



**Cannock  
Chase**  
Clinical Commissioning Group

# In touch

with your local NHS

March 2014

## Bringing Care Closer to Home for Patients



*Dr Mo Huda*

Patients from Cannock Chase who suffer from a chronic breathing condition (COPD) could soon be receiving specialist support more quickly and closer to home.

Cannock Chase Clinical Commissioning Group (CCG) and Stafford and Surrounds CCG are launching a trial service that will see a hospital-based consultant move their outpatient clinics into the community alongside specialist respiratory nurses.

The new Community COPD service will involve a consultant specialising in Chronic Obstructive Pulmonary Disease – the symptoms of which can include severe breathlessness, persistent coughs and episodes of frequent chest infections.

Dr Mo Huda, Rugeley GP said: “When patients are having breathing problems related to their COPD they want to see a specialist nurse or consultant at a time that is best for them rather than be waiting for a hospital appointment that may not be at the time when patients most need it.

“Bringing NHS services closer to the patient is something we strongly support in principal.

However each case needs to be judged on its merits.

“We will carefully monitor the progress of this 12-month trial and long-term decisions will be based on demonstrably improved services for patients with COPD.”

The consultant will retain a base at Stafford Hospital.

Andrew Donald, Chief Officer for the CCGs said: “This is certainly not about taking services away from the hospital. It is about maximising local skills and having them available to patients at the time they have told us would be most beneficial.”

Dr David Cook, Consultant in Respiratory Medicine said: “This new service means that patients will be able to be seen in clinics nearer to their homes and with less waiting times.

“It will be particularly valuable for patients who become too breathless to attend hospital clinics but who still would value keeping in touch with their hospital consultant.”

Ensuring people live healthier, longer lives

**NHS**  
Cannock Chase  
Clinical Commissioning Group

## Staffordshire Launch of NHS 111



when it's less  
urgent than 999

The Staffordshire NHS 111 service is now fully operational across the whole of Staffordshire and Stoke-on-Trent.

A public awareness campaign has been launched to mark its successful introduction under the management of Staffordshire Doctors Urgent Care (SDUC).

Everyone in the local health economy is now asked to promote NHS 111 as the first point of call 24/7 for immediate advice on health care for people with non-emergency health concerns. Leaflets, posters and other promotional materials are also being distributed to a variety of health and public premises including local hospitals, GP practices and community health services.

Media, patient representatives, local councillors and other key stakeholders were invited to a special tour of the NHS 111 call centre in Stoke-on-Trent to mark the official launch of the service in March. They were able to speak to call handlers, clinical advisers and the patient lay representatives on the NHS 111 Clinical Governance Group which has overseen the introduction of the service under SDUC.

Visitors were also able to talk to SDUC and representatives from the Staffordshire Urgent Care Team, which is responsible for the safe implementation and governance of NHS 111 on behalf of the six clinical commissioning groups in Staffordshire: Cannock Chase, East Staffordshire; North Staffordshire; South East Staffordshire and Seisdon Peninsula; Stafford Surrounds and Stoke-on-Trent.

The launch of Staffordshire NHS 111 has been coordinated with West Midlands Ambulance Service's launch of their NHS 111 service in other areas of the midlands.

## Department of Health Announces New NHS Prescription Charges

NHS prescription charges in England will increase by 20 pence from £7.85 to £8.05 for each quantity of a drug or appliance from 1st April 2014. The announcement has been made by the Department of Health. It is also intended that the single charge will increase by 20 pence to £8.25 in the following year. However, for the next two years the cost of a prescription prepayment certificate (PPC) will remain at £29.10 for a 3 month certificate. The cost of the annual certificate will remain at £104. PPCs offer savings for those needing 4 or more items in 3 months or 13 or more items in one year.

## Dental Charges

The dental charge payable for:

- a band 1 course of treatment will increase by 50 pence from £18 to £18.50
- a band 2 course of treatment will increase by £1.50 from £49 to £50.50
- a band 3 course of treatment will increase by £5 from £214 to £219

## Optical vouchers

The range of NHS optical vouchers available to children, people on low incomes and individuals with complex sight problems are also being increased in value by an overall 2%.

## Wigs/Fabric Supports

Charges will be increased by an overall 2.7% for wigs and fabric supports.



# GP in a Car Saves Hospital Admissions

A new pilot service launched in Cannock Chase in January has led to a significant reduction in hospital admissions, A&E attendances and ambulance call outs during its first three months in operation.

More than half of the patients that have been seen by the service to date would have resulted in a hospital admission.

The Acute Visiting Service (AVS) provides urgent afternoon visits for patients who are unable to wait for a GP to visit after evening surgery and would potentially go to A&E or call an ambulance in the meantime.

Dr Johnny McMahon, Chairman of the CCG, said: "The Acute Visiting Service is a rapid response service for patients requiring a home visit as determined by their own GP. It's set up to meet the immediate needs of patients who, if they are not seen that day, would ultimately be admitted to or at least have to attend A&E."

The service is available between the hours of 1.30pm and 6pm to all patients living in the areas of Cannock Chase with a WS11 and WS12 postcode and covers clinical conditions like abdominal pain, frail elderly patients, patients nearing the end of their life and some mental health conditions.

It also covers patients at nursing homes triaged by a GP and in need of an urgent enhanced clinical assessment and treatment.

The pilot programme is provided as an additional service to complement local GP services, has funding until the end of June and is aimed at reducing A&E attendances and hospital admissions as well as providing rapid quality care.



*Dr Johnny  
McMahon*

**1 in 3 women  
who get breast  
cancer are over 70,  
so don't assume  
you're past it.**

**BE CLEAR  
ON CANCER**

## Over 70's be clear on breast cancer

Women between the ages of 50 and 70 are currently invited for screening, which can detect the condition at a very early stage. The screening programme is gradually extending to include everyone aged 47 – 73, but this hasn't happened everywhere yet. If you're over 70, you can ask for a free screening every three years. Just get in touch with your local breast-screening unit to make an appointment (ring your surgery if you're unsure of the number to call). Whatever your age, it's important to keep on checking for changes to your breasts. If you find anything unusual, notice a possible symptom or are concerned because you have a family history of breast cancer, don't wait for your screening appointment. See your doctor right away to be on the safe side.

A lump isn't the only sign of breast cancer. If you notice any changes in your breasts, it's important that you contact your doctor straight away. You're not wasting anyone's time and it's much better to be sure, if only to put your mind at rest.

Finding breast cancer early makes it more treatable. A trip to your doctor's surgery could save your life. For more information visit [www.nhs.uk/be-clear-on-cancer/breast-cancer/](http://www.nhs.uk/be-clear-on-cancer/breast-cancer/)



## Information & Education are key to People Leading Healthier Lives



*Jonathan Bletcher  
Director of  
Transformation*

Residents in Cannock Chase believe that better information and early education could be the key to helping people to make healthier lifestyle choices. Healthcare professionals, local employers, schools and members of the public also all have a role to play if we are to collectively address some of the challenges facing the NHS.

These were just a few of the themes that were raised by residents who attended the listening events held by the Cannock Chase Clinical Commissioning Group (CCG) to find out what people would like to see from NHS Services in the future.

Another top theme was the need for services to be more joined up, with better communication between them and the patients and better use of technology to support data sharing.

The 'Call to Action' events were staged by the CCG, the area's health funding body, to help shape the future of the NHS over the next five to 10 years. The events also aimed to highlight some of the challenges facing the NHS, both locally and nationally, such as people living longer with more complex conditions without any increase in funding to provide the services that people may need.

There was wide-spread support for people taking more responsibility for their own health at the events but people felt that some people may need more help to understand the impact that their choices could have on their future health.

People living with long-term conditions agreed they would like more support to manage their conditions themselves but only if they had the confidence that support would be quickly available should they start to become unwell.

Jonathan Bletcher, Director of Transformation and Strategy, for the CCG said: "We know that doing nothing is not an option but we want to involve as many people as possible in a discussion about how we can start to tackle the challenges together.

"This is part of a national debate but locally we face our own challenges, in particular people living with one or more long term condition, and we need to make sure that people are able to access the right care when they need it most."

A planning reference group helped to shape the format of the events, which included a wide range of stakeholders from local authorities and partner organisations to members of the public. The CCG has also been meeting separately with a variety of community and voluntary sector groups and organisations to hear from as many people as possible about what they would like to see from future services.

Feedback from A Call to Action is now being used to shape the CCG's strategic planning over the next two to five years.

Public engagement around A Call to Action is ongoing as the plan is being developed.

If any groups would like to take part please email [cannockccg.feedback@northstaffs.nhs.uk](mailto:cannockccg.feedback@northstaffs.nhs.uk) or telephone 01785 221046.

## Patients in Control Your Views Matter

There is increasing focus in the NHS on supporting patients to be in control of their own health and well being. To make this a reality, future services, care and support are going to need to be increasingly driven by what matters most to patients and carers. An exciting project is taking place across the Midlands and East working with patients and carers to understand, from their own perspective, what is important to them in managing their health and care better.

*What help do you need to manage and make decisions about your health and well being? What helps you feel in control of your own care and what gets in the way?*

The aim of the project is to gain feedback from as many patients and carers as possible and your views will help us understand and act on what really matters to you. You will be helping to ensure that the voices of patients and carers are at the centre of decision making about future commissioning priorities.

To start the discussion, we should be grateful if you could please take a few minutes to complete the survey on the attached link:

<http://survey.redbrickresearch.co.uk/a/TakeSurvey?id=3833836&custom25=SSCCG>

If you would like to be more involved in helping us gain more detailed understanding, there is opportunity in the survey to indicate your willingness to take part in a telephone interview or group discussions.

The survey responses will be handled in line with the Data Protection Act and you are not required to provide any personal information unless you wish to be involved in further work

Thank you for taking the time to complete this survey and we look forward to receiving your response.

## If you care for a family member or friend... Healthwatch Staffordshire Wants to hear from you

More and more people are providing some form of unpaid care for family or friends in their own homes.

It may be just a few hours a week or it could be daily help with essentials such as washing or at meal times.

It's vital that anyone who looks after loved ones, or friends, receives the right support - and that's where Healthwatch Staffordshire comes in.

Healthwatch Staffordshire wants to find out what unpaid carers think about the services and support available and to work with them to improve things in the future.

They want to hear about experiences that people have had and will pass their findings on to those responsible for carers services.

To have your say there is an online survey that you can complete at

[www.surveymonkey.com/s/supportforcarers-CarersSurvey2014](http://www.surveymonkey.com/s/supportforcarers-CarersSurvey2014)

There is also a Freephone number that carers can call on 0800 051 8371 or Healthwatch can meet with carers either on a one to one basis, at carers support group meetings/ drop-ins or run a focus group for a group of carers.

You can also find them on Twitter at @ConvoStaffs



Visit our website: [www.cannockchaseccg.nhs.uk](http://www.cannockchaseccg.nhs.uk)  
Follow us on Twitter: @NHSCannockChase  
Email: [cannockccg.feedback@northstaffs.nhs.uk](mailto:cannockccg.feedback@northstaffs.nhs.uk)



# Hospital discharge: the patient, carer and doctor perspective



The British Medical Association (BMA) has put together a booklet that documents patients', carers' and doctors' perspectives of hospital discharge.

This is with the aim of identifying factors that can help to achieve a smooth and effective transfer of care for patients leaving hospital, and to illustrate the consequences of when the process is not properly planned, co-ordinated and carried through.

At its meeting in February 2013, the BMA Patient Liaison Group (PLG) agreed that it would develop a checklist to help patients to identify what they could reasonably expect from the hospital discharge process.

The checklist contained in the BMA's document can be found below:-

## A checklist for patients

A checklist can be an important source of information for patients to ensure there are no unanswered questions when leaving the hospital. Checklists for patients will vary depending on the severity of their illness and the level of care needed post discharge. The following checklist can be used for the majority of patients discharged from hospital:

- Do I know how I will be getting home?
- Have I provided the correct contact details, including a forwarding address for any post?
- Have I collected my hospital discharge letter for my GP, or is it sent directly to my GP?
- Do I have all the medication I need?
- Do I understand what my medication is for, how to take it, and any associated side effects?
- Do I know how to manage my condition, if I have ongoing care needs?
- Do I need a follow-up appointment?
- Do I have all my belongings, including any cash or valuables?
- Do I have contact names and numbers for organisations and services if I require further support?
- Do I have any information leaflets about my condition, if needed?

To download the full document visit [www.bma.org.uk](http://www.bma.org.uk) or telephone 020 7383 6687 for a copy.



# A course for anyone affected by cancer

**Monday 2 June, Monday 9 June and Monday 16 June 2014**  
10.00am to 4.00pm each day  
at North Staffordshire Conference Centre, Hartshill Road,  
Hartshill, Stoke on Trent ST4 7NY

The Living Well with the Impact of Cancer three day course is free and available for anyone living with cancer and their close supporter. The course shows how to take simple steps to live well with cancer.

**To book:**

Visit: [www.pennybrohncancercare.org/living-well](http://www.pennybrohncancercare.org/living-well)

Phone: 01275 370 111

Email: [bookings@pennybrohn.org](mailto:bookings@pennybrohn.org)



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