

Having your say

October 2009

Hello and welcome to the first issue of NHS Worcestershire's Health Insight Panel newsletter. This is our latest attempt to assist the process of getting patients and members of the public involved in decision making and I hope very much that it will add value and that you will find it interesting and useful. We will try to produce it bi-monthly and the aim will be to make sure we are describing and highlighting the opportunities that are out there to get involved in your local NHS.

I hope that you enjoy the newsletter and thanks for your ongoing support and interest.

Simon Trickett - *Head of Communications and Community Engagement*

Patients benefit from increased nursing care

Productive Ward Programme is about releasing time to care, enabling healthcare staff to spend more time directly caring for patients. Pam Mace and Gordon Prescott are patient representatives who both sit on the Productive Ward Board and their input has proved invaluable to the project.

The main focus is on improving patient experience, something which Pam and Gordon have been able to advise on first hand and their thoughts and ideas have really allowed the Trust to reflect on the best ways of effectively implementing changes that will enhance patients stay. Both Pam and Gordon have been really positive in their feedback to the Board surrounding some of the project's achievements to date, and as the momentum of Productive Ward continues to increase their contribution will remain imperative to its success.

Pam has said 'I am proud to be involved in the Productive Ward Project and to see the improvements it has made to patient care. My input has been valued by the staff involved and I feel part of the project.'



Improving Stroke Services in Worcestershire

In its 5 year strategy "Investing in Health for Worcestershire", NHS Worcestershire identified Stroke Services as a priority for improvement. In order to inform discussions and plans for improvement the views of stroke patients and their carers were sought during April & May 09.

Members of the Clinical Development and Community Engagement team attended Community Stroke Support Groups in the following areas:

- Bewdley • Worcester • Bromsgrove • Evesham

In excess of 80 people attended the four sessions overall. A combination of stroke survivors, their carers, and Stroke Association Co-ordinators, were asked for their views on:

- Specialist clinics for minor strokes/Transient Ischemic Attacks, where and when they should be available
- Creating stroke specialist in-patient rehabilitation centre(s)
- Investment in a Community Specialist Rehabilitation Service for patients to receive intensive support in their own homes
- Long term support after a stroke

The focus groups brought about lively debate regarding the services that stroke survivors and their families/ carers had received from local health care services, both during the initial period after having suffered a stroke as an in-patient in Worcestershire Acute Hospital Trust and during the longer term treatment and support they received within the community and as an in patient in the Community Hospitals. Their experiences and views are invaluable to NHS Worcestershire in the planning of

future Stroke Services across the county.

Sandra Langford, Communications Support Co-ordinator, Stroke Association, commented 'It was so good to welcome Nisha and Sonia to our group meetings and that they were interested to hear what Stroke Survivors felt was the way forward with Stroke Care. Everyone felt that someone finally cared enough to hear their views and work with their experiences'.

Volunteering Opportunities

Partners in Care – the purpose of this group is to stimulate activities and services that support self care and self management for people with long term conditions.

Capturing patient and service user feedback – this opportunity is to assist patients/carers/service users in completing surveys/questionnaires in a community hospital or the home setting regarding the care they have received from services provided by Worcestershire Primary Care Trust.

Night Support Group - this opportunity would involve supporting staff to develop a vision for the future delivery of night support services across Worcestershire and to develop a service specification for the provision of night support services.

Falls Steering Group – this opportunity would involve monitoring and reviewing the progress of the falls working groups, ensuring the development and implementation of an integrated falls service in Worcestershire.

Intermediate Care Steering Group – if you would like to support NHS staff to define a model of intermediate care and to develop a project implementation plan with clear outcomes and realistic timescales for Worcestershire this is the role for you.

Workforce Development Training – we are looking for a range of people to support a facilitator in the delivery workshops for staff to raise the profile of patient and public involvement in healthcare services. We want this training to have a patient perspective. Experience of training/teaching would be beneficial.

Diabetic Information Prescriptions – we are looking for people with Type II Diabetes to review literature available/given to diabetic patients to allow them to self manage their condition.

Dental Commissioning Group – this group would like input from a patient and public representative in the development and improvement of dental services in Worcestershire.

Increased Access to Psychological Therapies – this is a short term project with a small group of people who may have accessed primary care services in the community relating to mental health. The need to access the services may have been due to short term depression or anxiety and the service received may have been in the form of psychological therapies in a primary care or community setting.

Sexual Health Clinical Governance Group – we are looking for someone who has interest in sexual health services to support staff in the review and improvement of sexual health services



Please contact Sonia Spurr - Community Engagement Manager (pictured) or Helen Perry - Community Engagement Officer on **01905 733745** or by email at **communications@worcestershire.nhs.uk** for further information on any of the volunteering opportunities or with any questions you may have regarding patient and public involvement activities with NHS Worcestershire.