

Dear all,

Please find information below on:-

- **Do you want to help improve maternity services in Somerset?**
- **Somerset Safeguarding Adults Board's (SSAB) newsletter**
- **Patient Voice South Bulletin**
  
- **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://healthwatchsomerset.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

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

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**Subject: Do you want to help improve maternity services in Somerset?**

## **Maternity Experience Workshop - Wednesday 12 April 2017**

Somerset CCG will be holding an interactive [Maternity Experience Workshop](#) to help understand and improve the maternity experience across Somerset.

The workshop will be highly energetic. Your insight and participation is requested to enjoy an in-depth conversation in a relaxed, inclusive, non-threatening environment.

Ideas generated will be analysed and will influence a county-wide action plan of improvements to maternity services.

**When?** Wednesday 12 April 2017 - registration from 9.30am, main event starts at 10.00am, and lunch will be provided from 12.30pm.

**Where?** The Gallery, Taunton Racecourse, Corfe, Taunton TA3 7BL

**Focus:** Treating women and families with dignity, compassion and respect

**Identify:** What needs to change, why it matters and how can we do this?

**Method:** Highly interactive, lively, creative, fun

**Please register using one of the following contact options:**

**Email:** [Lee.Reed@somersetccg.nhs.uk](mailto:Lee.Reed@somersetccg.nhs.uk)

**Phone:** 01935 381933

**Fax:** 01935 384079

**Post:** Somerset CCG, Wynford House, Lufton Way, Yeovil BA22 8HR

Parents are welcome to attend with children, and baby changing facilities will be provided.

The venue is accessible and disabled parking is available. Please let us know as soon as possible if you have any additional access needs or any specific dietary requirements.

## Do you want to help improve maternity services in Somerset?

If you are a clinician or member of the public, join us for an interactive workshop to improve user experience with maternity services.

**Wednesday 12 April 2017**  
**10.00am – 1.30pm**  
(lunch to be provided at 12.30pm)  
**At Taunton Racecourse,**  
**Corfe TA3 7BL**

**Focus:** Treating women and families with dignity, compassion and respect

**Identify:** What needs to change, why it matters and how can we do this?

**Method:** Highly interactive, lively, creative and fun

### To register

**Phone:** 01935 381933

**Fax:** 01935 384079

**Email:** lee.reed  
@somersetccg.nhs.uk

**Post:** Somerset CCG, Wynford House, Lufton Way, Yeovil BA22 8HR



## **Subject: Somerset Safeguarding Adults Board's (SSAB) newsletter**

The 4<sup>th</sup> and latest edition of the Somerset Safeguarding Adults Board's (SSAB) newsletter is now available via the following link:

<http://ssab.safeguardingsomerset.org.uk/wp-content/uploads/SSAB-Newsletter-Issue-4-Mar-2017.pdf>

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## **Subject: Patient Voice South Bulletin**



## **Welcome to our latest news bulletin**

In this month's bulletin we bring you more ideas and resources for excellent patient and public engagement, along with examples of how this is being used to improve patient experience. We believe that the more we can inform, educate, inspire and exchange ideas, the more likely we are to have NHS services that work brilliantly for everyone.

As well as news and events, this month you can find out about our new webpages devoted to carers and maternity improvements. So if you have resources, links, case studies, events, ideas or opinions to share, just let us know at [PatientVoiceSouth@swcsu.nhs.uk](mailto:PatientVoiceSouth@swcsu.nhs.uk) and we will broadcast them here, on our website and via Twitter [@patientvoicesth](https://twitter.com/patientvoicesth)

## **News and Events**

### **Community grants – what you can do with £1000**

The NHS England Patient Participation team has awarded 15 Community Grants of £1000 each to the voluntary and community sector. The aim of the grants is to help showcase in a creative way the engagement work they do, how they do this and the

difference this can make to health outcomes.

Latest projects include: [Healthwatch Norfolk Veterans Project](#), a new animation by Healthwatch Norfolk, which shows how it involved veterans in the development of mental health services across Norfolk and Suffolk; and [The Elephant in the room](#), a new short film a new short film developed by The Friends of Bolton Child and Adolescent Mental Health Services (CAMHS) illustrating the work it has been doing with young people to tackle the stigma of mental health. There is more information on all of the projects on the [NHS England Involvement Hub](#).

## NHS Experience of Care week 20th-24th March 2017

This healthcare event, run by We Communities, is celebrating "the amazing things that are happening across the country to improve patient/family/carers and staff experiences." You can join in and share your successes via Twitter, including a 'Tweetchat' **on Thursday 23rd March**. Find out more on the [We Communities website](#). For non-Tweeters there are [webinars](#) to take part in and blogs to read.



## Useful resources

### Carers

Take a look at our new, dedicated [Carers page](#) on the Patient Voice South website. We've designed the pages in response to feedback, and we hope that the new design will help you find the resources you need as easily as possible. Fresh off the press are recordings and resources from the two web-based learning meetings we held in December. Participants, including Better Care Fund managers, a practice manager, and a voluntary sector Chief Executive, discussed the practical 'nuts and bolts' of embedding carer services into their work.

You'll also find details of the inspiring John's Campaign, a national movement to help NHS staff recognise the importance of working with family carers as equal partners in the care of people with dementia in hospital.



## Maternity

We've also just launched a new dedicated [Maternity page](#) for people working to improve maternity services, including professionals and people who give voice to the women and families who use these services. As well as case studies and links to local groups of service users, you'll find a recording, chat box and other materials from our two recent webinars. The second webinar focussed on helping people understand the new infrastructure, including Sustainable Transformation Plans (STPs) and how these fit with the Local Maternity Service areas. The Patient Voice South approach is to get people talking across boundaries, whether geographical or organisational, and the lively '[chat box](#)' notes show how keen people are to feel informed, and 'ready to build a sense of "us"', to quote [Helen Bevan](#).

NHS England is working with seven [Maternity Choice and Personalisation Pioneers](#) sites across the country to develop and test ways of improving patient choice in maternity services. Cheshire and Merseyside is the first site to launch Personal Maternity Care Budgets (PMCBs) to empower women to choose who provides their maternity care.

## Citizen and patient leadership

### Leadership for Empowered and Healthy Communities Programme

The fifth cohort of the [Leadership for Empowered and Healthy Communities programme](#) recently came to a close, meaning that more than 140 people across England have taken part in this programme, whose design and delivery is co-produced with citizens. The programme supports leaders in health and social care create the conditions for strong communities, in which people can thrive and feel supported. Feedback reveals that participants leave feeling energised and empowered, with a strong belief in their power to instigate change. A new programme starts in July 2017 - contact [karina.croyston@lehc.org.uk](mailto:karina.croyston@lehc.org.uk) for further information.

### Patient Encounter Leadership Programme

A different approach to working with patients is the [Patient Encounter Leadership Programme](#) developed at Frimley Health NHS Foundation Trust. The programme was inspired and shaped by a patient working closely in conjunction with the hospital trust. The programme is aimed at consultants, recognising the influence they have beyond their immediate group of patients.

## Children and Young People

**NHS Youth Forum's top tips to involve young people in healthcare planning**



Young people need to be involved at all levels of our healthcare system, from shaping the care they are receiving right up to co-designing and inputting to strategic change. All too often the NHS expects young people to get involved on its terms, but traditional engagement approaches don't work for young people. Take a look at these [Top Tips](#) – with lots of links to other resources - developed by the NHS Youth Forum.

## Learning and Development

### Learning Disabilities

If you are working in Transforming Care Partnerships, or have an interest in improving the quality of care for people with learning disabilities and/or autism, join with colleagues in a monthly webinar. The NHS England Share and Learn webinars are held on the final Thursday of each month from 12.30pm to 1.30pm – [see the Share and Learn webinar flyer](#) for more information.

### Engage for Change

Three online courses coming up 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). The online courses can be completed at your own pace. Find out more online on the [NHS Involvement hub](#).

## A Good Read

We've picked out four Good Reads for you this month – worth a sit down with a cup of tea or a kale sandwich.

### Crowd sourcing - designing together

The West of England Academic Health Science Network is running an inspiring programme called [Design Together, Live Better](#). It connects citizens with companies and entrepreneurs to co-create new healthcare ideas based on real needs. One is the Music Memory Box, designed with individuals with dementia and their families. It is a box containing objects chosen by the owner to represent friends, family and key memories.

### Why Always Events matter – Neil Churchill

[In this blog](#), Neil Churchill, Director for Patient Experience at NHS England, asks what are the things that we ALWAYS want to happen when we access healthcare either for ourselves or our families or friends?

## What it's like to be a young carer – Lavinia Kellman

“When I was just four years old, like many other children, I started doing things for myself: playing games, discovering new things... Even at this age, I soon started to realise that what I had to do was different to other children. My mum cared for both my Grandma and Grandad and, as part of day-to-day life, I was needed to provide additional help.” [Read more of this positive blog](#) from Lavinia Kellman.

## Personal Maternity Care Budgets: A new way forward – Jennie Walker

[In this blog](#), Jennie Walker (Assistant Head of Patient Choice for NHS England) explains how the seven Maternity Pioneer sites are working, and their plans for launching pilots of Personal Maternity Care Budgets (PMCBs). Join the Twitter conversation using [#MatImp](#) and [#MatExp](#).

### About our network

As a Patient Voice South network member, you can network with others and benefit from our learning and development webinars. Joining only takes a few minutes.

[Find out more](#)

