

# health matters



## Meningitis

I was always one of those students who thought it would never happen to me, but then my life was devastated overnight.



“It’s no good just sitting there and moping, it’s best to do something.”

Arthur Wilkinson, 92.



“I pretty much get asked anything and everything.”

The life of a community pharmacist.



# WELCOME

...to our new quarterly magazine that shows how we are making improvements to local healthcare services, that have a positive impact on people's lives.

In this issue we hear about the importance of prevention – getting yourself immunised against diseases and leading a healthy lifestyle to avoid Type 2 Diabetes.

We also hear from a Winchester man for whom age is just a number – and being active is a way of life.

## Improving services for people with a learning disability

**The CCG hosted an evening dedicated to people with a learning disability and or autism in December.**

We introduced our new expert adviser Michelle who has lived experience and is supporting us to improve health and care services for people with a learning disability.

The talk included:

Information about Annual Health Checks and why these are particularly important for people with a learning disability.

Updates on the achievements of the Transforming Care Partnership (our response to Winterbourne View) and general information about services in central and west Hampshire.

Information on how care is becoming more personalised – looking at personal budgets and how they can work for people.

For more information:

call **023 8062 7444**,

text **07884 496834** or

email **whccg.communications@nhs.net**



## Surgery Signposter in the Meon Valley

**F**amilies who live in villages around Bishops Waltham and Wickham are set to benefit from a new support service.

Surgery Signposting is a joint project between NHS West Hampshire CCG, Action Hampshire and the Winchester City Council Supporting Families Programme to support families in the Meon Valley.

The Surgery Signposter is working alongside GPs and practice nurses to connect families with local support, and provide the practical support necessary to help people access those resources.

Jenny Erwin, Acting Director of Commissioning at NHS West Hampshire CCG, said: "We're really excited to be working with Action Hampshire and the two GP Practices in the Meon Valley.

"The Surgery Signposting will help local people find services that support them and family's needs by acting as a 'bridge' for patients."

Kirsty Rowlinson from Action Hampshire said: "As far as we know, this is the first time that such a service has been piloted in a very rural area. Access to services is always tricky in rural Hampshire, and we're excited to be helping to find potential solutions.

"I'm also delighted that we're focussing on young people. Our service should dovetail nicely with the existing support services for local older people."

The pilot is due to last until March 2018.

# health matters

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# About us

**W**est Hampshire Clinical Commissioning Group (CCG) is responsible for a £750m annual budget to purchase healthcare services to meet the needs of its 550,000 population.

The area covers more than 865 square miles, from Whitchurch in the north to Milford on Sea in the south, and the areas surrounding Winchester, Romsey and Eastleigh in between.

The CCG's aim is to ensure people are able to stay healthy, get the best possible health services, and lead longer and healthier lives.

Duty bound to commission high quality and effective healthcare services, the CCG must also ensure the best value for every £1 spent.

Constantly assessing and reviewing local needs, the CCG must decide priorities and strategies, before buying NHS services on behalf of the population from providers such as hospitals, clinics and community health bodies.

These services include planned and emergency hospital care, as well as community and GP services.

The CCG will continue to work with local GPs, hospitals, community health teams, councils, other CCGs, public health teams and local people to ensure the right services are available in the right place.

There are many opportunities to do things differently – across the whole of Hampshire – to meet the needs of individual areas. For example, more frailty support in the New Forest and safe havens for people in mental health crisis in Andover.

West Hampshire CCG staff are based at Omega House in Eastleigh town centre.

## Transforming health and care services for local people

West Hampshire Clinical Commissioning group has agreed to focus on developing plans to improve care out of hospital. This should help to manage the growing demand on the acute hospitals like those in Winchester and Basingstoke.

The move follows a joint meeting in November 2017 of the boards of West Hampshire and North Hampshire CCGs to consider the potential for centralising some hospital services, particularly for patients who need specialised clinical services.

A detailed appraisal of all options concluded that a proposed critical treatment centre was not affordable, given the financial challenges facing the local NHS.

The two CCGs' vision for future health care in this area is:

- High quality care in and out of hospital in line with national best practice
- Joined up local care close to home or at home, focused around the patients whole needs
- Less reliance on acute hospitals
- Using benefits of rapidly developing technology

The two CCGs and Hampshire Hospitals NHS Foundation Trust will continue to work together on this – and with other partners such as local community services and local authorities – to make this vision a reality in the years ahead.



**Incorporating 50 GP practices, the region is split into six local sections:**

- Eastleigh North and Test Valley South
- Winchester
- Andover
- Totton and Waterside
- West New Forest
- Eastleigh Southern Parishes

## HERE FOR YOU HANTS

From bites and stings to breathing difficulties, and sprains and strains to sore throats, **Here for you Hampshire** provides online advice on common symptoms, illnesses and injuries.

The website also offers information on the support available to you when you are feeling unwell.

Visit [hereforyouhampshire.nhs.uk](http://hereforyouhampshire.nhs.uk)



“By talking to them about my experience, I’ve certainly changed a lot of students’ perspectives on the subject and hopefully that will make a real difference.”



## Students: get your ACWY jab - says Jemma

Struck down by meningitis during the first term of her second year at university, Jemma Pressman was left fighting for survival.

Four years on, she has had to re-learn everything – how to swallow, breathe, talk and move – and is determined to warn other young people to protect themselves against the killer disease.

“Every student I have ever spoken to has said, ‘Oh, it’ll never happen to me’,” says Jemma, 23, from Eastleigh.

“I was exactly the same, I was fit and healthy. But I was unfortunate.”

Jemma is now urging young people – many of whom may be going to college

or university this autumn – to get the free ACWY vaccination, which gives lifesaving protection against four strains of meningitis.

It’s a no brainer for Jemma who missed out on the vaccine. It became available in 2015 – two years after she started university.

Students are particularly at risk of meningitis because they mix with so many other young people, some of whom are unknowingly carrying the bacteria that can cause the disease.

“If I could turn back time, the only thing I would change is that I would have gone to university two years later when the vaccine was available,” says Jemma.

“It takes five seconds to get it done and, for me, it could have meant the difference between finishing my degree and living the life I had planned, or being in the position I am now where I have had to rebuild my life completely from scratch.”

Jemma was a carefree 19-year-old studying Law at the University of Leicester when she contracted meningitis Y – one of the rarest strains of the illness – and encephalitis – inflammation of the brain.

“I was getting on with everyday life but started to feel unwell and had swollen glands,” she explains. “I went to see a doctor who thought it could be mumps

and sent me home for a week to rest.”

Five days later, Jemma was rushed to hospital after a headache developed into a severe pain in the back of her head. Along with a stiff neck, Jemma kept being sick, was sensitive to light, felt faint and started drifting in and out of consciousness.

The next thing Jemma knew, she was waking up from an induced coma three weeks later and was unable to move.

She had undergone emergency brain surgery at Southampton General and her parents had been told to prepare for the worst.

“When I gradually woke up I was very confused and



“

I was always one of those students who thought it would never happen to me, but then my life was devastated overnight.



”

didn't know or understand what was happening," she says. "I was dependent on a ventilator and couldn't move anything."

After spending three and a half months in intensive care, Jemma then went to a hospital rehab unit for a further eight and a half months where she slowly started rebuilding her strength.

Today Jemma remains wheelchair dependent – and while she makes progress every day and can now walk short distances – progress has often been frustratingly slow for her.

Living at home with her family, she has had to come to terms with the fact that

the future she had taken for granted has gone.

Now an ambassador for **Meningitis Now**, educating students about the disease has helped her to find a new purpose.

"It is so important to me that I share my story," she says. "I want other people my age, who are starting out in life, to be made aware that meningitis is not something that just affects children – it is just as common in older people, and especially when you're starting university.

"By talking to them about my experience, I've certainly changed a lot of students' perspectives on the subject and hopefully that will make a real difference."

Born between 1 September 1998 and 31 August 1999

## Leaving school or college?

Whatever you do next, get your

# MenACWY vaccine

Getting the MenACWY vaccine from your GP practice and knowing the symptoms of meningitis could

save your life



### SIGNS AND SYMPTOMS

- Pale, blotchy skin with or without a rash
- Irritability and/or confusion
- Severe headache or muscle pains
- Dislike of bright lights
- Stiff neck
- Convulsions/seizures
- Fever, cold hands and feet
- Vomiting and diarrhoea
- Drowsiness, difficult to wake up
- Feeling really ill

Not everyone will develop these symptoms and they can appear in any order.

Your vaccine helps protect you from four types of meningitis and blood poisoning – Men A, C, W and Y. But there are other types so you need to know the signs and symptoms. Being aware could help keep you and your friends safe.

## STAY WELL THIS WINTER

At the first sign of a winter illness seek advice from a pharmacist'

# Playing a key role in your healthcare

There aren't many jobs that require both total concentration, and for you to be on your feet for over ten hours a day.

Everybody has seen their local pharmacist working diligently behind the scenes when they pop into collect their prescription. But few always appreciate just how physically and mentally demanding their role can be. For Nick Hale, 52, it's a career he still enjoys – despite its challenges - after almost 30 years in the profession.

Based full-time at Boyatt Pharmacy in Eastleigh for the last four of those, the dad-of-two plays a central role in his local community.

He may spend hours every day in the same small confined space, yet every day is different – and Nick is very much on the frontline of the NHS.

"You never know what is going to happen, what's going to turn up," says the Pharmacist Manager. "You know you will get bombarded by prescriptions but you don't know who is going to come in and with what.

"I pretty much get asked anything and everything, and constantly meet people of all ages, from all walks of life which is great."

As well as working hard to provide medications accurately and promptly, Nick – who is married to a fellow pharmacist – is on hand to offer advice on minor illnesses and injuries to people on the spot.

It is a quick and easy way to gain expert advice with no appointment necessary.

"I enjoy being able to make a difference," says Nick, who lives in Chandler's Ford. "Being based full-time at one pharmacy also means that I can develop a relationship with patients. It's especially satisfying when you see that their medication is working and that they are feeling better."

However, working shifts that run from 8.30am to 7pm, Nick says that he is always exhausted at the end of the day.

"The job is rewarding but it is also physically and mentally demanding," he admits. "Being on your feet constantly and having to concentrate for ten and a half hours a day is a struggle.

"It is extremely busy and you need to focus. It's a stressful job and a lot more so with the increase in workload prescription-wise over the last few years. This area has seen quite a lot of new housing going up, and there

has also been an increase in the number of medicines available. Despite this though it has been a great career so far, and one that has been very good to me."

Similar to most local pharmacies, Nick and his team offer a range of extra services including flu vaccinations, diabetes screening, blood pressure checks, emergency contraception and medication reviews.

Qualifying in 1989 after four years' training, Nick's job may be more demanding than ever – but he is keen to stress that local pharmacists are always on hand to give assistance.

"If you are having issues getting into see your GP, consider visiting your local pharmacist and see if they can help," he says. "Whatever the issue is, they might be able to help."

## Facts and Figures

- In West Hampshire last year, 9.3 million prescription items were dispensed at a cost of £86 million.
- Over £1 million was spent in the region on prescriptions for medications which are available to buy over the counter at pharmacies and supermarkets. These include painkillers such as paracetamol and ibuprofen, cough and cold remedies, antihistamines, and creams for dry skin.
- Nationwide one billion items were prescribed at a cost of £8.3 billion.
- Over 80 per cent of prescriptions are 'repeat prescriptions'.
- It is estimated that around £3 million of medicines are wasted in West Hampshire each year (and perhaps 50 per cent of this is avoidable).



# Don't get old, get active says Arthur Wilkinson

**T**he last place you would expect to find a 92-year-old is holding his own on a tennis court.

But then Arthur Wilkinson is not your average almost-centenarian.

The oldest member at his Winchester tennis club, he plays doubles there two or three times a week.

Born in 1925, it was the year that the Charleston filled the nation's dancefloors, the Blackpool Illuminations were lit for the first time, and Margaret Thatcher was born.

Neither a double knee replacement nor being a life-long asthmatic have proved to be a barrier to Arthur's love of tennis.

Instead the retired RSPCA Superintendent, who was widowed three years ago, says staying fit and active is what keeps him going.

"I think everyone should have some sort of hobby to help them to blow away the cobwebs," he says. "Different activities appeal to different people of course."

"It's very important to stay active in older age, otherwise you just go to pieces. It's no good just sitting there and moping, it's best to do something in my opinion."

Joining what is now Winchester Racquets and Fitness in 1970 shortly after moving to the city, the great-grandfather's enjoyment of tennis remains undimmed.

"It's a good friendly game and a nice way to get some exercise," says Arthur, who retired in 1990. "I am happy that I'm still playing and it's one of the highlights of my week."

"People take no notice of me at the club, I'm just one of the players. When they don't ask me to play with them anymore that's when I'll go. It's not happened yet!"



## A ten-point guide for people entering their retirement years has been launched in West Hampshire.

The pocket-sized guide, titled 'Time of your life', encourages people to think about their wellbeing as they approach their later years.

The guide was developed in collaboration with clinicians at Lymington New Forest Hospital, and includes prompts and ideas as well as links to useful organisations

to help people prepare for their retirement.

"It's about things that might impact on your health – like finances, being creative, and how to keep you social life busy and remain part of the community," says Sarah Schofield, Chairman of West Hampshire CCG.

"If people are lonely or inactive, or if they are not planning for the future, then people are potentially vulnerable and may become unwell."

To obtain a copy of Time of your life, contact: [whccg.communications@nhs.net](mailto:whccg.communications@nhs.net)

Average life expectancy in Hampshire currently stands at **81.1 years** for men and **84.2 years** for women.

## Walking Works

Walking to get fitter does not have to mean ambitious walks in the countryside or clocking up the miles.

It can be as simple as walking to the shops instead of driving, getting off the bus a stop earlier or parking your car further away from work.

Physical activity has a positive impact on health and happiness, and even small changes can make a big difference.

GPs across the region are supporting a campaign to get people walking more.



To find out more, visit [westhampshireccg.nhs.uk/gethampshirewalking](http://westhampshireccg.nhs.uk/gethampshirewalking)

# HOSPITAL ESTATES

**P**rojects to determine the future of three of West Hampshire's oldest hospitals are in place to ensure that local healthcare facilities meet the needs of the modern world.

And the local people served by Hythe and Dibden War Memorial Hospital, Ashurst Hospital and Milford-on-Sea War Memorial Hospital, are being kept at the heart of all future redevelopment.

Consulted every step of the way, the public have,

or are currently being asked for, their views on the future of all three of the important facilities.

"With the exception of the New Forest Birth Centre building at Ashurst, all the other buildings are old and not compliant with modern healthcare facility standards," explains Laura Engen, Locality Development Manager at West Hampshire CCG.

"Estates surveys have rated the buildings as poor quality and not fit for purpose and they all

have underutilised and surplus space."

Providing the right healthcare services from the right facilities will have many benefits for the local population, adds Laura.

"Our aim is to provide high quality, local health services designed to meet the needs of the local population in fit-for-purpose facilities which are as close to home as possible."

While building work is due to commence later this year to create a brand-new hospital for

Hythe and Dibden, any potential redevelopment at Milford-on-Sea is very much in its early stages.

Meanwhile plans for Ashurst are progressing and at this stage the aim is to deliver a new child and family health centre by late-2018 or 2019.

The CCG is extremely sensitive to the fact that Hythe and Dibden and Milford-on-Sea are war memorial hospitals, and will work closely with the Royal British Legion to ensure this important heritage continues to be honoured.

## LOCAL FOCUS:

### Hythe and Dibden War Memorial Hospital

**Site Owner:** NHS Property Services

**Built:** The old hospital building was built in 1891, while the on-site medical centre was built in 1965.

**Current clinics:** Outpatients (e.g. ophthalmology, ENT, gynaecology); Community clinics (e.g. tissue viability, respiratory, bowel and bladder care, diabetes, midwifery); Musculoskeletal (physiotherapy, podiatry, orthopaedics); Diagnostics (plain film X-ray, ultrasound; specialist dentistry).

**Proposal:** To build a new hospital on the footprint of the old vacant hospital building. Surplus land will be sold for housing development once services have transferred from the medical centre building into the new hospital.

**What will it offer:** Continued delivery of services for the local populations in Totton and Waterside including outpatients services, community services, minor surgery, diagnostics etc. Potentially could be open 8am-8pm, depending on need.

**Decision expected:** Planning application submitted to New Forest District Council in August 2017.

**Expected completion date:** Late 2018 /early 2019

#### How can I have my say?:

A number of public engagement events gave people the chance to feedback their thoughts and concerns, the most recent was held in July 2017.

Full details of the planning application are available for anyone to access and comment on via the New Forest District Council website.





## Ashurst Hospital

**Site Owner:** NHS Property Services

**Built:** The main block was built in 1836 as a New Forest Union Workhouse and is now in very poor condition. Transferred to the NHS in 1948, it became known as Ashurst Hospital. A range of health services for children used to be provided but over time, they moved away because the old buildings of varying ages were not suitable anymore. The New Forest Birth Centre is the newest, opening in 2008.

**Current clinics:** New Forest Birth Centre, Child and Adolescent Mental Health Services (CAMHS) and Paediatric Audiology – all to remain on the site.

**Proposal:** To provide a range of integrated health and wellbeing services for children, young people and families living in the New Forest and Totton and Waterside areas in facilities which are friendly, welcoming, high quality and which meet today's standards. Disposal of surplus accommodation and land.

**What will it offer:** Currently under review.

**Decision expected:** December 2017

**Expected completion date:** Not confirmed – aiming for 2018/19.

**How can I have my say?:** Public engagement ran during summer 2017. There will be future events and opportunities for people to share their views. There will also be opportunities for local children and young people to be involved in the future design of the facilities.

## Milford War Memorial Hospital

**Site Owner:** NHS Property Services

**Built:** The current building opened in 1930, replacing a previous hospital that was not fit for purpose.

**Current clinics:** Leg ulcer, Italk, rheumatology outpatients, Parkinson's nurse specialist, low vision, private ear clinic. Better balance and small number of exercise groups. Bathing service. New Forest Healing Rooms. (Many of these are open weekly or monthly).

**Proposal:** To identify and deliver appropriate sustainable health services for the local population of Milford on Sea and rationalise surplus accommodation.

**What will it offer:** To be confirmed.

**Decision expected:** An initial research process will run until November 2017.

**Expected completion date:** To be confirmed.

**How can I have my say?:** Public consultation on how the site is currently being used by the local population is on-going. A full public consultation will be held once preferred options for the future of the site have been identified.



# Feature on diabetes

**M**ore than 4,000 local people who are at risk of developing type 2 diabetes are set to take part in a groundbreaking initiative to avoid the disease.

Hampshire and the Isle of Wight have been chosen to host the national Healthier You: the NHS Diabetes Prevention Programme, which is being rolled out across the country with an investment of £45m.

It is a nine-month programme – run in a similar way to a weight loss group – that helps people to change their lifestyle and reduce their chance of getting the disease in a friendly and supportive group environment, helped by specialist staff.

Starting in Hampshire in May, a total of 306 people were referred to the course within the first three months alone.

“Type 2 diabetes is preventable,” says Dr Sarah Schofield, Chairman of NHS West Hampshire CCG and a local GP. “People with type 2 diabetes are at more risk of stroke and kidney failure, but it can be prevented through regular exercise, losing weight, drinking less alcohol and quitting smoking.”

Nearly 22,000 people in the West Hampshire CCG area are living with type 2 diabetes and a further 45,000 are at a high risk of developing the disease.

Type 2 diabetes currently costs the NHS £8.8 billion every year and the number of people with the disease is set to rise dramatically over the next 30 years.

## CASE STUDY

### Angie Whitmarsh

No one knows what life is like with type 2 diabetes better than Angie Whitmarsh.

Diagnosed with the disease at the age of 45, the former police officer has to inject herself with insulin four times a day and take medication to keep it under control.

The Hedge End grandmother says she wishes she had been told earlier that she was at risk of diabetes and advised to take action

Twelve years on, and with the advent of the Healthier You: the NHS Diabetes Prevention Programme, Angie – who is the chair of Southampton’s Diabetes UK group – says she can’t encourage people to take advantage of it enough.

“If you have been told you are at risk of developing type 2 and get the chance to go on the course, you owe it to yourself to do it.

“People need to appreciate how much support is going to be available to them. They are not going to be expected to don lycra, run marathons or anything like that. It’s about doing a little bit at a time and gradually seeing results. It will lead to people seeing and feeling massive health benefits, and ultimately give them the opportunity to lead longer and healthier lives.”



## Calling all 40 to 74-year-olds!

### Did you know that you are entitled to a free NHS Health Check?

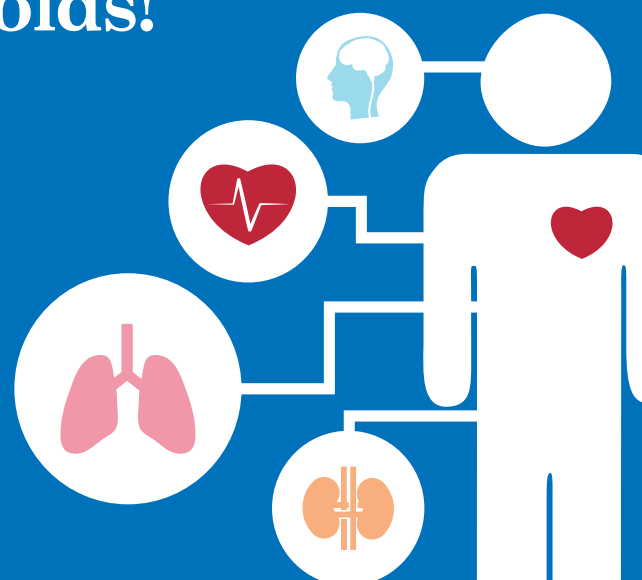
Designed to give yourself and your GP a clearer picture of your health, it will help you take earlier action to reduce your risk of heart disease, stroke, type 2 diabetes and kidney disease.

The appointment should take between 20 to 30 minutes, and will include straightforward health tests such as height, weight, blood pressure and a bloods to check your sugar and cholesterol levels.

A follow-up appointment will then be held to discuss your results and give advice about what you can do to stay healthy.

Ask your GP or participating local pharmacy for more information.

**HEALTHIER YOU**  
NHS DIABETES PREVENTION PROGRAMME



# Wheelchair Service

“We have heard people’s concerns and we are listening.”

**T**hat is the message that NHS West Hampshire CCG is sending out about a vital facility that has been blighted with problems.

Long waiting lists have led to frustrations for many people using the Hampshire Wheelchair Service.

Providing assessments for adults and children who need to loan a wheelchair on a long-term basis, the service is used by thousands of people across the county.

It is run on behalf of five local CCGs in Hampshire – including West Hampshire – by a company called Millbrook Healthcare.

They operate from two main sites in Chandler’s Ford and Portsmouth, and also provide an in-house repair service.

After people are referred to the Hampshire Wheelchair Service, Millbrook’s trained therapy staff assess them before providing a wheelchair suitable for their specific needs.

A number of issues have led to the formation of a lengthy waiting list of people who are waiting to be assessed.

Problems started as soon as Millbrook was awarded the contract to operate the service back in April 2014.

“The previous provider hadn’t declared to us or to Millbrook that they had a very large waiting list of over 1,000 people across Hampshire who were waiting for an assessment”, explains Rebecca Wheeler, Senior Commissioning Manager at West Hampshire CCG.

“This meant that Millbrook inherited this backlog and were forced to start very much on the back foot.”

It took just over a year for Millbrook to clear this backlog, says Ms Wheeler, but in the meantime the service was inundated with new referrals.

“More new referrals came in than they had been anticipating,” she says. “I think there were people who had wanted new wheelchairs for some time but had been fed up with the old service, which was poor. So when a new provider started, many of these people started getting referred to Millbrook.”

Employing experienced Occupational Therapists (OTs) to assess people’s wheelchair requirements, Millbrook’s team deal with a huge variety of people with differing complicated needs.

They provide wheelchairs for everybody from those with low-level issues right through to those with incredibly complex conditions such as Motor Neurone Disease and Multiple Sclerosis, who need bespoke custom-made chairs.

Millbrook estimates that it takes two years to train an already experienced OT to gain the competence and confidence needed to work independently to assess people’s wheelchair needs because the work is so highly-specialist.

The company has suffered further setbacks – says Ms Wheeler – as a result of a number of their most experienced staff members retiring recently.

They are currently recruiting for more experienced staff but it will take time to train them to the required standard.

“Millbrook are having acute workforce issues at the moment and that’s impacting on their ability to get through the number of new referrals that are coming through each month,” adds Ms Wheeler.

“The waiting list is currently growing because they cannot assess people’s needs as quickly as they would like.

“They just don’t have enough OTs with the requisite experience to process people quickly and so we are back to over 1,000 people on the waiting list. This means we are back to where we were at the start of the contract, which is a great shame.

“We are working with Health Education England who have a team dedicated to workforce transformation and enhanced workforce planning to see how they can support Millbrook.”

In June 2017 alone there were 266 new referrals to the service across the county.

In Hampshire, adults are waiting an average of 27 weeks from their referral to receiving their wheelchair, while children are waiting for an average 12 weeks.

“The commissioning collaborative (formed of the five CCGs) recognise that the waits for wheelchairs are not adequate by any means,” says Ms Wheeler.

By working closely with Health Education England – the national leadership organisation for education, training and workforce development in the health sector – Ms Wheeler says that Millbrook will be helped to identify and tackle their key issues and make much-needed improvements.

She added that a comprehensive service review has been undertaken and that all of the actions and recommendations identified will be continue to be carefully worked through until the end of Millbrook’s contract period in March 2019.

If you have concerns about the Hampshire Wheelchair Service, contact the Communications team:

📞 023 8062 7444

✉️ [whccg.info@nhs.net](mailto:whccg.info@nhs.net)

# CCG welcomes new Director of Nursing

**Ellen McNicholas has joined NHS West Hampshire Clinical Commissioning Group (CCG) as the Director of Quality and Nursing, and Board Nurse.**

She joins the CCG from Solent NHS Trust where she was on secondment as Operational Director for community teams in Portsmouth. Her substantive post was Deputy Director of Nursing.



Ellen trained in Glasgow and her main interests were general medicine and community nursing, but she also worked in intensive care.

She said she is looking forward to a new challenge adding: "I am really looking forward to getting to know the teams at the CCG.

"I am hoping that as someone who already knows the local system I will be able to hit the ground running."

The Board Nurse is a member of the governing body whose role is to increase the clinical voice in commissioning, particularly around the quality and safety of care, and patients' experience of care. They provide independent and informed challenge to board-level discussions and clinical leadership to nurses and allied health professionals.

Heather Hauschild, Chief Officer at West Hampshire CCG, said: "We are really pleased to welcome Ellen to the CCG and are looking forward to working with her to improve quality, which is so important in improving patient care and driving up standards."

Ellen moved to Jersey in the late 1990s to work in the private sector before returning to the mainland in 2002 when she joined Solent as a matron at the Western Community Hospital, Southampton.

At Solent, Ellen managed a range of services including prison healthcare, community teams, GP out of hours services, walk-in centres and minor injury units and mental health care.

She also spent nearly seven years away from nursing as a police officer.

Ellen has two children – Laurie who is a trainee Environmental Health Officer and Michael, a biochemistry student who is currently enjoying a year's placement at university in Montreal.

## Alison Rogers

**Lay Member, Strategy and Finance**

After starting life on the fringes of the City, Alison has spent most of her career in the voluntary sector, leading health, assisted housing and education charities as CEO. As Chief Executive of the British Liver Trust she was heavily involved in developing understanding of – and frequently represented – the patient perspective of liver disease, and she campaigned for and supported a National Liver Disease Strategy. She co-chaired the Strategy's work stream on Workforce Development and sat on the Programme Board.



Latterly Alison took the lead in establishing a new Patient Group at her local surgery in Ringwood. She is also interested in end of life care and developing services that focus on best results for patients.

## Evening and weekend appointments

Patients in across the West Hampshire CCG area are now be able to see a GP, Nurse and Healthcare assistant in the evenings and at weekends, thanks to a new service that opened in October 2017.

Six hubs across the area will provide appointments from 5-8pm on weekdays and at weekends.

The new hubs have been funded by NHS West Hampshire Clinical Commissioning Group (CCG) and will be run by the local GP Federation, Mid Hampshire Healthcare.

CCG Chief Officer, Heather Hauschild said: "We know it's not always easy for people to get to see their GP during normal working hours, so this new service gives flexibility and allows people to see a GP at a time that is convenient to them.

"We hope these GP hubs will make patients' lives easier and ensure that people receive the care they need at a time that suits them."

Patients can book a routine appointment by ringing their own GP surgery. Urgent appointments at the hub will be booked by the out of hours GP service via NHS 111 when GP surgeries are closed.

All clinicians at the hubs will have full access to the patient's electronic primary care records as long as the patient has given their consent when they book their appointment.

For full details please [click here](#)



Winchester MP Steve Brine opening the hub at Badger Farm Surgery, Winchester

# Making medicines work better for you

An innovative 12 month pilot project to help people get the most out of their medication, cut wastage and reduce GPs' workload has been hailed a success.

The Integrated Clinical Pharmacy (ICP) service was established in September 2016 in the west of the New Forest.

Working within seven GP practices, the scheme has focused on reviewing the various medications being taken by high-risk patients, including frail older people, those with multiple long term conditions, care home residents, and people at high risk of admission to hospital.

The pilot has seen three key pharmacy services – the West Hampshire CCG medicines optimisation team, local community pharmacists and Lymington New Forest Hospital's pharmacy team - join forces to work together.

"The benefits of greater integration and liaison are that patients should have a more seamless transfer between different parts of the NHS," says Neil Hardy, the CCG's Associate Director - Medicines Optimisation. "For example, when a patient is discharged from hospital, better communication between the hospital pharmacist, the pharmacist working in the GP

surgery and the community pharmacist will mean that any changes to the patient's medicines will be effectively communicated."

During the first six months of the pilot, over 2,000 targeted medication reviews were conducted with vulnerable patients.

A quarter of these reviews resulted in certain medicines that the individuals were taking being stopped or changed, as they were deemed to be no longer of benefit or causing harm.

The scheme has also led to the seven participating GP practices

spending £120,000 less on medication than the previous year.

It has also had significant impact on reducing GP workload. At least 1,191 GP hours and 288 administrative team hours over the course of the year are estimated to have been saved.

"The ICP team has shown itself to be an essential and invaluable part of modern healthcare delivery to patients," adds Mr Hardy.

It is hoped funding will be awarded to enable the pilot project to continue.



## Free Flu Jabs

People who qualify for a free flu jab are being urged to get vaccinated sooner rather than later.

It is free for pregnant women, children aged between two and four, the over 65s, carers, and people with a range of long-term health conditions such as asthma and diabetes.

Every winter, hundreds of thousands of people see their GP and tens of

thousands are hospitalised because of flu.

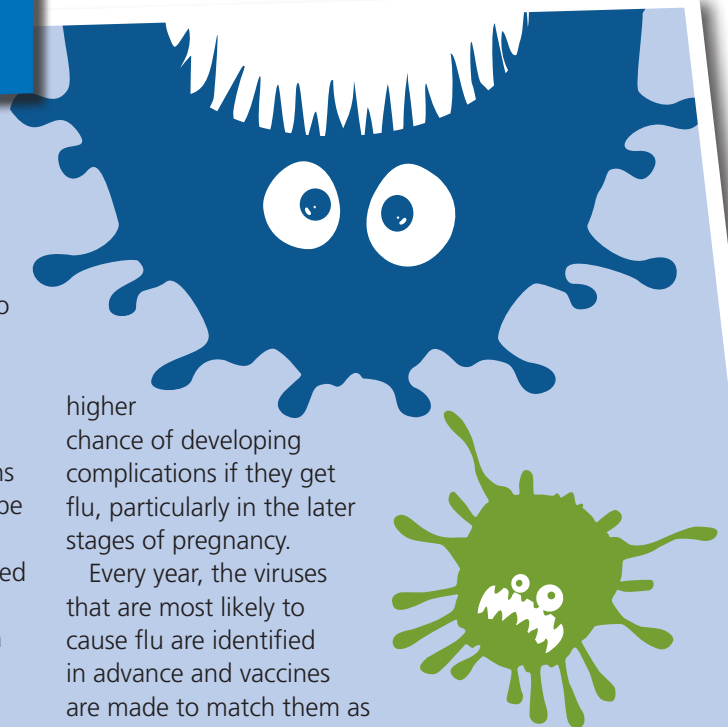
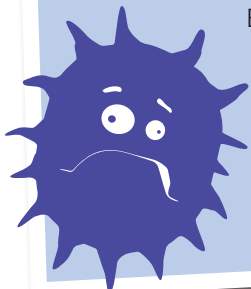
Symptoms of flu can be debilitating and last for several weeks. It can lead to more serious complications like middle ear infections in children and pneumonia or bronchitis for those with underlying health conditions – and in some cases it can be fatal.

Pregnant women are urged to have the vaccination as the flu jab will protect both mother and baby.

There is strong evidence that pregnant women have a

higher chance of developing complications if they get flu, particularly in the later stages of pregnancy.

Every year, the viruses that are most likely to cause flu are identified in advance and vaccines are made to match them as closely as possible.



# Red Cups

**It is a remarkably simple scheme that looks to have resulted in residents at one Hampshire nursing home stumbling and falling less.**

**W**estholme Care Home in Winchester took part in the trial which used red coloured glasses to prompt the elderly to drink more.

While trips, slips and falls at the home have reduced by 85% since December 2016, staff are remaining cautiously optimistic about the results.

"The results are remarkable, but at this early stage they are only an indication," says Rachel Lock, the nurse facilitator working with West Hampshire CCG who initiated the pilot. "It is, however, an encouraging start."

Dehydration among older people can lead to a deterioration in mental state, and increase the risk of dizziness and fainting.

Staying well hydrated can, on the other hand, help prevent falls as well as reduce urinary infection and improve concentration, memory and reaction time.

"I'd seen how using coloured cups in a ward setting were making a difference and I was interested in trying it in a residential care home," explains Ms Lock.

Both staff and residents at the Hampshire County Council-run home embraced the idea, and a mix of staff training, the appointment of a 'hydration champion' and the introduction of a blender to make smoothies are all thought to have contributed to the success of the pilot.

"We have been delighted by the results," says Councillor Liz Fairhurst, Hampshire County Council's Executive Member for Adult Social Care and Health. "It proves that even simple changes can make all the difference."



# Sepsis

**A**n early warning system to spot the signs of sepsis has been successfully trialled at a number of Hampshire nursing and care homes.

Without quick treatment, sepsis – a rare but serious complication of an infection – can lead to multiple organ failure and death.

There are around 123,000 cases of sepsis a year in England, and around 37,000 people die annually as a result of the condition.

Anyone can develop sepsis after an injury or minor infection, although some people are more vulnerable including the elderly.

A team from West Hampshire CCG developed an early warning

sign system specifically for nursing and care home staff that are not medically trained.

They were taught key signs to look out for in residents that were becoming increasingly well and could potentially be at risk.

These included increasing confusion, shortness of breath, cold hands and feet, fever and diarrhoea.

It is estimated that as well as saving lives, improving the management of sepsis could save West Hampshire CCG around £3,146,400 annually.

The programme is now set to be rolled out across more homes in the region.

## Smart technology to help prevent strokes

### Over 350 GPs from 50 practices across West Hampshire are now using smart technology to help prevent strokes.

Every GP in the region has been issued with vital kit to detect atrial fibrillation (AF) and prevent AF-related strokes.

A common condition, AF affects older people and causes an irregular heartbeat which leads to life-threatening health problems.

However, many people with AF are unaware they have the condition.

People with AF are five times more likely to suffer a stroke than those without the condition.

AF-related strokes are more severe and more likely to be fatal. By detecting and treating AF, the risk of stroke can be reduced by 70 per cent.

All local GPs have been issued with a device that detects AF when taking a patient's blood pressure, and a fingertip machine that shows if there is an irregular heart rhythm.

There are an estimated 4,000 people in the West Hampshire CCG area with undiagnosed AF – and it is the CCG's mission to find them to help prevent them having a stroke.

## Living with dementia in West Hampshire

**T**here are thought to be around 3,500 people living with dementia in West Hampshire who have not been diagnosed, according to national estimates of prevalence.

Anyone who is worried about memory loss is urged to make an appointment with their GP so they can receive any necessary support.

"It is not always easy to spot the signs of dementia yourself but if you or people around you are concerned, then an appointment with your GP would be helpful," says Dr Katrina Webster, West Hampshire CCG's clinical lead for dementia.

"Becoming forgetful does not necessarily mean that you have dementia, but for those who are diagnosed, there is a huge amount of support available to help you and your family.

For more information, visit

 [westhampshireccg.nhs.uk/dementia-information](http://westhampshireccg.nhs.uk/dementia-information)

## Stop Smoking Service

New figures show that 13.6 per cent of people in Hampshire now smoke compared with 16.1 per cent in 2012.

But smoking remains the cause of one in six deaths in England.

Giving up reduces blood pressure, makes breathing easier, and improves energy levels, circulation, and sense of smell and taste.

If you're ready to quit, help is available.



To find out more about your free local Stop Smoking Service:  
visit [quit4life.nhs.uk](http://quit4life.nhs.uk),  
call 0845 602 4663  
or text QUIT to 60123.

## Continuing healthcare

**W**est Hampshire CCG provide the Continuing Healthcare (CHC) service on behalf of all CCGs in Hampshire and continued to receive high numbers of requests. We recognised that extra resources were needed to ensure that assessment and support was available in a timely and appropriate manner.

The Hampshire Five CCGs invested in the service to ensure that the team was able to improve response times for

completing NHS Continuing Healthcare assessments and to provide an effective CHC service to our providers, GPs, social care partners and of course patients and their carers. We have now strengthened the leadership of CHC, have a larger team in place and have outsourced retrospective applications to help meet the national timeframe for these decisions. Applications are now being completed in a more timely manner.

## Cinema screenings for people with dementia

A well-known film is being shown at Winchester Everyman Cinema every six weeks especially for people with dementia and the people that care for them.

The cinema lights are left on low so that people can see to move around if necessary.

Volunteers from Dementia Friends act as the staff at the screenings.

For more information, visit

 [dementiafriendlyhampshire.org.uk](http://dementiafriendlyhampshire.org.uk)

## New NHS service launched in Hampshire

**A** new NHS service has been launched in Hampshire to diagnose and support adults with autism and attention deficit hyperactivity disorder (ADHD).

Many people are never diagnosed with the conditions in childhood but as they get older they realise that they find some things difficult or are especially good at others.

But finally receiving a diagnosis of autism – which includes Asperger syndrome – or ADHD in adulthood can be a relief, and help them to understand their behaviour.

“A lot of people out there may be struggling and are going to their GP not knowing there is a service that can support them,” says Dr Katrina Webster, a local GP and Clinical Director of Mental Health and Learning Disability at NHS West Hampshire CCG.

“This service will assess, diagnose and support people over 18

so they can understand their condition and live well.”

Autism spectrum disorder (ASD) is the name for a range of similar conditions, including Asperger syndrome, that affect a person’s social interaction, communication, interests and behaviour.

It is estimated that about 1 in every 100 people in the UK has ASD.

ADHD is a group of behavioural symptoms that include inattentiveness, hyperactivity and impulsiveness.

Offering one-to-one support, both before and after diagnosis, the new NHS service helps people to access the right help from the right place and supports people on medication where needed.

Anyone who thinks they have specific difficulties, but are unsure as to why, should speak to their GP.

## Future of Brownhill Surgery

We listened to patients from the Chandler’s Ford Surgery and acted on their request to be able to choose a new surgery.

The surgery is closing following the retirement of a GP at the surgery, difficulties in recruiting GPs and workload pressures.

The surgery gave West Hampshire CCG notice that it will end its contract to provide general medical services on November 30.

We wrote to patients to explain the situation and carried out a survey to find out if they would prefer to choose a new practice or be allocated one of nine local practices.

As a result, the 7,000 patients were able to choose their preferred surgery and everyone who chose their catchment surgery got their first choice.

Patients should continue to see their GP or nurse at Brownhill Surgery until they are informed otherwise.

## The Golden Mile



A new initiative to get Hampshire schoolchildren moving has been launched.

The Golden Mile is open to all primary aged pupils regardless of their age or ability.

It aims to increase the amount of time pupils are active on a daily basis by getting them to walk, jog or run in the safety of the school grounds.

To find out more about helping to introduce the Golden Mile project to your child’s school, visit

 [energiseme.org](http://energiseme.org)

## Key Dates for your diary:

### Thursday 25 January 2018

The next meeting of the NHS West Hampshire Clinical Commissioning Group Board will take place at 2.30pm on Thursday 25 January 2018 at Omega House, 112 Southampton Road, Eastleigh SO50 5PB (CCG Board Room).

