

# PATIENT ENGAGEMENT WEEKLY BULLETIN

Dear all,

Today's bulletin includes items on:-

- **NHS Somerset CCG Governing Body Meeting In Public – Thursday 26 July 2018**
- **Talking Café In Bridgwater**
- **Partnership Briefing re Drug Operations In Yeovil**
- **Blood In Pee Campaign**
- **Somerset midwives: “Help us celebrate the 10th birthday of Musgrove’s Bracken Birthing Centre”**
- **Friends and Family Test Update**
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- **Useful website links:**
  - <https://www.somersetchoices.org.uk/adults/api/cms/search/doSearch?q=carers%20voice%20somerset&pc=>
  - <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

**Patient, Public and Carer Involvement Co-ordinator**

**Somerset Clinical Commissioning Group** | *Working together to*

*Improve health and wellbeing*

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## **Subject : NHS Somerset CCG Governing Body Meeting In Public**

The Governing Body of the NHS Somerset Clinical Commissioning Group (CCG) will be holding its next meeting in public on **Thursday, 26 July 2018 at 9.30 am**, at the **Council Chambers, Cannard's Grave Road, Shepton Mallet, BA4 5BT**.

The CCG is the fully authorised commissioner of many of Somerset's health services, and assumed its statutory responsibility on 1 April 2013.

Members of the public are welcome to attend the meeting to listen to the items being discussed and there is an opportunity to ask questions at the beginning of the meeting.

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## **Subject : Talking Café In Bridgwater**

**Talking Café Every Thursday 10am-1pm**  
**Bridgwater Arts Centre, 11-13 Castle Street, TA63DD**

A Multi Agency information café providing free advice and support to the public. Pop in for a cuppa and a chat - open to any adult over 18.

A Village/Community Agent, Alzheimers Society support worker and Grace Advocacy are available every Thursday. St Margarets Hospice Carer Support are available on the last Thursday of every month. The café is also supported by other agencies such as Somerset Mental Wellbeing, Healthwatch Somerset and Andrew Carrigan (Solicitor specialising in social care law).

**Ann-Marie Williams**  
**Bridgwater Bay Village Agent**

Tel: 01823 331222 Mobile: 07494 883185 Email: [Ann-Marie@somersetccc.org.uk](mailto:Ann-Marie@somersetccc.org.uk)  
Check out the CCS website: [www.somersetccc.org.uk](http://www.somersetccc.org.uk) and see the [variety of work we are doing](#).

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## **Subject: Partnership Briefing re Drug Operations in Yeovil**

We have been asked to share the attached document entitled “Op Encounter Partner Briefing Yeovil” which relates to a threat to vulnerable people from drug dealers with recipients of the Patient Engagement Weekly Bulletin. For further information, please contact:-

### **Tim Coombe**

Inspector – Neighbourhood Policing for South Somerset  
Yeovil Police Station, Horsey Lane, Yeovil, BA20 1SN

Mobile 07889 656 922  
Office 01935 402123  
Email [tim.coombe@avonandsomerset.police.uk](mailto:tim.coombe@avonandsomerset.police.uk)

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## **Subject: Blood In Pee Campaign**

The national campaign “Blood In Pee” from Public Health England launches today (Thursday 19 July).

Blood in your pee is a key symptom of bladder cancer and kidney cancer.

Other bladder cancer symptoms include:

- Cystitis (a urinary tract infection) that is difficult to treat or comes back quickly after treatment.
- Pain when peeing

Other kidney cancer symptoms include:

- A pain that doesn't go away, either in the tummy or in the side below the ribs
- Weight loss

If you have any of the above symptoms, go and see your doctor.

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## **Subject: Somerset midwives: “Help us celebrate the 10th birthday of Musgrove’s Bracken Birthing Centre”**

Midwives at Musgrove Park are inviting members of the public to celebrate the 10th birthday of the hospital's Bracken birth centre.

A party is being held at the hospital to celebrate Bracken, as well as its sister birthing centre at Bridgwater Hospital – called Mary Stanley Unit, and Musgrove's home birth team.

It takes place on Sunday 22 July, from 2 – 5pm, at Musgrove Park Hospital's Jubilee Concourse lawn (next to M&S).

All members of the public are welcome to attend this family-friendly party, which will have music, food, health promotion stands and games.

The midwifery team will also launch its fundraising campaign in an effort to raise £2,000 to improve Bracken's environment.

Sally Bryant, maternity matron at Musgrove Park Hospital, said: "If you're able to help, we would love to hear from you. Please contact our fundraising team on [fundraising@tst.nhs.uk](mailto:fundraising@tst.nhs.uk) We look forward to sharing Bracken's 10th birthday with you, so please come join the celebrations."

**Paul Hopkins**  
Communications manager

Taunton and Somerset NHS Foundation Trust  
& Somerset Partnership NHS Foundation Trust

☎ 01823 344436 / 0771 730 0326 ✉ [paul.hopkins@tst.nhs.uk](mailto:paul.hopkins@tst.nhs.uk)

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## **Subject: Friends and Family Test Update**

### **Celebrate our FFT milestone**

Today marks a major milestone for FFT data: there have now been more than 50 million recorded responses to the feedback tool.

Today's publication of data for May 2018 took the latest total across the NHS to an amazing total of 50,544,034 pieces of feedback since the Friends and Family Test began. The total rises by around 1.2 million each month.

Of course, it has never really been about the numbers. Whilst we are marking this amazing milestone and the important overview of the

ratings of services that it provides – typically nine out of ten people saying they would recommend the services they use to their friends and family if they needed similar care – what we are really celebrating is all the insight that patients have provided into their needs and expectations, largely through their additional comments, to help services to continuously improve.

You can see some examples of how the FFT works, and is being used for improvement across a range of services, in these videos:

- The FFT in [general practice](#)
- How it works in an [NHS trust](#)
- Using the FFT on a [maternity ward](#)
- How the FFT helped reduce [patient fasting times](#) before operations
- Improving [end of life care](#) through patient feedback.

We're tweeting about it on the NHS England feed today and over the next few days. It would be wonderful if you would look out for and retweet the information posted on the @NHSEngland account and, even better, if you would join in the conversation by sharing some of your examples of how the FFT has brought improvements, large and small, as a response to patient feedback. Thank you.

Look out too this afternoon for a [blog](#) on the FFT by Clare Enston, Head of Insight and Feedback, called "Friends and Family Test hits 50 million milestone".

### **What's happening in the project?**

The Friends and Family Test Development Project is building pace, with a number of significant steps taken over the last few weeks.

The project team recently delivered two webinars to discuss the aims, requirements and outcomes for the FFT project with people who had shown interest in being part of the two working groups currently being formed. They will look at:

- The FFT question and whether it should be replaced;
- Timing requirements for when feedback is sought by maternity, inpatient and A&E services.

Working group meetings begin on 20 July. If you want to get involved, you can still do so up to the point of the first meeting, by contacting [christine.budd3@nhs.net](mailto:christine.budd3@nhs.net).

The working groups will discuss and give views on a range of options for revising the current FFT guidance and, alongside other information such as stakeholder surveys and evidence from formal research projects, will help shape recommendations to senior management at NHS England in the autumn.

### How else can I share my views?

Even without being involved in the working groups, you can still share your views with the project team. A set of three surveys have been published and circulated to give commissioners, providers and FFT suppliers the opportunity to have their say.

The questionnaires are a key part of the review process, and give the opportunity to comment on things like where the FFT is working well, and where it might be improved. There are just over **two weeks remaining** for responses to the FFT surveys as the deadline for responses is **31 July**.

The questionnaires can be accessed on Citizen Space by clicking the link for [providers](#), [commissioners](#) or FFT [suppliers](#).

You can catch up with the information shared at our webinar by watching a recording via the link below:

### [Play recording](#)

General information about the project can be found on the NHS England [website](#).

### Introducing our project team

The project is being led by Christine Budd (below left) and Terry Morgan (centre). From Monday, they will be joined by Project Support Officer Caroline Hayes (below right).



Other members of the NHS England Insight & Feedback team, under the leadership of Clare Enston, are also involved in various part of the project.

### **Next edition**

Our next edition of the Insight Update is due out in mid-August. If you would like to contact us for any reason, you can reach the project team via [england.insight-queries@nhs.net](mailto:england.insight-queries@nhs.net). Please mention FFT in the subject line.