

# Stakeholder newsletter

November 2018



**Dr Nigel Wells**  
Clinical Chair

## Governing Body GP members updates

Following our Governing Body meetings, our Clinical Chair and local GP, Dr. Nigel Wells and GP members [Drs. Helena Ebbs and Ruth Walker, the GP representatives for the North and South localities](#), share their thoughts on the meeting and the discussions that took place.

You can find out more about our Governing Body members [here](#), and to download the documents that summarise the GP members views open the links below.

[A review of the Governing Body meeting by its GP members – November 2018](#)

[A review of the Governing Body meeting by its GP members – September 2018](#)

## Come along to our Governing Body meetings

Our next Governing Body meetings takes place in public on Thursday 6 December 2018 and on Thursday 3 January 2019 in York.

The meetings begin at 9.30am at West Offices, Station Rise, York YO1 6GA.

Members of the public are invited along to observe and hear about the work the CCG is doing to improve services, quality and the experience of patients in the local area.

# HELP US HELP YOU

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## STAY WELL THIS WINTER



**Dr Kevin Smith**  
Executive Director of Primary Care and  
Population Health

We are calling on our local community to help prevent the spread of norovirus during winter.

Norovirus, which causes vomiting and diarrhoea, is commonly referred to as the 'winter vomiting bug' because it can be more prevalent during winter - but outbreaks can occur at any time of year.

It spreads very easily in public places such as hospitals, GP surgeries, nursing homes and schools – and is usually brought into these places by visitors once it becomes prevalent in the community.

We are asking the local community to help prevent the spread of norovirus by:

- Staying away from hospitals and other healthcare facilities if you or someone you live with (or are in close proximity to) has vomited or had diarrhoea within the last 48 hours.
- Staying at home until you or the person you live with (or are in close proximity to) have been free of these symptoms for 48 hours.
- Washing hands with soap and water (not alcohol-based gels) frequently,

especially before and after visiting hospital, a GP surgery or other healthcare facilities.

This video explains more about the importance of hand washing

<https://youtu.be/No9tcbKu-6c>

Dr Kevin Smith, the CCG's Executive Director of Primary Care and Population Health, said: "Being ill is never a nice experience but the winter vomiting bug is particularly unpleasant. We can all help each other by staying away from public places when we are ill or have been in contact with someone who is suffering.

"Norovirus can disrupt hospital, GP and other healthcare services because it's highly infectious and spreads easily so people are urged not to visit these places until at least 48 hours after their symptoms have cleared.

"You can always call your GP, rather than visit them, or use the NHS 111 service if you do need medical advice.

"The best place to be if you do catch norovirus is at home getting lots of rest and drinking plenty of fluids. It's also important to practise good hygiene by regularly washing your hands with soap and water."

For read more information about how to stay well this winter go to the winter pages of our website [www.valeofyorkccg.nhs.uk/winter](http://www.valeofyorkccg.nhs.uk/winter)



Vale of York residents can now access the NHS 111 service online as well as over the phone if they need urgent healthcare or health advice.

Residents can now receive medical help or advice from NHS 111 online using their smartphone, tablet, laptop or other digital device.

As an alternative to calling 111, you can now visit [www.111.nhs.uk](http://www.111.nhs.uk) to determine which service or treatment is most suitable for you. Like the phone service, it's

available 24 hours a day, 365 days a year, and is free to use.

Just as you do when calling 111, you'll answer a series of questions relating to your symptoms. Based on your answers, you will be directed to the most appropriate healthcare service in your area. You can also use NHS 111 online to get advice on self-care.



## **An update on our work and conversations to help shape end of life care services**

We understand that end of life care, also known as palliative care, may not be an easy topic to think or talk about. As part of our on-going conversation around this topic some of our staff spent a day at St. Leonard's Hospice Day Care Centre on Friday 16 November. It was a very powerful session that enabled us to listen to experiences first-hand and meet the staff and volunteers who were very welcoming.

Themes that came out of the session:

- the importance of having a coordinated approach to care and a single point of contact;
- care and compassion of staff;
- support following a bereavement;
- companionship and sharing through drop-in sessions;
- planning of affairs;
- ensuring that advanced care planning is in place;
- dignity and respect;
- talking openly about dying and death;
- being treated as an individual.

### **Next steps**

The feedback we have received, whether it was from family members, clinicians, volunteers or someone who is in receipt of services, was rich in personal experience. This information will be used to shape the End of Life Care Strategy and the creation of a Citizen's Charter that aims to improve and further develop end of life care and

support services.



We invited the Vale of York community to contribute their self-care pledges to our evolving health exhibition during Self Care Week 2018 (12-18 November), an annual campaign to raise awareness about the benefits of self-care and what people can do to take care of their own health.

We asked members of the public find out more about how they can take steps to improve their own health and wellbeing, and make a pledge that detailed what they aim to do (or stop doing) to improve their health and wellbeing.

Ways to embrace self-care include being active, eating healthily and learning when you should self-treat common illnesses and injuries – many of which can be treated at home by resting and using over-the-counter medicines from your local pharmacy.

Making little changes for the better now, can have significant and long-lasting benefits to your health and wellbeing in years to come.

Pressure ulcers are a major cause of harm and distress. They are serious, localised injuries to the skin and / or underlying tissue as a result of pressure, or pressure in combination with shear and / or friction. They have



a huge impact on a patient's quality of life leading to increased pain, risk of infection, depression and even death.

The CCG is supporting carers to provide the best possible care and it is participating in the NHS England React to Red initiative. This work focuses on supporting Vale of York care homes, carers and domiciliary agencies.



To raise public awareness of this important topic, members of the CCG's Quality and Nursing Team Chris Pomfrett, Sam Varo and Helen Degan donned their superhero outfits to talk to shoppers in Asda at Monks Cross on International Stop Pressure Ulcer Day (15 November).

To find out more about React to Red and our work to raise awareness to help stop pressure ulcers [click here](#).



Compass BUZZ, commissioned by the CCG and its clinical commissioning partners in North Yorkshire, provides mental health services for children and young people has launched a new website that builds upon the existing service and offers help and support for some of the most common mental health and wellbeing difficulties.

The new website gives children and young people as well as parents, carers and professionals, direct access to videos and helpful tips on identifying and managing difficulties including anxiety, bullying, eating problems, loss, low mood and self-esteem as well as stress and self-harm.

There are four main areas on the website: Being Bullied, Being Angry, Being Worried and Being Sad.

The website follows the earlier launch of a text messaging service 'BUZZ US' which is a confidential text messaging service for young people aged 11-18 across North Yorkshire. BUZZ US can be contacted confidentially on 07520 631 168 Monday – Thursday 9am-5pm and Friday 9am-4.30pm (excluding Bank Holidays).

Find out more at [www.compassbuzz.org](http://www.compassbuzz.org)



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