

West Norfolk CCG

Patient and Stakeholder

Newsletter



Issue 3 Dec 2014

Welcome to the new-look third edition of the West Norfolk Clinical Commissioning Group patient and stakeholder newsletter.

This newsletter aims to keep you up to date with the latest news from the CCG.

In this edition:

Find out more about our Choose Me Not A&E campaign

page 1

Reducing medicines waste
Tis the season for your flu jab!

page 2

Make sure you stay Warm and Well this winter

page 3

Patient opinion - every voice matters!

page 3 / 4

Find out more about our Choose Me Not A&E campaign

If you live in the King's Lynn or Wisbech areas hopefully you will have seen or heard about our Choose Me Not A&E campaign which aims to help people choose the right NHS service for them.

Choose me not A&E

Help the QEH save lives this winter.

ChooseMeNotAandE.co.uk

NHS
West Norfolk
Clinical Commissioning Group

Wisbech
Local Commissioning Group



Every year figures show that about 3,000 people visit A&E at The Queen Elizabeth Hospital, King's Lynn (QEH), but are sent home requiring no hospital treatment, meaning they could have got quicker and more appropriate treatment closer to home.

The Choose Me Not A&E campaign promotes local pharmacies, GPs and the NHS 111 service as better choices to A&E if your illness or injury is non life threatening.

The campaign is being led by West Norfolk Clinical Commissioning Group and Wisbech Local Commissioning Group in collaboration with the QEH.

Find out more by visiting www.ChooseMeNotAandE.co.uk

Save your local NHS money by reducing medicines waste

By only ordering the medicines you need you can help the NHS in West Norfolk save more than £1 million pounds a year.

The CCG has launched a drive to help reduce medicines waste and we are asking patients to:

- Only order what you need
- Return unwanted medicines to your pharmacy for safe disposal
- Take your medicines with you when you go to hospital

Dr Paul Williams, West Norfolk CCG's Governing Body member responsible for Prescribing and Education, said:

“We think that wasted medicine in West Norfolk costs just over £1million a year and £4.9million across Norfolk. At any one time £90 million worth of surplus prescription medicines are being retained in individual's homes across the UK. With a few simple considerations, patients could help save the NHS millions each year.”

The £1 million that could potentially be saved across West Norfolk through better medicine management could be spent on:

- 41 more nurses OR
- 1,056 more drug treatment courses for Alzheimer's OR
- 70 more drug treatment courses for breast cancer OR
- 285 more hip replacements OR
- 1,099 more cataract operations



Only Order What You Need
www.medicinewaste.com

●●● To find out more visit: www.medicinewaste.com

Tis the season for your flu jab!



It is that time of year again - time to make an appointment to get your flu vaccine! If you have a long term condition, are over 65s, are pregnant or have children aged two, three and four, you are eligible to get a **free** flu jab.

For most healthy people, flu is an unpleasant but usually self-limiting disease with recovery generally within a week. However, older people, the very young, women who are pregnant and those with some underlying diseases are at particular risk of severe illness if they catch flu.

In winter 2013/14, over 900 people nationwide were admitted to hospital with confirmed cases of flu and ten per cent of all patients admitted died as a result of the virus. Vaccines are available now until March 2015 from your local GP or a pharmacy near you.

●●● For more information visit www.nhs.uk/flu

Stay Warm and Well this winter

This winter, we are supporting a countywide campaign – to help vulnerable and older residents stay warm and well.

There's help and advice – covering personal health, home heating, energy saving & insulation, and financial grants – available to those who need it most through the Warm and Well campaign, led by Norfolk County Council Public Health.



Top tips for staying Warm and Well

- Contact your GP or pharmacist about a flu jab: www.nhs.uk/flu
- Heat your living room to 21°C (70°F) and the rest of your house to 18°C (65°F)
- If you can't heat all your rooms, heat your living room during the day and your bedroom before you go to bed
- Eat regular meals and drink hot drinks
- Keep as active as possible
- If you're over 60 and feeling under the weather, seek advice from your local pharmacist or visit www.nhs.uk/asap

Norfolk County Council provides information and support on adult care, including: emergency social care, caring for a friend or relative, and help to stay independent and safe.

Visit www.norfolk.gov.uk/Adult_Care to find out more or call 0344 800 8020.

Age UK in Norfolk provides information and advice on energy saving, benefits and pensions, befriending and social activities. To find out more visit www.ageuk.org.uk/norfolk/ or call 0300 500 1217.

●●● To find out more about Warm and Well, as well as links to services and support visit www.norfolk.gov.uk/warmandwell where residents can also download an advice leaflet.

West Norfolk patients encouraged to share their experiences of NHS care

Patients in West Norfolk are being encouraged to share their experiences of NHS care to help shape and improve healthcare services.



West Norfolk CCG has signed up to Patient Opinion, the impartial online service that enables patients around the UK to share their experiences anonymously. Comments, praise, complaints and concerns will all be published online and read by health service staff to help improve services.

People can share stories about any experiences of care, and West Norfolk CCG will use this feedback to better understand how well these services currently work and how they might be improved in the future. Patient Opinion is independent and allows people to resolve issues in a less formal way.

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In the words of one patient:

“As someone who is proud that we have an NHS and likes to defend it, I am always hesitant to criticise. Patient Opinion is done in a way that doesn't feel like making an official complaint but still with an expectation of outcome.”

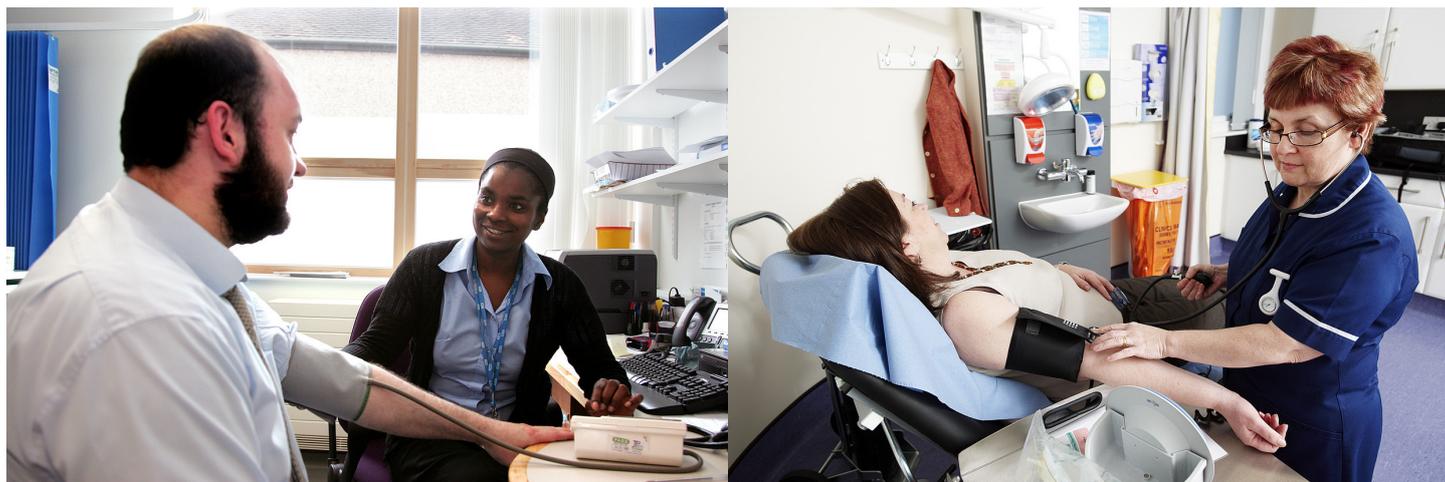
Maggie Carter, Head of Clinical Quality and Patient Safety at West Norfolk CCG, said:

“We think Patient Opinion will be a really useful tool to engage with our local patients and would like to encourage people to use this service to tell us about their experiences of NHS care.

Compliments and praise are important for hard working frontline staff because it is good to get recognition when we do a good job.

However, it is also important that people tell us if they have a poor experience or they want to raise a concern so that we can take action and ensure that improvements are made.”

●●● Patients can fill out the online form which can be found at: <http://www.westnorfolkccg.nhs.uk/patient-opinion>, they can also go to Patient Opinion's own website: <https://www.patientopinion.org.uk/> or call for free on: 0800 122 31 35 and speak to someone.



Get Involved!

If you would like more information about any of the topics in this newsletter or would like to provide feedback or get involved please contact:

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