

Dear all,

Please find information below on:-

- **Careers Event For Taunton and Somerset NHS Foundation Trust at Musgrove Park Academy - 9th March 2017 16:30 to 19:30**
- **Headway Hospital Liaison - One Year On**
- **New short film explaining Sustainability and Transformation Plans (STPs)**
- **GP online services for patients and their carers**
- **Call for Patient and Carer Sustainability and Transformation (STP) volunteers**
  
- **Useful website links:**
  - [www.carersvoicesomerset.co.uk](http://www.carersvoicesomerset.co.uk)
  - <https://www.england.nhs.uk/tag/nhs-citizen/>
  - <http://www.cqc.org.uk/content/get-our-newsletter>
  - [www.cqc.org.uk](http://www.cqc.org.uk)
  - [www.somersetparentcarerforum.org.uk](http://www.somersetparentcarerforum.org.uk)
  - <http://healthwatchesomerset.co.uk/>

Please share this with colleagues who may be interested in being added to the circulation list to receive the bulletin regularly. Please contact me on [susan.lilley@somersetccg.nhs.uk](mailto:susan.lilley@somersetccg.nhs.uk) if you have any information you would like added to future PPG bulletins.

Kind regards

Sue Lilley

**Patient, Public Experience and Engagement Coordinator**

**Somerset Clinical Commissioning Group | *Working together to Improve health and wellbeing***

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**Subject: Careers Event For Taunton and Somerset NHS Foundation Trust at Musgrove Park Academy  
Thursday 9th March 2017 16:30 to 19:30**

Drop in for information regarding careers in Healthcare, Medicine, IT, Business Admin and more!

To ensure a place on our interactive sessions for Nursing, Life Support, Medicine, Physiotherapy, Neurophysiology and more, please call 01823 342228 or email [Stafflearninghelpdesk@tst.nhs.uk](mailto:Stafflearninghelpdesk@tst.nhs.uk)

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**Subject: Headway Hospital Liaison - One Year On**

In January 2016, Headway Somerset appointed two new Hospital Liaison workers. Wendy Copeman and Ali Parrott have now been in post a year, visiting people with acquired brain injury and their families at Musgrove Park Hospital, Yeovil District Hospital and Somerset Neurological Rehabilitation Centre and the service has been a resounding success.

Headway Hospital Liaison was established in response to a need identified by people with brain injury, who said that whilst the care they received in hospital was superb, on leaving, many felt isolated, frightened and unsure of where to turn to for help. For some, problems with debilitating memory loss, anger issues, financial worries, confusion and grief over the skills lost/ absence of the person they were, remained unaddressed until they found Headway. One service user stated that getting appropriate follow on care and support: "Should not be such a lottery". Hence the Hospital Liaison role was born, with the intention of 'Bridging the Gap'.

During their first year, Ali and Wendy have supported over 200 people with acquired brain injury and/ or their relatives, visiting them throughout their hospital stay and smoothing their transition from hospital to home, arranging follow on support from Headway where required. Whilst securing funding for a second year was problematic, Headway Somerset are delighted and extremely grateful to have received the necessary finances from Foot Anstey and Clarke Willmott Solicitors, to enable this vital service to carry on providing support throughout 2017 to those with ABI and their families.

To find out more, to refer to Wendy or Ali, or for a full copy of the one year evaluation report, please contact:

**Wendy Copeman: email: [wendy.copeman@headwaysomerset.org.uk](mailto:wendy.copeman@headwaysomerset.org.uk)**

mobile: 07514 753384

Ali Parrott: email: [alison.parrott@headwaysomerset.org.uk](mailto:alison.parrott@headwaysomerset.org.uk)

mobile: 07706 263887

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**Subject: New short film explaining Sustainability and Transformation Plans (STPs)**

NHS England has created a [short animation](#) to help describe Sustainability Transformation Plans (STPs). It clearly and simply explains what these local proposals for health and social care aim to do. Since its creation in 1948, the NHS has constantly adapted and must continue to do so as the world and our health needs change. STPs aim to make common-sense improvements in areas that matter to people, like making it easier to see a GP, speeding up cancer diagnosis and offering faster help to people with mental ill health.

To find out more about Somerset's Sustainability and Transformation Plan and to view a copy of the full plan or summary version, [visit Somerset CCG's website](#)

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**Subject: GP online services for patients and their carers**



Everyone registered with a GP surgery can now book appointments, request repeat prescriptions and view their GP record online. You can do so by signing up for GP online services at your surgery. With your unique login details you can access your online account from a website or an app on your computer, laptop or smartphone.

If the person you care for wants to give you access to their online GP information, please speak to your surgery as this can usually be set up for you.

As their carer you can help them to:

- Book and cancel appointments with their doctor.
- Order any repeat medication they might need.
- See detailed information held in their GP record, including medication, allergies, illnesses, test results, and immunisations.

This gives you the freedom to access online services for the person you care for when you have the space and time to do it, rather than trying to fit everything into the hours when the surgery is open.

To find out more about how GP online services can help carers, please watch [Trevor's story](#). He has access to his own GP record online and as a carer for his partner with severe dementia, can access hers as well.

For more information about GP online services, have a look at our page on [NHS Choices](#). We have a range of patient guides, including guides aimed at carers, as well as more patient testimonial videos.

If you would like to promote online services via social media, we have a range of [digital assets](#). We have also developed a [communications toolkit for CCGs and Trusts](#), with copy for website, newsletters and social media, which you might find helpful too.

Contact: [england.patient-online@nhs.net](mailto:england.patient-online@nhs.net)

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**Subject: Call for Patient and Carer Sustainability and Transformation (STP) volunteers**

[Visit the Somerset CCG website](#) for details asking for volunteer patient and carers to become involved with the Sustainability and Transformation Plan.