

South Tees News



Welcome

Welcome to the May edition of our CCG e-bulletin.

This is our opportunity to let you find out more about your local NHS South Tees Clinical Commissioning Group (CCG). The CCG plans and buys the majority of health services in Middlesbrough and Redcar and Cleveland so we think it is really important that we build meaningful relationships with patients, carers and the general public as well as with the many organisations that have an interest in the NHS.

This bulletin is designed to keep you up to date with our work and let you know how you can get involved in planning local health services.

New 'navigation' scheme launched ease burden on James Cook University Hospital's A&E department

A NEW initiative has been launched to ensure patients attending James Cook University Hospital's A&E unit will be met by a senior nurse to help identify those most in need of urgent care.

The new model aims to change the way people access emergency care so the hospital's Emergency Department can focus on those patients with life threatening illnesses or injuries.

On a regular day between 250 and 350 people arrive at the Middlesbrough hospital for treatment, although some do not require emergency care and could have received their treatment elsewhere, such as their local pharmacy, GP or urgent appointments via extended hour GP centres.

Keir Rumins, emergency department matron, said: "Patients often come to the Emergency Department because they don't know the best place to go for treatment, or they may feel their symptoms can only be treated at hospital.

"However if they went to the right place in the community, it would be much more convenient -; and quicker -; for them. This model allows us to redirect people so they are cared for in the right place and, in turn, gives us more time to focus on the patients who really need emergency care."

A&E department manager, Sue Murphy, who has worked closely with the nursing team to train staff and develop the model, explained that several pilots had taken place in collaboration with South Tees Clinical Commissioning Group and GP practices.

Information on the care available at www.southtees.nhs.uk/right-care

Review of Anticoagulation Monitoring Services (Warfarin)

NHS South Tees Clinical Commissioning Group (CCG) is in the process of reviewing the current contract for anticoagulation monitoring services. The anticoagulation service is a community service which is responsible for the management of people who take oral anticoagulant drugs that require blood test monitoring and dosage adjustment.

The service is currently provided by 41 practices in the South Tees area, and the CCG would like the views and experience of patients or carers, as the current contract is due to end on 31 March 2018.

It is important to note that patients will continue to access services as usual during the review, although there may be some changes to the way services are provided once the contracts are renewed. Any changes made in response to the findings from the review, will help the CCG provide a better service for patients.

How does this affect me?

Anticoagulants are medicines that help prevent blood clots. They're given to people at a high risk of getting clots, to reduce their chances of developing serious conditions such as strokes and heart attacks. Source: NHS Choices www.nhs.uk.

The CCG would like to understand more about how the current anticoagulation services are working for patients and carers and whether they think the way they access anticoagulation services could be made easier.

As part of our review, we are asking for patients who currently use the service to complete a short survey. The answers you give are confidential, and you don't have to give your contact details unless you want to be kept informed of the progress of the review.

There is a Freepost address at the end of the questionnaire. You do not need a stamp to

return the questionnaire to us. The questionnaire can also be completed online at www.surveymonkey.co.uk/r/anticoagulationmonitoringservices. It can be made available in other languages and formats on request, using the contact details below.

The deadline for receipt of completed surveys is Friday 26 May 2017.

If you would like any further information, or if you need any help to complete this questionnaire, please contact the Communications and Engagement Team on 01642 745401 or by email at NECSU.engagement@nhs.net.

7 day access to GP practice appointments is here!!

From Saturday 1 April 2017, people living in Middlesbrough and Redcar & Cleveland will have greater access to GP practice appointments, 7 days a week!

After listening to local people, NHS South Tees Clinical Commissioning Group (CCG) is making it easier for people to access appointments at a time that is convenient for them.

From 1 April, four GP centres are open from 6pm to 9.30pm Monday to Friday, and from 8am to 9.30pm at weekends and bank holidays. They are run by local Doctors and Nurses from the area, who have access to your patient records.

But people are being urged to '*Talk before you Walk*' as the centres operate an appointment-based system -; you can't just walk in. The four centres are based at:

- North Ormesby Health Village
- Redcar Primary Care Hospital
- One Life Centre in Linthorpe
- East Cleveland Hospital in Brotton

How do I access one of the new centres?

There are a number of ways to make an appointment:

- Telephone your own GP surgery which has access to appointments in the extended hours GP centres;
- Your own surgery will always try to meet your needs first but if you require an appointment urgently and they can't fit you in -; or if it is more convenient for you to be seen in the evening or at the weekend, they will make an appointment for you at one of the centres;
- Telephone NHS 111 (free phone number) -; NHS 111 has access to appointments in normal hours or in the extended hours GP centres. If you need to be seen, they will be able to make you an appointment the same day when appropriate;
- Access online -; if your practice offers online appointment booking, this will be extended to include access to the centres. If you are not sure whether your practice offers online booking, please contact them directly.

If you have an urgent need after 9.30pm when the GP centres are closed, simply call NHS 111 and they will direct you to the most appropriate service.

What will happen to the walk in centres at Resolution and Eston?

As part of the CCG's changes to offer 7 day access to GP services across the four, new extended hours GP centres, the Walk in Centres at North Ormesby (part of Resolution Health Centre) and Eston Grange closed on 31 March 2017. The GP practice at Resolution remains open for patients who are registered there. If you aren't registered with a GP practice, it's easy to get registered. You can find your nearest practice by visiting www.nhs.uk. Simply contact the GP practice and ask to register with them.

Letting people know about the changes

Listen out for our radio campaign on TFM. We have also worked with Royal Mail to send a handy, four page leaflet to every household in

Middlesbrough and Redcar & Cleveland.
Please keep it in a safe place for you and your family if you need to check where to go for the right treatment. You can also download the leaflet on the CCG website www.southteesccg.nhs.uk.

Dr Janet Walker, Chair of the CCG said: "We are excited to be working with our local Doctors and Nurses to offer our patients 7 day access to GP practice appointments.

"With four new extended hours GP centres across our patch, that's an extra 90,000 appointments that will be available from 6pm to 9.30pm Monday to Friday and 8am to 9.30pm at weekends and bank holidays.

"The centres will operate on an appointment-based system -; people won't be able to just walk in, and I would urge people to contact their GP practice in the first instance, or if you're unsure and need help, call 111 which is free from landlines and mobile phones.

Where people need to be seen the same the day, an appointment will be made at a time and location that is convenient for them."

Important news about Marske Medical Practice

The CCG has made the difficult decision to close Marske Medical Practice. This is following four recent unsuccessful attempts at finding a provider for the service. The practice will close on 30 June 2017.

We are very disappointed to be in this position, but are left with little choice after no providers came forward to run the service.

Our priority now is to ensure that the patients registered at Marske Medical can access alternative primary health care services. Affected patients have received a letter explaining next steps.

Welfare advice at surgeries

PEOPLE are being offered free and confidential advice relating to welfare benefits and tax credits within GP surgeries.

NHS South Tees Clinical Commissioning Group (CCG), Middlesbrough Council and Redcar & Cleveland Council have joined forces to help support residents.

Advisors will be available in several health venues across the areas where people can receive free and confidential advice relating to welfare benefits, tax credits and tribunal representation.

Janet Walker, local GP and chairwoman of South Tees Clinical Commissioning Groups said: "It's great we have been able to work closely with both Middlesbrough and Redcar and Cleveland councils to offer this valuable advice to local residents at a GP surgery near to them.

"There may be people who are able to claim benefits and have no idea about it. If you are struggling with financial pressures I urge you to book some time with these professionals to find out more."

To book an appointment with an advisor call 01642-729242 or 01642-771166.

New pilot scheme will aid patients' needs and address isolation problems

New service launched in Redcar. Pictured are members of the services available at the centre

A COMMUNITY hub containing a range of health and social care services has opened its doors to patients.

The pilot scheme at Redcar Primary Care Hospital, which is being funded by the Better Care Fund, will be evaluated and, if successful, will be rolled out to other areas of Redcar and Cleveland.

In partnership with NHS South Tees CCG and Tees Valley Rural Community Council, Redcar

& Cleveland Borough Council is using the hub as part of a programme to integrate health and social care services for people suffering with social and emotional issues.

Regular advice sessions will also be held at the hub addressing issues such as social isolation, anxiety and depression, addictions, social care requirements and housing needs.

Councillor Lynn Pallister, the council's cabinet member for health and housing, said: "Treating issues such as anxiety and depression, or alcohol and drug misuse is just as important as any other medical concerns, and this hub will enable speedier signposting and referrals for those who need it."

Dr Ali Tahmassebi, GP Strategic Lead at NHS South Tees CCG, added: "Health services in isolation only go so far in improving health & wellbeing. This hub will allow services to integrate in order to support patients much more effectively."

MoreLife tier two child weight management service

Middlesbrough Council have confirmed that the contract between them and MoreLife UK Ltd to deliver a child weight management service came to an end on the 31st March 2017. The council are looking to develop a different model to support children and families to live healthier lives and intend that this will be in place by September 2017.

In order to provide some targeted support in the interim period, the Healthy Child Team will be offering healthy weight advice and guidance. Please send any referrals to hdf.t.mborohealthychildservice@nhs.net or telephone 0300 303 1603.

In addition, please encourage families to access tier one services such as leisure services and cookery lessons -; information on which can be found on the Middlesbrough Family Information Service at <http://fis.middlesbrough.gov.uk/kb5/middlesbrough/fsd/home.page>

If you have any comments or suggestions on the future service please do not hesitate to

contact me on 01642 728024 or lindsay_cook@middlesbrough.gov.uk

Making life better for people living with mental health problems and cancer

Macmillan has teamed up with local mental health charity, Middlesbrough and Stockton Mind on a two year project that will be delivered in Middlesbrough and Stockton.

The project aims to present a number of recommendations to local health services, on how to improve the experiences for people living with a mental health problem who are affected by cancer.

To understand what these recommendations should be, we're interested in hearing about you or your loved one's experience of being diagnosed with cancer and undergoing treatment whilst living with mental health problems. The information that we gather from your stories will help us to improve other people's experiences.

If you would like to tell your story, find out more about the project and take part contact Sarah Jane on: 07802335570 or email sarahjane.ashcroft@middlesbroughandstocktonmind.org.uk

Accessible Information Standard

From 31 July 2016, all organisations that provide NHS care became legally required to follow the Accessible Information Standard.

The Standard requires organisations to identify accessibility needs of patients, and provide information such as patient letters, in a form that the patient understands, such as braille or easy read.

Please ask your GP reception for more information.

Volunteer opportunities

Voices for Choices are a local group working to give more say to people with a lived experience of a mental health condition as well as carers.

It's hard to get the advice and support people need. So they are looking for people to help find out what advice and advocacy there already is in Middlesbrough, Redcar & Cleveland and what more is wanted.

If you are a service user or carer in these areas, they would be interested in hearing from you if you'd like to join them in doing this.

If you are definitely keen to be involved or want more information please email Mark Burns, on voicesforchoicesmark@outlook.com. Alternatively call on 01642 257020, Wednesday-Friday.

Maternal Mental Health Awareness Week 1st-7th May 2017

This May will see the UK hosting its first ever Maternal Mental Health Awareness Week, an event dedicated to raising awareness for Maternal Mental Health.

On Monday 1st May, Raindrops to Rainbows launched their Hope event, where some of the best local artists and photographers will have their work on display, which through their artwork, will take you on a journey through the emotions of postnatal depression.

They are using our opening event as a free networking event to bring various professions together. Find out more at www.raindropstorainbows.co.uk

Easy Read information leaflets

Please see below, link to EASY READ information leaflets for individuals with a learning disability/families and carers to help reduce inequalities in access to bowel screening opportunities. Apologies at delay in sending out only just made aware.

<http://www.southteesccg.nhs.uk/support-people-learning-disabilities/>

Mencap resources for Learning Disability register

Mencap have created some resources to support people with learning disabilities to tell their GP to add them to the learning disability register. There are also some resources for people who are already on the register to tell them that they are entitled to a free annual health check and what that might look like and involve.

Please see link <https://www.mencap.org.uk/advice-and-support/health/dont-miss-out>

How can you safeguard children from sexting?

More and more children and teens are engaging in or being affected by sexting. With more young people having access to phones and social media accounts, it is becoming easier for them to send and receive explicit messages and images.

There has been a rise in the number of sexting cases among young people being reported in recent years, with schools and local authorities taking steps to attempt to combat the issue. Download the report via the link below, which can be used to address the issue of sexting with your children at home.

<http://www.safeguardingchildren.co.uk/free-guide-safeguarding-children-sexting/>

Future dates - Governing Body Meeting

See dates of future meetings of our Governing Body.

Date/Time	Event/Location
24 May 2017 2:00 pm - 3:00 pm	Governing Body meeting <i>Boardroom, South Tees CCG HQ, North Ormesby Health Village</i>
19 Jul 2017 2:00 pm - 5:00 pm	Governing Body meeting <i>Boardroom, South Tees CCG HQ, North Ormesby Health Village</i>
27 Sep 2017 2:00 pm - 5:00 pm	Governing Body meeting <i>Boardroom, South Tees CCG HQ, North Ormesby Health Village</i>
29 Nov 2017 2:00 pm - 5:00 pm	Governing Body meeting <i>Boardroom, South Tees CCG HQ, North Ormesby Health Village</i>

Papers for the meeting will be available on the website prior to the meeting. If you would like to attend a meeting, and to ensure appropriate seating, please register your attendance with Lynne Pearson, Corporate Secretary 01642 263037 or by email to lynne.pearson5@nhs.net.

Keep in touch

To find out more about NHS South Tees CCG, visit www.southteesccg.nhs.uk email: STCCG.enquiries@nhs.net or call 01642 263030.

Follow us on twitter: @SouthTeesCCG

Facebook <https://www.facebook.com/NHS-South-Tees-Clinical-Commissioning-Group-542617959175762/>.

Dr Janet Walker's blog

Dr Janet Walker writes a blog for the CCG. Why not have a read through to keep up to date with the work of the CCG, visit here <http://www.southteesccg.nhs.uk/>.

Join MY NHS

The NHS belongs to us all. If you're interested in NHS South Tees CCG and would like to get involved in the work we do to develop and improve local health services, then join MY NHS.

By joining MY NHS you will:

- Receive regular updates about the work of NHS South Tees CCG
- Receive invitations to events
- Have opportunities to give your views about areas of healthcare that interest you
- Be able to participate as much or as little as you like.

To join visit <http://www.southteesccg.nhs.uk/get-involved/my-nhs/>

