

Dear all,

Please find information below on:-

- Recruitment for new NHS England Advisory group for people with a learning disability and/or autism and families
- Healthwatch Somerset GP Survey
- Care Plan Workshop - Friday 9 Sept 2016, 10 am-4.30 pm, The Canalside Conference Centre, Bridgwater, TA6 6LQ (lunch included)
- My Life Plan
- Book appointments online, renew prescriptions online, view your GP record online
- Feedback from Carers via Carers Voice
- Carers Action Representing East Somerset (CARES)

**Attachments:**

- Healthwatch GP survey
- Blank Care Plan Document
- Example Care Plan Document

**Useful website links:**

- <https://www.engage.england.nhs.uk/application/ld-aa-group>
- <http://www.thecareforum.org/limesurvey/index.php?sid=31334&lang=en>
- <https://www.nhscitizen.org.uk/>
- <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/>
- <http://www.cares-east-somerset.org.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. For previous bulletins, please click on this link: <http://somersetccg.nhs.uk/get-involved/patient-participation-groups/ppg-bulletins/>

Kind regards

Sue Lilley

**Interim Patient, Public Experience and Engagement Coordinator**

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

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**Subject: Recruitment for new NHS England Advisory group for people with a learning disability and/or autism and families – first meeting 21 October 2016, Leeds**

The Learning Disability Engagement Team is now recruiting for members of a new NHS England advisory group for people with a learning disability and/or autism and families. Please can you share this link with your networks and anyone who you might think would be good on the group? The link takes you to a survey which is the application form. There is an easy read attachment with more information too.

<https://www.engage.england.nhs.uk/application/ld-aa-group>

What is the advisory group?

- We will recruit 12 members of the public – at least three people who have a learning disability, at least three people who have autism, at least three family carers and at least one person who can represent people with more severe learning disabilities
- The group will meet three times a year, alternating between Leeds and London – the first meeting will be in Leeds on 21<sup>st</sup> October
- We do not want many ‘NHS England people’ at this meeting because it is a chance for members of the public to have a voice. The meeting will be chaired by a set of co-workers from the engagement team. There will be two more representatives from NHS England who can steer the conversations and hear what the advisory group members have to say. (They will be a combination of Anthony Houlden, Kevin Elliot, Hazel Watson, Crispin Hebron and Ralph Michell).
- The purpose of the advisory group is to:
  - Shape how NHS England works with people who have a learning disability and/or autism and families (- and influence the work of [NHS England's Forum for People with a Learning Disability and/or Autism, their Families, Carers and Supporters](#) )
  - Strengthen voice of people with a learning disability and/or autism and families a voice, spot when we are not hearing some voices and advise on how we can access the people that are seldom heard
  - Test NHS England's approach to engagement e.g. on particular work streams

**Bethany Plummer**

Learning Disability Network Manager | Patient & Public Participation Group  
NHS England | 7E58 | Quarry House | Quarry Hill | Leeds | LS2 7UE  
Tel: 07900 715 517

**I am a co-worker. Co-working is where a person with a learning disability job shares with a person who does not have a learning disability - together we have complementary skills, strengths and experiences.**

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**Subject: Healthwatch Somerset GP Survey – deadline end of August**

Healthwatch Somerset has been working with our Local Medical Committee on access to GP appointments, medical treatment and advice. Together we have designed the attached survey which we are circulating to groups and organisations for it to be completed by people living in Somerset. The information from the completed surveys will be used anonymously to produce a report and to help shape the development of Primary Care Services in Somerset.

I would be grateful if you can circulate the questionnaire through your networks, to the people you work with and support, as well as to staff and colleagues. The address to return it to is given at the top of the questionnaire. The initial deadline for return of surveys is the end of August, and we are able to accept them into September if you can let us know if a later return date that would work better for your organisation/service. The questionnaire is also available for completion online using the following link

<http://www.thecareforum.org/limesurvey/index.php?sid=31334&lang=en>

We are keen to hear from as wide a range of people as possible and recognise that not everyone is able to complete the questionnaire without help. If your staff or volunteers are unable to support everyone who needs help to complete the survey we may be able to provide a Healthwatch volunteer to assist. If this type of support is needed please contact me to let me know and someone from the Healthwatch team will contact you to discuss the possibility of healthwatch volunteer support more fully.

Joan Lee  
Project Coordinator Healthwatch Somerset  
Direct Line 01278 264406  
Mobile 07410696285  
Email [joanlee@thecareforum.org.uk](mailto:joanlee@thecareforum.org.uk)

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**Subject: Care Plan Workshop on Friday 9 September 2016, 10 am-4.30 pm, The Canalside Conference Centre, Marsh Lane, Bridgwater, TA6 6LQ (lunch included)**

Care plans are used for patients who have ongoing care, such as:

- Mental health care under the Community Mental Health Teams
- Patients in our Community Hospitals
- Patients being looked after in their homes, for example recovering from stroke, or living with several different long-term health conditions
- Patients living with dementia or under the care of our Older Adults Community Mental Health Teams.

An example of our current Care Plan is attached (a blank care plan and one example care plan). We want to hear your views about what you would like to see in your Care Plan, and how we can work better with patients to use care plans.

If you are interested in attending, please email Lucy Nicholls, Patient Experience Manager, on [lucy.nicholls@sompar.nhs.uk](mailto:lucy.nicholls@sompar.nhs.uk) or telephone on the address below. Places are limited so booking is required. Please do circulate this to anyone who might be interested in attending. We look forward to hearing from you!

**Lucy Nicholls**

**Patient Experience Manager**

Somerset Partnership NHS Foundation Trust

2nd Floor, Mallard Court

Express Park, Bristol Road

Bridgwater TA6 4RN

Tel: 079 202 666 92

Email: [Lucy.Nicholls@sompar.nhs.uk](mailto:Lucy.Nicholls@sompar.nhs.uk)

Twitter: [@SomParNHS](https://twitter.com/SomParNHS)

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**Subject: My Life Plan**

**My Life Plan** is a folder of information owned by the individual and includes their personal details, what matters to them, their goals and action plan, information relating to their health conditions, medications, allergies, test results and their other health and social care/support plans. Overall the use of personalised care and support planning and My Life Plan should empower people with long term conditions to better self-manage their conditions and improve their quality of life.

My Life Plan will also save people having to repeat their stories every time they see a new practitioner, and means different practitioners can share information so that more appropriate treatments/services can be provided to them.

We now also have an A5 mini version of My Life Plan for people with less complex conditions and there is an A4 'Easy Read' version of this.

Printed copies of the full or mini version of My Life Plan are available for GP practices to order from: [sarah.attree@somersetccg.nhs.uk](mailto:sarah.attree@somersetccg.nhs.uk).

All the above templates can be found in the Somerset House of Care Resource Library on the CCG website at: <http://www.somersetccg.nhs.uk/about-us/how-we-do-things/somerset-house-of-care/>

We are very pleased that the following practices have sent practitioners on the Personalised Care and Support Planning Course, 'Making it Happen':

|                                   |                               |
|-----------------------------------|-------------------------------|
| Abbey Manor Medical Practice      | Edington Surgery              |
| Axbridge Surgery                  | Essex House Medical Centre    |
| Beckington Surgery                | French Weir Health Centre     |
| Blackbrook Surgery                | Frome Medical Practice        |
| Brendon Hills Surgery             | Grove House Surgery           |
| Brent Area Medical Centre         | Hamdon Medical Centre         |
| Bruton Surgery                    | Harley House Surgery          |
| Burnham and Berrow Medical Centre | Hendford Lodge Medical Centre |
| Buttercross Health Centre*        | Highbridge                    |

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| Buttercross Health Centre*<br>Castle Cary Surgery<br>Cheddar Medical Centre<br>College Way Surgery<br>Creech Medical Centre<br>Crown Medical Centre<br>Dunster Surgery<br>East Quay Medical Centre   | Ilchester Surgery<br>Irnham Lodge Surgery<br>Langport Surgery<br>Lister House Surgery<br>Luson Surgery<br>Lyngford Park Surgery<br>Mendip Country Practice<br>Milborne Port Surgery  |
| Millbrook Surgery<br>Park Medical Practice<br>Polden Medical Practice<br>Preston Grove Medical Centre<br>Quantock Vale Surgery<br>Queen Camel Medical Centre<br>Redgate Medical Centre<br>Ryalls Park Medical Centre<br>Springmead Surgery | St James Medical Centre<br>The Meadows Surgery<br>Victoria Gate Surgery<br>Vine Surgery (Vriends)<br>Warwick House Medical Centre<br>Wellington Medical Centre<br>Wells City Practice<br>Wells Health Centre<br>Westlake Surgery (Smith)<br>Yeovil Health Centre |

Further courses are being held as follows:

| <b>Course</b> | <b>Venue</b>              | <b>Day 1<br/>9 am -<br/>3.30 pm</b> | <b>Day 2<br/>9 am - 1<br/>pm</b> |
|---------------|---------------------------|-------------------------------------|----------------------------------|
| 3             | Wellington Medical Centre | 05/07/2016                          | 16/08/2016                       |
| 4             | Williton Hospital         | 04/08/2016                          | 15/09/2016                       |
| 5             | The 37 Club, Puriton      | 07/09/2016                          | 19/10/2016                       |
| 6             | Wellington Medical Centre | 04/10/2016                          | 15/11/2016                       |
| 7             | West Mendip Hospital      | 03/11/2016                          | 15/12/2016                       |
| 8             | Williton Hospital         | 01/12/2016                          | 12/01/2017                       |
| 9             | Wincanton Hospital        | 06/12/2016                          | 17/01/2017                       |
| 10            | Sedgemoor - TBC           | 05/01/2017                          | 08/02/2017                       |
| 11            | West Mendip - TBC         | 31/01/2017                          | 14/03/2017                       |
| 12            | Wellington Medical Centre | 22/02/2017                          | 29/03/2017                       |

If practices would like to book further places please contact

[Leandra.Downes@swcsu.nhs.uk](mailto:Leandra.Downes@swcsu.nhs.uk)

We would also welcome any PPG leads on the course if you would like to attend. Again please contact Leandra.

**Subject: Book appointments online, renew prescriptions online, view your GP record online**

**GP Practices across Somerset are now offering Patient Online Access**

This means you can book routine appointments, order repeat prescriptions and access your medical record via the internet.

## What are the benefits?

Benefits include:

- Access wherever and whenever you like
- Avoid waiting on the phone when trying to book routine appointments
- Easier to manage your healthcare

## How can I use the service?

If you wish to use Patient Online Access, you need to ask your GP practice to set you up.

Make sure you take two forms of identification to your practice: one which includes your photo and one to confirm your address.

Your practice will then provide you with a login and a password to access the online services via their website.

## What if I don't have a computer or don't want to do this?

If you prefer, you will still be able to access face-to-face and telephone contact with your surgery.

For help using or accessing a computer, contact your local Library as they offer free computer training.

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### **Subject: Feedback from Carers via Carers Voice**

**Carers Voice** has gathered feedback from carers as part of the wider engagement of people in the review of carers' services across Somerset. They will soon be looking for carers who might be interested in being involved in the procurement process for the new service. This might ideally suit a carer with an interest or experience in the business side of services and their development. There will be a briefing session – the date is to be confirmed but it will be sometime before mid-October. If you are interested (or you know a carer who might wish to participate), please express your interest directly to Vicky Chipchase [VEChipchase@somerset.gov.uk](mailto:VEChipchase@somerset.gov.uk)

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### **Subject Carers Action Representing East Somerset (CARES)**

CARES are a group of careers and former carers who raise funds to support carers who are in crisis and are living in East Somerset. Their objectives are to organise fundraising events and provide funding for carers in crisis. Providing funding for carers days at nominated events, organising events for carers during Carers Week and raise awareness of the needs of carers in our local area. For more information or to propose a fundraising event, please contact Jean Bryer on 01373 463409 or email [jeanmebryer@gmail.com](mailto:jeanmebryer@gmail.com) or visit the website [www.cares-east-somerset.org.uk](http://www.cares-east-somerset.org.uk)

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