

“You Said, We Did” & Celebrating Success

Issues Raised by Patients, Public and Carers July 2015 to December 2015

You Said, We Did

	Description	CCG Response
	<p>MS Nurse You Said...you used to run a course at City Hospital for MS patients around mindfulness, physio and wellbeing, however, this has recently been withdraw. Can you tell me if this has been stopped and whether anything else may have been put in its place or is likely to be?</p>	<p>We...contacted our colleagues at NUH and liaised with our Commissioning Teams who advised:</p> <p>NUH – we did use to run a mindfulness group for people with MS, however, sadly the funding came to an end in April 2015. A proposal was taken to try and obtain additional funding for future provision, unfortunately this was unsuccessful.</p> <p>CCGs – it is currently on CCG work plans to evaluate the need for community neurological support and how this could best be provided.</p>
	<p>CRI Drug and Alcohol You Said...CRI (Crime Reduction Initiative) a patient has been referred by a GP and it is taking 3 weeks to be seen. Feedback needs to be given to the service as to why this is taking so long.</p>	<p>We...contacted our colleagues at the Crime Reduction Initiative who advised from point of receipt of referral the patient is usually assessed within 7 days and an allocation of keyworker is given. Number and frequency of appointments will be dependent upon keyworkers assessment. Patients can either self-refer or GP referral. In this particular case, more information would be required to make a definitive response from service on patient concern.</p>
	<p>Care Home Monitoring You Said...I've seen a lot of publicity around failing care homes in the media. How are our local Care Homes monitored in South Nottinghamshire?</p>	<p>We...advised we have staff members who are part of the shared Quality and Patient Safety Team who work to assess the standard of clinical care delivered in nursing homes located in South Nottinghamshire.</p> <p>The team undertake unannounced quality monitoring visits to ensure that care homes are safe and deliver good quality clinical care. The quality monitoring information is shared with the Local Authority, HealthWatch, the CQC and other NHS/Public Health</p>

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		<p>departments to ensure best practise is delivered through care homes supporting people in receipt of NHS funded care. They gather perspectives and information regarding care homes, from a wide range of NHS and ancillary services, this allows us to establish a picture of the areas they may wish to review in a care home. Information gathered is augmented by the care home sharing their policies and clinical care data. The aim of their work is that care homes are supported to maintain or improve the standard of clinical care delivered to people living in care homes in the south of Nottinghamshire.</p> <p>Information is then incorporated within the Quality Report which is shared with the South Nottinghamshire CCG Governing Bodies. Papers can be located on CCG websites.</p>
	<p>Breathe Easy You Said... I have been attending a Breath Easy Support Group in Nottingham West, why can't we have a group in Hucknall as there seems to be a need for it?</p>	<p>We...confirmed the British Lung Foundation is delighted to be working with NHS Nottingham North and East CCG and local respiratory services to launch the group in Hucknall kicking off with an information event at Hucknall Football Club between 1pm and 3pm on Tuesday 23 June 2015.</p> <p>The group will hold regular meetings, usually monthly, where people can meet and talk to others, share their experiences and learn from each other. Regular speakers can also share information about living with their condition and coping with the emotional aspects of having a lung condition.</p> <p>For more information call the British Lung Foundation on 0300 003 055 or Patient Experience Team on 0800 028 3693 (Option 2).</p>

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	<p>Funding of Cosmetic Procedures You Said...can I access Cosmetic Procedures on the NHS.</p>	<p>We...provided patient information leaflet on our Commissioning Policy for Cosmetic Procedures (all ages).</p> <p>Cosmetics Policy Cosmetic Procedures Patient Information Leaflet.pdf</p>
	<p>Dermatology at Nottingham University Hospitals You Said...I have read in the local press concerns in relation to dermatology services in Nottinghamshire at the local hospitals. What has been done and should I be concerned about the treatment services available locally?</p>	<p>We...advised that an independent service review of dermatology was initiated by NHS Rushcliffe Clinical Commissioning Group, which is the co-ordinating commissioner for Circle Nottingham services on behalf of the four Nottinghamshire CCGs. Dr Chris Clough was approached by Vicky Bailey, Chief Officer and Senior Responsible Officer, Rushcliffe CCG and asked to chair the review. The panel was selected to ensure independent representation from Primary Care, the British Association of Dermatologists and Public Health. The report concluded that “the near-collapse of acute and paediatric dermatology services in Nottingham was triggered by the incomplete transfer of consultant dermatologists from Nottingham University Hospital NHS Trust to Circle Nottingham employment”.</p> <p>“This led to a cascade of problems, mostly concerning recruitment and retention,”</p> <p>The full report, including background and findings can be found:</p> <p>Final Report from the Independent Review of Nottingham Dermatology Services</p>
	<p>Refund for private treatment You Said...is it possible to obtain a refund for private treatment which was declined by the NHS.</p>	<p>We... said, the policy Defining the Boundaries Between NHS and Private Healthcare identifies that when a patient wishes to pay privately for treatment not usually funded by the NHS or where the patient does not meet the NHS eligibility criteria, the patient will be required to pay all costs associated with the privately funded episode of care. The costs of all medical</p>

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		<p>interventions and care associated with the treatment include the costs of assessments, inpatient and outpatient attendances, tests and rehabilitation. This also includes complications of treatment where these are solely a consequence of the privately funded treatment, except where the patient is admitted under emergency care.</p>
	<p>Arriva – Falls Information You Said...It had previously been identified that Arriva drivers were frequently in contact with patients who were a falls risk. Is there a way of involving Arriva staff in identifying and then referring on patients who are at risk of falls to the appropriate team?</p>	<p>We...liaised with our colleagues across the county to agree a single process and a brief document summarising the different falls teams in Nottinghamshire and their criteria etc has been provided to Arriva for use in identifying and aiding referrals into services across the county.</p>
	<p>Urgent Care Centre You Said...What has happened to the Walk in Centres on London Road and Parliament Street.</p>	<p>We...liaised with our colleagues at Nottingham City CCG who advised:</p> <ul style="list-style-type: none"> •The walk-in service at the Health Centre, Upper Parliament Street will end on 30 September 2015. The Health Centre premises will remain open to provide health services to patients registered with the Platform One Practice. •The walk-in service at the Clifton Nurse Access Point, Clifton Cornerstone will end on 28 September 2015. Some services including booked wound dressing and phlebotomy (blood testing) will still be provided from Clifton Cornerstone. <p>The current Walk-in Centre at Seaton House, London Road will become the new NHS Urgent Care Centre, offering an extended range of diagnostics, health professionals and the ability to treat urgent health problems without an appointment.</p> <p>If you need help for a health problem urgently, the Urgent Care Centre provides quick access to assessment and treatment.</p>

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		<p>No appointment is needed; just drop in between 7am and 9pm 365 days a year.</p> <p>The centre will offer assessment and treatment for health conditions that are urgent but non-life threatening such as:</p> <ul style="list-style-type: none"> • Minor burns and scalds • Minor head injury with no loss of consciousness • Skin infections and animal bites • Suspected broken bones, sprains and strains (X-ray will be available on-site) • Eye infections and minor eye injuries <p>For more information about the changes visit www.nottinghamcity.nhs.uk or please contact the Patient Experience Team on 0115 883 9570 or email: patientexperienceteam@nottinghamcity.nhs.uk</p>
	<p>Post-operative Care in the Community You Said...what services are available in the community to assist patient's post-operative care.</p>	<p>We...advised that The Carers Trust are able to offer various 'interim' services funded by Health and or Social Care and receive referrals from District Nurses, Short Term Assessment and Reablement Teams (START), GP's and Social Workers for patients who need support in the community, post hospital admissions. Patients need to be referred by a professional to gain access to these services.</p>

Celebrating Success

	Description	CCG Response
	<p>County Health Partnership You Said... A compliment was received from a local GP practice praising staff within the community teams.</p> <p>I just want to let you know that your community team is brilliant and so helpful. I have requested their assistance, sometimes at short notice and they have been fantastic in assisting us to provide great patient care.</p> <p>I would like specifically to thank the Advanced Community Practitioner Nurse for assisting us with a family of a patient who did not know who to turn to. They visited, organised everything for the patient, worked closely with the family and although I have thanked the staff member personally, I just wanted to let you know.</p> <p>I would also like to thank an Occupational Therapist who went to visit a patient today for the practice at very short notice and to support him through his recent discharge, without her he would have been re-admitted.</p> <p>We all know how difficult times are for the NHS and all us working in it but it is great to be able to work closely together, it makes a huge difference and it is much appreciated and sometimes not said enough</p>	<p>We...passed the compliment to County Health Partnerships for their information.</p>

Carers Information

Carers are a hugely important asset to the NHS. However, too often carers do not receive the recognition and support that they need and deserve from the NHS. We need to do more to help identify, support and recognise their vital roles. Helping carers to provide better care and to stay well themselves will contribute to better lives for those needing care and more effective use of NHS resources.

Am I a carer?

You are a carer if you provide unpaid support to a family member, neighbour or friend. They could need support because they are ill, frail, disabled or have a mental health or substance misuse problem.

The support you provide could be:

- washing and dressing
- shopping and food preparation
- helping with laundry or housework
- keeping someone company
- helping someone take medication
- emotional support or help managing difficult behaviour
- keeping an 'eye' on someone to make sure they are safe.

You are still a carer if you:

- don't live with the person you care for
- are not the only person providing care to someone
- are caring for more than one person
- are not related to the person you care for.

The Care Act 2014

The Care Act 2014 and the Children and Families Act 2014 strengthen the rights and recognition of carers in the social care system, it came into effect in April 2015.

New rights entitle carers and the people they care for to a clear right to an assessment of their needs regardless of their income and finances or their level of need. Young carers and the parents of disabled children are also included in the new system. The benefit of having an assessment is that it will identify care and support needs and provide information and advice about services aimed at meeting those needs. More information on the Act and the changes that have been made can be found at:

<https://www.gov.uk/government/publications/care-and-support-whats-changing/care-and-support-whats-changing>

The Care Act gives local authorities a responsibility to assess a carer's need for support, where the carer appears to have such needs. This replaced the law which said the carer must be providing "a substantial amount of care on a regular basis" to qualify for an assessment.



This means more carers are now able to have an assessment. The local authority will assess whether the carer has needs and what those needs may be. This assessment will consider the impact of caring on the carer.

It will also consider the things a carer wants to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially.

If both the carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

The Care Act does not deal with the assessment of people under the age of 18 who care for others. However, young carers can be supported under the law relating to children. The Children and Families Act gives young carers (and parent carers) similar rights to assessment as other carers have under the Care Act.

Support for Carers

Locally, there are a variety of support services available to help carers including:

Nottinghamshire Carers Hub

Funded by Nottinghamshire County Council and the local NHS, Carers Trust East Midlands provides a range of support and services which can be accessed via the Nottinghamshire Carers Hub.

The Nottinghamshire Carers Hub can offer:

- Information, advice and guidance
- Signposting to other organisations
- Short break accommodation
- Access to Carers support groups
- Free gym memberships
- Access to Carers breaks
- Free training and caring support
- 'Carers Smart' benefits and discounts
- Carers grants
- Peer support

By contacting their Helpdesk on 0115 824 8824, you can speak to an experienced support worker who will provide a personalised service that meets your individual needs. You can also email hub@carerstrustem.org.uk.

Nottinghamshire Help Yourself

Under the Care Act 2014, local authorities have a duty to provide clear information and advice to everyone in their area, not just people using social care services. The **Nottinghamshire Help Yourself** website is a partnership between NCC, health, social care and the voluntary sector.

You can find:

Information on local groups, activities and support for carers and self-help services available in your community. The information within the Nottinghamshire Help Yourself website can be accessed by:

Online: www.nottshelpyourself.org.uk

Telephone: NCC Customer Service Centre (CSC) 0300 500 8080 – An advisor will be able to conduct an online search on behalf of the individual to find the information required.

Face to Face: Staff within the Library service will have an awareness of the NHY website, know how and where to access the information and know where to refer individuals to. Various voluntary organisations based around the county will also be using NottsHelpYourself to deliver information to residents of Nottinghamshire.

Dementia Carer Net

Carers of people with dementia can sometimes find it a challenge to stay positive, manage frustrations, take breaks, stay healthy, engage professionals, tell friends and family, cope with changes to their relationships, live well and support their loved one and get the sleep that is needed. The website seeks to address these issues and includes tips from other carers as well as links to other services.

If you are looking for advice, support or information about caring for someone with dementia www.dementiacarer.net. Dementia Carer is a website initially developed in Sheffield with the NHS and the Local Authority and is now available across Nottinghamshire for carers of people with dementia.

Carers Support



As a carer, you are entitled to a range of support from Nottinghamshire County Council. You have the right to ask for a Carer's Assessment which will look at the impact caring has on you and the support you may need. The assessment is about you, not the person you care for. To request a carer's assessment contact NCC by: e-mail: enquiries@nottscc.gov.uk or telephone: 0300 500 80 80.

Following an assessment, a range of service are available such as breaks from caring, a carers emergency card and access to a personal budget.

Nottinghamshire County Council also provides support to:

- young adult carers, aged between 18 and 24
- young carers (children and young people under the age of 25)

Radford Care Group

They run a 7 week information session for groups of carers who look after people with dementia. The aim is to help improve understanding of dementia and the support available for carers. The programme covers a range of topics and guides with an opportunity for questions. Where appropriate they also include guest speakers. Unusually they provide transport to the Centre and respite care options for the person being cared for where appropriate. There is also an option to join the quarterly carers' support group after the programme. More information on events for the coming year can be found at:

<http://www.radfordcaregroup.org.uk/>

Carers Information Packs

A [Carers Information Pack](#) has been developed by carers from across Nottinghamshire, in conjunction with Nottinghamshire County Council and Nottinghamshire's Clinical Commissioning Groups. As a result, a new standard information pack has been made available (this can be tailored to the individual CCG) that will be delivered through a multi-agency dissemination and signposting strategy. The information is also available on the Nottinghamshire County Council website. The information will also be available on individual CCG websites.

The resource contains a number of fact sheets covering a range of topics that will be of interest to anyone looking after someone as a carer. The fact sheets include information about the advice and support that is available for carers; how to request a carers' assessment; access to short breaks; and information specifically targeted at young carers.

My Music Oasis

The “**My Music Oasis**” workshop is designed for people caring for others, and aims to recognise and celebrate the vital role they play, often at a significant cost to themselves.

The fun and interactive workshop, run by musicworks' training partner, JoCo Learning and Development, looks at how the “My Music Oasis” toolkit is used to capture personalised music and make beneficial use of it in the daily life of a Carer. It is an opportunity to meet other Carers and socialise whilst creating their own personalised playlists. Participants receive the toolkit free of charge to keep and use.

Following on from a successful workshop in Rushcliffe last year, Nottinghamshire County Council and the local Clinical Commissioning Groups across the county have commissioned a series of workshops for Carers to learn about using the power of music to enhance their quality of life and providing them with a specially designed toolkit “My Music Oasis” from local charity, musicworks. The workshop is FREE for Carers to attend.

For more information about the workshop please contact Kate Williams on 0115 9145879 or 07955016377, email info@joco.gb.net or book online at www.joco.gb.net/shop to book a space.

Places are limited to 12 participants per workshop. To be eligible for a FREE place, carers must be registered with a GP practice in Nottinghamshire. Facilities for the cared for person are not available at the workshop but replacement care costs will be refunded.

Mental Health

There are various organisations and support groups for carers that offer support, advice and information to families in this situation. Additional support may also be offered from the dedicated PALS team for Nottinghamshire Healthcare NHS Foundation Trust who provide mental health services in the Nottinghamshire area.

You can contact PALS in the following ways:

Phone: 0800 015 3367

Email: PALS@nottshc.nhs.uk

Write to:

Patient Advice and Liaison Service
Moorgreen House
Highbury Hospital
NG6 9DR

Support Groups/Carers' Services:

Carer Peer Support Service

A carer peer support worker is a Nottinghamshire Healthcare Trust employee who has lived experience of caring for and supporting someone who experiences mental illness. They understand the needs of carers and recognise and value the great job they do. A Carer Peer Support Worker can offer practical support, for example, what help is available in the local area, as well as emotional support as someone who has been a carer themselves. Carer peer support workers are here to help family, friends and carers of anyone who is receiving support from Adult Mental Health Services.

Contact the care coordinator, mental health professional or Jacquie Cullen, Family Interventions Coordinator based at:

Gedling Community Mental Health Team, Manor Road, Carlton
Tel: 0115 9524098 / 07771865944 for more information or self referral

Carers' Council - Allies in Adult Mental Health

The Carers' Council is a charity offering support across Nottinghamshire including the City, to family, friends and carers of those experiencing mental distress. They provide someone to talk to about their experiences, information, advice, links with local mental health carers' groups, monthly committee meetings open to all members, quarterly Open Meetings with speakers and social activities, plus an outing each year, quarterly newsletter with topical information and details of forthcoming events and outings. They engage with statutory services, especially Nottinghamshire Healthcare Trust, to provide advice and suggestions from a carer's perspective, and contribute to staff training.

Name : Judith Machin
Position : Secretary
Home Telephone : 0115 9179025
Email : judith.machin@ntlworld.com

5 Barratt Lane
Attenborough
Nottinghamshire
NG9 6AD

Individual Locality Areas:

The Carers Hub collates information across Nottinghamshire of local groups and organisations providing support and information to carers. [Carers Groups & Cafes Leaflet](#) for more information.

Carers Champions

The South Nottinghamshire Clinical Commissioning Groups are working with GPs across the area to identify carers champions within practices. For more information please speak to your GP practice.

Rushcliffe Carers Service

Carers Federation are working in partnership with Rushcliffe Clinical Commissioning Group to deliver a new service for carers across the Rushcliffe borough.

They will be working across all the Rushcliffe medical practices to provide support and information to unpaid carers registered with Rushcliffe GPs.

All the Rushcliffe medical practices now have a designated named carers champion working within the practice for carers to access.

[Rushcliffe Carers](#)

There will be 2 dedicated support workers in this new service, delivering support to carers Monday – Friday in Rushcliffe medical practices.

You can speak to a support worker by calling:
Carers Federation on: 01159 629 310
or emailing rushcliffcarers@carersfederation.co.uk

Nationally

Carers Direct

For confidential advice and support with caring issues over the phone, you can call the [Carers Direct helpline](tel:03001231053) on 0300 123 1053.
If you are deaf, deafblind, hard of hearing or have impaired speech, you can contact the Carers Direct helpline using textphone or minicom number 0300 123 1004.

Carers UK

Advice and support for carers and the people they care for.

www.carersuk.org

The Carers UK Adviceline is open Monday to Friday, 10am-4pm. Call 0808 808 7777 or email advice@carersuk.org

Did You Know....

Free flu jab for carers

The seasonal flu vaccine is the best way to protect yourself and the person you care for from flu, and will prevent you being stopped from being able to care.

If you are caring for someone you may be concerned about how being ill will affect you as a carer and the person you care for.

Carers are eligible to receive the seasonal flu vaccine free each winter.



If you are the main carer for an elderly or disabled person who may be put at risk if you fall ill, and/or you are in receipt of Carer's Allowance you should be offered a flu jab, according to government policy. This will be at your GP's discretion depending on your need.

You should explain your concerns for the welfare of the person you're looking after if you should fall ill and your GP will decide whether you need a flu jab based on this information.

Personal budgets for carers

A personal budget is a one-off payment of up to £200 to help carers look after their own health and wellbeing. For example:

- funding towards the cost of holidays, weekends away, days out, spa days etc
- transport for a break away or visiting family
- funding for a hobby e.g. fishing, golf, cooking, exercise equipment
- college courses
- driving lessons
- home improvements, gardening, domestic help
- equipment to help caring e.g. washing machine, dishwasher
- funding to support a return to work

To see if you are eligible for a personal budget you will need to have a [carer's assessment](#) to look at what your needs are.

Carers Assessments

If you care for someone you have a right to ask for a carer's assessment. The assessment will look at the impact that caring has on you and the support that you may need.

Caring may have an effect on you, for example your health, work, social life, finance, education, family and personal life. It is important that you know what help is available to help you balance your caring life with a life of your own. The assessment is about you, not the person you care for. You can have a carer assessment whether or not the person you care for has had a care and support assessment. There is no charge for support provided as a result of a carer's assessment.

Carers Breaks

Many people have an informal carer living with them, or perhaps living nearby, who helps them on a regular basis. Carers sometimes need a break and this may be provided in several ways: the person being cared for may wish to go into a care home for a week or two; may arrange home-based respite care where another carer moves into your home; or may arrange for family-based respite care where the person moves into another family's home for a short time.

The best option for you all will depend on the person's needs, the urgency of the situation and personal choice and cost.

Your local NHS also provides carers breaks – see Fact Sheet 6 within the Nottinghamshire Carers Information Pack

[Carers Pack](#)

Employment rights for carers

Continuing to work while caring can help you feel good about yourself and provide you with social interaction outside of your caring role. But staying in work or returning to work might feel like a daunting prospect and you may find it helpful to take some time off or to ask your employer if you can work flexibly.

The employment law rights that are particularly relevant to carers are:

- Right to request flexible working
- Time off for dependants
- Unpaid parental leave
- Annual leave and pay

Find out more about applying for flexible working on [Flexible Working](#)



For more information or if you experience difficulties with accessing any of the information above, please contact the:

Patient Experience Team
FREEPOST RTHU-JLJL-LGLT
Civic Centre
Arnot Hill Park
Arnold
NOTTINGHAM
NG5 6LU

Tel: 0800 028 3693 (Option 2)

Email: pet@nottinghamnortheastccg.nhs.uk

Or visit our page on:

www.nottinghamnortheastccg.nhs.uk

www.nottinghamwestccg.nhs.uk

www.rushcliffeccg.nhs.uk