit the habit as part of this year's Stoptober campaign.

The service, run by community healthcare provider, Anglian Community Enterprise (ACE), has helped more than 27,000 people to stop smoking since 2003.

Those looking to quit can order a free pack full of tips and advice to help them from the team free on 0800 022 4524.

### What's up doc?

NEW free website Doctella helps you be a partner in your care by providing tools to:

- Help you ask your doctor important questions
- Get organized before your procedure
- Reduce potential errors in your care

Go to: <https://www.doctella.com/>

### Parking principles

THE NHS has published patient, visitor and staff car parking principles at <https://www.gov.uk/government/publications/nhs-patient-visitor-and-staff-car-parking-principles/nhs-patient-visitor-and-staff-car-parking-principles>

# Free pensioner benefits check

MANY pensioners on low incomes are still not claiming the benefits they're entitled to according to McCarthy and Stone retirement housing.

Through its free Entitlements Advice Service, the company has helped nearly 250 homeowners in the past 12 months find unclaimed benefits worth nearly £900,000 – the highest figure since its service began in 2011.

Figures from the Department for Work and Pensions (DWP) indicate that up to £2.8bn in pension credit is not being taken up, while the total amount of benefits by pensioners in pension credit, housing, council tax and disability benefits is £5.5bn.

McCarthy and Stone recommends that pensioners should carry out a full benefits check including state pension, pension credit, attendance allowance, disability, council tax, health, winter fuel, TV licence and warm home discount scheme.

The Entitlements Advice Service from McCarthy and Stone is a free and confidential service provided to existing and potential homeowners on request.

It advises that a low awareness of the range of benefits older people are entitled to, the fear of talking to strangers about money problems, and the complexity of the forms are often why many



pensioners are struggling to cope with their finances and failing to claim the extra cash.

A low awareness and knowledge of what pensioners are entitled to is also confirmed in a Research Report, Pension Credit eligible non-recipients: Barriers to claiming.

Of those who had heard of pension credit, 54% had only heard the name, 35% said they did not know who they could contact about the state pension or other benefits, 62% acknowledged that they do not like 'asking' for benefits and 65% said they did not think they were eligible/no longer eligible/have too much money.

It is estimated that about one in three of those eligible are still not claiming pension credit.

## 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.**

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

### Can you be the patient voice?

PATIENT representatives are still being sought for three sub committees of the North East Essex Clinical Commissioning Group board.

As well as attending relevant sub committee meetings, individuals would also be expected to join the Health Forum Committee and take part in training to assist the roles.

At the moment all three positions are being filled temporarily by forum committee members.

The roles involve Finance and Performance, End of Life and Children's Programmes and Transformation and Delivery Committee.

They are all key links in the working of the clinical commissioning group.

Please contact the forum ... details on page 14 ... for full role descriptions and application forms.

### Dr Bradbury advice line

DR Myles Bradbury (paediatric oncologist) admitted charges of sexual offences against children at Cambridge Crown Court.

As he pleaded guilty he will not stand trial and will be sentenced, possibly in November until that time he is on bail.

Some families may come forward in light of the news and they are asked to contact the helpline.

Any new cases that come to light will be investigated by the police.

Everyone is asked to contact the Addenbroke's PALS team on 01223 216 756.



Patient members of PPGs and PRGs in Colchester borough have been invited to discuss joint issues.

# Forum facilitating patient get-together

INVITES for patients on Colchester-based Practice Participation Groups and Patient Reference Groups to attend a joint meeting on September 29 have been sent out by the Health Forum Committee.

The idea is to facilitate an evening of discussion on joint working.

And it is limited to Colchester because practices on the coast have already met to exchange ideas.

The Colchester meeting will look at:

- What is working
- What is not working
- Can groups share good ideas?
- Are there benefits in a joint voice?
- Can one group of members assist another who do not feel they are doing so well?

The hope is that groups can find out more about each other, discover what is having an effect on patient representation and what is not.

The meeting is set for 7pm on Monday September 29 at the PCC building in Turner Road.

But getting the invites out was not easy because the list given to us by the North East Essex Clinical Commissioning Group did not clearly identify practices, certainly did not differentiate between patient reps and staff and was not localised.

So, if any forum members are patient reps on groups can you please be our future contacts?

Just let Paula Martin our engagement officer know you are willing to assist the smooth running in future by being our mailbox.

## Our October Local Health Forums

DON'T forget to support the Local Health Forums at the start of October in Harwich, Clacton and Colchester.

Dates, venues and times are in the diary on the back page. Topics include diabetes, urgent care and Care Closer to Home.

## New service for visually impaired

RNIB's latest service users to download books, magazines and podcasts directly onto computers, smartphones and tablets

Overdrive, a simple and portable digital audio library service which will open up a greater range of titles to blind and partially sighted book-lovers.

It is the charity's second listening library, complimenting RNIB's long-established Talking Books.

People with sight loss who are interested in joining can email [overdrive@mib.org.uk](mailto:overdrive@mib.org.uk) or phone RNIB's helpline on 0303 123 9999.

## Partnership is signed

A PARTNERSHIP agreement has been signed by Tendring District Council and CVS Tendring to further cement the working relationship and to agree to the set of principles set out in the existing 'Compact'.

The two organisations have committed to work together wherever possible and develop new approaches to delivering a wider range of services to communities and to collaborate on a number of major issues.

## Health speaker at group AGM

SUE Sullivan of Colchester Mind will speak on 'Recovery and Changes in Mental Health Provision' at Phoenix Group Homes AGM on Thursday October 9 at The Oak Tree Centre, Harwich Road, Colchester.

The event starts at noon.

## Digni-Tea set to be back again on February 1

NEXT year's Dignity Action Day will again be on the February 1, and by popular demand retains the theme of Digni-Tea.

The National Dignity Council says many organisations are already building the event into their calendars.

# Maternity service signs first mothers

FIVE women approached the new One to One service to provide care during their pregnancy during its first two weeks serving Colchester and Tendring.

They were all self-referrals

Operating under their NHS contract, One to One can accept non-contracted activity through GP or self-referral.

One to One has been approached directly by five women to provide care during their pregnancy – choice is a patient's right under the NHS constitution

One to One provides a community/home-based midwifery service using a named midwife throughout pregnancy who will provide women with access seven days per week.

One to One is assessed and assured by NHS commissioners, Care Quality Commission and the Local Supervisory Authority of Midwives.

The NHS Litigation Authority, which insures all NHS trust providers, also insures One to One.

In a statement the North East Essex Clinical Commissioning group said: "The One to One service meets national maternity standards.

"This model of care is provided at national maternity payment by results tariff and so costs no more than hospital maternity services.

"One to One also advises us that it does not take on paying women and is a free to all service. "With One to One women can receive care from conception through to birth and can also choose to give birth at home, in a community based midwifery-led unit or in a hospital."

The CCG has advised CHUFT and One to One that they must work together to ensure co-ordinated quality and safe care for any woman.

## New arrivals on the Essex maternity scene

**ONE to One Midwives started providing an additional maternity care option for women in North East Essex in September.**

**An NHS approved provider of maternity services, the company has just seen the birth of its 3,000th baby since starting in 2011 in the North West of England.**

## World Mental Health Day in the park

MAKE a visit to Central Park, Chelmsford, and enjoy an Extra Mile walk, information stands, music and much more.

It is all happening on World Mental Health Day ... Friday October 10 .... from around 11am to 2pm and is free.

## Blood in Pee alert

NHS England, in partnership with Public Health England and the Department of Health have announced a Be Clear on Cancer "Blood in Pee" campaign which will run from October 13 to November 23.

The campaign designed to promote earlier diagnosis of kidney and bladder cancer, encourages people to see their GP earlier if they spot blood in urine.

More details of the campaign are available at:

<http://www.cancerresearchuk.org/cancer-info/spotcancerearly/naedi/beclearoncancer/bloodinpee/>

## Crucial day for elderly

OLDER Peoples' Day in Tendring sees a big information event called Crucial Crew.

Representatives of organisations will attend the day long event at the Town Hall, Clacton, for advice on safety inside and outside the home; cold callers, rogue traders and consumer rights; carers' health and well-being; scams and how to avoid them; use of information technology and how to live healthier, independent lives.

It's all happening on Wednesday October 1.

## Free help with computers

CVS Tendring is celebrating Silver Sunday this year by hosting two Silver Surfer events at its Community Information Centre in Rosemary Road Clacton.

These free IT sessions for people over 50 take place on Monday 6th and Tuesday 7th October between 2pm and 4pm.



Joining forces .... Catherine Johnstone of the Samaritans and Andrew Geldard of NEPFT with Colchester MP Bob Russell, centre.

# Partnership bid to halt suicides

CARE and Support Minister Norman Lamb, MP officially launched a ground-breaking partnership between the Samaritans and North Essex Partnership University NHS Foundation Trust (NEPFT) at the House of Commons on World Suicide Prevention Day.

The event was hosted by Sir Bob Russell, MP for Colchester. The Samaritans will work with North Essex Partnership on a referral basis to provide support for vulnerable residents and patients in north Essex, Suffolk and Thurrock.

Care and Support Minister, Norman Lamb, said: "This partnership is an excellent idea, and I urge more NHS organisations to work with Samaritans to tackle such a crucial issue.

"I am determined to improve mental health care so that fewer lives are so tragically lost to suicide.

"That's why we continue to deliver our Suicide Prevention Strategy so that people at risk, and their loved ones, get the support they need.

"There is nothing more impor-

Andrew Geldard, Chief Executive at NEPFT said; "Working in partnership is at the core of our values and we welcome this fantastic opportunity to work with the Samaritans who are well known for helping people in times of crisis.

"We welcome their experience and expertise which will be immensely beneficial to our service users."

Three Samaritans branches in Colchester, Chelmsford and Ware will manage referrals from NEPFT through a special telephone service based at each of the three branches.

The referral scheme will also be rolled out to include GPs in North Essex.

Samaritans will only telephone people who have been referred to them if they consent to being contacted.

The content of calls will be confidential.

Samaritans will also offer training to staff at the trust so they can better manage vulnerable patients.

Volunteers could also assist the partnership.

## Comp to help the disabled

STUDENTS with a concept capable of changing a disabled person's life by helping them live more independently have the chance to scoop up a £500 cash prize

Budding young designers can submit their entries to Blackwood's Student Design Competition 2014 by the end of October.

Details at: [www.bespoken.me](http://www.bespoken.me).

## Views sought over abuse

THE Government has launched a consultation on whether the Government should create a specific offence that captures patterns of coercive and controlling behaviour in intimate relationships, in line with its non-statutory definition of domestic abuse.

Deadline for responses is Wednesday, October 15. To record your response go to: <https://www.gov.uk/government/consultations/strengthening-the-law-on-domestic-abuse>

## Private safety site

PATIENT safety in private hospitals report at: <http://chpi.org.uk/wp-content/uploads/2014/08/CHPI-PatientSafety-Aug2014.pdf>

## NHS Change Day date

NHS Change Day 2015 will take place on Wednesday March 11 next year.



## We'll ensure you can access documents

**READERS who are not on the internet, or are unable to get access to a computer, can still receive the documents mentioned in Forum Focus.**

**Simply, 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.**

# Patients lacking vital information



TOO many people who use NHS community mental health services are not involved effectively in planning their care and do not know who to contact in a crisis.

Following a survey of more than 13,500 people who use community mental health services in England, Dr Paul Lelliott, the Care Quality Commission's Deputy Chief Inspector of Hospitals (lead for mental health) has warned services that poor performance on the survey could result in an early inspection and that failure to act on the findings of this survey could affect the ratings they receive from this October.

The survey asked for views from people who receive community mental health services and included people receiving services under the Care Programme Approach (CPA).

The survey found that the majority of staff providing community services 'definitely' listened carefully to people receiving services (73%) and 'always' treated them with respect and dignity (75%).

But the results highlight serious problems with other aspects of care, suggesting that services are not engaging as they should with people using the services.

One in five people (20%) do not feel they have seen staff

the mental health services often enough to meet their needs, 23% have not been told who is in charge of their care, 23% have not agreed with someone from mental health services what care they will receive and 26% of respondents have not had a formal meeting to discuss how their care is working in the last year.

The findings show that only 55% of people said that NHS mental health services 'definitely' involved their family or someone close to them.

Also of concern is that almost one in three people (32%) did not know who to contact out of hours if they have a crisis.

Where people did know who to contact and contacted them, 20% of respondents did not get the help they needed.

The theme of poor communication is also evident with regard to medication, with only around half of people prescribed new medicines for their mental health needs saying that they were 'definitely' given information about it in a way they could understand (53%).

Full details at: [www.cqc.org.uk/PatientSurveyMentalHealth2014](http://www.cqc.org.uk/PatientSurveyMentalHealth2014)

## Health and Wellbeing activity with community and voluntary groups



# Elderly miss out on help with every day living

LATEST research from Age UK reveals that nearly 900,000 (870,000) older people between 65 and 89 now have unmet needs for social care.

The research uncovers the fact that nearly a third (31.1 per cent) of people who have difficulty in carrying out some essential activities of daily life do not receive any help formally from care workers or informally from family, friends or neighbours and are left to struggle alone.

These are older people who require help with everyday tasks such as getting out of bed, washing, using the toilet or eating.

This overall figure of older people with unmet needs includes:  
\* Four in five who need help taking their medication (200,000 out of 240,000)

\* Over two thirds who find it hard to eat on their own (160,000 out of 250,000)

\* A half who struggle to wash/get in the bath (500,000 out of a million – 1,010,000)

\* Over two fifths who find it difficult to get dressed (590,000 out of 1,300,000m)

\* More than one in three who find it difficult to go to the toilet (120,000 out of 350,000)

\* And one in three who find it hard to get out of bed on their own (190,000 out of 570,000)

Between 2005/6 and 2012/13 the number of people aged 65 and over in receipt of social care services has dropped by more than a quarter (27.2 per cent – from 1,231,000 to 896,000, even though this age group has grown by more than one million over the period.

Despite rising demand from growing numbers of people in need of support, the amount spent on social care services for older people has fallen nationally by a massive £1.2 billion (15.4 per cent).

The result is that today, access to publicly funded social care is more restricted than ever and in most local authority areas it is only currently available for those whose needs are assessed as being 'substantial' or 'critical' – leaving anyone who is assessed as 'moderate' without any help.

The new Care Act 2014 means local authorities will have to follow new rules determining who is eligible for care but guidance still has to be issued on who will and who will not receive care and support from April 2015 when the Care Act comes into force.



Assistance with basic tasks like eating, drinking, washing and simply getting up from chairs and beds is often missing for many of the older people around us, illustrates this Age UK report



## Special family Essex weekend

LIVING with epilepsy will be explored at a special weekend in Essex.

Through workshops and discussion sessions many ways epilepsy can affect daily life will be explored

Topics at the Radison Hotel, Southend, from Friday October 31 to Sunday November 2, will include:

- Planning a family – pregnancy and parenting
- Parents and carers – the challenges and joys of living with epilepsy
- Adults – diagnosis and treatment, relationships, social life, achieving potential and managing risk
- Ketogenic diet – find out more about this epilepsy treatment
- Managing epilepsy – memory, mindfulness, coping with stress, sleeping well and medication issues

Special activities for young people include working together and supporting each other to create films, graphics, music and drama.

Working with multi-media professionals they will learn new skills as they share thoughts and feelings about epilepsy.

Options are:

- Drama – exploring living with epilepsy through performance
- Podcasting – interviewing and recording
- Graphics – designing and printing
- Photography and videography – capturing your imagination
- Editing for audio and video
- DJ – mixing your choice of sounds

There will also be information and discussion sessions for young people on relationships, alcohol, getting out and about safely, education, work...and play

Costs and further details from Marie Edgar at 01708 479536.

# Taking ACTION on epileptic seizures

REVISED seizure advice from the Epilepsy Action charity is:

Use the word ACTION to help you to remember what and what not to do when someone has a seizure

The ACTION acronym:  
A – Assess: Assess the situation – are they in danger of injuring themselves? Remove any nearby objects that could cause injury

C – Cushion: Cushion their head (with a jumper, for example) to protect them from head injury

T – Time: Check the time – if the seizure lasts longer than five minutes you should call an ambulance

I – Identity: Look for a medical bracelet or ID card – it may give you information about the person's seizure and what to do

O – Over: Once the seizure is over, put them on their side (in the recovery position). Stay with them and reassure them as they come round

N – Never: Never restrain the person, put something in their mouth or give them food or drink.

## Epilepsy Action branches serving North East Essex

COLCHESTER branch meets at Loofers Restaurant, Culver Street West, Colchester on the 3rd Tuesday of the month from 2pm to 3.30pm.

Wendy 01206 210408.



Call an ambulance if:

- You know it is a person's first seizure
- The seizure lasts for more than five minutes
- One seizure appears to follow another without the person gaining consciousness in between
- The person is injured
- You believe the person needs urgent medical attention

There are around 40 different types of seizure and a person may have more than one type.

Epilepsy Action has produced a range of films to help people recognise different types of seizure and learn how to help someone having a seizure at

[www.epilepsy.org.uk/whattodo](http://www.epilepsy.org.uk/whattodo)

For more information and advice about epilepsy visit [epilepsy.org.uk](http://epilepsy.org.uk) or call the Epilepsy Helpline, freephone 0808 800 5050.

Tendring branch meets in the Garden room, Sam's Hall, Rosemary Road Clacton-on-Sea on the 4th Tuesday of the month 10.30am to 12.30pm.

Margaret 07733 147 257

## Helping carers

CARERS can get a break from family routine with the Catalyst Charity Respite Break Scheme which provides support and advice.

Some of the options on offer include a stay in a residential nursing

home, domiciliary care for a few hours a week or more, and breaks for the self-carers.

Financial assistance is available, the first step is to call the assessor, who will arrange a short assessment at your convenience.

Contact Ken Miles on 01255 820025.

## Research and experiences

WORKING in partnership with Essex Boys and Girls Club, Healthwatch Essex has engaged with over 400 young Essex people (aged between 16 and 19) this summer.

In a report about to be completed initial findings show 75% of the participants had not heard the 111 service or walk-in centres.

There is no mental health education in Essex schools.

There was a clear fear around 16 plus young people in hospital wards.

Various smaller projects will be under taken post this report working with the young people across Essex.

OCTOBER sees the launch of Healthwatch Essex's new telephone service to help point people to assist in finding information about health and social care services.

This is the first phase of the project with further developments planned for the coming months.

THE AGM is on Thursday October, 9, 6pm to 7.30pm, at Chapter House, Chelmsford, CM1 1NX.

Go along and to find out about what Healthwatch Essex has achieved in the past year, and hear from some of its volunteers.

THE report on Colchester Hospital Report cancer services, which includes 400 lived experience stories, will be available in October.

The final document will go to all stakeholders and be available to the public in various formats.

RESEARCH into hospital discharge is now starting to build its stakeholder group.

A PIECE of work involving carers is in the initial stages of discussions with carers groups and organisations.

AN older people's film was launched at the September Healthwatch Essex Public Strategic Board meeting.

# Patient-led checks on our local NHS

RESULTS of the 2014 Patient Led Assessments of the Care Environment (PLACE) programme show food, privacy, dignity and wellbeing as the areas generally scoring lower.

Announcement of the figures follows the special item in September's Forum Focus highlighting the patient involvement in the annual assessments.

North East Essex scores are: Colchester Hospital University NHS Foundation Trust: cleanliness 99.15%, food 90.84%, privacy, dignity and wellbeing 94.23% and maintenance 95.79%.

North East Partnership Foundation Trust: cleanliness 98.42%, food 86.2%, privacy, dignity and wellbeing 78.56% and maintenance 92.27%.

Anglian Community Enterprise: cleanliness 99.08%, food 84.52%, privacy, dignity and wellbeing 87.1% and maintenance 90.24%.

Assessment of "cleanliness" covers all items commonly found in healthcare premises, including patient equipment; baths, toilets and showers; furniture; floors and other fixtures and fittings.

The assessment of "food and hydration" includes a range of questions relating to the organisational aspects of the catering service (eg choice, 24-hour availability, meal times, and access to menus) as well as an assessment of the food service at ward



level and the taste and temperature of food.

The assessment of "privacy, dignity and wellbeing" includes infrastructure/organisational aspects such as changing and waiting facilities, access to television, radio, computers and telephones; and practical aspects such as appropriate separation of sleeping and bathroom/toilet facilities for single sex use, bedside curtains being sufficient in size to create a private space around beds and ensuring patients are appropriately dressed to protect their dignity.

The assessment of "condition, appearance and maintenance" includes décor, tidiness, signage, lighting (including access to natural light), linen and the external appearance of buildings and the tidiness and maintenance of the grounds.

Each assessment includes lay assessors known generically as "patient assessors". There must be at least two patient assessors in each assessment team and the ratio between staff and patient assessors should never be less than 50/50.

Full details at: <http://www.hscic.gov.uk/catalogue/PUB14780>

## Agents appointed for selling Essex County Hospital

COLCHESTER Hospital University Foundation Trust has appointed land agents who are expected to start marketing the Essex County Hospital site in October with a view to entering a conditional exchange of contracts by March 31 next year.

## Alliance for Essex groups

ESSEX VCS Alliance is a newly formed organisation that aims to raise the voice of the voluntary and community sector, and through this, the voice of the people of Essex.

Membership of the alliance is open to all voluntary sector groups operating in Essex from the small volunteer led groups to larger countywide organisations.

In addition to full alliance meetings smaller themed forums are also being set up under the headings of Health, Wellbeing and Social Care, Crime Prevention and Justice, Employment, Education, Training and Community Mobilisation.

For more information visit the alliance Facebook page on: [www.facebook.com/essexalliance](http://www.facebook.com/essexalliance) or email [communications@essexalliance.org.uk](mailto:communications@essexalliance.org.uk)

## Celebrating older people

JOIN in and celebrate International Older People's Day ...Wednesday October 1 ... at Lion Walk Activity Centre and Lion Walk Square from 10am to noon.

Guests include; Colchester Age UK; Helpline; Police; Fire Service; CCVS – Volunteering and Timebank; U3A Colchester; Colchester Pensioners' Action Group; Independent Age; Dementia Friends and Colchester Zone Wardens.

## Hospice fashion

ST Helena Hospice is holding a fashion show on Friday October 17 from 7.30pm at its Tending Day Centre, Jackson Road, Clacton.

Tickets are £7 from 01206 791740.



Commission on the Voluntary Sector & Ageing

# Charities warned 'adapt or miss out'

CHARITIES are being warned that they need to take special actions to harness the potential benefits of the ageing 'war baby boomers'.

Older people in the UK currently contribute greatly to the voluntary sector, and as our population ages their contribution to charities could continue to grow; the value of volunteering by people over 50 is estimated by the Royal Voluntary Service to grow from £10bn to £15bn by 2020.

However, the report warns that the UK's demographic shift presents itself as both an opportunity and a challenge for the voluntary sector; while an ageing population results in a larger pool of retirees, charities must adapt in order to stop their voluntary workforce deserting them.

Warnings come from the independent Commission on Voluntary Sector and Ageing, established by the think tanks NPC and ILC-UK, in a report: A Better

Offer: The Future of Volunteering in an Ageing Society.

A Better Offer warns:

- UK charities urgently need to step-up preparations for the future – 'without adapting, charities may find a large part of their voluntary workforce deserting them'.
- Boomers' could be the next generation of charity volunteers, but face unprecedented pressure to work longer and care for their families, with childcare a major burden reducing the time available to help charities.
- With volunteering by older people currently valued at £10bn a year, charities face an uncertain future unless they make a more compelling offer to potential volunteers.

PDF of the full report at:

[http://www.ilcuk.org.uk/index.php/publications/publication\\_details/a\\_better\\_offer\\_the\\_future\\_of\\_volunteering\\_in\\_an\\_ageing\\_society](http://www.ilcuk.org.uk/index.php/publications/publication_details/a_better_offer_the_future_of_volunteering_in_an_ageing_society)

## Special education needs opportunity

ECDP has a new volunteering opportunity supporting children with special education needs as an Independent Supporter.

The purpose is to provide appropriate support to young people with special educational needs (SEN) and their parents/carers through the transition from

from a traditional Special Educational Needs Statement system to the new Education, Health and Care (EHC) assessment and planning process.

Full training will be provided.

Contact Cindy Peacock on 01245 392 319 or [cpeacock@ecdp.org.uk](mailto:cpeacock@ecdp.org.uk)

## Charity events to note in your diaries

MAKE a note of the date for the next free tests for a range of problems by CHAPS Men's Health Charity and the Caribbean-African Community Health Support Forum (CACHSF).

There will be Abdominal Aortic Aneurysms screening, Cardiovascular Risk Assessment and PSA Prostate Cancer Screening available at Clacton Lions Men's Health Day, Sam's Hall, Clacton, on November 13.

A CLUB for all able and disabled people in the Clacton area called The Lynch Mob, opens at Weeley Village Hall on Wednesday October 1 from 7pm to 9.30pm.

Transport can be arranged at a small cost. Phone Carol on 07940 453377 for more information.

THOSE who have had a diagnosis of breast cancer, either recently, or many years ago are invited to the annual 'Life After Breast Cancer' tea party at the Moot Hall, Colchester, on Thursday October 16.

To attend please ring Karen on 01206 744408.

VICTIM Support, the independent charity is celebrating 40 years of helping victims of crime and their families, is holding a celebratory event on Sunday September 28 at Parklands, Quendon Hall for staff, volunteers and guests. FOXBURROW Grange will be hosting a MacMillan Coffee Morning from 10am to 1pm on Friday September 26 at its base in Ypres Road, Colchester.



Earls Hall Wind Farm .... funding for community projects.

# Local panel gets say over wind farm cash

VOLUNTARY and community organisations in Tendring in need of a funding boost are being given the chance to apply for grants for local projects and activities in areas near the Earls Hall Wind Farm.

The second round of grants will be distributed soon and local community and voluntary groups can now make applications.

A panel, made up of local residents, works with ECF to consider applications to the fund and agree grants.

The panel is particularly interested in supporting voluntary organisations needing small grants to enable them to make a big difference in their community.

Those who live in the area and who are interested in joining the panel should contact Fran Wright at ECF on 01245 356018 or email [fran@essexcf.org.uk](mailto:fran@essexcf.org.uk).

Completed applications must be submitted to ECF by end of October at the latest, in order for the panel to make decisions in November.

# 50 years of techie help

REMAP volunteers are celebrating 50 years of using ingenuity and skills to help people with disabilities to achieve much-desired independence.

The charity's unique pieces of special equipment are tailor-made and given free to the people who need them.

Solutions range from a remote controlled wheelchair to a pushchair control and walking aid extension

Volunteers have also come up with: an 'arm' for one armed



golfer; a wheelchair to support an indoor bowler, a cooking trolley and ball throwing device Others include: an arm extension for a child's bicycle; a baby carrier for a wheelchair; a special tricycle for a stunted-growth boy and an embroidery clamp.

North East Essex branch contacts are 01376 308091 and 07906 256118.

# Free service to assist those using hearing aids

ACTION on Hearing Loss has started a twice-a-month walk-in session at the CCVS offices in Colchester with free advice.

It provide support for: tubing, minor repairs, ear mould cleaning and battery replacement; training on maintenance of aids; informa-

-tion and signposting to other services

Next sessions are 10am to 11.30am on October 7 and 22.