

Stakeholder newsletter

February 2018

Welcome to our information newsletter, rounding up the latest news and events from NHS Vale of York Clinical Commissioning Group.

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- Our conversations with our community – where we have been out and about
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- Latest news: Pharmacists first, young persons' mental health and wellbeing text service
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To request this document in a different language or in a different format, please contact the CCG on: 01904 555870 or voycg.engagement@nhs.net.

Commissioning on behalf of our community – building on your conversations!

Every year NHS commissioners are required to set out their priorities and publish how they will improve the health of its community.

We have launched our [Commissioning Intentions for 2018-19](#).

What's important to our community about health and care is important to us.



That is why we asked local people:

“what is important to you about local healthcare services?” The Commissioning Intentions reflect these views - so a big thank you to everyone who took part in our conversation in 2017! Topics including cancer, dementia, mental health, access to health prevention / education and access to primary care services were identified by participants.

Collecting these views at the draft planning stage has proved essential and this will help us to develop:

- a safer and stronger community
- support key prevention and behaviour change initiatives and
- reduce the demand on expensive healthcare interventions.

Useful links to more information:

- [To view a short video from Dr Kev Smith about our commissioning intentions click here](#)
- [To read a short two-page summary click here](#)
- [To find out more about our conversations with our community during 2017 click here](#)



Have your say – please give us five minutes of your time

Improving access to GP services in the evening and at weekends

There is a national requirement to increase the access to GP services across England and Wales by providing evening (6:30pm - 8:00pm) and weekend appointments.

Some surgeries in our area already provide a limited evening and weekend service but the CCG wants to ensure everyone in the Vale of York is served equally.

An improved service would allow:

- An increase of same day appointments;
- The availability of routine appointments in the evening and/or at weekends;
- These appointments would be provided by a mix of clinicians such as GPs, nurses and pharmacists, scheduled appropriately to your medical needs.

The purpose of this [survey](#) is to give you the opportunity think about what your needs are and then tell us how you would like the service to be delivered.

In line with data protection law, your information will remain anonymous and will only be used to inform these plans.

**Please take our online survey by
clicking on the link below:**

<https://www.surveymonkey.co.uk/r/ImprovingGPAccess>



Easy Read version: [Click here to view the version of the improving GP access survey in Easy Read.](#)

If you would like a hard copy of this survey, or alternative sizes or formats, please contact us on: **01904 555870** or voyccg.engagement@nhs.net.

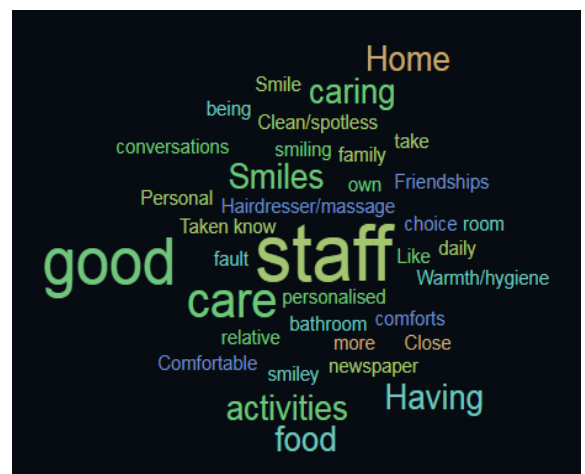
Conversations with our community

We regularly go out and chat with our community.

Here is a roundup of just a few of our conversations...

- We met with the City of York Youth Council and the Parent Carers Forum in January 2018 to discuss the NHS Child and Adolescent Mental Health Services (CAMHS) and to listen to their views and priorities for mental health services.

- In February we visited a residential home in Pocklington to speak to staff and residents about what matters most to them. As part of the visit we spent a couple of hours finding out about what is important to staff to stay informed and positive at work, and what helps keep residents happy and well. Strong themes came through around person-centred compassionate care as well as conversations with the management team around leadership.



- In January Dr Kev Smith (Executive Director of Primary Care and Population Health) gave an update to the York Healthwatch Assembly about the work of the CCG and our priorities for this year. The focus was on how we can help people to support themselves and delivering services that make sense for our population within the Vale of York
- We recently attended a number of Learning Difficulty (LD) Forums where attendees discussed the potential barriers of



attending screening and accessing GP services. Feedback focused on the length of GP appointments not always being long enough to communicate issues, the need for more accessible information for patients and health professionals, and for easy read invite letters to encourage the uptake of screening. In response to the feedback CCG colleagues are working on an action plan to address these potential barriers.

If you would like us to come to one of your events or present at a forum, please contact us:
voyccg.engagement@nhs.net

Upcoming events

Governing Body – Thursday 1 March 2018

Members of the public are invited to discover first-hand what is being done to improve healthcare services in the Vale of York area. The CCG's Governing Body, which consists of local GPs and other healthcare professionals and is responsible for monitoring the performance and quality improvement of healthcare providers in the Vale of York area.

The next meeting in public is on 1 March 2018.

- **Location:** The Snow Room, West Offices, Station Rise, York YO1 6GA
- **Time:** 9.30am

Those people wishing to raise a matter or ask a question at the meeting should submit their enquiry by 5pm on Monday 26 February. This can be done by email: valeofyork.contactus@nhs.net or alternatively, by sending your enquiry by post to; Michele Saidman Executive Assistant, NHS Vale of York CCG, West Offices, Station Rise, York YO1 6GA.

The agenda and papers for the Governing Body meeting will be available from 22 February at: www.valeofyorkccg.nhs.uk/about-us/governing-body-meetings/

Community equipment and wheelchair user forum – new members wanted!

We run a quarterly forum for all users of wheelchairs and community equipment across York and North Yorkshire. The forum provides a unique opportunity for people to share their experiences with other service users, commissioners and the new providers; Medequip and NRS. We are committed to use this forum to involve service users in the monitoring of the contracts and service improvements in the future.



We are looking for new members to get involved! If you would like to come along to a meeting or find out more, please contact us on 01904 555 870 or by email: voycg.engagement@nhs.net.

[To view a video about the successes of the forum expressed by service users, please click here.](#)

Latest news

[Young person's mental health and wellbeing text message service launched in North Yorkshire](#)

NHS Vale of York Clinical Commissioning Group (CCG) has helped to launch a new mental health and wellbeing text message service to support young people in North Yorkshire.

With the help of the Vale of York CCG and other CCGs in North Yorkshire, Compass Buzz has launched BUZZ US – a confidential text message service for young people aged 11-18 years to help support mental health and wellbeing issues.

Users can text the service on **07520 631168** to receive confidential advice, support and signposting from a wellbeing worker, who will respond via text message within 24 hours.



The text service operates 9am-5pm Monday to Thursday, and 9am-4.30pm on Friday. The service is unavailable on bank holidays.

[Click here to find out more about BUZZ us](#)

[Parents of young children urged to use pharmacies first](#)

Parents of young children in the Vale of York are being encouraged to take advantage of services offered by pharmacies when they require help with minor illnesses or ailments.

Stay Well Pharmacy is a new campaign from NHS England which encourages people, especially parents and carers of children aged under five, to visit their local pharmacy first for clinical advice for minor health concerns.

[Click here to find out more about Stay Well Pharmacy](#)

Get in touch

Why not join the conversation and have your say?

NEW SERVICE: You can now share your views by SMS text by texting **HEALTH** and your message to **60066**.

Or alternatively contact us by:

- email: valeofyork.contactus@nhs.net
- phone: 01904 555 870
- by post: NHS Vale of York CCG, West Offices, Station Rise, York, YO1 6GA
- online: www.valeofyorkccg.nhs.uk



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