

Making GP services even better for people in Droitwich & Ombersley

Welcome to our second quarterly patient and public bulletin. This issue focuses on Community Nursing Services and the new innovative dementia service available in D&O. We'd like to open with some words from your local GPs.

The views of local GPs

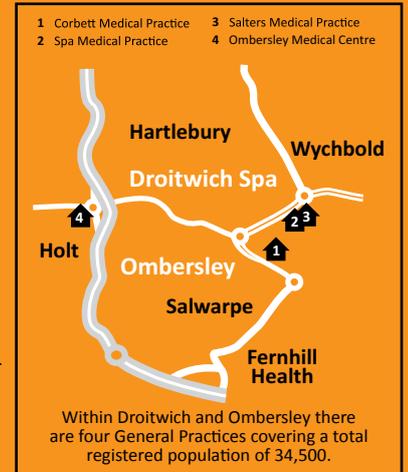
"There has been lots going on recently in the NHS, nationally as well as locally. In Droitwich and Ombersley we have seen headlines of junior doctors striking, the Worcestershire Acute Trust not meeting targets, delays in A&E along with a shortage in GPs.

If people believe everything they read in the newspaper or hear on the news, you would think the NHS was at breaking point. To reassure you, it's not. Yes it is difficult but lots of work has been going on behind the scenes to transform services for people so that they can get the care they need closer to home.

GPs in D&O along with colleagues in Worcestershire are looking at the best way of delivering acute hospital care across the county. We need to promote better access to our community services and ensure teams are working efficiently to take pressures away from the hospitals - whilst ensuring care is the very best for patients.

Your local health services are not, and will never be compromised. Yes we may need to do things differently and more smartly but this will only be done through consultation with you, the patients. We want you to be involved to help shape those services and would encourage you to keep sharing your experiences – the good and the bad!"

- Dr Anthony Kelly / Dr Gemma Moore



More Joined up working across our community nursing teams

The 'new-look' service commenced on 30th November and brought together the following nursing services in D&O:

District Nurses

Support you at home or in clinics when you have an illness or your general health is deteriorating

Advanced Nurse Practitioner

Can assess and prescribe medications for you

Support if you have a complex health condition



Proactive Care Team

Assesses and supports people if they become frail

Helps people remain at home rather than go into hospital

Enhanced Care Team

Multidisciplinary team approach

Focuses on recovery and rehabilitation

What good nursing services look like for us in the D&O:

- ✓ The right nurse is there when you need them
- ✓ Better patient experience
- ✓ Joined-up with less duplication
- ✓ Communication at it's heart

There is a single point of referral with a dedicated phone line staffed Monday to Friday 08:30-1700 hours by one of the health professionals from within the team. Help us become even better, give us your comments via **01905 681023**.

What we have achieved so far working together?

A new type of dementia support in Droitwich



The Meeting Centre in Droitwich Spa is at the forefront of dementia care in the UK and opened its doors in September 2015. It is delivered by the Alzheimer's Society and the University of Worcester. The centre is for people with mild to moderate dementia and their families living in Droitwich Spa and surrounding areas.

The Meeting Centre is free to attend in this initial pilot year and is open Wednesday, Thursday and Friday from 10am – 4pm. The centre can support 16 people.

One carer spoke of how her husband danced with her for the first time in 7 years:

"it's these stories from members and carers which makes this project so worthwhile and an integral part of the community."

The Centre is located at Heritage Way, Droitwich Spa Community Hall, WR9 8QT. If you are interested in becoming a member or would like to find out more then please get in contact with **Sam Arnold** on: **01905 621 868** or email: **sam.arnold@alzheimers.org.uk**.



Taking Control of Your Diabetes – New Service!

Do you have type-2 diabetes, a computer and want to learn more about your condition and support with self care?

Take a bite out of diabetes before it snaps back



Talk to your GP about taking control of your diabetes **online**.

Ask your GP practice about signing up to a new online structured education programme and self management support using MapMyDiabetes. Any patient with diabetes, whether just diagnosed or with existing diabetes can access the service which is available in all practices across Droitwich and Ombersley.

If you see your Practice nurse, she will be able to offer you a personalised registration which means you can start the programme at your convenience, anytime and immediately on your home computer, laptop, or tablet.

Keep track on how you are managing your diabetes – ask your Practice nurse for help.

Organ Donation - Giving the gift of life

More than 7,000 people in the UK are awaiting an organ transplant. There are currently 120 people living within Worcestershire who need an organ transplant - 3 people die every day across the UK due to a shortage of organs. Why not think about registering?

www.organdonation.nhs.uk

One donor can help save or transform nine lives. Age is no barrier; kidney and liver donors can be up to 85 years of age whilst heart, lung and pancreas donors can be up to 65.

For more information contact - **John Cope** via email at: **jaycee82@btinternet.com**

Going Forward:

In the June edition:

- Find out what your community pharmacy can offer
- What's changing in GP out of hours services
- Hear about the new GP Clinical Contact Centre in D&O

We welcome any feedback: **CCGcomms@worcestershire.nhs.uk**