

Volunteering Opportunities

Sexual Health – if you have had any contact with the John Anthony Centre in Worcester they would like to hear your views on the service so they can improve it.

Dental Access Programme Tender – the bids for providing dental services in Worcestershire will be evaluated in 2010, with several days commitment required in February and April.



Learning to Listen and Engage – the Workforce Development Training was advertised last time, but there are spaces for more volunteers! Volunteers will be trained alongside NHS employees to help raise the profile of patient and public involvement in healthcare services. **The introductory sessions are being held on 26th January and 11th February (see enclosed information).**

COPD Care Planning Group – this group that meet quarterly is looking for a new PPI representative who has or has an interest in Chronic Obstructive Pulmonary Disease and could comment on the current healthcare provision for COPD patients.

PPG's – does your GP Practice have a Patient Participation Group? If not, would you be interested in setting one up? If so, please get in touch.

Nominate a Star – you can nominate a star NHS worker. Please look at www.worcestershire.nhs.uk



Quality and Safety Group Worcestershire PCT Provider Services

– Provider Services is divided in 5 business units. Each unit gives close consideration to complaints, compliments, feedback from patients, clinical audit, policy development and actions from alerts and safety notices. To address this each unit has formed a 'Business Unit Quality and Safety Group'. We would like to have a patient and public representative on each group to ensure that there is a patient voice on such issues. **Is this an area that you are interested in? If it is please contact us.**

**Equality and Human Rights Working Party
Worcestershire PCT Provider Services** – are you interested in ensuring the everyone receives the same level of service and is able to access information relating to health services? If you are, you may be interested in attending this group.

Area Prescribing Committee – The aim of the committee is to manage medicines usage across the Worcestershire Health Economy. This requires that the committee is pro-active taking a strategic approach by co-ordinating and directing policy across primary and secondary care, between trusts and between cancer networks where possible. We like to have a patient and public representative at every meeting to ensure that the patients voice is heard and considered. Please contact us if this interests you.



Please contact Sonia Spurr - Community Engagement Manager or Helen Perry - Community Engagement Officer (pictured) 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.

Having your say

December 2009



Merry Christmas and a Happy New Year

We would like to say 'Thank you' for all your support and commitment during 2009. We look forward to continuing to work with you all in 2010.

Patients and Carers have their say on Renal Services

In October four volunteers met with commissioners for the first time to discuss Renal services in the county and to influence the service specification so that services in the future can better meet the needs of patients and carers.

Several issues were raised, including the provision of food for patients whilst having dialysis. The commissioners are currently reviewing the existing service specification and considering changes for the future arrangements to ensure all patients are offered food during their treatment.

Celebrating a Year in the Life of Malvern 2010 – Time Capsule Project

We wanted to involve young people in the development of the New Malvern Community Hospital, and at the suggestion of a local resident, have arranged to bury a time capsule on the hospital site that captures the lives of young people in Malvern in 2009/10. The time capsule will be opened in 2048 on the 100th anniversary of the NHS.

The project was launched on 19th October in Malvern Theatre and was attended by a range of local organisations, schools and local residents.

These organisations will be working on projects in the coming year to submit mementoes for the time capsule. The items submitted will be on public display in autumn 2010 at a venue in Malvern. We also have a group of young people supporting the project by becoming 'young documenters', they will be out and about over the coming months

recording local events in and around Malvern, we look forward to seeing the finished product.

The items in the capsule will give a flavour of what life is like for children and young people in the area the hospital serves and will allow residents, when the capsule is opened, to reflect on the changes that have occurred in the lifetime of the new Malvern Community Hospital.



Pictured: Children getting involved in the time capsule project

Information for Type 2 Diabetes Patients

In November six volunteers, all type 2 diabetes sufferers met with Self Care Manager, Sian Finn, to discuss the information they had been provided to help them manage their condition.

One volunteer, Jim, said:

“The Meeting covered all the bases and should come up with all the information required. The group divided equally into two sets of

people, three lived their lives as diabetics. The other three were living their lives in spite of diabetes. These two aspects cover most people. Living lives in spite of diabetes develops in most people after a certain amount of elapsed time.”

The meeting raised a number of problems that diabetic patients encounter regarding information and their comments will shape the publication of future information within Worcestershire, giving patients the right information at the right time.

Capturing Patient and Service User Feedback

In our October ‘Having your say’ we advertised a volunteering opportunity for Capturing Patient and Service User Feedback. Several volunteers came forward and have been conducting a survey in all the Community Hospitals across Worcestershire regarding ‘Privacy and Dignity’.

It has involved giving patients on the wards, attending outpatients and Minor Injuries Units the opportunity to ‘have their say’ on their experience as a patient. We would like to say a big thank you to those who helped with the survey at such short notice.



Young People in Pershore

Chairman of the PCT Board, Dr Bryan Smith, visited Pershore Sixth Form to speak to a group of students about local health care services. The young people raised a range of issues regarding how services are funded and provided, giving a clear indication that young people are interested in health services and want to be involved.



Pictured: Pershore Sixth Form students discuss local health services

They made suggestions on how we maybe able to access the views of young people via social networking sites and have agreed to support us in a review of how sexual health services are accessed.

Patient Environment Action Team (PEAT) Radiotherapy Services

The informal assessments were completed during September and October 2009. PEAT looks at all areas used by patients for general cleanliness, accessibility and a safe, congenial environment. The resulting scores and assessment sheets are sent to the National Patient Safety Agency (NPSA). PEAT group, Provider Board and NHS Worcestershire are very grateful to Patient Panel members who take part in the assessments.

The community hospitals and GP unit achieve high scores and have benefited greatly from previous PEAT monies.

Road signage for Pershore and Malvern Community Hospitals has been approved and due to be erected shortly.

Dates are set for the formal assessments during early 2010, and patient representation will, as usual, be part of those visits.

Members of PEAT have also informally assessed both HMP Long Lartin and HMP Hewell. Conditions in these prisons health units are now improving greatly, with better facilities and cleaner environments.

By Stella Baldwin

NHS Constitution

The Department of Health have proposed adding two new rights to the NHS Constitution regarding Waiting Times and Health Checks.

We would like to know what you think, if you could spare a few minutes to read the enclosed information and complete a short survey we would be grateful. **Please could you return to us by January 20, 2010, freepost envelope enclosed or complete online at www.worcestershire.nhs.uk/howtogetinvolved/consultations**

The Radiotherapy Stakeholder Reference Group have met twice during 2009. The group comprises of health professionals, voluntary sector, cancer network staff and PPI reps. The aim of the group is to review the provision of radiotherapy services currently available and to comment on the development of a locally accessible radiotherapy for the people of Worcestershire, an objective that NHS Worcestershire has been working towards in recent years. In collaboration with other NHS organisations and with all its stakeholder groups, NHS Worcestershire has been considering how best to commission a safe and sustainable radiotherapy service in Worcestershire and this group has been a way of involving patients and the public in this process.

There was a consensus in the group that the needs of the whole of the Worcestershire population should be taken into consideration, the group did not want solutions to be based on geographical areas of the county. Also the group felt that transport issues and designated car parking should be incorporated into any service specification.

The issues raised by the group are now being considered by NHS Worcestershire and the group will meet again in early 2010.

Volunteer Induction

On Tuesday, February 9, 2010, we are holding a Volunteer Induction Event at Perdiswell Young Peoples Leisure Centre, Perdiswell Park, Droitwich Road, Worcester WR3 7SN from 9.30am – 1pm. The induction event is open to all volunteers. For those who have been with us for some time to find out about new opportunities and to share their experiences, and for new volunteers to find out more about NHS Worcestershire and how they can get involved.

If you would like to attend please complete the enclosed form and return in the freepost envelope by January 15, 2010.