

Spring 2018

**NHS**

**West Kent  
Clinical Commissioning Group**

# Patient newsletter

## Springing forward

While it may be said that we Brits talk about the weather too much, the past few months have given us good reason to. It was only March when Kent was brought to a halt thanks to heavy snow and I would like to take this opportunity to thank all healthcare professionals, who helped our health system to keep running during the bad weather. In contrast, we have recently experienced some of the hottest April temperatures recorded and needed to slather on sun cream.

There have also been changes in how we are managing healthcare across the county. We, along with the other seven CCGs in Kent and Medway, have appointed Glenn Douglas as our accountable officer. The former chief executive of NHS Maidstone and Tunbridge Wells NHS Trust, Glenn is also chief executive of the Sustainability and Transformation Partnership (STP). We and the other CCGs felt the time was right to set up a strategic commissioning function to deliver those things that are best done once for the whole of Kent and Medway level, and Glenn's appointment will facilitate that.

Our former accountable officer, Ian Ayres, is still very much around. As well as being managing director for Medway, north and west Kent, he remains a member of our governing body and will represent Glenn at meetings such as the Primary Care Co-Commissioning Committee.

These changes will help us to streamline strategic decision-making, freeing up time and resource to focus on the vital task of developing local care, helping people to access better care in their local communities. Strengthening these services and helping people with long-term conditions such as diabetes and heart failure, will enable us to continue to provide healthcare for our growing population, and local people's growing needs.

Our engagement team will be out and about over the next few months to talk to you about the services you want to see in your community and about how many "local care hubs" - buildings that house a number of different health and social care services - we may need in our area. So look out for the team at an event, market, or play area near you. Or if you are part of a group that would like to speak to us about the mix of services needed locally or extending access to GPs, please do invite the team to a meeting this summer via [engagement.nelcsu@nhs.net](mailto:engagement.nelcsu@nhs.net)

One You Kent which formally launched in March encourages us all to look after ourselves by living a healthy lifestyle. This comes at a time when the NHS is concerned about the increasing number of people developing obesity-related health problems such as type 2 diabetes. Diabetes can increase your risk of developing other conditions,

including a stroke, but eating a balanced diet and taking regular exercise can dramatically reduce your risk of developing the disease as well as improving your overall health and happiness.

As the days become longer, now is an excellent time to get outside and become more active! While increased pollen levels at this time of year can bring misery to hay fever sufferers, if you are affected, your pharmacist or local supermarket can offer treatments from as little as £1. Pharmacists can also provide free, expert confidential advice on a wide range of health issues and sell remedies that can alleviate symptoms for minor ailments and injuries to help you to enjoy the great outdoors.

Finally, I would like to take this opportunity to welcome Gerald Heddell, who joined our governing body on 1 May 2018 as the lay member for patient and public engagement.

**Bob Bowes**



# Care for people with complex needs is changing

Dr Becky Prince, GP partner at Snodland Medical Practice explains how health and social care professionals are coming together to support people living with long-term conditions and complex health needs in west Kent.

## Q How has caring for people with complex health needs changed?

As people live longer, we are seeing more and more people with multiple health conditions. For example, a frail older person who has diabetes, heart failure, respiratory problems and dementia will be seen by a number of healthcare professionals with skills to treat each of their separate conditions. To make sure this one person's care is joined up, professionals with different specialist knowledge are now working together as a team to develop and bespoke care for them.

## Q Who is in the team?

We are bringing together all relevant professionals for each of the seven geographical, 'GP cluster', areas in west Kent and each team may differ slightly depending on the professionals working in the area and the skills that are needed.

For our geographical area, the Malling GP cluster, the team comprises complex care nurses, who specialise in treating long-term health conditions; community nurses, who carry out health checks, tests and treatments; a dementia nurse; health and social care co-ordinators, who organise the team to make sure everything gets done; and social care representatives from the local authority. We are also inviting a geriatrician, who specialises in treating older people, and the hospice team to get involved. Each patient's GP will dial-in to participate in the meeting and discuss their specific care needs and any concerns with the team.

## Q How does it work?

The team meets once a month. A GP or member of the team will ask patients who are struggling to manage their health or are at risk of deteriorating and going into hospital, whether they would be happy for the team to discuss how we can best support them. Everyone in the team considers the patient's needs and together we draw up an action plan, nominating one person in the team to be the patient's point of contact.

Sitting down together to work out what is best is definitely a step forward. Getting the whole team's view is a lot better and a lot more focused than when I used to assess someone and then send off a string of referrals, which take time to be processed. Now, we may decide in the meeting that the dementia nurse and GP could visit the patient at home together and diagnose dementia with no need for the patient to see a consultant. Or if we are concerned about the patient's safety at home, for example we believe they are at risk of falling, the team may agree that the patient needs to be assessed at home by a health and social care co-ordinator or have a home hazard assessment from Kent Fire and Rescue. These can be organised quickly so that patients are visited in a matter of days or within a couple of weeks.

## Q How does it help?

For me, it feels like I am making a real difference. We are really focusing on the improvements that patients need to make their lives better and easier, and my patients are better supported with the right people looking after their needs.

Sometimes we provide practical support such as organising for special equipment including hand rails or hoists to be delivered. We even moved one person's bed downstairs as they were struggling to get to the kitchen to prepare food and drinks. Other times we discuss more medical needs, such as whether a patient requires particular tests or may need counselling.

## Q How do the services work together?

I can focus on patient's physical and psychological wellbeing but as a team we look at the bigger picture and other professionals can help with such as advice on housing benefits, organising carers to visit and organising attendance at social groups.

A hospital is not necessarily the best place for frail people with complex, long-term conditions. This is definitely a more sensible way of working together, reducing the pressure on hospitals and, most importantly, helping the patient to be cared for in the comfort and familiarity of their own home.

## Case study:

### 'The team of health and social care professionals working together made Bert's care run smoothly'

The new way health and social care professionals are working together helped Pat Simmonds, 72, to care for her husband Bert at home.

Bert, now 77, has a number of health conditions including diabetes, high blood pressure, nocturnal epilepsy and vascular dementia. His health meant Bert found it very difficult to visit his GP, Dr Becky Prince, at the Snodland Medical Practice and Pat would often have appointments on his behalf or Dr Prince would visit him at home. The couple regularly took three walks a day as Bert liked to get out of the house, however, on a couple of occasions he passed out while they were walking. Both Dr Prince and Pat became concerned that as Bert's condition deteriorated, it would become more difficult for Pat to look after him.

In April 2017, Dr Prince referred Bert's case to a newly-formed team of health and social care professionals established to support people with complex health needs. Led by Dr Prince, the team includes a dementia specialist; a community nurse; a complex care nurse, who specialises in treating

conditions such as diabetes and heart failure, and social care workers. Together, the team find ways they can better care for patients like Bert at home and make life easier for them, their carers and family.

As Bert's condition deteriorated, the couple became reliant on their son, who lived half a mile away, to come and help Bert get out of bed in the mornings. To help them manage, the team organised for specialist equipment, a hospital bed and hoist, to be delivered to the couple's home and organised for carers to visit twice a day to help Pat care for Bert. The team's dementia practitioner also arranged to visit the couple at home with a consultant psychogeriatrician, who specialises in mental health for older people, to review Bert's medication.

Pat said: *"I'm so grateful for the support we got, it made Bert's care run smoothly and I wouldn't say anything could be improved."*

The team also gave Pat a special patients' phone number to call in case Bert's condition deteriorated or she was worried.

She said: *"It's really reassuring to know that your call will be answered straight away by someone who knows Bert's situation."*

This new way of working together enabled the team to proactively plan Bert's care and anticipate his needs. When it came to the point that Bert required full-time care, the dementia practitioner and consultant visited the couple at home and arranged a placement in a specialist unit for later that day. He is now living in a local care home, where Pat regularly visits him.

Pat said: *"I really feel I wouldn't have managed as long as I did if it wasn't for all the help I got from Dr Prince and the rest of the team."*





# Nurse nominated for Patient's Choice Award

A nurse working in west Kent has been nominated for the Patient's Choice Award at the prestigious Royal College of Nursing Institute (RCNi) Nurse Awards.

Jill Whibley, a nurse from Kent Community Health Foundation NHS Trust, works with people in west Kent who regularly attend hospital emergency departments, to understand and support their underlying needs. She was nominated by a woman whose self-harm made her a frequent visitor to A&E and who describes Jill as a "flexible, motivational, empowering and caring nurse".

Jill works with a variety of patients, many of whom have mental health problems and/or issues with chronic

pain. With specialist training in pain management and prescribing, patients trust Jill to understand their symptoms and educate them about their health needs, how to manage them themselves and when to seek professional help. She also helps people with their wider wellbeing concerns, signposting them to specialist support and voluntary organisations, where required, and encourages her clients to call her if they are worried about anything, offering them advice and a familiar voice at the end of the phone.



To vote for Jill or another nurse nominated for the Patient's Choice Award, please visit: <https://rcni.com/nurse-awards/patients-choice-voting>

**Voting closes Friday 8 June 2018 and the winner will be announced at the awards ceremony on Wednesday 4 July 2018.**

## One You Kent launches



In March 2018, One You Kent, the public health campaign to encourage everyone to take charge of their health, held its launch event at the Kent Exhibition Centre, Detling. While many health and social care professionals have been involved in the development of the campaign for some time, this event gave Kent County Council, which has developed One You Kent, the opportunity to explain its impact to a wider audience of people involved in health and social care. Presentations from our colleagues in the district and borough councils, at Kent Community Health Foundation NHS Trust and even one of our west Kent GPs, Dr Tony Jones of The Vine Medical Centre, highlighted the impact lifestyle has on health.

**One You Kent**, [www.kent.gov.uk/social-care-and-health/health/one-you-kent](http://www.kent.gov.uk/social-care-and-health/health/one-you-kent), has lots of ideas and support for how you can make small changes for a big impact on your health and wellbeing including recipes for healthy meals and the Active 10 and Couch to 5k apps to help motivate you to become fitter. While some of you may already be familiar with the bright green and yellow 'One You' logo, you will start to see it across Kent, whether it is on the hood of a One You advisor in your local council offices or at a community event or posters in your GP surgery.



If you aren't sure where to start, take the **'How are you?'** quiz, to assess your current lifestyle habits.

# Run, Walk or Push against Dementia

This year's Run, Walk or Push against Dementia event in Knole Park takes place on Sunday 13 May 2018. Our engagement team will be there, handing out information and speaking to runners and spectators about the development of local care in west Kent.

Organised by Sevenoaks Area Dementia Friendly Community and supported by Sevenoaks District Council, the event invites everyone, from parents with pushchairs to experienced runners, to take part in timed 3, 5 and 10 kilometre courses.

The money raised through sponsorship and event entry fees, is donated to local dementia-friendly projects including the Forget-Me-Not cafés in Knole Park and Edenbridge, which provide friendship and support to people with dementia or memory problems.

Now in its second year, the organisers are hoping they can build on the success of last year, where it raised £4,500 and attracted participants from across Sevenoaks District, including the Lewzey family from Edenbridge.

Foot Health Practitioner, Sarah Lewzey, ran the event with her husband Steve and daughters Mia, 14 and Erin, 11, and has first-hand experience of living with dementia.

*"My mum was diagnosed quite young, when she was around 68, and unfortunately passed away two years ago after living with it for a very long time. I was in my early-twenties and back then it was really tough as people weren't aware about dementia as they are now. It came at a time when I needed my mum and I was bringing up my own children and unfortunately it meant they never really knew their Nan because of it."*

*"I've become involved with the Forget-Me-Not café in Edenbridge which provides people living with dementia with a place to go and enjoy themselves and I'm really keen to do whatever I can to help those with it after seeing how much it affects many of my clients and their families."*

Find out more at [www.sevenoaks.gov.uk/runwalkpush](http://www.sevenoaks.gov.uk/runwalkpush). If you're attending the event, do stop and say "hello" to the team.





# Are you getting all the help you need?

If you have difficulty accessing your home, you may be eligible for a Disabled Facilities Grant of up to £30,000. The grants are available for adaptations, which make it easier for you to get around and live independently in your own home.

## Improvements could include:



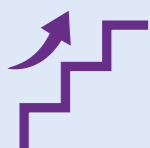
replacing a bath with a shower that you don't need to step into or out of



installing ramps or widening doors



helping you to access your kitchen facilities



installing a stair lift



adapting heating and lighting controls so they are within reach.

The grants are available to everyone, whatever their age and whether they are homeowners or tenants in private or housing association properties. Previously, grants were means tested unless they were to help a child, but now any adaptation costing less than £7,500 does not have to be assessed so can be made even quicker.

To reduce hospital admissions and demands on local GP surgeries, grants of up to £1,000 are available to help with repairs and modifications to prevent trips and falls.

Contact the housing team at your local authority for more information and how they can help.

### Maidstone Borough Council

01622 602826  
Housing&Health@maidstone.gov.uk

### Sevenoaks District Council

01732 227000  
psh@sevenoaks.gov.uk

### Tonbridge and Malling Borough Council

01732 876395  
privatesectorhousingteam@tmbc.gov.uk

### Tunbridge Wells Borough Council

01892 554241  
housingrenewal@tunbridgewells.gov.uk

## Diabetes Prevention checks

**Around 90,000 people in Kent and Medway have been diagnosed with type 2 diabetes and many more are at risk.**

Yet simple lifestyle changes around diet, exercise and weight management can often prevent or delay the condition – and make you feel better in yourself too.

You can check your risk of type 2 diabetes at [diabetes.org.uk/risk](http://diabetes.org.uk/risk). If your risk of developing diabetes is high, contact your GP practice and ask about the NHS Diabetes Prevention Programme, which offers tailored free courses to help reduce your risk.

The courses, which cover eating healthily, being more active, losing weight, and making changes for good, are already proving highly successful, with more than half those who sign up completing the nine month course, losing on average around half a stone each.

**70**  
YEARS  
OF THE NHS  
1948 - 2018

## It's our birthday

This year the NHS is 70, and to celebrate we would love to hear from you about your experience of your health services.

Tell us about staff who have gone the extra mile, care that exceeded your expectations, or how you helped improve healthcare by getting involved to sort out any problems.

To share your story, please email [nelcsu.engagement@nhs.net](mailto:nelcsu.engagement@nhs.net)

## Consultation into stroke services across Kent and Medway

**A consultation led by the NHS in Kent and Medway about the future shape of urgent stroke services ran from 2 February to 20 April 2018.**

The consultation was on the NHS proposal to create 'hyper acute' stroke units in Kent and Medway to provide 24/7 care by a specialist team.

These would replace general stroke services currently provided in Kent and Medway's hospitals: although stroke staff do their very best, the way services are organised means that some people do not get the right treatment fast enough, particularly overnight and at weekends.

The consultation asked about people's views of the case for change, hyper acute stroke units, the number of potential hyper acute stroke units, and their potential locations.

Patricia Davies, senior responsible officer for the stroke review, said: "During the consultation we heard a range of views from people across Kent, Medway and the surrounding areas. There have been some important points made, covering travel times, links to rehabilitation services, recruitment and many other topics.

"Alternatives suggested during the consultation will be evaluated and viable options included in the report to identify a preferred option. We expect to be ready for the CCGs to make a final decision at a public meeting in the autumn."

### The consultation feedback includes:

- **2,240** responses to the online questionnaire
- **299** hard copy questionnaires
- notes from **28** public listening events attended by **850** people
- notes from meetings hosted by others where we discussed the proposals
- notes from consultation events with staff in NHS trusts
- **701** telephone interviews
- **442** face to face discussions through focus groups, street surveys and outreach engagement
- **500+** email / postal / phone comments and questions
- **500+** comments and questions through social media
- **1,521** postcard responses and a petition with around **3500** signatures received from a group in Thanet.

We would like to thank everyone who contributed their views in west Kent. All the feedback is now being independently analysed. The analysts will produce a report for the stroke review team and the joint committee of ten clinical commissioning groups to consider.

The feedback report will identify all the main themes from the consultation responses. Notes from engagement events during the consultation and responses from organisations/groups will be published in due course as part of the feedback report. Individual comments will not be published as they may contain personal identifiable information which respondents did not wish to be made public.

For more information, please visit [www.kentandmedway.nhs.uk/stroke](http://www.kentandmedway.nhs.uk/stroke)



## Consultation on personal health budgets

The Department of Health and Social Care and NHS England have launched a joint consultation on extending the legal rights to have a personal health budget or integrated personal budget. The consultation seeks views on extending rights to a range of people, including those with social care and health needs, people accessing mental health services, and armed forces personnel who are leaving services and eligible for ongoing NHS care.

Minister for Care, Caroline Dinenage, said, "If you have complex needs our current health and social care system can be confusing so it's right people should be involved in the important decisions about how their care is delivered.

*"These changes will put the power back into the hands of patients and their families, potentially allowing up to 350,000 extra people to take up a personal health budget if they so wish."*

To read the consultation document and respond online please use the link below, the consultation closes on the 8 June 2018.

<https://consultations.dh.gov.uk/commissioning-integration-and-transformation/extending-rights-to-personalised-budgets/>



# End PJ paralysis

Spending all day in pyjamas and lying in bed may be some people's idea of heaven but for older patients in hospital, not getting up, dressed or mobile for several days can be harmful to their health. That's why the NHS has launched national initiative **#EndPJparalysis**.

For 70 days, which started on 17 April 2018, hospitals will be recording how many patients each hospital has managed to get up, dressed and moving using the #EndPJparalysis app. The aim is to achieve one million patient days of patients being up, dressed and mobilised across the country. There will be a live dashboard, so everyone can check in and see how we're doing at [www.endpjparalysis.com](http://www.endpjparalysis.com)

Not all patients arrive in hospital with clean clothes or have friends or relatives who can bring them in so Kent Community Health Foundation NHS Trust is asking for donations of NEW clothes to help patients

get up and dressed – and sometimes, even go home in. Items such as tracksuit bottoms, trousers, t-shirts, shirts, jumpers, slippers with grip, underwear and woolly hats are welcome. In west Kent, Sevenoaks Community Hospital, Tonbridge Cottage Hospital, Edenbridge War Memorial Hospital and Hawkhurst Community Hospital are accepting clothes.

Donations can be left at the hospital reception or with volunteers at the League of Friends shops.

To support the initiative, Maidstone and Tunbridge Wells NHS Trust is appealing for volunteers to help wash and organise clothing as well as support patients to become more mobile and participate in activities such as gardening. For more information, visit: [www.mtw.nhs.uk/get-involved/volunteering](http://www.mtw.nhs.uk/get-involved/volunteering)

# Join now! Make a difference!

Local people who join our Health Network receive regular updates on getting involved in shaping their health and social care services. When joining you choose the health issues, topics and activities that interest you and how and when you participate.

Be part of the discussion, share personal experiences, receive event invitations and our newsletter directly.

Health Network membership is open to everyone. Contact the engagement team at [nelcsu.engagement@nhs.net](mailto:nelcsu.engagement@nhs.net) to join today.