



# Somerset NHS Equality, Diversity and Patient Engagement e-newsletter

August 2015, Issue 13

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## Purpose of the newsletter...

This newsletter is produced by the NHS Somerset Clinical Commissioning Group (CCG) on behalf of the Somerset Equality Delivery System (EDS) Group – a group of local health service organisations who are committed to delivering equality of service across Somerset. The purpose is to keep interested local groups up to date on equality and diversity progress within healthcare organisations in Somerset, as well as general patient engagement activities.



## News from the CCG

### Hello from Fiona!

“I’m Fiona Abbey and I joined NHS Somerset CCG in June as the Equality, Diversity and Patient Engagement Lead. I was previously working in a Leeds Hospital, running a service for carers of patients with dementia.



I’ve been enjoying meeting many of our partners, stakeholders and users at events such as SEAG and I’ve been learning a lot about different streams of equality work across the health sector in Somerset.

I look forward to future meetings and the chance to work with more of you.”

If you are on Twitter, follow Fiona on @fabbey\_sccg for updates from the CCG’s Equality, Diversity and Patient Engagement Team.

[Click here for Fiona’s Twitter page](#)

## Somerset Engagement Advisory Group (SEAG)

SEAG met on the 7<sup>th</sup> July in Taunton for the quarterly meeting.

There was an update from Jane Clark from Young Healthwatch at the Somerset Rural Youth Project, in which she shared some fantastic engagement work with young people. For more information, [click here](#) to go to their website.

We heard from Jemma Lang from The Engagement and Participation Team at SEN&D Reforms about the Special Educational Needs and Disabilities (SEN&D) Strategy. We also had Ellen and Shane, Young People's Champions from the team, give an inspiring presentation about their vision for Children and Young People with SEN&D in Somerset to be represented and have their voices heard. They reported on the engagement work they have already done, notably setting up a participation network and delivering roadshows.



The CCG presented their recent work on the Community Services Review and took questions from the floor about what the changes to community services will look like.

If you have further questions about the work SEAG does, or would like to present your work at a future meeting, please contact us on 01935 381999.

## Update on the Workforce Race Equality Standard

In our May edition, available [here](#), we introduced the WRES. Providers have now published their baseline data.

[Click here](#) for Yeovil District Hospital WRES

[Click here](#) for Somerset Partnership WRES

If you have any further questions about the WRES, contact Fiona on 01935 381999

## EDS Evidence and Grading

Work is well underway for the CCG's Annual Equality Delivery System Evidence and Grading Report. The draft report was sent out to stakeholders for scrutiny in June and was discussed at July's SEAG meeting. Improvements have been made based on the feedback, for example SEAG members wanted clearer information so parts of the report have been edited to increase clarity. A summary document is also in the making and to improve the process next year round we hope to have an easier to read overview available alongside the full report.

The report is now in its final stages and will be published on the CCG's website in the near future so stay tuned for updates.

## Somerset Choices

Many of us have been eagerly awaiting the full launch of the Somerset Choices website. The website is now live and includes a wealth of information about local services. If you're looking for some help, support or information then check out the website [here](#) and if you are a service provider then please pass on details of this website to your users and patients.

**SOMERSET**Choices



## South West Equality Network

At the South West Equality Network (SWEN) meeting in June we heard from Andy Goldsby from EASS (Equality Advisory and Support Service). The EASS is a free service which advises and assists individuals on issues relating to equality and human rights. In particular, they are focused on exploring ways to help individuals informally resolve incidents of discrimination. There is more information on their website here: <https://www.equalityadvisoryservice.com/>  
To sign up for the EASS newsletter, email Andy Goldsby: [andrew.goldsby@sitel.com](mailto:andrew.goldsby@sitel.com)

**EASS**  
WORKING TOGETHER,  
ACHIEVING EQUALITY

Yeovil District Hospital **NHS**  
NHS Foundation Trust

## News from YDH

### MYsurgery App –

Patients at Yeovil Hospital are set to benefit from a new app to help make life easier when coming into hospital for surgery.

The 'Mysurgery Yeovil' app was developed in partnership with Imperial College London, and is designed to help patients get the best possible

outcome from their surgery.

The app set out how people can prepare for surgery in a step-by-step, simple, jargon-free way. Prospective patients, relatives or carers can use the animated app to find out what to expect from their care, what information they need to provide, useful questions to ask and any warning signs to look out for.



The content for the app has been specifically developed and approved by the surgical team at Yeovil Hospital, to encourage greater patient involvement in the care they receive, but the information may also be useful for anyone having surgery elsewhere.

The app features:

- An easy-to-follow list of the actions a patient should take before and after surgery, using the simple headings 'do', 'ask', 'check' and 'inform'
- The top 10 things to remember
- The opportunity to share your views via a quick survey to help improve care
- Links to further useful information.

Posters with details about the app and where it can be accessed will be displayed around the hospital and on the hospital website.

Dr Tony Smith, Consultant Anaesthetist and lead for the project, said: "We're all excited about the app because it will give patients the chance to be much more involved in their care. It provides a really easy-to-follow, simple explanation of how to prepare for a surgical procedure and what to expect when you come into hospital, which we hope will make the experience less intimidating and stressful for our patients."

The app is currently only available on iTunes and can be downloaded by searching for 'Mysurgery Yeovil' on the iTunes site or via the following link: <https://itunes.apple.com/gb/app/mysurgery-yeovil/id998943786?mt=8>

## Nurse Recruitment

Yeovil Hospital has continued its nurse recruitment in July by welcoming a further group of 24 qualified nurses from various countries, including Italy, Bulgaria, Romania and America. Their program of familiarisation has included a brief tour of Yeovil Town Centre, as well as intensive support within the hospital. The nurses will be seen on the wards in their new roles from Monday 3 August.



We recognise that the first few weeks will be challenging for these new staff members and contact with local groups is important to help them integrate into the local community. Contact is sought from local support / social groups who could offer the staff and their families a friendly welcome

and a support network to assist them with their transition. Please contact the Trust's Equality Team via Elaine Cox in the Academy on 01935 384529 or by email [elaine.cox@ydh.nhs.uk](mailto:elaine.cox@ydh.nhs.uk).

## Public opinion matters

Visitors will have noticed some re-development work at the hospital over the last year, including the re-design of the main entrance area. We are therefore inviting interested members of the public who visit the hospital (patients, relatives, carers) to join us for a walk around the hospital, assessing signage and wording, accessibility and facility provision. Anyone interested in being involved should contact Elaine in the Equality Team on 01935 384529 or email [Elaine.cox@ydh.nhs.uk](mailto:Elaine.cox@ydh.nhs.uk).



## News from SEOG

### Somerset Equality Engagement Event

The key public bodies in Somerset are coming together to talk about equality and what needs to happen about this in the future. This will happen on the 17<sup>th</sup> September 2015 17.00 – 20.30. It was acknowledged that equality has fallen from the public radar over the last few years and this aims to bring it back on it. The event will provide a place for anyone with an interest in equality and diversity to make their voice heard on four key topics:

- What accessibility can look like
- Safety in your community
- What affects my health
- What I want from education and learning

This information will then feed the objectives for all public bodies in Somerset and the direction for equality within Somerset for the coming years.

If you or your organisation would be interested in attending then please contact: [equalities@somerset.gov.uk](mailto:equalities@somerset.gov.uk) or 01823 359221

### Sensory Loss

A sensory loss working group has been created between the equality officers in Somerset and the sensory loss lead for Somerset County

Council. The group aims to identify areas of joint work around sensory loss and raise the profile of these communities. Currently the group has:

- created a joint deaf charter for Somerset with the Deaf community
- is investigating sign language video responses to front line service
- looking to identify the needs of the Deaf/blind community
- the affect changes to how people access public services will have on the community such as digital access to service and joint service points.

## Hate Crime

Somerset County Council has provided additional funding to improve the support that victims of hate crime receive in Somerset. The service provides support for victims of hate crime whether or not they have reported it to the police. The service can provide practical support to make sure the victim is empowered and supported to get an outcome from multiple agencies.

The service can be accessed through AVoice (run by The Care Forum in partnership with **SEAP- Support Empower Advocate Promote** and **SARI- Stand Against Racism and Inequality**) on 0800 254 0777

A hate crime is any crime that is targeted at a person because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity

This can be committed against a person or property. A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime.



## JSNA Public Summary Published

Somerset's Joint Strategic Needs Assessment (JSNA) public summary has been published at [www.somersetintelligence.org.uk/jsna](http://www.somersetintelligence.org.uk/jsna) This is a 'bite-sized' version of the main summary and goes out as a paper copy to, amongst others, libraries, parish councils, CABs, GP surgeries and voluntary organisations. Contact: Jo Purvis - JSNA Project Manager, at Somerset County Council [jpurvis@somerset.gov.uk](mailto:jpurvis@somerset.gov.uk) or telephone 01823 357275



Somerset  
Partnership

## News from Somerset Partnership

### Work of Carers Celebrated!



Carers' Support Worker Dave Bobbett (second from left) and Emma Britton (third from left) with some of Somerset Partnership's carers at Dillington House.

Somerset Partnership NHS Foundation Trust held its annual Conference for Carers at Dillington House on 9 July.

100 carers attended the conference, which is an annual event run by the Trust's Carers' Service, to celebrate the work of the carers that they

support and to give carers a day of relaxation and fun. Carers took part in workshops about Tai Chi, outdoors walking and African Drum dancing.

The conference was addressed by local BBC Somerset radio breakfast show presenter Emma Britton. Emma shared her personal experiences of what helps her stay happy and healthy as well as making everyone laugh with her stories about being a radio presenter.

Carers' Service Manager Caroline Mead said: "Carers have to look after their loved ones, who are often very unwell, day in and day out. Our annual carers' conference is a chance for carers to meet each other and share their experiences while having a chance to learn new skills and make new friends."

Somerset Partnership's Carers' Service provides support and advice for carers of people receiving mental health services, including dementia. For more information, contact Caroline Mead on 01749 836606

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## News from Somerset GP Practices

### **Abbey Manor Medical Practice**

Polish Patient Open Evening June 2015

Yeovil's Abbey Manor Medical Practice working closely with their patient group held an open evening for Polish patients/residents in early June. Up to 10% of the registered patients at the surgery are Polish and have diverse expectations of how the NHS delivers health care.

Chair of the patient group, Mr Eddie Gaaljord, said, "That this was an excellent opportunity for people from our Polish community to find out what the surgery has to offer and also how we can look to make small changes that makes it easier for them to access our services"

The night consisted of presentations, supported by interpreters, on the importance of diet, using the surgery on-line access service, and services offered using the pharmacy; an audience question and answer session concluded the presentations. Refreshments were provided and the audience were then encouraged to engage with healthcare professionals on information stands.

Adrian Lowes, Assistant Practice Manager at Abbey Manor Medical Practice, said, "we are very pleased with the outcome of the evening. Working closely with our Healthcare partners and patient group we have learnt a lot about the expectations of our Polish patients. In return I hope that we have made them more aware of what to expect from us and where



or how to access different NHS services appropriately. We intend to build on the feedback from this event and work with our patient group to make sure that the experience of all our patients is improved.

## Adverts and Announcements



**MEDICAL CAREERS DAY**  
Saturday 10th October 2015  
9am to 4pm  
Yeovil District Hospital (BA21 4AT)

**A DAY WITH MIDWIVES**

**Saturday 3 October 2015**  
9.00a.m. to 4.00p.m.  
Yeovil Academy, Yeovil District Hospital

**Are you aged 16 and above?**

Have you considered Midwifery as a career?  
Come and learn more about:

- Antenatal and Postnatal Screening
- Homebirths
- Waterbirths
- Infant feeding
- Specialist Midwife Roles
- Applying for University and
- Meet Student Midwives



**Fee to attend = £50**  
(including lunch and refreshments)

**Closing date for receipt of payments is**  
Friday 25 September 2015

For further information contact [Elaine.cox@ydh.nhs.uk](mailto:Elaine.cox@ydh.nhs.uk) / 01935 384529

**Are you in Year 12 or 13?**

Have you considered **Medicine** as a career?



**Come and learn more:**

- Clinical workshops
- Simulation activities
- Talks from doctors in training

Fee to attend: £50 (required at time of booking)

Lunch, refreshments and teaching materials are included.

For further information please contact [Elaine.cox@ydh.nhs.uk](mailto:Elaine.cox@ydh.nhs.uk) / 01935 384529

Please contact Fiona if you have an advert or announcement which you would like promoted on this page.

We are sending this email to people who have registered an interest in the work of the Somerset EDS Cluster Group. If you would like to unsubscribe from this quarterly email, please reply and let us know. We'll take you off our list straight away. If you would like to get in touch with us for any other reason, please email Fiona using the contact details on the left. If you would like this newsletter in any other format please contact us using the details on the front page.

