

NHS East Berkshire CCG to have conversations with local people to help shape urgent care services

NHS East Berkshire Clinical Commissioning Group (CCG) is hosting a series of events to understand what is important to local people about urgent care services.

The insights from these events and discussions with community groups will inform the CCG about how to shape urgent care services for the future.

The CCG has an exciting opportunity to improve the way in which health and care is delivered to residents across Slough, Windsor, Maidenhead, Ascot and Bracknell.

Urgent care services are for people who have an injury or illness that needs attention the same day, but it is not life-threatening or life changing.

The CCG recognises that the population needs and issues are different across East Berkshire; so we want to hear from as many people and communities as possible at the events we are running in Ascot, Bracknell, Maidenhead, Sandhurst, Slough and Windsor.

In addition to the public events, members of the CCG will be attending community groups and events such as the Mela in Slough in July to understand people's views.

Dr Adrian Hayter Locality Lead for Windsor, Ascot & Maidenhead, NHS East Berkshire CCG, said:

"The CCG has a good track record of improving local services which have had a positive impact on health outcomes for patients. Examples include commissioning a new stroke service which has improved waiting times for people requiring urgent treatment. We have also commissioned weekend and evening GP appointments giving residents greater access to a GP.

"The commissioning of an improved NHS 111 service with more clinical input has also been received positively.



"We understand that there is still more that can be done and that things need to change to help enhance quality of care; address the changes in the needs of our population and meet peoples needs in the most appropriate way. We have already heard from local people that some find it difficult to find the right urgent care service when they need it and that some services are duplicated and others fragmented.

"I would like to reassure the people of East Berkshire that their feedback will be taken into account in developing options for the future. If we need to proceed to a formal consultation stage before making any changes, we will do so later in the autumn."

There is no booking process for the public events. People can simply turn up on the day.

Your views on urgent care matter	
Date	Venue
31 May	Sandhurst Community Centre
12 June	Arbour Park
15 June	Bracknell Open Learning Centre
15 June	Norden Farm
19 June	Lynwood Care Centre
29 June	Old Court Fire Station

More details about the events can be found on [page 4](#)

Get Involved - Visit the CCG website

www.eastberkshireccg.nhs.uk

2 Latest News

New website and Twitter account to support CCG merger



Thinking locally, working together

On April 1 2018, Bracknell and Ascot CCG, Slough CCG and Windsor, Ascot and Maidenhead CCG merged to become a single statutory body 'NHS East Berkshire Clinical Commissioning Group'.

John Lisle, Accountable Officer for the CCG, said: "We have always worked closely as three individual CCGs.

"Two years ago we shared a single management team and last February a single Governing Body in common. This is a logical next step and, as a single organisation, we can be even more effective working for patients across East Berkshire by ensuring that good practice is spread more quickly and we reduce inequalities.

"As we are building on working arrangements that have already been well-established, the merger will enable clearer services that are

more intuitive for patients and easier for providers to support."

He added: "We will be retaining a very strong local focus and continue to work closely with Local Authorities and communities to identify and meet health needs. Local GPs in each of the areas will continue to lead the commissioning of service developments."

The merger also supports our closer working in the Frimley Integrated Care System".

A single new website and Twitter account has been launched to coincide with the CCG merger.

To visit the new website, please go to www.eastberkshireccg.nhs.uk. The new Twitter address is @NHSEastBerksCCG.

The new website and Twitter account will provide CCG and NHS information for patients, residents, GPs and other health care professionals, key stakeholders and partners in East Berkshire. They replace the former three CCG websites and Twitter accounts for Slough, Bracknell & Ascot, and Windsor, Ascot & Maidenhead CCGs.

360° stakeholder survey thank you

We would like to thank everyone who took part in our CCG's 360° stakeholder survey. The survey forms a central part of the annual assessment process which all CCGs are required to undertake and allow the CCG and NHS England to monitor how our relationships with member practices have developed over the last year. This year we have received an amalgamated report for East Berkshire. The response rate was 68%. we benchmarked above national and local scores in 21/22 questions and below in only one (by 1%).

NHS Turns 70!

The National Health Service (NHS) is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in all our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes

– who are there to guide, support and care for us, day in, day out. You can also find out more about how you can support the NHS, for instance by volunteering, supporting NHS charities or by giving blood. For more information, visit www.nhs70.uk



3 Latest News

New Chair elected for Patient Assembly – Bracknell and Ascot

A new chair has been elected to lead Bracknell and Ascot's Patient Assembly, which continues to provide a crucial link between local NHS commissioners and staff, patients and the wider public.

Rose Dalton, a retired social worker and probation officer, gained the support of the Patient Groups to take on the role in March this year.

Alan Thomson remains Vice-Chair for the Assembly having been re-elected for the role.

The Assembly, which itself has undergone some recent changes following feedback from its patient groups (PG), facilitates collaboration and sharing best practice between 15 surgery PGs in Bracknell and Ascot. It also supports East Berkshire Clinical Commissioning Group (CCG) in Bracknell and Ascot to communicate with the PGs and to the wider community as well as provide an opportunity for PGs to influence key elements of the CCG's work programme.

Speaking shortly after news of her being elected was announced, Rose said: "I am delighted to have been elected as Chair for the Patient Assembly, something I am very passionate and excited about.

"I bring a wealth of leadership and chairperson experience which I know I can apply to this role.

She added: "I have been, and remain, an active school governor of a secondary school for more than 20 years, acting as Vice-Chair, and Chair of the Discipline and Admissions Committees. Since retiring, I have set up and organised the Relay for Life in Ascot as the event chair for Cancer Research UK, where I have helped to raise £1 million in the 10 years and gained the Queens Award for voluntary service.

"As a comparatively new member of the Patient Assembly, I want to familiarise myself with the GP practices involved and try to understand from them the particular issues, strengths and ideas they bring that can be shared by all.

"I look forward to working in partnership with the CCG in planning interesting agendas that will encourage discussion and lively debate and networking opportunities."



Slough World TB Day

Slough Clinical Commissioning Group (CCG), the Public Health team and Slough Borough Council supported World TB day with a series of events over two days in March held at The Curve, Montem Leisure centre, Tesco and The Empire Cinema.

There was also a month long radio campaign on Asian Star, a local radio channel, to raise public awareness of active and sleeping tuberculosis.

The CCG, in collaboration with Slough Borough Council, also took part in the global initiative "Light up the World for TB" campaign by lighting up The Curve in red, as a key landmark to show its commitment towards ending TB.

The campaign was supported by Local MP Tan Dhesi who attended the event at the cinema.



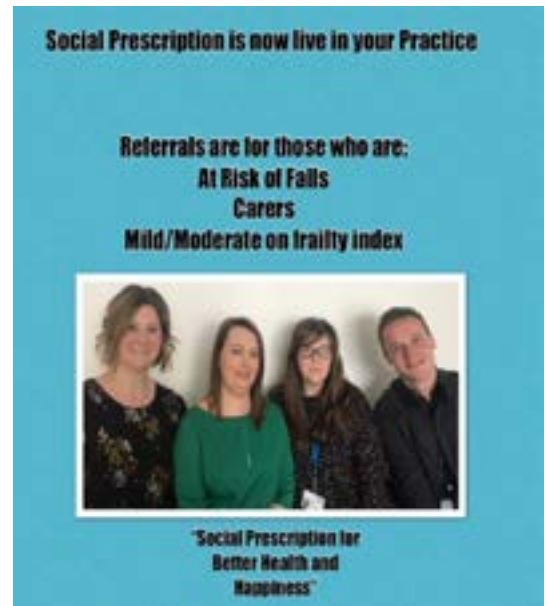
Social prescribing roll-out to all GP practices in WAM

A new service aimed at helping older people improve their health and happiness will be rolled out across all GP practices in Windsor, Ascot and Maidenhead (WAM) by summer 2018.

Over the past year, clinicians and staff, together with the Royal Borough have been offering social prescribing at four practices. By this summer, this would have been extended to all practices.

Social prescribing connects older people, carers, people at risk of falling and those who are frail with organisations and services which can support them.

Residents are referred to wellbeing prescriber by a member of staff at their GP surgery. They help identify activities and services which offer emotional and practical support while improving health. The wellbeing prescriber might suggest activities such as SMILE (So Much Improvement with a Little Exercise) sessions, creative groups like art and music or other services. Dr Amandeep Dosanjh, GP Partner at The Cedars Surgery, said: "The wellbeing prescribers support and motivate our patients to resolve issues that may be affecting their health and wellbeing. This has been a real success, giving patients a lifeline to a life they thought was out of reach, improving their health and reducing their dependence on medical care."



Upcoming Events



Your views on urgent care matter
Date: 31 May
Venue: Sandhurst Community Center
Time: 1 - 3pm



Your views on urgent care matter
Date: 15 June
Venue: Norden Farm, Maidenhead
Time: 1 - 3pm



Community Partnership Forum
Date: 4 June
Venue: SportsAble, Maidenhead
Time: 6.30-8.30pm



Your views on urgent care matter
Date: 19 June
Venue: Lynwood Care Centre, Ascot
Time: 2.30 - 4.30pm



Your views on urgent care matter
Date: 12 June
Venue: Arbour Park, Slough
Time: 2 - 4pm



Your views on urgent care matter
Date: 29 June
Venue: Windsor, Old Court Fire Station
Time: 1 - 3pm



Your views on urgent care matter
Date: 15 June
Venue: Brackenll Open Learning Centre
Time: 2 - 4pm