Network News

Issue - July 2018

Summer is here!

Network News is the newsletter for Patient Participation Groups (PPGs) in the Mansfield and Ashfield, and Newark and Sherwood Districts.

This edition of Network News includes articles on the work of the Suicide Group; an amazing group supporting people in Mansfield and Ashfield who have lost a loved one through suicide.

There are also features on what's been happening in your local GP surgery with features on Kirkby Family Medical Centre in Ashfield, Lombard Medical Practice in Newark, an update on Forest Medical In Mansfield and a feature on an event at Brierley Medical Centre. We also have our regular events calendar and a write up on the recent PPG Networking event.

Contact Sarah Taylor from Ashfield Voluntary Action on 01623 555 551 or email s.taylor@ashfieldvoluntaryaction.org.uk if you would like Network News to promote or celebrate activities carried out by your PPG and share your story. We look forward to hearing from you soon.

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The Newsletter for Patient Participation Groups across mid Nottinghamshire
Mansfield and Ashfield, Newark and Sherwood

Health & Wellbeing Event at Kirkby Family Medical Centre

On 23rd May, the Family Medical Centre in Kirkby-in-Ashfield put on a health and wellbeing event to showcase services and support available to patients in the local area.

Dr Dar & the team - a friendly welcome on the day

The day focussed on giving patients information and access to support services. These services and support groups can have a really positive impact in helping people to manage their health condition well. There were a wide range of services and groups present so patients could learn more about how they could make a positive impact in managing their health condition and live well.

Patients had the opportunity to talk to; a specialist delivering DESMOND training (helping you to live well with diabetes), the diabetes specialist nurse, Diabetes UK, two specialist respiratory nurses, the heart failure nurse, the Stop Smoking team, Parkinson's UK and Ashfield Citizens Advice. In addition, Ashfield Voluntary Action promoted their Lifestyles project (a non-clinical service for people in Mansfield and Ashfield over 50 who are at risk of falls), the Step by Step project (for people with mental health difficulties) and their work with PPGs.

In total, 42 people attended the event. Services were showcased throughout the practice giving patients the chance to talk in comfort and privacy in a relaxed and welcoming environment. One patient commented that the day had been, '*very informative with plenty of opportunity to talk to people.*'

This was very much a joint effort between Family Medical Centre and PPG (who were tireless in promoting the event) with flyers and posters being displayed in chemists, community centres, the library, GP surgery and on the local community bus. Family Medical Centre also sent out SMS messages to patients. In addition, the PPG leafleted cars in Morrison's car park on the day.

The presence of Ashfield Citizens Advice mobile information unit also drew people's attention being a popular local sight. As issues like debt, benefits and housing can have serious impact on people's wellbeing, it was an important part of the day.

The suicide support group provides private and confidential support for people in Mansfield and Ashfield who have experienced the loss of a loved one through suicide.

The group was founded in 2017 by Vicki and Kelly after the suicide of a close relative when they found that there was little support for families who had experienced suicide loss in Mansfield and Ashfield.

The support group meets once a week (Thursday 10.30 -11.30 am) at the Friends Meeting House on Rosemary Street, Mansfield and offers support and empathy in a confidential and friendly environment.

SSG also offers a support line which operates between 9 am and 3 pm from Monday to Friday.

All four volunteers; Vicki, Kelly, Emma and Laura are qualified Suicide Assist first aid support workers and can help with:

Grief	Support
Loss	*Relationship difficulties*
Bereavement	*Family Issues*
Stress	*Understanding of suicide loss*
Comfort	*Suicidal thoughts*

To find out more about the support group or to ring the support line call...

VICKI ☎ 07456 481 928 **KELLY ☎ 07951 821 341**

PPG Networking Event - Support for your PPG

On Tuesday 5th June, to tie in with PPG awareness week, Mansfield and Ashfield CCG hosted an event to support patient groups at the Civic Quarter in Mansfield.

The event kicked off with a lively and informative presentation by Paul Devlin Chief Executive of the National Association of Patient Participation (NAPP). Paul began with an overview of the development of patient groups and their changing role. He then outlined the support NAPP could offer to PPGs and talked about the difference that PPGs can make in their community.

The presentation was followed by four workshops and each participant was invited to attend two of the four sessions.

The workshop in Zone 1 looked at PPGs with strong foundations. This session was lead by Julie McIntyre from Millview PPG and explored the way that effective PPGs work in close partnership with their GP surgery and share good practice. The session also looked at the ways in which PPGs and GP surgeries can work together and establish the ground root foundations to set up a successful and proactive patient participation group.

Zone 2 addressed PPGs making a difference and improving patient experience. This session included looking at the primary care priorities of Clinical Commissioning Groups and how the patient experience can be improved based on need. The workshop also included presentations from Practice Manager, Nicola Ryan, and PPG Chair, Frank Ceney, at Forest Medical Practice who have worked together on a project to improve the patient experience around Dementia.

Zone 3 focussed on PPGS Improving Health and Wellbeing and looked at the work that is currently being implemented very successfully across Mansfield and Ashfield. This session was jointly hosted by Keith Wallace who runs the Walking for Health initiative across Mansfield and Ashfield, Steve Wright, Chair of Brierley Park Medical Practice PPG and Lesley Watkins from Mansfield CVS.

The 'On your Doorstep' Walking for Health initiative is part of a national scheme run by the Ramblers Association and has excellent health benefits. The scheme is now being actively promoted by six Practices in Mansfield and Ashfield. Steve Wright, Chair of Brierley Park PPG talked about the work being done by their Practice and PPG to promote health and wellbeing as they have an excellent track-record in delivering well-attended and impactful health events. Lesley Watkins of Mansfield CVS talked about the importance of tying activities to health campaigns calendar and about the support Mansfield CVS and Ashfield Voluntary Action can give to your PPG.

Zone 4 was lead by Sarah Taylor of Ashfield Voluntary Action and centred on discussions about the steps PPGs could take to try to ensure that they were reflective of their local community with a view to sharing good practice and ideas.

In total 26 people attended the event and the feedback was excellent with some participants commenting that it was the best PPG networking event they'd been to. A resource pack was developed for participants to keep - if you would like a copy please contact Sarah Taylor at Ashfield Voluntary Action ☎ 01623 555 551.

NHS
Mansfield and Ashfield
Clinical Commissioning Group

Event at Brierley Medical Practice

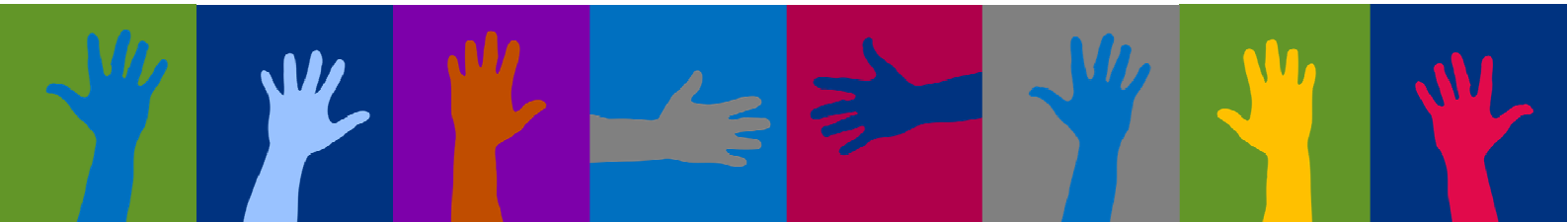
On the 5th April, staff at Brierley Park Medical Practice and the PPG put on an event to raise awareness around prostate cancer. The event began with a joint presentation by the North Notts Prostate Cancer Support Group and Macmillan on the symptoms of prostate cancer and the importance of early diagnosis.

Jo Gregg from Macmillan and Libby Clark from the North Notts Prostate Cancer Support Group (NNPCSG) also talked about the fact that men can be reluctant to take the first step when they have health concerns and the impact this can have on their long-term prognosis.

There was a second presentation from Jennifer Thompson from the Radiology Department at Nottingham City Hospital. Jennifer talked about radiotherapy treatment - dispelling some of the myths and misinformation on radiotherapy and talked about side effects and how developments in equipment technology mean that radiotherapy treatment can very accurately pinpoint treatment areas.

Attendance was excellent with 65 people coming along to the event. The Practice had identified patients who would particularly benefit from attending and had sent them an invitation via SMS. Consequently of the 65 attending 58 came as a direct response to this invitation. In addition to this, the Practice had circulated posters throughout the local community and placed an advert in the local newspaper, the Chad. Bob Clark from the NNPCSG also publicised the event widely on social media.

Steve Wright, Chair of Brierley Park Medical Centre; "*… we were astounded by the number of people who came along - it was a really good turn-out and the presentations were very informative. I would like to think that someone attending on the day left with a much better understanding and hopefully any questions they had were answered and fears allayed. We had some excellent feedback and one patient actually took the time to write a letter of commendation to the Practice. As a direct result of the event, Sutton-in-Ashfield Rotary Club generously funded the purchase of a PA system so that future events will be even better. I would personally like to thank everyone for all their help and support in making this a fantastic event.*"



These are some of the upcoming events in the area. If you would like to promote your event then please contact:

Sarah Taylor at Ashfield Voluntary Action ☎ 01623 555 551
s.taylor@ashfieldvoluntaryaction.org.uk

Wednesday 5th September 4.30 - 7.30 pm
NHS Newark & Sherwood Clinical Commissioning Group Annual Public Meeting
Everyday Champions Centre, Unit 2, Jessop Close, Brunel Business Park, Newark-on-Trent, Nottinghamshire, NG24 2AG

2nd Monday of every month 12.00 noon to 3.00 pm (Ashfield)
Carers Drop-in Session (12 - 1.00 pm) & Carers Support Group (1.00 - 3.00 pm)
Ashfield Health & Wellbeing Centre, Portland Street, Kirkby-in-Ashfield, NG17 7AE

Monday 17th September 4.30 - 7.30 pm
NHS Mansfield & Ashfield Clinical Commissioning Group Annual Public Meeting
Civic Centre, Chesterfield Road South, Mansfield, Nottinghamshire, NG19 7BH

Last Tuesday of every month 2 - 4 pm
Cancer Support Group (Newark)
Collectable Creations Café, London Road, Newark (opposite the library)
Contact Niki ☎ 07803 710640 or Self Help UK ☎ 0115 9111661 to find out more…

2nd Tuesday of the month Drop in for individual queries: 9.30 - 10.30 am - Group session: 10.30 am - 12.30 pm
Carers Hub Newark Carers Support Group
Castle House Great North Road Newark, NG24 1BY
☎ Zena Cameron on 0115 824 8824 to find out more...

Lombard Medical Centre Patients Participation Group (PPG)

Patients at our Medical Centre may not be aware of the work of their PPG. The PPG meet monthly to provide constructive support to the Lombard Medical Centre (LMC) practice by providing a patient perspective to its decision making, planning and development. They may not also be aware that the PPG has a virtual group (VPG) and that members of the VPG maintain contact, receive agendas and minutes though the internet.

Fortunately the majority of registered patients do not attend the centre as they are well and so a PPG finds it difficult to contact those patients. This article is an attempt to bring to a wider audience of patients the work of Lombard Medical Centre PPG and VPG.

The issue of access to see a doctor or nurse is of great concern and is often reported in the media. The PPG were interested to see precisely the situation at Lombard Medical Centre and so the staff receiving telephone calls were asked to record the outcomes. They allocated callers to four categories; those who booked a face-to-face consultation, those who booked a telephone consultation, those not offered an appointment and those who declined an appointment. Initially the figures were a cause for concern, but during the last two years the number of patients failing to get an appointment has fallen to 10% or below. Clearly there may be short periods when access is reduced, due to the illness of a doctor or a sudden surge in demand which will effect access. However, by monitoring the access patients have on a regular basis, we have a clearer idea of the situation.

This year ASDA changed their signs in the car park to say that people could only park there if they were shopping in the store. This would adversely affect our patients who park in ASDA's car park, pay the fee, and attend the Medical Centre. In particular, patients with a disability would either have to park much further away or be unable to visit the Medical Centre. The PPG raised the issue with the District Council and they wrote to ASDA to remind them of the agreement they made when taking the site that the car park should be available to everyone. The PPG also contacted ASDA and a representative

from ASDA's Head Office attended one of our meetings. As a result of this, the signs were changed and patients continue to be able to park in ASDA's car park and visit the Medical Centre. In addition to this other issues became clear. These include concerns over staff safety on coming to the centre and leaving particularly on dark mornings and evenings and staff parking in ASDA's car park.

Each year the PPG identifies areas of interest/concern and prepares a survey to establish the views of a wider group of patients. The purpose of each survey is to inform patients of changes to the service provided and to find the views of patients on particular issues. Last year we looked at patient's use of repeat prescriptions and this year we have conducted a survey centred round data protection and the service provided by the practice for carers. Members of the PPG spend time giving out the questionnaires in the waiting room and discussing issues with patients. We are presently in the process of interpreting the results of the survey. When the results have been analysed members of the PPG meet the doctors and inform them of the findings. In the past this has gone on to form part of the annual plan for the Medical Centre.

Annual 'Flu' injection time provides the opportunity for members of the PPG to spend a few Saturday mornings in the waiting room discussing issues with patients. This enables members of the group to have a clearer idea of patient's views.

The PPG is a small group of patients and we would welcome new members.

David Green, Chair, Lombard Medical Centre Patient Participation Group

Did you know that Ashfield Voluntary Action and Mansfield CVS have produced a range of leaflets to support your PPG? The leaflets include -

- **Planning a health event**
- **PPG Recruitment**
- **Setting up an online PPG**

Contact Sarah Taylor ☎ 01623 555 551 at Ashfield Voluntary Action for copies of the leaflets or to find out how Ashfield Voluntary Action, Mansfield CVS and Newark & Sherwood CVS can support your PPG.

DAA Dementia Action Alliance

Sarah Taylor from Ashfield Voluntary Action and Lesley Watkins and Yvonne Hudson from Mansfield CVS are now fully trained Dementia Champions through the Alzheimer's Society and are qualified to delivery Dementia Awareness sessions in Mansfield and Ashfield.

Please contact Sarah on ☎ 01623 555 551 or Lesley on ☎ 01623 651 177 for more information or to book a session for your patient group or GP Surgery.

It's easy to book!

Did you know you can book an extended access GP appointment?

Additional evening GP routine appointments are available across Mansfield, Ashfield, Newark and Sherwood (as well as Saturday morning appointments). These appointments are available to patients who are registered with a GP Practice in Mid Nottinghamshire.

Did you know you can now book an evening or weekend GP appointment?

On weekday evenings between 6.30pm and 8pm
And on Saturday mornings

The appointment may not be at your usual GP Surgery but at another surgery nearby. You will be advised where the appointment will be when you book.

Please note that these appointments are for non-emergencies and are pre-bookable only. The service is not available for online appointments.

For further information please contact GP reception staff or check out...

- **Your GP surgery's website**
- **www.mansfieldandashfieldccg.nhs.uk**
- **www.newarkandsherwoodccg.nhs.uk**
- **Patient Experience Team Freephone: 0800 028 3693**

Local launch of the Take a Seat campaign

Nottinghamshire County Council has launched the Take a Seat campaign in Mansfield and Broxtowe.

We are Age Friendly

Please Take a Seat

Take a Seat encourages local businesses to become more age-friendly and recognise the small steps they can take to make their space more welcoming, accessible and age-friendly.

Under the scheme, older people, and those with a disability or chronic illness are invited to take a break and have a sit down while they are out and about through the Take a Seat initiative.

Local shops who display the We are Age Friendly sticker will offer people the chance to sit down and a warm welcome.

The aim of the scheme is to tackle issues of social isolation and motivate older people to feel confident about leaving their homes and play an active part in their local communities. It does this by encouraging local businesses and community premises to join the campaign and offer people a chance to take a seat and 'catch their breath'.

Local businesses are welcome to join the Take a Seat initiative. Joining is free and includes an Age Friendly sticker to display in your premises and guidelines on how you can make your business age-friendly. Nottinghamshire County Council can also provide a limited number of businesses with a fold-a-way chair to offer customers if they do not have a suitable chair.

The scheme is currently being piloted in Mansfield and Broxtowe but it is hoped that the scheme will be extended throughout Nottinghamshire.

To register, or find out more about the scheme, either go to the website at

http://www.nottinghamshire.gov.uk/care/health-and-wellbeing/take-a-seat

Or contact the Age Friendly Nottinghamshire Team at:

email: agefriendly@nottscc.gov.uk or ☎ 0115 977 2041

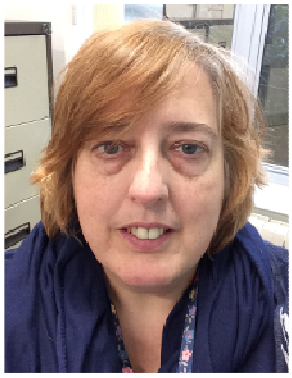
Newark and Sherwood and Mansfield and Ashfield Clinical Commissioning Groups are looking for volunteers to become members of the Patient and Public Engagement Committee (PPEC) to make a positive contribution to the commissioning of health services across Mid Nottinghamshire. To find out more contact Julie Andrews or Katie Swinburn ☎ 01623 673 051 or 01623 673 329.

The Suicide Support Group (SSG) has set up a new service - MARS (Mental Health Advice Rehabilitation and Support) to support people who are struggling to cope with every day life. They provide a safe, non-judgemental and confidential space for service users and offer support guidance friendship and hope. SSG provide a support line from 9.00 am - 3.00 pm every week day and hold group meetings from 12.00 noon - 2.00 pm Friday at the Friends Meeting House, Rosemary Street, Mansfield, NG18 5LH
Contact Vicki ☎ 07456 481 928 or Kelly ☎ 07951 821 341

Ashfield Voluntary Action, Mansfield CVS and Newark & Sherwood CVS all provide support to PPGs, health groups and self-help groups in your area. They also attend health events and promotions and work closely with Clinical Commissioning Groups to support their work on patient engagement.

AVA and the CVS's also have a presence on the Patient and Public Engagement Committee (PPEC) ensuring that the views of local community and voluntary groups are represented on PPEC. If you would like to find out how you can get support for your group, or help for hosting your health-related event please contact -

In Ashfield
Sarah Taylor



Ashfield Voluntary Action
Health & Well Being Centre
Ashfield Health Village
Portland Street
Kirkby-in-Ashfield
Notts, NG17 7AE
Tel: 01623 555 551

In Mansfield
Lesley Watkins

Mansfield CVS
Community House
36 Wood Street
Mansfield
Nottinghamshire
NG18 1QA
Tel: 01623 651 177

In Newark & Sherwood
Nickie Anthony

Newark & Sherwood CVS
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