

Autumn 2019



West Kent
Clinical Commissioning Group

Patient newsletter



Welcome to our autumn newsletter

In this edition, we share the latest news on how we at NHS West Kent Clinical Commissioning Group and the other seven clinical commissioning groups (CCGs) in Kent and Medway, are planning to merge to provide more joined-up care.

In an article on mental health, we take a look at the national Every Mind Matters campaign, activities in the Weald to support mental and emotional health and wellbeing and the help available to all through Kent's Release the Pressure campaign.

Our regular Patient Participation Group (PPG) Spotlight feature focuses on patient involvement at Marden Medical Centre. PPGs are key to our public engagement activity in west Kent, and we were delighted to see a good number represented

at the Medway, Dartford, Gravesham and Swanley, Swale and west Kent networking event back in September. Thank you to everyone who is actively involved in helping us to shape health and care services locally.

Finally, as memories of summer begin to fade, our preparations for winter are well under way. A record 25 million people in England are being offered a free flu vaccination this year. Please do read the free flu vaccination article included on pages 4-5, to check if you are eligible for one of the free vaccinations and help us, help you this winter.

I hope you enjoy the read.

Ian Ayres

**Managing Director
NHS West Kent CCG**

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Help us, help you

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Nearly 600 people sign up – page 9

Mental Health

October saw both the launch of the national Every Mind Matters campaign and the annual World Mental Health Day, the latter focussing on suicide prevention.

Here we look mental health and wellbeing support services available in Kent, a new suicide prevention e-learning tool and the help available to all through Kent County Council's Release the Pressure campaign.

Every Mind Matters campaign under way in Kent

The Every Mind Matters campaign aims to support everyone to feel more confident in taking action to look after their mental health and wellbeing by promoting self-care actions.

Launched by Public Health England in partnership with the NHS, health and care organisations across the country are supporting the campaign by promoting support services available locally.

Kent County Council (KCC) Director of Public Health, Andrew Scott-Clark said: "There

is no single solution to this but by promoting a range of self-care actions to promote good mental health and tackle common problems, as well as signposting the wider resources and services for those in greater need which are available in Kent, we hope the conversation will go far and wide."

One support service available is Live Well Kent, provided in west Kent by the Shaw Trust, a free service supporting people to manage issues in life that impact on their mental health and wellbeing.

every mind matters

The service, funded by KCC and the seven clinical commissioning groups for Kent (but not Medway), is open to any Kent residents aged 17 or older. Anyone can access help when they need it.

For more details visit www.livewellkent.org.uk or call **0800 567 7699**. For more information on Kent support services visit www.kent.gov.uk/everymindmatters

Join the Health Network

Will you be the 600th person to join the Health Network in west Kent?

NHS West Kent Clinical Commissioning Group's engagement team are out and about this autumn encouraging residents to join the 'virtual' public involvement group.

Network members receive information about opportunities to volunteer and join local, regional and national patient voice groups, invitations to public engagement events across Kent and Medway, and news

and information about services from a range of west Kent-based community organisations.

You can join the Health Network as an individual or as a representative of a group or organisation by following the link <https://www.westkentccg.nhs.uk/get-involved/join-the-health-network/>

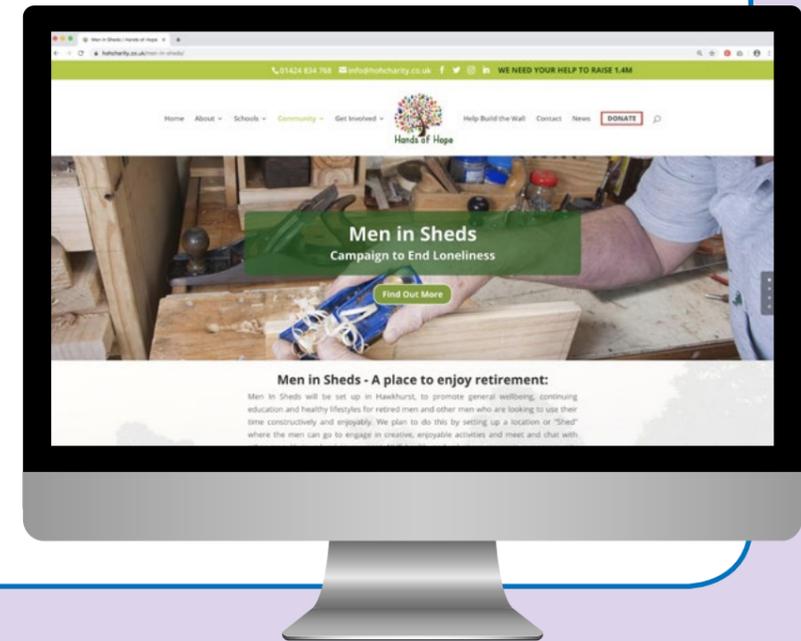
Alternatively, look out for the engagement team in leisure centres and libraries or contact them at nelcsu.engagementwest@nhs.net

Men in Sheds

Gaining education and training, and working in small groups on and in nature settings, can help improve physical, mental and emotional health and wellbeing.

Community-based charity Hands of Hope runs a Men in Sheds programme. In one project they are restoring and developing a historical walled kitchen garden and eight acres of Area of Outstanding Natural Beauty (AONB) in Hawkhurst.

For more information about Men in Sheds and other activities, go to the Hands of Hope websites www.hohcharity.co.uk e-mail info@hohcharity.co.uk or call on **0796833309707968**



Release the Pressure

A highly trained and experienced team is available 24/7 to provide expert advice, no matter what you are going through.

You can access expert help and support by calling **Freephone 0800 107 0160** **24 hours a day, 365 days a year.**

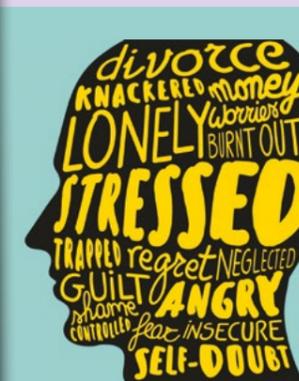
The campaign website www.releasethepressure.uk also includes case studies from men in Kent, who have turned their lives around after attempting suicide.



Suicide prevention e-learning

Suicide prevention e-learning courses, which raise awareness of how to support people you may be concerned about, are now available for free via the Kent Safeguarding Children's Board website www.kscb.org.uk

The online course can be completed in 45 minutes and is designed to give people a basic understanding of suicide prevention issues.



Are you eligible for a free flu vaccination?

The health service in England has prepared for its largest ever flu protection drive to help keep people well and ease pressure on urgent care services over the colder months.

Are you one of the record 25 million people in England being offered a free flu vaccination this year? Read on to find out.

Flu vaccination is single best defence

The flu vaccination is the single best defence against what can be a serious illness.

Flu is a highly infectious disease and can lead to serious complications particularly for people with underlying health condition such as chronic obstructive pulmonary disease (COPD), a group of lung conditions that cause breathing difficulties such as bronchitis and emphysema, diabetes, heart disease, kidney disease, liver disease or a chronic neurological disease like multiple sclerosis, cerebral palsy and some learning disabilities.

Flu, on top of health conditions like these, increases the chance of serious health complications resulting in a hospital visit.

Across England, the number of people eligible has topped 25 million this year as the offer of the vaccine is now extended to all primary school aged children – an extra 600,000 children.

NHS-commissioned school vaccination teams, maternity services, general practices and local pharmacies are all now gearing up to deliver vaccines to primary school aged children, two and three-year olds, those with underlying health conditions, pregnant women and older adults (aged 65 years and over).

Dr Bob Bowes, Chair of NHS West Kent Clinical Commissioning Group said: "Having a flu vaccination not only helps to protect you but people who are dear to you too."

"Some people are more susceptible to flu because of their age or health conditions. Please do check to see you are eligible for one of the free vaccinations and help us, help you this winter."

If you're eligible, get your flu vaccination from your general practice or pharmacy to help protect yourself this winter. Pregnant women may also be offered the vaccine through their maternity service.



Pregnant? See us for your flu jab and help protect your baby and you

The flu jab is the best way to help avoid flu and any serious complications it can cause. It's free because you need it, however many months pregnant you are or fit and healthy you might feel.

Book an appointment today.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/flu vaccine

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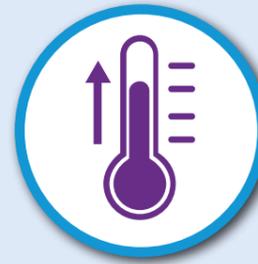
Are you eligible?

People who are eligible for the NHS flu vaccine this year include:

- a. Those aged **65 and over**
- b. Those aged **6 months to 64 with a long-term health condition**
- c. **Children aged 2-3** (on 31 August 2019) via their GP practice
- d. School children in years **reception, 1, 2, 3, 4, 5 and 6**
- e. **Pregnant women**
- f. **Health and social care workers**
- g. **Carers.**



Flu symptoms



HIGH TEMPERATURE



BODY ACHES



FATIGUE



Super spreaders

Protecting children is crucial for protecting the rest of the population as they tend to be 'super spreaders' of flu due to poorer hand hygiene.

For the first time, all primary school children will be offered the nasal spray flu vaccine.

If you've children aged two and three (on 31 August 2019), contact your GP practice.



Catch it, bin it, kill it

As well as getting the vaccine, practising good hand hygiene by catching coughs and sneezes in a tissue, throwing it away and washing your hands after can help limit its spread – catch it, bin it, kill it.

Go-ahead for one CCG for Kent and Medway – west Kent

NHS West Kent Clinical Commissioning Group and the other seven clinical commissioning groups (CCGs) in Kent and Medway are pleased to announce we have been given conditional approval to merge to form a single CCG.

The decision by NHS England and NHS Improvement means that, subject to the conditions being met, from 1 April 2020 there will be one clinical commissioning group for Kent and Medway.

This is part of plans to change the way some aspects of health and care services are organised so they can do more to:

- prevent ill-health
- provide better, more joined-up care for patients
- make best use of staff and funds to meet rising demand.

The single CCG will save time, money and effort, freeing up GP time to see patients, and staff and GP time to develop new integrated care partnerships and primary care networks, which are a vital part of improving care for local people. These changes are in line with the NHS Long Term Plan which was published earlier this year.

Dr Bob Bowes, chair of NHS West Kent Clinical Commissioning Group said: "We strongly believe having a single CCG will improve the quality of life and quality of care for our patients, and will help people to live their best life.

"It is an important step towards Kent and Medway becoming an integrated care system, with health and care organisations working together much more closely than in the past.

The approval to create the single CCG has some conditions attached to it which the CCGs are confident will be met. These are:

- approval by NHS England and NHS Improvement of the new CCG's Constitution
- appointment to all statutory Governing Body roles (which include five independent members)
- delivery of the financial recovery plan this year, and clear plans for how the financial position of Kent and Medway will continue to improve
- review in December to determine whether legal financial directions can be lifted from the four east Kent CCGs
- NHS England and NHS Improvement to be part of the recruitment panel for key positions including the new Accountable Officer.



You said, we did

We would like to thank everyone who took part in our surveys, shared their thoughts at meetings or otherwise contributed their views. Their feedback has helped us ensure the new CCG can deliver everything expected of it.

For example, one of the strong themes that emerged was the need to make sure that local people and GPs still have a voice in the single Kent and Medway CCG and to recognise that different localities across the county have different needs.

As a result, the CCGs made a commitment that:

- the Governing Body will always be led by a GP majority, with one GP from each of the existing CCG

areas for at least the first two years. After 2022, the Governing Body will review how GPs are elected to it, linked to geographic communities of GPs, to ensure fair representation of the GP membership from across our diverse area

- there will be strong and effective clinical leadership and input throughout the whole organisation

- there will be strong local patient and public representation from the CCG governing body through to individual primary care networks.

In addition, the Patient and Public Advisory Group, which includes representatives from across Kent and Medway, continues to be heavily involved in designing patient and public involvement for the new CCG.



Benefits of a single CCG

For people living in Kent and Medway the new joined-up approach will mean:

- more support to stay fit and well before things become a problem – including active reminders sent direct to you, and initiatives to, for instance, identify people at higher risk of a stroke
- better access to the care you need, when you need it, in a way that suits you – whether that's in the evenings or at weekends, over the phone, by video link or a standard face-to-face appointment, with a physio, nurse, clinical pharmacist, GP, or support from a non-medical service
- more focus on your physical AND mental health and wellbeing, recognising that people have different personal aims and needs – staff will respond to what matters to you, not the condition or disease that you may have
- more care out of hospital, with professionals working together as a single team to plan and support people with complex health and care needs to stay as well as possible and get the care they need when they need it
- better identification of the issues that need tackling and a real focus on quality services, wherever they are provided.

For staff it will mean:

- higher job satisfaction as working in teams is less isolated and more rewarding
- better work/life balance with each professional able to focus on what they do best
- greater resilience and less risk of burnout
- greater influence on how resources are used to best effect for patients.

Our GP members and those of each of the existing eight CCGs across Kent and Medway voted to move to having a single CCG as part of an integrated care system because it will:

- help the NHS to improve patients' health, wellbeing and experience across the whole of Kent and Medway by focusing on prevention of illness and on the difference services make to lives across Kent and Medway, not just what was done. This will put the focus where it should be, on people's lives
- use detailed data and insight to better target support to specific groups or communities, such as frail people, or people with severe and enduring mental illness, reducing unfairness in access to health services and unacceptable differences in health and life expectancy
- overcome fragmentation and duplication, allowing faster decision making and channelling savings from doing things once into frontline care
- support the development of the new integrated care partnerships and primary care networks which will design and deliver the majority of care for local people and do this in ways tailored to their populations
- increase the ability of Kent and Medway to submit strong bids for national funding
- improve staff recruitment and retention through a joined-up approach to workforce issues and opportunities
- use its substantial buying power to increase value for money for the taxpayer
- continue to involve local people in shaping health and care services
- accelerate clinically-led innovation.



For more information and to read the You said, we did report which gives details of what people said about the proposal and what the NHS did as a result, please visit www.kentandmedway.nhs.uk/ics

Patient Participation Group spotlight interview

Marden Medical Practice



Name: Sian Burr

Age: 71 years

Occupation: Previously a chemistry and biology teacher, now a part-time researcher at the Centre for Research and Social Policy at Loughborough University. My specialism is in nutrition.

Q. How long have you been in your role as Chair of the Patient Participation Group (PPG)* in Marden?

A. I was elected in April 2016.

Q. What does your role as Chair involve?

A. Engaging with the community – the PPG runs activities such as a walking group, sing-a-longs and health fairs – administration, attending meetings, including NHS West Kent Clinical Commissioning Group's Primary Care Commissioning Committee, maintaining relationships with GPs and practice staff, and overseeing the PPG's website and newsletter.

Q. Who else is on your team?

A. We have 18 members who attend meetings and are actively involved, including a vice chairman, membership secretary, web master and newsletter editor.

Q. What skills and or experience do you need to become a PPG member?

A. Committed to the practice and good at working within the community.

Q. Why did you decide to get involved in your local PPG Group?

A. I joined in 2012 to support the excellent GP practice we have in Marden.

Q. What advice would you give anyone who would like to get involved locally with their PPG Group?

A. I believe you should have an interest in your

community and are committed to making sure that you are as healthy as possible. I like to think that I am very approachable. I always try to engage with as many people as possible.

Q. How much time do you need to give to become a member?

A. It depends. I give four to five hours of my time each month. We also hold meetings four or five times a year. However, the amount of time that you give is entirely up to you. Even an hour a month can be very helpful.

Q. What has been your greatest challenge?

A. The recruitment of younger members has always been tricky. However, we are seeing a younger generation of families moving into the area and are looking to reach out to them, including through social media.

Q. What has been your greatest success?

A. While the stroke consultation was taking place across Kent and Medway, we made sure we kept people informed. I am also proud of our involvement with the Marden Come and Sing, Living Memories Café and the walking group.

Q. What are your plans for the future?

A. We are exploring the possibility of acquiring some space to have allotments or community gardens.

Q. Is there anything else you would like to add?

A. Come and join us! We are always on the look-out for new volunteers. It doesn't matter what age you are or what background you are from. If you feel you would like to help make a difference, please get in touch – details are on our website:

<http://www.marden-prg.org.uk/>

We are also on the lookout for a Chair to replace me from next April 2020. Please do contact me to find out more – Chairman@marden-prg.org.uk

**Marden Medical Practice's Patient Participation Group is the same group as the Marden Patient Reference Group with the group using 'reference' in its name instead of 'participation' when it was set up.*