



Autumn 2013

HaRDNews

Time for an open and honest debate >>>

In the last edition of *HaRD News* we told you about a new NHS England publication *The NHS Belongs to the People: A Call to Action* which calls on the public, NHS staff and politicians to have an open and honest debate about the future shape of the NHS in order to meet rising demand, introduce new technology and meet the expectations of its patients, against a national financial challenge.

A Call to Action events are going to be held across the country over the next six months and on 19 September, Harrogate and Rural District CCG (HaRD CCG) took part in a pilot event to help create and test the supporting materials that will be used.

We worked closely with NHS England to organise the event, which took part at the Pavilions of Harrogate with over 50 delegates from partner organisations including Harrogate and District NHS Foundation Trust, Harrogate Borough Council, North Yorkshire County Council, local GP practices and a range of local voluntary and community sector groups.

The main purpose of the event was to hold an open and realistic debate about the future shape of the NHS, key priorities, and



what this would mean locally.

Amanda Bloor, HaRD CCG Chief Officer, welcomed delegates and reiterated the important role that everyone in the room had to play in shaping the future of the NHS and in developing an affordable and sustainable way forward.

Presentations were also delivered by NHS England, North Yorkshire County Council, Harrogate Borough Council and Harrogate and District

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Amanda Bloor,
HaRD CCG Chief Officer

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Helping you choose the right treatment this winter

As the NHS enters its busiest time of year, we are asking local people to think carefully about choosing the right service when they need NHS treatment or advice.

By choosing the right service, not only will you get the help you need when and where you need it, but also allow busy A&E and 999 services to concentrate on caring for patients with emergency or life-threatening conditions.

To help local people choose the right service for them, we have produced a poster reminding people of the various treatment and advice options available in the district.

Dr Rob Penman, Urgent Care



Dr Rob Penman, Urgent Care and Prescribing Lead

and Prescribing Lead at HaRD CCG said: "Winter is typically a very busy time for the NHS. Choosing the most appropriate service for you or your family's needs not only saves you time, but will also help to free-up emergency services for those who need them the most.

"If you need treatment or advice in the Harrogate and Rural District there are more options than you might think. For minor ailments such as headaches, sore throats and stomach upsets, you can typically treat them yourself with over the counter medicines available from your local chemist or supermarket. For symptoms that persist it's worth making an appointment with your GP Practice. Many Practices in our area now have extended opening hours so you should be able to get an appointment that's convenient for you. You should only dial 999 for urgent health conditions such as difficulty in breathing, chest pains or significant blood loss. If you are unsure which service you need, simply call NHS 111 and they will advise you on the best service to access."

The CCG is also reminding people to order repeat

Need treatment or health advice in the Harrogate district?
There are more options than you might think...

- Self-care**
Minor symptoms (headaches, sore throats, stomach upsets etc.) can be treated with off-the-shelf medicines - available from your local pharmacy, convenience store or supermarket.
- Pharmacy**
Expert advice and treatment for minor symptoms and conditions. Some are open late and on weekends - no appointment necessary. Find your nearest pharmacy via www.nhs.uk
- GP Practice**
For more significant illnesses and long-term medical problems, make an appointment with your GP. When your practice is closed, call 111 to access urgent GP services. *Don't forget - order your repeat prescriptions in good time before weekends and bank holidays.*
- Minor injuries**
Your GP may be able to treat minor injuries, call the practice to check. There is also a Minor Injuries Unit at Ripon Community Hospital, Firby Lane, Ripon, HG4 2PR. Open 7 days a week, 8am to 9pm. Offers a nurse-led service to treat minor injuries like cuts, burns and fractures. No appointment is necessary.
- NHS 111 - the new free phone service**
Not sure which service you need? NHS 111 is a fast and easy way to get the right help, whatever the time. Call 111 when you need medical help fast but it's not a 999 emergency. The service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.
- A&E or 999**
For serious injuries and emergencies only. There is an A&E department at Harrogate District Hospital, Lancaster Park Road, Harrogate, HG2 7SX. There are also A&E departments at The Friarage Hospital in Northallerton and at York Hospital.

Further information is available on the NHS Choices website: www.nhs.uk

prescriptions in good time before weekends and bank holidays.

"It's important to think ahead and make sure you order repeat prescriptions in advance to ensure they are

ready for when you need them," added Dr Penman.

● For more information visit the HaRD CCG website www.harrogateandruraldistrictccg.nhs.uk

Time for an open and honest debate... continued

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NHS Foundation Trust.

Delegates were asked to consider essential 'core' services, the scale of the challenge locally, and to collectively design suitable solutions for the future.

The first half of the event looked at the national challenges, changing health needs and national and local ambitions. In the second half

each table was tasked with answering one of a number of strategic questions:

- How do we release money from acute services to invest more in prevention, primary care and other community services?
- How do we encourage people to take more responsibility for their health and put them in control of their own care?

- How do we develop services that are genuinely centred on patients and not organisations?
- How do we speed up centralisation of services where clinical evidence supports the benefits?
- How do we use technology to deliver better outcomes and better value?
- What are the main barriers to local service transformation

and what national solutions would address these?

A Call to Action will be discussed in detail at our next public forum event which is planned for January 2014 – the date and venue for this event are to be confirmed shortly.

To read more about "A Call to Action", visit www.england.nhs.uk

Getting prepared for winter >>>



The CCG's Winter Plan 2013/14 was presented to our Governing Body meeting in October.

The purpose of the plan is to ensure that health and social care systems across the Harrogate and Rural District are co-ordinated to respond to any increased demand over the winter period.

The key aims of our plan are to ensure that essential health and social care services continue to be provided safely and effectively over the busy winter months and that all parts of the system work together to achieve this. The plan includes the production of posters, flyers and other communication to the public to help them make the right choices when they need to access health or social care services.

Join the HaRD Net and have a say >>>

Improving health services in our area isn't just down to us in the NHS – it is as much down to the people who live here and use health services in the Harrogate and Rural District.

HaRD Net is our public involvement network. The idea behind HaRD Net is to build up a network of local people, patients, carers, voluntary sector representatives and other partners who have an interest in being involved with developments in health services, learning more about the NHS and having a say about the local health services.

As a member of HaRD Net, you will have the opportunity to influence local health services and work together with us to improve them. You can learn more about the NHS, have a say in the development of services and get involved with health services in your area.

Membership is open to



anyone who has a particular interest in health services in the Harrogate and Rural District. As a member of HaRD Net, you will receive our quarterly newsletter HaRD News, be asked to take part in surveys and tell us about your experiences of local services, and be

invited along to meetings, events or focus groups.

How much or little you get involved is entirely up to you.

Sign up now!

Visit the NHS Harrogate and Rural District CCG website (see page 8) to complete our online form, or you can print

off a sign up form and return it to us via freepost. Hard copy sign up forms will also be available in GP practices and a range of community venues across the district.

Alternatively call or email us to get signed up – contact details can be found on the back page of this issue.



MapMe - locating you quickly

Yorkshire Ambulance Service NHS Trust (YAS) serves the whole of Yorkshire, an area that covers 6,000 square miles. It provides 24-hour emergency and healthcare services to a population of more than five million people, serving rural, suburban and urban populations, from remote homes in the countryside to small villages and multi-storey city centre apartments.

For many reasons some remote properties can be difficult for YAS to locate. It may be that a residence is known by a name rather than a street number, shares a postcode with other properties in the area, or it is located at the end of a small country lane familiar only to locals. In any event, when the emergency service is required, they find people very quickly in the vast majority of cases and are assisted by modern technology to do so.

However, on rare occasions it can prove more difficult to establish the exact location of an incident which is vital, particularly in the case of a life-threatening or serious emergency.

If your property is hard-to-find and you are worried that YAS may not be able to find



you should you have the need to call 999 for assistance, they have set up a way of allowing you to share key information on how to locate you in an instant.

What you need to do

All you need to do is complete the form on the YAS website which will be passed to the Yorkshire Ambulance Service Knowledge Management team. Please ensure that you provide as many details as you can about the location of your property. Once the Knowledge Management team has these details, they will be added to the Trust's mapping system to see if your

property is clearly marked.

Any directions or access information will be entered against your address to enable emergency crews to accurately pin-point your

address as quickly as possible when you need them most.

● The online form can be accessed via the link below: <https://feedback.yas.nhs.uk/MapMe/>



Homecare survey prompts new ideas >>>

A joint survey by the Department of Health and the Guardian Social Care Network has prompted new ideas for improving homecare.

The ideas were among comments received from more than 1,000 service users, their friends and family, providers of care and care professionals.

These ideas will now be

shortlisted and developed into clear actions, working in partnership with relevant organisations and individuals.

Suggestions to improve homecare included:

● care providers having an online or telephone booking system like online groceries for people to book a care 'slot' linked to individual care workers



● using tablets such as iPads to record care visits with access for the family doctor, local nurse and

the person's family

- creating local care teams so intimate care is never delivered by a stranger

People who took part in the survey said the most important factors in homecare are:

- friendly, respectful and capable care workers
- sufficient time for care
- choice about services



Community Connect project

Older people living in some of the most remote parts of the Harrogate and Rural District will soon benefit from a new project to help them make connections in their community.

NHS Harrogate and Rural District CCG (HaRD CCG), Harrogate Borough Council and North Yorkshire County Council's Public Health department are investing £40,000 into a new initiative to address social isolation and loneliness in older people in the areas of Pateley Bridge, Masham and Boroughbridge.

Last month, the CCG, in collaboration with Harrogate Borough Council and North Yorkshire County Council's Public Health Department, invited voluntary organisations, charities and community groups to bid for one-off funding to deliver a new project to address this issue.

Following a highly-competitive bidding process, we are delighted to announce that the

"...as a district we have a higher than average proportion of older people and some very rural areas and want to do everything we can to reduce feelings of social isolation and loneliness"

funding has been awarded to the British Red Cross for its Community Connect project.

Amanda Bloor, Chief Officer at HaRD CCG said: "Tackling social isolation is one of our priorities - as a district we have a higher than average proportion of older people and some very rural areas and want to do everything we can to reduce feelings of social isolation and loneliness.

"The panel had a difficult decision to make from an excellent range of initiatives, but we are confident that the Community Connect project will help us improve the health and wellbeing of older people in our region."

The Community Connect project will provide a range of support for 200 individuals aged over 65 identified as having a range of

additional support needs.

April Baskind, Area Business Development Manager for the British Red Cross said: "We know that older people are particularly vulnerable to social isolation owing to a loss of friends and family, mobility or income and that social isolation impacts upon quality of life, and health and wellbeing.

"We are delighted that our bid has been successful. Our project will encourage and support individuals to make connections in their community to improve their quality of life, health and wellbeing"

The project will work to:

- improve self-esteem and

confidence by encouraging individuals to develop personal plans, and provide support to work towards achievable goals

- increase social connections by supporting service users to take advantage of local services

- improve wellbeing, independence and quality of life by providing a single point of access to services such as benefit checks, medication checks with pharmacies, and transport support

- provide companionship and emotional support through local volunteers

- provide access to British Red Cross community based support such as every day first aid, mobility aids, transport support and well-being massage.

The Community Connect project will commence on the 18th November and run for 12 months.



Be alert to symptoms of bladder and kidney cancer

NHS Harrogate and Rural District CCG is supporting the NHS Be Clear on Cancer 'Blood in Pee' campaign.

The campaign runs from 15 October to 20 November 2013 across England and aims to raise awareness of the key symptom common to both bladder and kidney cancer – blood in pee – and encourage those with this symptom, even if it's 'just the once', to see their doctor straight away. If bladder and kidney cancers are diagnosed early they are more treatable.

Around 16,600 people in England are diagnosed with bladder or kidney cancer each year and these cancers account for around 7,500 deaths per year.

If bladder and kidney cancers are diagnosed at the earliest stage, one-year survival is as high as 92-97%. At a late stage, it drops to just 25-34%.

Blood in pee is a key symptom in over 80% of bladder cancers and over half of kidney cancers. But, when asked to name cancer signs and symptoms, fewer than three in 10 people mention unexplained bleeding.



Other kidney cancer symptoms include:

- A pain below the ribs that doesn't go away
- A lump in your stomach

Other bladder cancer symptoms include:

- Needing to pee very often or very suddenly
- Pain while peeing

Dr Anant Sachdev, a GP who features in the Be Clear on Cancer advertising, said: "It's important for people to be aware of the symptoms of bladder and kidney cancer. If you notice blood in your pee, even if it's just the once, tell your doctor.

"It's very straightforward for your doctor to examine you and decide whether to arrange further tests. If your doctor suspects it might be bladder or kidney cancer, you will be urgently referred to a hospital and they will then organise tests, and, if

necessary, treatment. You will either get reassurance that it isn't cancer, or if it is you will have a better chance of successful treatment.

"You're not wasting anyone's time by getting your symptoms checked out – it might be a sign of something else that needs treatment. And if your symptoms persist, go back to your doctor – they'll want to help."

For further information about the signs and symptoms of bladder and kidney cancer, please visit nhs.uk/bloodinpee

Macmillan coffee morning - cakes for cash

On Tuesday 1 October, the CCG held a coffee morning for staff in aid of cancer support charity Macmillan.

Staff really pulled out all the stops baking and buying a delicious range of cakes and biscuits in support of the charity. We managed to raise just under £250 for this fantastic cause, so thank you very much to everyone who took part.





Grants to help voluntary care >>>

Earlier this year, the CCG invited voluntary organisations, charities and community groups across the district to bid for a £5,000 grant to be spent on innovative approaches to integrated care.

'Integrated care' is where every professional involved in the care of an individual works together to provide the right care in a timely manner.

The CCG was keen to test different models of care which could be commissioned in the future to support local integrated care teams and the funding was targeted at initiatives which aimed to support people caring for other people (carers) or in helping patients to live independently.

Originally two grants were due to be awarded but because the standard of applications was so high, the panel, which was made up of the CCG's Chief Officer, a GP Governing body Member – lead for Integrated Care, and

the Chief Executive of Harrogate and Area Centres for Voluntary Service, decided to award grants to five different projects.

The projects, which are due to conclude by December 2013, are:

St Michael's Hospice volunteer visitor service

which enables patients and carers to live at home with confidence, independence and dignity.



The British Red Cross Independent Living Support project which aims to link patients to non-medical sources of support within their communities, known as Social Prescribing.

The Age UK Knaresborough and District Support at Home service

which hopes to bridge the gaps for those who need integrated health and social care in their own homes, providing individual support packages for those with age related long term conditions (and many with dementia).



The Carers Resource Harrogate's Supporting Carers through Integrated Care project – which links a Carer Specialist with an Integrated Care Team to establish partnership working and support carers by providing helpful information, emotional support, welfare benefits, application guidance and signposting to local services.

The Age UK North Yorkshire's Social Prescribing project –

which works with a pilot GP practice and centre on an in-depth assessment of older patients' needs, and support to access the help they require.



We will be updating you on the success of these projects in the New Year.

"...the funding was targeted at initiatives which aimed to support people caring for other people (carers) or in helping patients to live independently"

Governing Body meetings – public are welcome >>>

The CCG's governing body is its senior management executive committee. It consists of clinicians, health service managers and lay representatives and meets in public once a month to discuss the business of the CCG.

Members of the public are welcome to attend our governing body meetings. These meetings are held at venues around the district and usually last for two hours. A period of 20 minutes is set aside at the start of each meeting for questions and comments from members of the public relating to items on the agenda. Questions can be submitted in advance or in person on the day.

The meetings fall on the first Thursday of the month. This

is to ensure that the statistics and data that are used in our reports and papers are as up to date as they can be.

The agenda and, where possible, all papers for the meeting will be published on our website five working days in advance of our governing body meetings.



Thanks for your feedback

We would like to say a big thank you to those of you who took the time recently to review our Osteoarthritis of the hip and knee information for patients considering surgery leaflets. We very much value your comments, and thanks to your feedback we have been able to ensure the leaflets effectively meet patients' needs. New versions of the leaflet are due to be issued to GP practices across the district shortly.

How to contact us

The CCG can be contacted in the following ways.

- >>> By writing to: Harrogate and Rural District Clinical Commissioning Group, 1 Grimbald Crag Court, St James Business Park, Knaresborough HG5 8QB
- >>> Telephone: **01423 799300**
- >>> Fax: **01423 859700**
- >>> Email: hardccg.enquiries@nhs.net
- >>> Website: www.harrogateandruraldistrictccg.nhs.uk
- >>> Twitter: [@HaRD_CCG](https://twitter.com/HaRD_CCG)

