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# POP's Newsletter

## October 2016

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Hello,

A spooky October welcome from the Engagement Team here at Dudley CCG. We hope you are all keeping well, we have a few items we would like to share with you all;

1. October POP's meeting
2. MCP development
3. Commissioning Intentions
4. NHS Fab Change Day
5. West Midlands Urgent and Emergency Care Network meeting
6. Non-Emergency Patient Transport Services - Change in Service Provider
7. Calling all Carers - online survey
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12. Age UK Dudley
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15. Upcoming events
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## October POP's Meeting

Our last POP's meeting was held at Stourbridge Rugby Club on Thursday 6th October. We had 16 attendee's representing 12 surgeries. To view the minutes from this meeting please click [here](#).

Further attachments as discussed at the meeting:  
[Summary of Board on 29th September re: MCP](#) : David kindly agreed to share his summary of Board with POP's  
[Report from MCP consultation](#) (Exec summary followed by full report)  
[Healthwatch smoking questionnaire](#) - which can be accessed by following this [link](#)

Please note: Young Health Researcher Report will be circulated at a later date

Can we remind you that POP's welcomes one or two representatives from each PPG, and we would like all the PPG's to have the opportunity to have a voice at POP's. If you haven't been before, please come along and see what goes on, there will be a hot drink and perhaps a biscuit and lots of friendly faces!

**If you would like to attend our next POP's meeting on 8th December, please contact Keren on 01384 321730 or email; [keren.hodgson@dudleyccg.nhs.uk](mailto:keren.hodgson@dudleyccg.nhs.uk)**

## MCP Development

It's been a busy few months with the public consultation on the development of an MCP. The consultation finished on 9<sup>th</sup> September and the report went to an extra

CCG Board on 29<sup>th</sup> September. The report and executive summary can be found [here](#). The next steps include going through a joint assurance process with our regulators whereby our processes will be checked to ensure we are ready to start procurement. This is called Checkpoint 1.

During the consultation the need for further engagement within the procurement was identified not only by people who took part but by the CCG itself. We are keen to ensure that the process is as open and transparent as possible and we are currently looking at how best this can be achieved and will share details as soon as we can.

## Commissioning Intentions

Each year we issue commissioning intentions to our providers and this year we have refreshed our current 2 year plan to reinforce our intent to commission a Dudley Multi-Speciality Community Provider. The intentions can be found [here](#).

National planning guidance has been released by NHS England, this emphasises the need to implement the GP 5 year forward view and our Primary Care Commissioning Committee are looking at the best way to do this. The guidance does present us with some challenges as it sets out an ambitious timeline for agreeing 2 year contracts with our providers by 23rd December.

This implementation will be especially difficult next year due to increasing financial pressures for both CCGs and providers. Clinical conversations are starting next week with The Dudley Group Foundation Trust and Dudley and Walsall Mental Health Partnership Trust to reduce costs in both mental health and acute care. The CCG will also be hosting Board to Board meetings with both organisations.

## NHS FAB Change Day

On Wednesday 19<sup>th</sup> October, the CCG will be supporting NHS Fab Change Day. NHS Change Day started in 2013 and was the biggest day of collective action for improvement in the history of the NHS. The idea is to create a mass movement of National Health Service (NHS) staff demonstrating the difference they can make by one simple act.

The CCG will be making a Winter Warmers pledge which means we want to support our more vulnerable patients, carers and communities with a little something to help out in the colder months. This could be a hot water bottle, scarf, gloves or food items such as tinned soup or teabags. Staff will be bringing these items into the CCG offices over a 4 week period and then we will be in touch with local charities to help share amongst those who need them. We've asked our partners to join in too.

If your PPG would like to get involved then please feel free to join in the pledge – just let us know!

**If you would like to know more visit the website [NHS Fab Change Day](#)**

## West Midlands Urgent and Emergency Care Network

*Please read the message below from Natasha Dupree to attend the West Midlands Urgent and Emergency Care Network to receive an update and support the development of the Engagement Plan:*

'Earlier on in the year (23<sup>rd</sup> May 2016) we brought professionals, Healthwatch and patient representatives together to update on the role of the West Midlands Urgent and Emergency Care Network and to also to understand key principles to support the development of a patient focused engagement plan. In order to inform this piece

of work colleagues kindly shared behaviour insight analysis already completed to help inform the requirement of further engagement and intelligence.

The review of current engagement over the last few years across the West Midlands helped identify key themes in patient behaviour, preferences and also identify any gaps in intelligence. We mapped this piece of work to Equality Impact Assessment to help understand the current patient reach and identify any gaps. The attached reports provides the detail around our findings.

At the May 2016 meeting we agreed to meet later in the year to update delegates on the progress of the network and its work streams but also to shape the engagement strategy to understand how we could address the gaps and key themes identified within the report. The findings of the report highlight gaps identified for carers, mental health & learning disability patients, patients that don't always engage (middle aged working man/woman etc) ethnic groups and other excluded groups, we would welcome your support in ensuring strong patient reach for these areas . As well as canvassing support and access to organisations that represent the patient voice, charities, voluntary sector etc. We therefore have scheduled a meeting on the **3<sup>rd</sup> November, 9am – 12.30pm at The Radisson Park Inn**, Birmingham Road (M5 Jct1) West Bromwich - West Midlands – B70 6RS (SAT NAV - B70 6TU)

Attachments to compliment this meeting can be found here;

<a href="#">UECN</a>	<a href="#">Engagement</a>	<a href="#">Plan</a>
<a href="#">Appendix</a>		<a href="#">1</a>
<a href="#">Appendix</a>		<a href="#">2</a>
<a href="#">UECN</a>	<a href="#">draft</a>	<a href="#">agenda</a>

Please could you confirm your attendance to [Natasha.dupree@nhs.net](mailto:Natasha.dupree@nhs.net) as soon as possible. Please do share this invite with your colleagues and patient networks.'

**If you would like to attend this meeting, please contact Natasha Dupree on 0121 612 4125 or email; [natasha.dupree@nhs.net](mailto:natasha.dupree@nhs.net)**

## **New Provider... New Number**

### **Non Emergency Patient Transport**

As you will be aware the CCG awarded a new contract for Non- Emergency Patient Transport. The change in service provider happened overnight of 9th/10th October 2016 from NSL to West Midlands Ambulance Service.

Please see the attached patient information;

[Poster advertising change in provider and new contact details](#)

[Credit card size leaflet](#)

The key information is there is a new number for patients to contact.

The new number to call will be **01384 679047**

The old number will be 'active' for a minimum of 30 days and will advise of the change and inform the caller of the new number.

## **'Calling all Carers'**

Dudley Carers Alliance is asking all Dudley Borough carers to complete its online survey. It is asking carers about the challenges facing them in their caring role, the kinds of support they want and how they want to access information, advice and practical support.

The survey is now live and closes on **15 November**. The information will then be used to identify key issues for carers and develop future carers support services.

Please use the link below to complete the survey:

[Dudley Carers Alliance Survey October 2016](#)

Thank you

## **CCG Code of Conduct**

### **Comment from Dr. David Hegarty, Chair, Dudley CCG**

I know many of you appreciate the Communications and Public Insight team and wider CCG staff that you come into contact with for their warmth and friendliness. We know it is really important that you feel able to approach them and have confidence in them. We expect our staff to be professional in their manner and be respectful and we also expect courtesy and consideration from yourselves as members of the public. I know that on occasions the team have felt that their personal space has been invaded and that some comments made to them have been inappropriate. Whilst I am sure that none of these actions have been intentional in causing offence, I would politely remind you of your responsibility to be considerate in your approach too.

## **Self Care Week**

As you may be aware, Self-Care Week 2016 takes place from 14<sup>th</sup> to 20<sup>th</sup> November.

[First edition of the The Self Care Week Newsletter](#)

Please find the Self Care posters and leaflets Lindsey shared at October POP's here:

[Self Care 2016 poster](#)

[Self care Leaflet](#)

[Pharmacy First leaflet](#)

[Stay Well - Pharmacy First poster](#)

If you would like further information please get in touch with Lindsey Harding on 01384 321677 or email; [Lindsey.Harding@dudleyccg.nhs.uk](mailto:Lindsey.Harding@dudleyccg.nhs.uk)

## Anxiety or Depression?

### Self Management Course Invite : Dudley Mind

Please view the attached poster from Dudley Mind to advertise their Self Management Course starting on 1st November 2016. Please share this with others you feel may be interested as the 6 week course is aimed at helping people with anxiety and/or depression to feel more in control of their health.

[Poster for self management course](#)

If you would like to attend or need any further information, please contact Liz Sewell, Training Project Manager at Dudley Mind on 01384 442938 or [liz.sewell@dudleymind.org.uk](mailto:liz.sewell@dudleymind.org.uk)

## Re:Think 'What's On Guide'

Please see the latest 'What's on Guide's from Re:think regarding their support services and groups for those with or affected by Mental illness.

[October Guide - Part one](#)

[October guide - Part two](#)

**Dudley Rethink Mental Illness : Advice and Support Line  
FREEPHONE 0808 802 2288**

# Age UK Dudley

Following the Age Alliance's Celebration of older People, we would like to share Age UK Dudley's information with you all. Please pass this on to family, friends and others you feel might benefit from the services Age UK Dudley offer;

## Age UK Dudley - Our Services and Support

Age UK Dudley is a registered charity working to ensure that older people in the borough of Dudley get the information, encouragement and support they need to make later life as fulfilling and rewarding as possible.

### 'LEAP Over 50'

This service provides opportunities for older people to improve and maintain their health & wellbeing. LEAP works with individuals, groups and organisations across the Dudley Borough to create and promote exercise and activity opportunities for people aged 50 and over, whatever their ability.

#### Leap Over 50 activities:

[Autumn - December Walking Programme](#)

[Sports Brochure](#)

[Get cycling for 50 plus](#)

With regards to our work with those experiencing the early onset of Dementia, we are working in partnership with Dudley Countryside Service to deliver the first of our Nature walks/Creative activities. This will be held on **Thursday 20 October at Saltwells Nature Reserve starting at 1.30pm.**

If you would like any further information or some leaflets or information for members of your PPG, please contact Karen Hancox - LEAP Over 50 Project Co-ordinator at Age UK on [karen.hancox@ageukdudley.org.uk](mailto:karen.hancox@ageukdudley.org.uk) or call 01384

343535

## Adult and Community Learning

**Are you interested in saving time, effort and maybe money this Christmas?**

A free session on learning the basics of how to navigate online websites using a tablet device and ensuring safe online payments is available on Wednesday 2nd November 6.30pm - 8.30pm

[Poster advertising free course](#)

**Please contact Debbi Love to book a place - 01384 815566**

Please find the current course list available from Adult and Community Learning;

[Adult and Community Learning August - December 2016](#)

**If you would like any further information please contact Adult Community Learning on 01384 818143**

## Scheme relaunched to help residents keep homes warm

**Dudley Council's winter warmth support scheme which helped more than eight hundred residents keep warm and well in their homes last winter is being launched once again for the coming winter.**

The scheme is managed by the council, working in partnership with other local organisations. It aims to help people struggling to keep their homes and themselves warm enough during the winter months.

A variety of practical support, information and expert advice is provided through the scheme to help people keep their homes affordably warm.

Anyone worried about keeping their home warm this winter, struggling with paying their fuel bills or concerned about keeping well at home during the winter can ask for help from the scheme.

All sorts of help can be provided from expert advice on paying fuel bills, help with energy debt, assistance with home energy efficiency improvements and grants, including access to free boiler and home insulation schemes and help accessing warm homes discount funds. Free emergency crisis heating measures are also available, such as portable heaters and blankets..

It is essential that people start preparing for winter before the cold months set in. If people are concerned about heating their homes they should contact the scheme's helpline to ask for support and advice.

**The winter warmth helpline is 01384 817086 or email**

[WinterWarmth@dudley.gov.uk](mailto:WinterWarmth@dudley.gov.uk)



**We would like to provide the opportunity to share upcoming events from PPG's and partners;**

## **Airtime**

Dudley CVS would like to share details of the support group for those with COPD which is being held every Thursday 1pm-3pm at DY1 Building, Stafford Street, Dudley, DY1 1RT.

[Airtime poster](#)

**If you would like further information, please contact Kate Green on 01384 573381 or email [buildingblocks@dudleycvs.org.uk](mailto:buildingblocks@dudleycvs.org.uk)**

Please remember if you would like us to advertise any of your events, you can send through information to [keren.hodgson@dudleyccg.nhs.uk](mailto:keren.hodgson@dudleyccg.nhs.uk) and your event can feature here



**POP's meeting**

Thursday 8th December 2016

10.30am - 1pm

Owen House, Room 1, Zion Centre, Halesowen, B63 3AJ

**Board Meeting**

Thursday 10th November 2016

1pm – 3pm

Room T051, 3<sup>rd</sup> floor, BHHSCC

**Dudley Borough Healthcare Forum**

Thursday 1st December 2016

12.30pm - 2.30pm

Brierley Hill Civic Hall, Brierley Hill

**Self-Care Week 2016**

14<sup>th</sup> to 20<sup>th</sup> November



**Dudley Clinical Commissioning Group  
Brierley Hill Health and Social Care Centre  
Venture Way  
West Midlands  
DY5 1RU  
Tel : 01384 321730**

**If you have any feedback about the format of these emails or suggestions for the content please let us know.**

**Or if you would prefer not to receive these emails anymore, please get in touch and we will be happy to take you off the list.**

**Our mailing address is:**

**[keren.hodgson@dudleyccg.nhs.uk](mailto:keren.hodgson@dudleyccg.nhs.uk)**

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