

# Health Champions



# Newsletter

Edition 2 2014

## Welcome to the second edition of our Health Champions newsletter.

### One year on...

It can hardly be believed that only a year has passed since the CCG was authorised to commission services on behalf of the population of Nuneaton, Bedworth and North Warwickshire. Tremendous progress has been made since April 2013 with GPs, health champions, patient and carer representatives, voluntary and community organisations all contributing towards the planning and development of our long term health strategy called 'Vision for Quality' aimed at improving the quality of services received by the people of the area.

The feedback that you have provided us with has been invaluable. It has helped us to shape our strategy and all those who have led events in this work have felt privileged to hear the experiences and stories that you have chosen to share with us. We are absolutely committed to placing the patient at the centre of all our decision making processes and we will continue to involve and

engage with our community over the forthcoming year as this strategy evolves and is put into place.



I would personally like to thank, on behalf of the CCG, everyone who has shown their support by engaging with us in this work and in many other forms such as through our vibrant Patient Group Forum, online surveys and feedback forms, inviting us to groups, talking to us on the streets or simply following us on twitter. Every contribution that you have made is valued by us as together we can ensure that we shape a future for local healthcare services that is right for this population. So thank you for all that you have told us this year and please keep talking to us as we really do want to listen.

**Karen Ashby**  
**Lay Member - Patient and Public Involvement**

## You said, we did...

The phlebotomy service in North Warwickshire was under the spotlight, following a number of concerns about waiting times and difficulties in getting an appointment.

This was due to a temporary change in the location of the service. In response to receiving

feedback from members of the public, NHS Warwickshire North Clinical Commissioning Group (CCG) worked with Coventry and Warwickshire Phlebotomy Service and North Warwickshire Borough Council to provide blood testing clinics at a new venue, bringing the capacity of the service back to previous standards.

# 'Vision for Quality' clinical strategy

In October 2013, we unveiled our 'Vision for Quality' plans about the future of health services for people living in North Warwickshire, Nuneaton and Bedworth. Over previous months many people had taken part in discussions about their experiences of current services and this involvement was important to help develop the strategy for developing high quality patient care, particularly focussing on the following areas:

1. Urgent and emergency care
2. Cardiovascular disease
3. Stroke
4. Frailty and end of life care
5. Dementia
6. Mental health

Following the feedback event a series of workshops took place in January 2014 with patients and carers who have recently used these services to help develop the proposals further. It remains central to our vision that the future of health services are designed around patient need locally.

If you have used any of the above services, or services for children and young people, in the last 18 months, either as a patient or carer, and would like to be involved in future events, please contact us at [communications@ardencsu.nhs.uk](mailto:communications@ardencsu.nhs.uk) or call **01926 353810**

---

## Compassionate Communities project

**healthwatch**

**The Mary Ann Evans Hospice, supported by Healthwatch Warwickshire, is running a local project called 'Compassionate Communities'.**

'Compassionate Communities' is a community project that aims to reduce community isolation among frail and vulnerable people by keeping them better connected with their communities. It was important to identify an area to trial the project model, and Atherstone was selected due to its existing strong local identity.

Healthwatch Warwickshire is recruiting a project co-ordinator to the service, but most importantly the project needs volunteers. The Mary Ann Evans

Hospice will be taking on the role of a Champion for the project and will offer support to those who express an interest in the project.

The Hospice will identify and train volunteers, it will also look to instil confidence and enthusiasm among participants to ensure the project is sustained.

For more information about the project, please contact Healthwatch Warwickshire on **01926 422823** or visit the website for volunteer opportunities at [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

# CCG workshop declared a success

**In January 2014, nearly 60 people from the local area attended an event held to discuss and shape healthcare services for the future.**

Over 600 comments from local people including Health Champions and voluntary organisations combined with feedback received from our GP members have helped to shape the strategy which was finalised by the CCG in September 2013. At this event, patients and carers, who had used local health services in the last 18 months, discussed improvements in changes that could be made to services in the future to ensure that patients and carers receive a positive experience of services commissioned by the CCG.

It was a highly successful event which gave a valuable insight into the experiences shared by patient's and carer's. Those who attended, rated the event very positively with comments received including:

**"I was very impressed with the meeting, one of the best and most informative that I have attended, where many carers were able to put their views forward without feeling intimidated in any way."**

**"Congratulations not only for a very good meeting on the day, but also for this excellent report back. It is fulsome and accurate. Thankyou."**



# Do you know somebody who might be interested?



We now have 1292 health champions, but we are still keen to recruit more as the more views we are able to listen to the more we are sure that we are shaping the services that are right for the people in this area.

We would like to hear from anyone who might be interested in joining our Health Champions

membership scheme. You can play a big or small part as you wish, there's no pressure or obligation to attend meetings.

To join as a Health Champion visit the 'Get Involved' section on our website [www.warwickshirenorthccg.nhs.uk](http://www.warwickshirenorthccg.nhs.uk) or call **01926 353810** for details.

---

## Important announcement from George Eliot Hospital

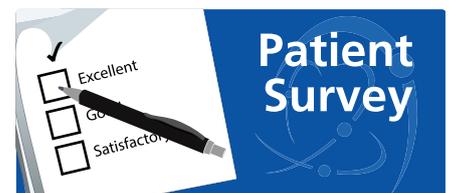
George Eliot Hospital has announced in a recent press release that they are no longer looking for a future partner, due to significant improvements in clinical performance at the hospital over the past year. The Boards of George Eliot Hospital

NHS Trust and the NHS Trust Development Authority (NHS TDA) have taken the decision not to pursue the procurement process to identify a partner organisation. For more information about this announcement from George Eliot Hospital, visit [www.geh.nhs.uk](http://www.geh.nhs.uk)

---

## We want to hear from you... fill in a health services survey online

We value your views on local services and use the feedback we receive to help us make decisions about local health care. Your views, experiences and knowledge can help to change things for the better. Please complete our new improved patient survey at [www.warwickshirenorthccg.nhs.uk](http://www.warwickshirenorthccg.nhs.uk)



Do you know that you can follow us on Twitter to find out our latest news and where we are visiting. Join us on Twitter @WarksNorthCCG and find out about the latest developments at the CCG.



Quality & Equality First

### Contact us:

NHS Warwickshire North Clinical Commissioning Group, Lewes House, Nuneaton CV10 7DJ

**Tel:** 024 7686 5243

**Email:** [contactus@warwickshirenorthccg.nhs.uk](mailto:contactus@warwickshirenorthccg.nhs.uk)