

# PATIENT ENGAGEMENT WEEKLY BULLETIN

Dear all,

Today's bulletin comes in two parts and includes items on:-

- **Community Drop-In Event - 10 May 2018 (see attached)**
- **Sedgemoor Dementia Conference 29th May 2018 (see attached)**
- **Somerset County Council / Compass Disabilities Services Survey**
- **Somerset CCG starts process to secure a new integrated urgent care service**
- **Our Voice Somerset**
- **Naturally Health May is here!**
  
- **Useful website links:**
  - [www.carersvoicesomerset.co.uk](http://www.carersvoicesomerset.co.uk)
  - <https://www.england.nhs.uk/participation/get-involved/how/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 receiving this regularly.

Please contact me on [susan.lilley@nhs.net](mailto:susan.lilley@nhs.net) if you have any information you would like added to future bulletins.

Kind regards,

Sue Lilley

**Acting Patient Advice and Liaison Service (PALS) Manager  
Somerset Clinical Commissioning Group**

**Wynford House, Lufton Way, Lufton, Yeovil, Somerset BA22 8HR**

Telephone: 0800 0851 067

Email: [susan.lilley@nhs.net](mailto:susan.lilley@nhs.net) Website: [www.somersetccg.nhs.uk](http://www.somersetccg.nhs.uk)

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**Subject : Community Drop-In Event - 10 May 2018 (see attached)**

A community drop-in event is taking place at Bridgwater Town Hall on the 10<sup>th</sup> May 2018 from 10am until 2pm for anyone living with a long term health condition, disability or caring for someone living in Sedgemoor.

A range of information will be available from over 20 organisations such as Citizens Advice, Avon and Somerset Police, Devon and Somerset Fire Service, Sedgemoor Lifeline, Somerset Sight, Action on Hearing Loss amongst others. There will also be a chance to give individual views on services. Tea, Coffee and Cake will be available for anyone attending.

The event is being organised by Compass Disability Services in Partnership with Sedgemoor District Council. Richard Pitman, Chief Executive Officer of Compass Disability Services said; "One of the main issues we come across is that individuals do not know where to go to get information or advice on services. The event will provide an ideal opportunity to find out more about services that enable individuals living with long term health conditions or a disability live independently. We will also be gathering individual views to feedback to the local council "

For more information please contact Mandy Seaman at Compass Disability Services on 01823 282823 or email [mandy@compassdisability.org.uk](mailto:mandy@compassdisability.org.uk)

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**Subject: Sedgemoor Dementia Conference 29th May 2018 (see attached)**

The Sedgemoor Dementia Conference is being held on 29 May 2018 at St Mary's Church, Bridgwater. Tickets are £30 and include lunch and refreshments Please contact John Hardy, 07757730514 or [hardy.benjamin@sky.com](mailto:hardy.benjamin@sky.com) for further information

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## **Subject : Somerset County Council / Compass Disabilities Services Survey**

As you may be aware, Somerset County Council are currently reviewing the way they run day activities for adults with dementia or other functional mental health needs. Service user voice is at the heart of understanding how the service commissioned impact on people's lives. A short survey has been developed to provide Somerset County Council with a view of current services and to help highlight improvements for the future. The survey has been designed to be completed by individuals living with dementia or other functional mental health needs and their carer(s).

It is important to note that this exercise is not about cutting budgets or reducing services – but to modernise commissioning practices to enable providers to adapt their services to meet individual needs more effectively. All information collected as part of this exercise will remain anonymous and will form part of an important planning exercise which will see the creation of a new model of services for adults living with dementia or other functional mental health needs.

Somerset County Council are working in partnership with Compass Disability Services to collate feedback on this piece of work. A copy of the survey is available for completion online at [https://www.surveymonkey.co.uk/r/SCC\\_Day\\_Opportunities](https://www.surveymonkey.co.uk/r/SCC_Day_Opportunities).

You can also contact Mandy Seaman at Compass Disability Services on 01823 282823 or email: [mandy@compassdisability.org.uk](mailto:mandy@compassdisability.org.uk) to arrange to complete the survey over the phone or to request hard copies of the survey. You can return the survey to Freepost address; Freepost RRAA-RLEX-XXRU Compass Disability Services, Unit 11-12 Belvedere Trading Estate, Taunton TA1 1BH.

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## **Subject : Somerset CCG starts process to secure a new integrated urgent care service**

Somerset Clinical Commissioning Group (CCG), the NHS organisation responsible for the planning and funding of local health services, is inviting 'expressions of interest' from any suitably qualified provider to deliver a new Integrated Urgent Care Service for the county.

A nationally developed service specification\* was published by NHS England last year calling upon England's 200 Clinical Commissioning Groups to develop a new model of service. This would deliver 24/7 access to integrated urgent care; with clinical advice and treatment being incorporated into the NHS 111 telephone helpline service as well as GP Out-of-Hours services. Members of the public will still call the 111 for clinical advice but have the added benefit of an assessment by a doctor, nurse or other suitably qualified professional

Commenting upon local urgent care services, Nick Robinson, Somerset CCG's Chief Officer, said: "Members of the public can be reassured that whilst the procurement process takes place, the existing NHS 111 telephone helpline and GP Out-of- Hours service remains safe and effective.

"I am pleased that our existing service provider, Vocare Ltd, has worked in close collaboration with Devon Doctors who will be managing the GP Out-of-Hours service on an interim basis from the end of April. The priority for everyone has been to ensure that patients get the necessary health support they need and I am confident this will be delivered in a more timely way. The views of service users and the public will also be incorporated into the development of the new service model. "If you or a family member become ill after your GP Practice has closed, then remember to telephone NHS 111."

In February this year Somerset CCG announced that that it had given Vocare Ltd, the county's existing provider of Somerset's NHS 111 and GP Out-of-Hours Services, notice of its intention to procure a new urgent care service this year.

It was also with the mutual agreement of Vocare Ltd that the county's GP Out-of-Hours Service has been transferred (on an interim basis) to the management of Devon Doctors Ltd. Devon Doctors Ltd will be responsible for delivering GP Out-of-Hours services to over half million Somerset residents from Monday 30 April 2018.

The procurement of a new Integrated Urgent Care Service for Somerset is expected to be completed later this year with the successful provider delivering the new model of service from the end of February 2019.

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**Subject : Our Voice Somerset (see attached posters)**

We need you to help us start a monthly peer supported group! If you have a learning disability and would like to meet new people, speak up about things that matter to you, learn new skills, run your own group and have fun, come along.

**Bridgwater**

Wednesday 23<sup>rd</sup> May at 5.45 – 7.15pm at Victoria Park Community Centre, Victoria Park Drive, Bridgwater.

**Frome**

Thursday 31st May and Thursday 28th June at The HubNub Centre, Whittox Lane, Frome BA11 3BY

If you would like to find out more or would like to join, please contact Openstorytellers on 01373 454099 / [info@openstorytellers.org.uk](mailto:info@openstorytellers.org.uk)

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**Subject : Naturally Health May is here!**

Here's the full Nature and Wellbeing film - spread the word about how beneficial landscape and nature can be. **Find out more about Somerset's AONBs Nature and Wellbeing Project at** <https://www.youtube.com/watch?v=MXFJfWuIFl&t=72s>

It can also be found on our Quantock Hills website soon! **Be inspired to take that step outside and let interaction with nature and the landscape do you the world of good! #letnaturenurture #stepoutside**

**Danielle Wrench**

**Interim Nature and Wellbeing Assistant**

**Somerset's Areas of Outstanding Natural Beauty**

Working Days: Tuesday-Thursday 9.30 - 2.30pm

**Fyne Court, Broomfield, Somerset TA5 2EQ**

**(01823 451 884) Mobile: 07976691772 Email: [DWrench@somerset.gov.uk](mailto:DWrench@somerset.gov.uk)**