

# Patient Round Up

April 2018

2018

## Support the 'Stay Well Pharmacy' Campaign

'Stay Well Pharmacy' is a new campaign from NHS England which encourages people, especially parents and carers of children under the age of five, to visit their local pharmacy team first for clinical advice for minor health concerns such as sore throats, coughs, colds, tummy troubles and teething.

The key message is: community pharmacists and pharmacy technicians are qualified healthcare professionals who are the right people to see if you need clinical advice or over the counter medicines to help safely manage a wide range of minor health concerns.

With most people living within easy reach of a pharmacy and with many pharmacies offering extended opening hours in the evenings and at weekends, pharmacy teams offer fast and convenient clinical support with no appointment needed. Most community pharmacies (over 90%) also now offer a private consultation room.

Using a pharmacy for minor health concerns will help free up GP time for more urgent appointments and help reduce non-emergency A&E visits.

<https://www.england.nhs.uk/commissioning/primary-care/pharmacy/stay-well-campaign/>



**St Peters House** (SPH) is a local Redhill charity providing support to people living with HIV in Surrey. Their aim is to deliver positive outcomes for people living with HIV such as improved health and

wellbeing, a higher quality of life, and the opportunity to contribute and participate within their local community.

The advancement in medication means that HIV is no longer a life threatening condition and many people are living well and longer. These changes bring new challenges along with the existing issues still faced by people with HIV.

Many of their service users are long term survivors and the role of SPH is to support them with information, advice and encouragement, helping them to make positive changes in their lives.

They also support people dealing with a new diagnosis. Those newly diagnosed continue to struggle coming to terms with what this means, and can be incredibly frightened, and overwhelmed.

Their service is a peer led, providing a range of activities, support groups providing the opportunity for service users to meet and discuss concerns and issues in a confidential space in either a structured or informal environment.

### **One person's story**

*"I was first diagnosed in as HIV positive in 1985. There was no counselling support. You were just told this life changing result at the testing hospital and shown the door. I left the hospital feeling like I had been hit by a sledge hammer.*

*I was advised that I should transfer to either one of the London or Brighton hospitals specialising in HIV as my local clinic could not support me.*

*I felt depressed and didn't go out for about 3 months. I carried on working and hoped that would not catch anything and that my depression would show. I could not talk about my state with anyone as the stigma of HIV was very prevalent at that time. I felt like a leper.*

*Salvation came in 1997 when the new HAART treatment became available, with less side effects than the previous medication AZT.*

*After 30yers I have survived the unthinkable, which shows that tomorrow is another day and there is always hope".*

If you wish to know more about SPH services please visit their website [www.stpetershouse.org.uk](http://www.stpetershouse.org.uk) or call 01737773917

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## **Shingles vaccination now available**

If you're aged 70 or above, you may receive a letter from your GP inviting you for a vaccination to protect you from shingles, something we would strongly encourage you to accept.

GP practices are writing to eligible patients to ensure older people are protected from the nasty, debilitating and, in some cases, long lasting illness.

Shingles is caused by the same virus as chickenpox. A bout of chickenpox does not protect you from shingles; the virus remains in your system and can be reactivated when the immune system is weakened – something which happens as we get older.

For some people, the pain of shingles can persist for several months, or even years, after the rash has disappeared. Complications of shingles can also be fatal for around 1 in 1,000 over-70s who develop the illness. This is why it is so important that eligible people take up the offer and get vaccinated against the virus.



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aflet.pdf

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## **Antibiotic awareness**

Antibiotics are important medicines for treating bacterial infections in both humans and animals. However, bacteria can adapt and find ways to survive the effects of an antibiotic.

This means antibiotics are losing their effectiveness at an increasing rate. The more we use antibiotics, the greater the chance bacteria will become resistant to them and they can no longer be used to treat infections.

Antibiotic resistance is one of the most significant threats to patients' safety in Europe. It is driven by overusing antibiotics and prescribing them inappropriately.

To slow down the development of antibiotic resistance, it is important to use antibiotics in the right way – to use the right drug, at the right dose, at the right time, for the right duration. Antibiotics should be taken as prescribed, and never saved for later or shared with others.

Visit the Antibiotic Guardian website <http://antibioticguardian.com/> to make a pledge about how you'll make better use of antibiotics and help save this vital medicine from becoming obsolete.

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## **Achieving Goals through Mind Mapping**

This short workshop will introduce you to Mind Mapping and its principles. You will be encouraged to visualise your goals and produce your own Mind Maps to help you achieve them.

This course is Free of Charge and is for clients registered with the Richmond Fellowship.

**When:** Friday 15<sup>th</sup> June

**Where:** Wingfield Resource Centre

St. Anne's Drive

Redhill

Surrey

RH1 1AU

**Time:** 10.00am- 1pm

**Facilitator:** Allison Le Boutillier

**Book today:**

Contact Lucy Rowley at the Richmond fellowship Office on;  
01737771282, Mobile 07770890245 or email:

[Lucy.Rowley@RichmondFellowship.org.uk](mailto:Lucy.Rowley@RichmondFellowship.org.uk)



Richmond Fellowship is now part of **Recovery Focus**,  
an expert group of charities inspiring individual recovery nationwide.

## **Giving blood and organ donation**

Every day thousands of people's lives are saved or improved thanks to the generosity of donors like you. But, sadly, there are still lots of patients we can't treat because we don't have enough supplies. There's an urgent need for donations. Please help if you can and give the NHS a special 70th birthday present.

### **Give blood**

Blood is always in high demand. Most people aged 17 – 65 can donate.

Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need long-term treatments.

Many people would not be alive today if donors had not generously given their blood.

We need over 6,000 blood donations every day to treat patients in need across England, which is why there's always a need for people to give blood.

Each year we need approximately 200,000 new donors, as some donors can no longer give blood.

For more information about giving blood, visit the [blood donation website](#).

### **Join the Organ Donor Register**

Organ donation is giving an organ to help someone who needs a transplant. Transplants can save or greatly enhance the lives of other people. But this relies on donors and their families agreeing to donate their organs.

### **Cissy's story – a heart and kidney transplant recipient**

18-year-old Cissy from Surrey received a heart from a deceased donor when she was 10 and a kidney from her mum, Jo, at the age of 12.

She was born with a congenital heart defect and had surgery as a baby and a toddler, before it became clear that she would need a transplant when her heart started to slow down and not function properly.

Cissy said: "I can never express in words how much they have given to me.

"They haven't just given me a heart; they have given me a life. They've given me time with family and friends, the ability to go out and study and do what I want to do, and just live and make memories."

Cissy's kidneys also suffered as a result of the illness and never repaired sufficiently after the heart transplant, leading to her second transplant procedure just two years on from her first.

Fortunately, her mum, Jo, proved to be a perfect match and on the day the London Olympics launched Cissy received her mum's kidney. Cissy says she will be forever grateful to her mum and the lengths she went to help.

To join the organ donor register, visit the [organ donation website](#).

### **Others ways you can donate**

As well as giving blood and joining the organ donor register, people can also donate [platelets](#), [tissue](#) or [cord blood](#). You can also register as a [stem cell donor](#).

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### **NHS 10p coin launched for 70th birthday**



This year the NHS turns 70 and, to mark this major milestone, The Royal Mint has launched an NHS 10p coin.

The coin forms part of an A-Z of what makes Britain great with the world famous NHS being 'N'. Other coins include 'B' for Bond, 'S' for Stonehenge and 'T' for Tea.

The NHS 10p coin is a perfect way to celebrate the birthday, reminding people about the vital role the service plays in our lives and recognising the extraordinary NHS staff – the everyday heroes – who are always there to greet, advise and care for us.

Professor Jane Cummings, Chief Nursing Officer said: "As we celebrate the 70th birthday of the NHS, we are delighted to be a part of this special collection of coins, celebrating what makes Britain great. The NHS is loved and valued by the nation and we want the country to take part in this fantastic coin hunt, and recognise our dedicated NHS staff of whom we are all so proud."

Have you found an NHS 10p coin yet? Why not take a picture and share it via social media using the hashtags #NHS70 and #coinhunt?

## **East Surrey CCG set to join Central Sussex Commissioning Alliance**

East Surrey CCG is to join the Central Sussex Commissioning Alliance from April 2018. The commissioning alliance, formed initially of High Weald Lewes Havens, Brighton and Hove, Crawley and Horsham and Mid Sussex CCGs, launched in January.

Working together is enabling the CCGs to commission services more effectively and efficiently across a larger area, share expertise and resources and streamline processes to focus on transforming services.

The commissioning alliance is not a formal merger of the organisations and individual CCG governing bodies remain accountable for healthcare commissioning to meet the needs of local populations.

However, it does have a single management team, operating plan and delivery approach to streamline commissioning.



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## **April is Bowel Cancer Awareness Month**

Bowel cancer is very treatable but the earlier it is diagnosed, the easier it is to treat. People whose cancer is diagnosed at an early stage have a much higher chance of successful treatment than those whose cancer has become more widespread.

If you have any symptoms, don't be embarrassed and don't ignore them. Doctors are used to seeing lots of people with bowel problems.

**The symptoms of bowel cancer can include:**

- Bleeding from your bottom and/or blood in your poo
- A persistent and unexplained change in bowel habit
- Unexplained weight loss
- Extreme tiredness for no obvious reason
- A pain or lump in your tummy

Most people with these symptoms don't have bowel cancer. Other health problems can cause similar symptoms. But if you have one or more of these, or if things just don't feel right, **go to see your GP.**

<https://www.bowelcanceruk.org.uk/>

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**10-16 April 2018 Parkinson's Awareness Week**

Parkinson's Awareness Week is the biggest opportunity of the year to reach more people affected by Parkinson's and change public attitude of the disease.

Parkinson's UK Charity has free materials available to organise events and promote awareness week.

Having Parkinson's can feel overwhelming if you don't have the right information and support. Parkinson's UK are there to help everyone feel in control of life with Parkinson's.

<https://www.parkinsons.org.uk/about-us/>



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## Get involved

Patient and public participation is important because it helps us to improve all aspects of health care, including patient safety, patient experience and health outcomes – giving people the power to live healthier lives.

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### **New arrangements for substance misuse services**

From 1 April 2018, Surrey and Borders Partnership NHS Foundation Trust (SABP) will be working in partnership with Catalyst, a specialist non-profit organisation, to provide integrated adult substance misuse services in Surrey. The integrated service has been co-designed with commissioners at Surrey County Council (Public Health).

The integrated service will bring together adult substance misuse service provision.

SABP's i-access service will work in partnership with Catalyst to deliver Tier 2 (low threshold substance misuse specialist interventions i.e. harm reduction and injecting equipment exchange) support and Tier 3 and 4 services (care planned interventions and access to inpatient detoxification).

People will be referred to SABP's i-access service through a central referral hub: once assessed, they will continue their treatment and support without being discharged and re-referred between the two organisations, thereby creating a seamless treatment pathway.

SABP and Catalyst have worked together for many years and look forward to strengthening working relationship through this partnership.

### **Launch of Tier 4 consultation**

As part of the integrated service, Public Health, SABP and Catalyst have begun a period of consultation around Tier 4 (access to inpatient detoxification) around the movement of inpatient detoxification out of its current facility (Windmill House) and the introduction of ambulatory detoxification.

The consultation will run from Monday 19 March 2018 until midnight on Sunday 20 May.

There is an online survey at [www.surreysays.co.uk/deputy-ceo/changes-to-detoxification-services/](http://www.surreysays.co.uk/deputy-ceo/changes-to-detoxification-services/) and the opportunity to find out more at a number of face to face sessions. The aim of the consultation is to ensure that anyone who could be affected by the changes being proposed has the opportunity to review them and contribute to their development.

## **Dermatology Services – engagement opportunity**

*Have you been diagnosed and/or been treated for skin cancer?*

*Do you or a member of your family have a long term skin condition like psoriasis or eczema?*

*Do you regularly attend a hospital for your dermatology appointments?*

Health commissioners are reviewing local Dermatology services to understand how services can continue to be delivered and improved over the next five years.

In addition to engaging with relevant patient support organisations, commissioners are keen to hear from those in our community, who have an interest in or experience of using these services, as well as their friends and families.

We are planning to hold a focus group of interested patients/members of the public on Dermatology on **Wednesday 25<sup>th</sup> April 2.30-4.00pm at The Council Offices, Surrey, RH8 0BT** and are keen to hear from you and to hear your views.

Please contact [emma.vince@nhs.net](mailto:emma.vince@nhs.net) or text/telephone 07900 164474 for further information.

We are also seeking people who would be interested in working closely with the commissioning team to support engagement with patients and public as well as the clinical teams who currently deliver dermatology services.

There is also the opportunity to be involved in the procurement of new services. Your support would be appreciated from April 2018 for up to a year, but we would be happy to tailor this to suit your circumstances. If you are interested in this role please contact **Emma Vince** Senior Commissioning Development Manager – Planned Care for further information.

**E:** [emma.vince@nhs.net](mailto:emma.vince@nhs.net)

**M:** 07900 164474

## **Consultation on an updated Nutrient Profiling Model (NPM)**

Public Health England (PHE) has published a [consultation on an updated Nutrient Profiling Model \(NPM\)](#), the model that differentiates which food and drink products can be advertised during programming where children make up more than a quarter of the audience.

The NPM is a tool used by the Office of Communications (Ofcom) and Committee of Advertising Practice (CAP) to give food and drink products a score.

This score determines whether products can be advertised during children's television programming and non-broadcast media including print, cinema, online, and in social media. The score is based on the balance between 'negative' and 'beneficial' nutrients that make up a product.

The more beneficial nutrients, such as fruit and vegetables, protein and fibre, and the fewer negative nutrients, such as sugars, saturated fat and salt, the more likely a product will be given approval to be advertised during children's programming.

The consultation opened on 23 March and closes on 15 June 2018.

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## **Give the NHS a 1,000 mile birthday present**

Are you looking for some motivation to get a bit more active in 2018? Why not join the [#NHS1000miles challenge](#).

We're logging our miles – walking, running, swimming, horse riding, buggy pushing (anything counts!) – over the next year as our collective birthday gift to the NHS. The more active we are the healthier we get. And that's great news for the NHS.

There are many ways to get involved:

- Join the [Strava group](#)
- [Facebook group](#)
- Post updates via Twitter using the hashtag [#NHS1000miles](#).

Alternatively, you can just jot down your miles in a notebook, it's up to you. Everyone is welcome – please do get friends and family involved too.

## **The cultural history of the NHS**

The NHS has been the subject of several major political and policy histories.

Astonishingly, however, given the sheer scale of its impacts on local and regional communities, and on Britain's national and international identity, the cultural history of this key institution of post-war British life remains largely undeveloped.

There is no history that addresses the realm of meaning, feelings, and representation, and none that responds to the striking observation that 'the NHS is the closest thing the English have to a religion'.

Thanks to funding from the Wellcome Trust, a team from the University of Warwick is now producing the first major history of this subject.

One part of the project is the development of a website that collects people's personal stories and memories of the NHS. We'd love to hear people's recollections of the NHS and what it means to them. People who would like to participate, should visit the [project's website](#). Here you can share your stories, respond to calls for information, find out about public engagement events, and visit the project's 'virtual museum' and 'People's Encyclopedia of the NHS'.