

Patient Update

Newsletter for Patient Participation Groups
September 2019



Welcome to the first edition of our PPG Newsletter. We'd love to hear from you if you have events to promote or items you'd like to include. Please contact sally.moore@royalberkshire.co.uk or ring 0118 322 7447

Events and meetings



30 September: Reading – Older people's day

Berkshire West Clinical Commissioning Group (CCG) will be joining a host of local organisations including Readibus, Job Centre, U3A, and Engagement Befriending at this event.

There'll be choirs and refreshments and guided walks round the newly revamped Abbey Ruins.

17 October: Working for a healthier tomorrow

This is a free conference organised by the Health and Wellbeing Board with West Berkshire Public Health and Wellbeing Team. It's aimed at employers and will highlight the business benefits of improved staff wellbeing.

Keynote speaker is Professor Dame Carol Black, author of 'Working for a Healthier Tomorrow' and Tessa Lindfield, Strategic Director of Public Health Berkshire.

More information at:

info.westberks.gov.uk/healthiertomorrow



Health and Wellbeing meetings

These meetings are open to the public and a good chance to catch up on the partnership work between NHS, local authorities and key local stakeholders. There are three in October:

- [West Berkshire](#) on 3 October at 9.30am
- [Wokingham](#) on 10 October at 5pm and
- [Reading](#) on 11 October at 2pm

PPG digital events

We're planning 3 events in Reading, Wokingham and West Berkshire. We want to make sure they are useful for patient reps so any ideas are welcome as we plan the agendas. Contact communications@royalberkshire.nhs.uk with any suggestions.

25 October: Suicide prevention training

The West Berkshire Suicide Prevention Action Group is holding a suicide prevention training morning called 'Start The Conversation' for frontline workers and employers.

If you are an employer or someone responsible for the wellbeing of people you can book a place by emailing garry@vcwb.org.uk

And as part of another new initiative on mental health care, the team at West Berkshire Wellbeing are now offering **Mental Health First Aid (MHFA) training**. It's a two day training course teaching people how to identify, understand and help someone who may be experiencing a mental health issue. For more information about all future courses, workshops and events, go to www.westberks.gov.uk/westberkswellbeing

Winter and flu messages – spread the word – not the virus!

A wide ranging campaign to promote flu jabs and encourage people to look after themselves over winter has been launched. People eligible for a free flu jab are being urged to take up the offer and parents with children in school year 6 are being reminded their youngsters now qualify for the vaccination.

Other groups who qualify for the jab are:

- all children aged two to ten (but not eleven years or older) on 31 August 2019
- those aged six months to under 65 years in clinical risk groups – for example chronic (long term) respiratory, heart or liver disease, neurological diseases like Parkinson's or motor neurone, or with a learning disability or diabetes
- pregnant women
- those aged 65 years and over
- those in long-stay residential care homes
- carers
- close contacts of people with compromised immune systems

A key message to cascade is that even if patients were vaccinated last year, they should go for a jab again this year because there are different strains of flu each winter. Also, protection from the vaccine may only last about six months which makes it important to have the vaccine each flu season. People are also being reassured there's no risk of them getting flu by having the vaccination.

Look out for a special social media campaign promoting the vaccines. We're also planning targeted information aimed at the at-risk groups. And there's also more information on www.berkshirewestccg.nhs.uk and www.berkshirewesticp.nhs.uk

Where to go for treatment

We have worked with Healthwatch Reading on a recent survey of people using the Reading Walk in Centre and Emergency Department at the Royal Berkshire Hospital and it's clear a lot of them are still not sure where to go for treatment and what services the Walk-in Centre and the Emergency Department provide. This is causing frustration for patients and unnecessary queues at both sites.

Please help us promote this information so patients can see the right people, in the right place, at the right time.



NHS	
Self care	For common ailments and illnesses (e.g. hangovers, grazed knee, sore throat, coughs)
Pharmacy	Feeling poorly and need advice (headaches, fevers, upset stomachs, aches and pains)
NHS 111	Call 111 for fast advice and support or visit www.nhs.uk
GP surgery	For symptoms that don't seem to be going away
Walk in / Urgent care centre	When it's urgent, but not life threatening (e.g. sprains, fractures, minor burns)
A&E (or call 999)	Only in emergency (e.g. unconsciousness, severe breathing difficulty, heavy bleeding)

Help for Hidden Carers

Many people who carry out caring responsibilities don't recognise themselves as carers and could be unaware of the help available. Many may feel that they are simply carrying out ordinary responsibilities as a friend or family member.



NHS

'I am her son not her carer'

If you are looking after a relative there is help for you.

Call freephone:
0800 133 7851

Lines open 10am - 4pm, Monday - Friday. With 24 hour answerphone cover



There's now a Freephone number offering these 'hidden carers' support and information. **0800 1337851**. It is being trialled until the end of November 2019. The line is open 10am to 4pm Monday to Friday with a message facility out of hours. This has been set up as part of the Hidden Carers campaign spearheaded by safeguarding teams in Berkshire West and East Berkshire CCGs.

New drug and alcohol service launched

Change, Grow, Live is the new name for the Reading Drug and Alcohol Service. It comes on stream on 1 October and will work with local people to help them change the direction of their lives. If you would like to contact them their details are Reading.info@cgl.org.uk

Have your say on your NHS

There's still time to have your say on the Government's [NHS Long Term Plan](#).

At recent engagement events, we've been asking people the following questions. They're also on the CCG website www.berkshirewestccg.nhs.uk. Please encourage patients, along with your family, friends, neighbours and work colleagues, to have a think about what they want the NHS to look like in 10 years' time.

1. What is important to you to live a healthy life?
2. What will help you stay independent and healthy as you get older?
3. What matters most when you are dealing with your local NHS services?
4. What will help you choose the health and social care support you need now, and as you get older?

Gynae Cancer Awareness Campaign

As part of Gynae Cancer Awareness month, a campaign has been launched to provide open, clear and accurate information to children. [Educating Eve Part 1](#) has tips on communicating with children about their bodies. [Educating Eve Part 2](#) offers advice on opening up conversations around gynae health and gynae cancer symptoms.

It comes in the wake of a survey that found 44 per cent of parents most frequently use euphemisms such as 'bits' and 'front bottom' with their daughters instead of the anatomically correct words and that 22 per cent never refer to female body parts in front of their daughters. There's more information at: <https://eveappeal.org.uk>

You said: We did!

A regular request from patients is to be kept informed about changes and future plans in the NHS and how these will affect them. We've just had two events aimed at doing just that. They were attended by people working in the voluntary sector along with local community groups and charities. Their feedback has been forwarded to the Reading and the West Berkshire Health and Wellbeing Boards to inform their future strategies. There'll be details soon on www.berkshirewestccg.nhs.uk. Watch out for more events in the very near future.
