Welcome
from Dr Christopher Browning, Chairman, NHS West Suffolk Clinical Commissioning Group

It is a pleasure to welcome the warmer spring weather, which I hope inspires you to explore the delights of the west Suffolk countryside. Spending time outdoors is a great antidote to the dark winter months and can boost your mental and physical wellbeing.

It is certainly pleasing that a new enhanced musculoskeletal service is being offered to patients and it is reassuring that local stroke services continue to be rated amongst the best in the country.

Financial challenges continue to face WSCCG and I hope you will take note of our Open The Bag campaign which aims to reduce the amount of wasted prescription medicine, costing the NHS in west Suffolk around £1.3 million each year.

Enjoy the Easter holidays.

Stay in touch by visiting our website at www.westsuffolkccg.nhs.uk and follow us on Facebook and Twitter. If you’ve got any questions simply email us at: getinvolved@westsuffolkccg.nhs.uk or telephone 01284 758 010.

Improved partnership working to enhance patient care

From April a new closer way of working between physiotherapists and orthopedic consultants means musculoskeletal (MSK) patients in west Suffolk receive appropriate care in the right place and at the right time.

The WSCCG-commissioned Single Point of Referral scheme will see all MSK patients referred by their GP are assessed and triaged within 72 hours by a senior physiotherapist, and if needed, in conjunction with a hospital consultant.

Once an assessment has been made the patient will receive the most appropriate treatment for their needs, either in the community or at the hospital. Treatment could be advice on self-care, pain management classes at a clinic close to home or a hospital outpatient appointment with a consultant.

This new way of working uses the experience and skills of the physiotherapists at Allied Health Professionals Suffolk (AHP), which provides physiotherapy services in west Suffolk. It means that patients are assessed more quickly, reduces the number of unnecessary hospital appointments and gives patients access to the care they need.

You can find out more about AHP, view self-help videos and find out how to self-refer HERE

For more information contact: Claire Jay, WSCCG transformation lead - claire.jay@westsuffolkccg.nhs.uk

NHS equipment amnesty - a great success

During March WSCCG and its local partners ran an equipment amnesty - encouraging people who had NHS equipment (such as commode, crutches or walking frame) that they no longer needed to return for recycling or reuse.

The campaign has had really positive results. 40 pieces of equipment were returned from one patient and although figures are still being finalised, in March 2017 8642 pieces of equipment were returned (value £786K), compared to 6893 pieces of equipment (value £571K) in March 2016.

We’d still really appreciate the return of any NHS equipment that is no longer needed. Find out more about how it can be returned HERE
Welcome to new Governing Body members

A warm welcome to three new members of the WSCCG Governing Body.

Dr Zohra Armitage (Angel Hill Surgery, Bury St Edmunds)

Dr Emma Holland (Orchard House Surgery, Newmarket)

Dr Sarah Hughes (Swan Surgery, Bury St Edmunds)

Open the Bag

A campaign has been launched by WSCCG and our neighbouring NHS Ipswich and East Suffolk CCG to encourage people who get prescription medicine to open their prescription bag at the pharmacy counter or in front of the delivery driver, and hand back anything they don’t need.

It is estimated that the cost of wasted medicine annually is £1.3 million in west Suffolk and includes:

- Left unused in people’s homes - £390,000
- Returned unused to pharmacies (but can’t be re-used) - £481,000
- Thrown away unused by care homes - £221,000
- Medicine wasted in other ways, including the cost of safe disposal - £212,000

Once you’ve taken prescription medicine away from the pharmacy or from the delivery driver, national Department of Health rules mean for safety reasons the medicine cannot be used by anyone else, even if the packet is unopened. If you hand it back straight away it can be dispensed again by the pharmacist, avoiding unnecessary cost and waste.

Dr Andrew Hassan, WSCCG Governing Body member said:

“Wasted medicines are a big problem, costing taxpayers and the NHS millions of pounds each year.

You can read and download the Open The Bag leaflet HERE

For more information contact:
Linda Lord, WSCCG chief pharmacist
linda.lord@westsuffolkccg.nhs.uk

Governed Body Lay Member Vacancy (Governance)

We’ve got a vacancy for a Governing Body lay member to represent the interests of the people of west Suffolk.

Find out more HERE

You can read and download the Open The Bag leaflet HERE

For more information contact:
Linda Lord, WSCCG chief pharmacist
linda.lord@westsuffolkccg.nhs.uk

Governing Body members are responsible for making the final decisions on the commissioning of local health services and are responsible to the NHS Commissioning Board and GP practice members. Members meet in public bi-monthly to discuss set agenda items. These meetings are a great opportunity to get involved. The next meeting takes place on Wednesday 24 May. More HERE

With the NHS facing continued financial pressures we want to encourage people to Open The Bag and hand back any prescription medicine they don’t need or use.

“Doing so could make a really big difference and ensure that this money can be better spent on patient care rather than being wasted.

“As well as opening the bag, there are other actions people can take. Do not tick the boxes on your repeat prescription form for any medicines you don’t need or use and don’t be afraid to tell the pharmacist, your GP or nurse that you’ve stopped taking your repeat medicine. They won’t be angry with you or disappointed.

“You might feel you are better and don’t need the medicine, or it could be that you are experiencing side effects. Either way, talk to your healthcare professional and they’ll help you. And open the bag and return anything you don’t need.”
Support for children and young people

Over the past 18 months, there has been great progress in delivering the Suffolk Children and Young People's (CYP's) Emotional Wellbeing and Transformation Plan, which is based on 10 priorities and five big ideas worked up together with partners, stakeholders, parents/carers and young people.

See the plan HERE

Right support, right time

The Source website for young people in Suffolk provides clinically assured information, advice, guidance and resources covering areas such as exam stress, anxiety, depression, eating disorders and self-harm. In addition to the Source, an online chat service, Ask the 4YP Expert, with experienced youth workers from Suffolk charity 4YP (Suffolk Young People's Health project) is providing confidential advice Monday to Friday, 5pm-7pm for anyone aged 12-25 years.

Our school nurse workforce use ChatHealth, a text service for young people and their families, to chat directly with them.

We have grant-funded 22 local projects that work with young people and families and that support the transformation plan priorities. These projects include Just 42, Noise Solution, Volunteering Matters and Suffolk Family Carers. Academic evaluation by the University of Suffolk is underway, looking at the evidence of impact in order to inform future funding decisions.

Eating Disorders

We have commissioned a new community based eating disorders service from Norfolk and Suffolk Foundation Trust (NSFT) and in addition funding has been made available to support NSFT to train staff and work with the eating disorder organisation, BEAT, who will also work with schools and colleges to raise awareness of the condition and promote the new service.

Working Together

Key to the delivery of the plan is working together with partners, parents and carers, schools, third sector and Healthwatch Suffolk. Young people have also formed a separate group called CAT (Children & young people, Action and Transformation). To get involved or share your ideas about improving the emotional wellbeing of our young people, get in touch at EWB2020@suffolk.gov.uk

For more information contact Jo John, WSCCG transformation lead for child and adolescent mental health services - jo.john@suffolk.nhs.uk

Great stroke care

Stroke services at West Suffolk Hospital continue to improve according to the latest Sentinel Stroke National Audit Programme (SSNAP) scores, with the hospital rated joint 6th nationally out of 144.

SSNAP is the national source of stroke data for the NHS and audits stroke services throughout the whole pathway of care: from admission to hospital, inpatient stays, including rehabilitation at home or in the community and outcomes at six months after stroke.

In results for August to November 2016, West Suffolk Hospital's stroke services were given an overall “A” rating - the hospital's highest overall rating yet. According to the Royal College of Physicians, which manages the programme 'To achieve an ‘A’ in SSNAP reports indicates world class performance'.

Dr Ann Nicolson, the hospital's consultant and stroke services lead said: “We work really hard to meet the national care standards for stroke to ensure the best outcomes for our patients.”
Launch of new dementia service

This month sees the launch of Dementia Together, a new specialist service which will ensure people with dementia are able to access the right information and support in the community to help them live well with the condition from its early stages until the end.

WSCCG and NHS Ipswich and East Suffolk CCG, in partnership with Suffolk County Council, have commissioned Sue Ryder and three partner organisations to deliver the new-look dementia service.

Developed together with patients, carers and other stakeholders, Dementia Together aims to work across organisational boundaries so that people can access joined-up support which better meets their needs and allows them to live independently for longer.

Dementia Together will be open to people at all stages of the illness and their families or carers, from those who are worried about memory loss and need advice to people with a long-standing diagnosis who are nearing the end of their lives.

People will be able to access Dementia Together through one point of contact, in turn making it easier to get them the right help at the right time and preventing them from reaching crisis point. This could include information, help from a trained advisor, a community-based support group, or chat with an expert, depending on the individual service users needs.

The new service will also work to raise people’s awareness of the signs of dementia so that as many people as possible ask for help and an early stage.

Jo Marshall, Sue Ryder Neurological Centre Director said: “We are very excited to be working together with such a range of organisations - what unites us is a shared passion to make a positive difference to the lives of people who are affected by dementia including family carers. We hope our joined up approach will mean people will not have to keep retelling their story and lead us to deliver a high quality service.”

Contact Dementia Together by calling freephone 08081 688 000 (Mon-Fri 9am-6pm; Sat, Sun and bank holidays 10am-4pm). Email: SRYC.DementiaTogether@nhs.net Website: www.dementia-together.com

Dates for your diary

Thursday 27 April - WSCCG Community Engagement Group will meet at West Suffolk House in Bury St Edmunds from 10am-12 noon. Every two months the community engagement group meets in public to discuss and hear updates on important matters on healthcare. The group represents you - the patients and public of west Suffolk. These meetings are an opportunity for you to hear the latest on healthcare in your area and to speak about what matters to you. More HERE

Wednesday 24 May - WSCCG Governing Body meeting in public. More HERE

Wednesday 12 July - WSCCG Patient Revolution Conference - hold the date - more details to follow soon. Read about previous conferences HERE

Help yourself and the NHS during the Easter holidays

Easter is always a busy time for the NHS so please do what you can to ease the pressure on services.

- Keep a stock of basic medicines at home so you have them to hand if minor illness or injury occurs. It needn’t cost much to stock up on the essentials such as paracetamol, sticking plasters, indigestion remedy and anti-diarrhoeal medicine. Ask your pharmacist for advice.
- Have enough repeat medicine to last over the holidays. Remember your GP surgery will be closed on the bank holidays and it takes 48 hours for most GP surgeries to process a repeat prescription.
- Some pharmacies will be open so keep a note of the location of the pharmacy nearest to you and its opening times. Pharmacies are a great source of help and advice and the pharmacist could offer you over-the-counter medicine that will help you get better.
- If you have forgotten to order your regular medicine from your GP and run out over the holiday period your pharmacist may be able to help by providing an emergency supply. Please remember to take your repeat slip or empty pack with you to show the pharmacist what you usually take.
- If you feel unwell call the NHS 111 service. It is open 24 hours a day, seven days a week. By calling this freephone number you will speak to a trained advisor, be given an assessment and advice and directed to the most appropriate service for your needs.

Click HERE to see list of pharmacies open on Good Friday (14 Apr), Easter Sunday (16 Apr) and Easter Monday (17 Apr).
Suffolk Parent Carer Network

In December Ofsted and the Care Quality Commission carried out a joint inspection of all the services in Suffolk that support children and young people with special educational needs and disabilities. This included several partners, including Suffolk County Council, NHS Ipswich and East Suffolk CCG and NHS Great Yarmouth and Waveney Clinical CCG, health service providers commissioned by the CCGs, and a wide range of education providers including schools and colleges.

The report recognises the early steps taken to make improvements, however it clearly highlights that there is still much more work we need to do to ensure that the needs of all children and young people are met. We fully accept the findings and would like to apologise for any distress, frustration and confusion caused as a result of the local area’s services and provision not effectively meeting needs.

Everyone involved is committed to turning this around to ensure that support is easy to access and available when you need it. Prior to the inspection, we introduced a number of changes and we are beginning to see the positive impact of these. We now need to continue to build on the work we have started and develop an action plan with the Suffolk Parent Carer Network (SPCN).

You can read the OFSTED report HERE.

Watch out for details of roadshows happening in June where you can ask questions and learn about how we’re responding to the report.

SPCN is a voluntary organisation of parents and carers of children and young people with additional needs and/or disabilities in Suffolk, with the aim of being a voice to inform service providers of the needs of disabled children, young people and their families.

You can find out more HERE.

Suffolk’s Local Offer website gives you clear, accessible and accurate information about the services available for children and young people with special educational needs and/or disabilities (SEND).

This includes information about education, health and care services, preparing for adulthood as well as leisure activities and support groups all in one place.

Click HERE for more information.

Suffolk GPs join forces

An innovative new partnership involving 12 GP surgeries in west and east Suffolk will lead to better care, improved services and more time spent with patients.

Proposals to form Suffolk Primary Care are progressing well, with final talks now underway with NHS England. The collaboration is the largest of its kind in Suffolk and will see doctors and other healthcare professionals from across the county sharing resources and expertise in a bid to address some of the challenges currently faced by general practice.

In west Suffolk the practices are Brandon Medical Practice, Oakfield Surgery, Newmarket and Orchard House Surgery, Newmarket.

In the short term, patients registered with a Suffolk Primary Care surgery will experience little difference. They will still be able to see the same staff, in the same buildings and receive the same high quality care.

However, over the next two years there will be gradual change. Access to services will improve, such as making sure practices are dementia friendly, while surgeries will also start to work in closer collaboration - for example pooling paperwork so that doctors have more time to spend with patients.

Longer term, more services such as physiotherapy, medicines management and social care will be provided within a local setting. A larger community team involving GPs, nurse practitioners, community nurses, pharmacists and physiotherapists will enable patients to be treated within the community and avoid unnecessary trips to the hospital.

Patients who would like to know more about Suffolk Primary Care or who would like to join their local patient participation group can contact their practice manager or email suffolkprimarycare@nhs.net.