

Dear all,

Please find information below on:-

- **Compass Wellbeing Open Day – 18th March 2017** 9.30am to 5.00pm, Unit 7 Belvedere Trading Estate, Taunton TA1 1BH
 - **Somerset Parent Carer Forum - Training Opportunities For Parent Carers in Somerset – (First Aid 16th March 2017)**
 - **South West Academic Health Science Network – ‘Check it’ are looking for individuals who are willing to review documentation/content**
 - **The National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) South West Peninsula (PenCLAHRC) 1 Day Evidence Based Practice Workshop - 22nd March 2017**
 - **NHS England Offer: Three accredited on-line learning courses available for NHS volunteers Closing date 17th March 2017**
 - **Care Quality Commission - report on the findings from its first round of acute and specialist hospital trust inspections**
- **Useful website links:**
 - 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
 - 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 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*

Wynford House | Lufton Way | Lufton | Yeovil | Somerset | BA22 8HR

Telephone: 01935 385020 | Fax: 01935 384079

Email: susan.lilley@somersetccg.nhs.uk

Website: www.somersetccg.nhs.uk

Subject: Somerset Parent Carer Forum - Training Opportunities For Parent Carers in Somerset

Somerset Parent Carer Forum are delighted to announce a variety of training opportunities for parent Carers in Somerset. Due to support from Somerset Community Foundation we are able to offer a variety of courses free of charge including-



- first aid training (16th March 10-1.30pm)
- defibrillator training
- Inclusive communication (STC)
- sleep workshops
- Thrive
- problem solving toolkit workshop

If you are interested, please contact:-

Ruth Hobbs
Director, Somerset Parent Carer Forum C.I.C
Town Hall, Bow Street, Langport. TA10 9PR.
01458 259384 or 07729 099576

Subject: South West Academic Health Science Network - Check It

The South West Academic Health Science Network (SW AHSN) was formed in 2013 and is one of 15 country-wide Academic Health Science Networks. They are responsible for improving quality, spreading innovation and best practice (professional procedures that are accepted as being correct or most effective) in the NHS.

Our members include all the NHS Trusts, Clinical Commissioning Groups, Livewell Southwest, and Universities of Exeter and Plymouth. The object of the SW AHSN is to create an environment where innovation, quality and best practice can be moved

forward at an effective pace and scale to benefit local populations, the NHS, industry and the economy. For further information see: www.swahsn.com

The aim of the group is to add the public's perception to SW AHSN documentation, thus ensuring the person is always at the centre of any work we produce. **Check It** will have members across the South West to ensure each county has representation and their voice is heard. Once a year, we aim to come together at a social event hosted by the SW AHSN. The South West area covers Devon, Cornwall, Isles of Scilly and Somerset.

Your responsibilities

- We are looking for individuals who are willing to review documentation/content that we intend to be public facing.
- We will be asking you to give considered feedback within the set timescales.
- Any documentation which is reviewed for the SW AHSN will remain confidential until the time it appears within the public domain.
- There are no set frequencies when documents will be sent out to members, they will be sent out when the need arises.
- You will need to declare any conflicts of interest if you are related to any of the content/companies you are sent documentation on.
- If you are unsure, please contact the Patient and Public Involvement Lead for advice.
- It is important that you do not spend long periods of time looking at computer screens whilst giving feedback on SWAHSN documentation.

Our responsibilities

- On joining the Check it group you will be given the Patient and Public Leads contact details.
- Documentation will be sent to you with clear expectations and timescales attached to each piece of work.
- The SW AHSN will host a social event for Check It members once a year.
- Every two years Check it will be reassessed to ensure it matches the SW AHSN's requirements.

Payment & Expenses

- This is a voluntary, unpaid role.
- Any travel expenses incurred will be reimbursed.
- Please ask the Patient and Public Lead for a claim form.

Personal specification

You should:

- have access to a computer, telephone or be able to access the postal service.
- have the ability to process written information and give considered feedback.
- be able to follow set procedures and guidelines.
- have the ability to work to deadlines, with fluctuating levels of documentation to check.
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For more information please contact 01392 247903 or email info@swahsn.com

South West Academic Health Science Network,

Pynes Hill Court, Pynes Hill, Exeter EX2 5AZ

Subject: The National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) South West Peninsula (PenCLAHRC) - 1 Day Evidence Based Practice Workshop 22 March 2017

PenCLAHRC will be running a 1 day evidence based practice workshop in Exeter on the **22nd March 2017**. We have a number of patient and public involvement spaces available at this workshop, and would like to offer a space to someone in your projects, who you think this might be relevant and useful for. This workshop has been designed specifically for patients and the public and will offer an introduction to evidence based medicine, critical appraisal of evidence and evidence searching/retrieval.

In the past people who are involved in research projects as patient advisors have found these one day workshops valuable and stimulating and they have come away with skills that are applicable to the projects they are involved in. The workshop will run from 9:45 – 15:30 at Buckrell Lodge, Exeter. As we are a new group, I'm not sure who will be interested and may have to allocate on some sort of system but initially let's see who would like to represent us – or if anyone does! This is in addition to Check it so PLEASE do NOT feel obliged to volunteer, I just want to make sure you have as many opportunities as you are comfortable with and it may not be relevant for some of us.

For more details, please contact Joanne.Jackson@swahsn.com

Subject: NHS England Offer: Three accredited on-line learning courses available for NHS volunteers !!! Closing date 17th March 2017

Who is the offer for?

- Patients/ carers/ public voice representatives who are **currently** volunteering in the NHS. Patient representatives in roles that receive an honorarium from the NHS are also eligible to apply for these courses.

What are the courses?

1. **Evidencing the Need for Change in the Health and Social Care Environment (ENCSC)**

ENCSC is a course designed to help people who are interested in learning more about how to find, understand and present data to bring about improvements in health and social care. Course participants will need to develop a report structure and present relevant data as evidence at the end of the course to show they have

the skills to do this. It would be ideal to have a subject to explore whilst doing this related to their volunteering.

The course is delivered online for you to access at a time convenient to you. There is an attachment above which has more information about the course and a separate **APPLICATION FORM** is attached.

For more course information go to this link ENCHSCE:
<http://engageforchange.org.uk/enchsce.html>

2. **Facilitation and Engagement in the Health and Social Care Environment (FEHSCE)**

FEHSCE is a training course for current NHS volunteers who want to learn more about skills and techniques for engaging seldom heard groups in order to bring about improvements in health and social care.

The course is delivered online for you to access at a time convenient to you. There is an attachment above which has more information about the course and a separate **APPLICATION FORM** is attached.

For more course information go to this link FEHSCE:
<http://engageforchange.org.uk/fehsce.html>

3. **Understanding the Health and Social Care Environment (UHSCE)**

UHSCE is for current volunteers who are interested in understanding more about the health and social care environment.

The course is delivered online for you to access at a time convenient to you. There is an attachment above which has more information about the course and a separate **APPLICATION FORM** is attached.

For more course information go to this link UHSCE:
<http://engageforchange.org.uk/uhsce.html>

Application process and criteria:

- Applicants should be currently involved in some volunteering activity with the NHS and should be interested in developing their skills.
- Applicants need to ensure that they make a commitment to the time involved to complete the course before applying – the course is free to participants as it is to aid their development but each place costs the NHS £700 therefore it is important that people taking up a place are aware of this investment in their development.
- Applicants can only apply to do one course at a time.

- People will need to put the name, contact details and a supporting statement from their sponsor (someone who works for the NHS and who supports their application) in their application form.
- Applicants need to have access to a computer which is connected to the internet and be able to use the latest version of Acrobat Reader (Adobe Acrobat Reader DC).
- If you would like to apply please complete the APPLICATION FORM and return this to the address below. It is a fillable PDF form so please complete it, save it and return it to us. You should do this in Acrobat Reader.
- Applications should be returned to england.ppve-learning@nhs.net , this mailbox is monitored by NHS England's patient and public participation team.
- Deadline for applications: 17th March 2017
- Shortlisted applicants will need to take part in a short telephone conversation to ensure they are clear regarding the time commitment they are making and are comfortable with the technology.
- Start and finish dates for the course are contained within the individual application forms.

Please apply early as places are limited and if the course becomes full we will close to further registrations prior to the given deadline. If there is a choice of dates please make clear on your application form which dates you can do. Places will be given on a first come first served basis but we reserve the right to ensure volunteers from a wide range of NHS business areas are represented on the course.

What will I gain from these courses?

Accredited by Certa, the result for learners will be to gain a 3 credit level 3 award (the level is roughly that of an "A" level). This can form part of your CV or résumé. The course will also provide an excellent way to have contact through the online forum with people working or volunteering in similar fields and give you practical experience. The courses are offered to develop and strengthen the patient voice in health.

How are the courses assessed?

ENCSCCE

Over 12 weeks you will be expected to complete about 30 hours of study, which will be delivered online. You are also required to develop a report structure and present relevant data to demonstrate your learning.

FEHSCE

Over 12 weeks you will be expected to complete about 30 hours of study, which will be delivered online. You are also required to attend a final assessed presentation day in either Leeds or London where you deliver a presentation to demonstrate your learning.

UHSCE

Over 12 weeks you will be expected to complete about 30 hours of study, which will be delivered online. You are also required to attend a final assessed presentation day in either Leeds or London where you deliver a presentation to demonstrate your learning.

What will this course cost me?

There is **no charge to you** for this course, however we ask for a £50 deposit cheque from each learner **prior to starting the course**, your deposit will be returned (uncashed) on completion of the course. The deposit will only be retained and cashed to cover administration fees in the event of non-completion of the course. If this prohibits you from taking part, please contact us as reduced amounts may be available in some circumstances.

The course is offered through a partnership called “Engage for Change” delivered by Artworks Creative Communities and NHS England.

Contact details for further information

If you have any questions about eligibility, please contact england.ppve-learning@nhs.net or call Angela Medd on 07876851750.

For any questions about the course content, please contact info@engageforchange.org.uk or call Toby Thomas on 01274 256926.

Thank you and good luck with your application if you choose to apply.

Angela Medd
Patient and Partnerships Project Manager
Nursing Directorate
NHS England

Subject: Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. We register, monitor and inspect services to make sure they provide safe, effective, compassionate, high quality care, and we encourage them to improve.

This week we have published a report on the state of care in NHS acute hospitals, the report captures what we have learned from three years' worth of inspections. It

gives a baseline on quality that is unique in the world – and also shows that it is possible, even in challenging times, to deliver the transformational change that is needed if the NHS is to continue delivering high-quality care into the future.

You can find the report and more information [here](#) and a press release below:

CQC reveals comprehensive picture of the quality of hospital care in England

The Care Quality Commission (CQC) today publishes a report on the findings from its first round of acute and specialist hospital trust inspections.

The report shows variation in the quality of hospital services - but also highlights those hospital trusts that have been able to make practical changes to the way they deliver care and are seeing improvements to patient care as a result.

This is the first time such a focused national analysis has been possible, following the introduction of CQC's new comprehensive inspection programme in 2013. Since then, CQC has completed inspections of all 136 acute non-specialist and all 18 specialist trusts, and now has a more detailed understanding of the quality of NHS care than ever before - at trust level, but also at an individual core service level. These comprehensive inspections have helped trusts to understand the specific areas where improvements are needed and to take targeted action and have provided increased transparency on performance for people who use services.

CQC's analysis shows variation both in the quality of care between hospitals and between individual core services within the same hospital. While the majority of hospital services are delivering good quality care and looking after patients well, inspections have also uncovered pockets of poor care even in good hospitals.

Professor Sir Mike Richards CQC's Chief Inspector of Hospitals, said:

"We have now inspected every hospital in England and have a unique picture of the quality of care, right down to individual core services. We have witnessed some fantastic care and examples of innovative practice, but we have also found a wide variation in quality both between hospitals and between services within the same hospital.

"Safety remains a real concern, often due to a failure to learn when things go wrong. Strong leadership that instills a culture of learning and an environment where staff are listened to can play a vital part in bringing about improvements. But compassion is alive and well, with caring the most highly rated of the five key questions - overwhelmingly, we see staff behaving in a caring way, which is supported by what we hear from patients. The unwavering dedication and commitment of staff shines out from our inspection reports.

"What is clear is that while staff continue to work hard to deliver good care, the model of acute care that once worked well cannot continue to meet the needs of today's population. The NHS now stands on a burning platform - the need for change is clear, but finding the resources and energy to deliver that change while simultaneously providing safe patient care can seem almost impossible.

"What this report demonstrates, however, is that transformational change is possible, even in the most challenging of circumstances – we have witnessed it, and seen the evidence that making practical changes to the way that care is delivered can benefit patients. In this report, we have highlighted good practice so that others can learn from it, be inspired by it and adapt what is relevant to use in their own improvement journey. Moving away from an

insular approach and actively sharing learning between organisations will be increasingly vital if the whole system is to move forward together.”

Across all acute trusts, critical care services and services for children and young people have received the most ratings of good and outstanding (66% and 68% respectively).

Seven per cent of urgent and emergency services have received inadequate ratings; this reflects the fact that many Accident and Emergency departments are struggling to cope with ever increasing attendances. It also shows the challenges that increased demand has created for managing patient flow throughout other hospital departments and wards, often compounded by delayed discharges which are linked to problems in the wider system, for example a lack of capacity within community health services or the social care system.

Despite the well-documented challenges that the NHS faces, CQC has found much good and outstanding care and has awarded ‘outstanding’ ratings to five acute NHS trusts and five acute specialist NHS trusts. Also, 15 acute NHS trusts have exited special measures since July 2013 and have delivered innovative changes in order to do so.

The fact that a number of trusts have achieved major improvements, and in some cases moved from inadequate to good, is of great credit to the quality of leadership and the dedication and commitment of staff.

While safety of hospitals continues to be a concern, with 11 per cent of NHS acute specialist trusts rated inadequate for safety, those trusts rated good for safety have an open and honest culture where all concerns are listened to and any issues identified are acted on and learnt from.

CQC’s analysis shows that good leadership is critical in ensuring that people receive safe effective and responsive care and in driving improvement. Where the leadership teams have viewed CQC’s findings as an opportunity to drive change they were more often able to make rapid improvements. In addition, strong leadership at ward and board level, a culture where staff are valued, along with collaboration with local healthcare partners have all been shown to be major factors in delivering sustainable high quality care.

Equally important to note is that caring is the most highly rated of the five key questions in acute hospitals. At trust level, no trust is rated as inadequate for caring and, overwhelmingly, CQC reports describe staff behaving in a caring and compassionate way.

Having carried out a comprehensive inspection of every NHS trust in England at least once, CQC has a more detailed understanding of the quality of NHS care than ever before and a baseline against which it can continue to monitor and measure the quality of acute hospital care in England. The quality regulator has recently consulted on plans to use that understanding, together with improved systems for gathering intelligence, to move towards more targeted inspections for NHS trusts. The CQC expects to formally respond to the feedback from the consultation in spring 2017.

Twitter #stateofhospitals

Ends

For general enquiries, please call 03000 61 61 61.

Notes to editors

For further information about CQC's report, 'The state care in NHS acute hospitals: 2014 to 2016: Findings from the end of CQC's programme of NHS acute comprehensive inspections' please visit: <http://www.cqc.org.uk/stateofhospitals>

About the Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, caring, well-led and responsive care, and we encourage care services to improve. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find to help people choose care.

Attachments

- The state of care in NHS acute hospitals: 2014 to 2016: [The state of care in NHS acute hospitals: 2014 to 2016:](#)

Samuel Wallace **Senior Regional Public Engagement and Involvement Officer**

Care Quality Commission (CQC)
CQC | 151 Buckingham Palace Road | London | SW1W 9SZ
E-mail: samuel.wallace@cqc.org.uk
Tel: 07747455180
Web: www.cqc.org.uk | [Twitter](#)

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