

THE LATEST NEWS FROM **MID ESSEX CCG**

ENGAGE

 SUMMER EDITION JUNE 2019

NHS

Mid Essex

Clinical Commissioning Group

BE SAFE

IN THE SUN

THE MARVELS

OF MID AWARDS

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WELCOME



Welcome to the second issue of our new-look Engage newsletter, which will help you get ready for the summer months!

You can get tips on staying safe in the sun from one of our clinical leads, Dr Ike Adiukwu, and learn a little about his time in medicine.

This month, we are also opening nominations for our annual celebration

of local people helping their communities to livewell – the Marvels of Mid Awards. Find out how you can put someone forward for this on pages 8-9.

There are a number of new developments happening across the local NHS that you might also like to know about including the new personal wheelchair budgets and more places you can access GP surgery services at evening and weekends.

Read on for details, and have a wonderful summer!

Dr Anna Davey

Chair, Mid Essex CCG

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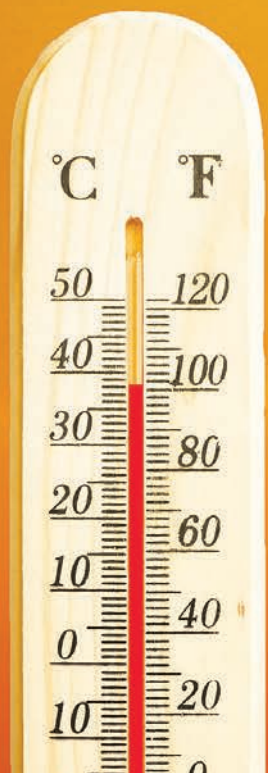
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Mid Essex CCG



Summer health

– our guide to staying safe when the heat arrives

The summer months are finally upon us and while most of us welcome the sunshine and warmer weather, it is important to remember that it can bring different health problems which might affect you or your family. Don't let your summer be ruined by sunstroke, dehydration or hay fever. We have all it all covered in our guide to summer health.

HEATWAVE AND VERY HOT WEATHER



The top ways for staying safe when the heat arrives are to:

- look out for others, especially older people, young children and babies and those with underlying health conditions
- close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors
- drink plenty of water as sugary, alcoholic and caffeinated drinks can make you more dehydrated
- never leave anyone in a closed, parked vehicle, especially infants, young children or animals. Try to keep out of the sun between 11am and 3pm
- take care and follow local safety advice if you are going into the water to cool down



- walk in the shade, apply sunscreen and wear a hat if you have to go out in the heat
- avoid physical exertion in the hottest parts of the day
- wear light, loose fitting cotton clothes
- make sure you take water with you if you are travelling



HAY FEVER



Hay fever can be miserable for so many people as the different blossoms and allergies run through the whole summer. There's currently no cure for hay fever and you unfortunately cannot prevent it. However you can do things to ease your symptoms when the pollen count is high including:

- putting Petroleum Jelly around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you've been outside to wash pollen off
- stay indoors whenever possible
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

Hayfever is not a long-term medical condition and treatment is only required for a few months each year so it can be managed without medical input. There are lots of different medications available, most of which are available to buy from your community pharmacy. The NHS in mid Essex spent around £150,000 last year paying for antihistamines, eye drops and nasal spray medications on prescription. Antihistamines can be purchased for as little as £1.99 for 30 tablets and eye drops as little as £4.99. This is why, when you only need them now and again, it is better to buy over the counter instead.

For more advice on managing hay fever symptoms visit www.allergyuk.org.

KEEP HYDRATED



Everyone is at risk of dehydration in hot temperatures which is why it's always important to keep hydrated, but during hot weather it's even more important to drink plenty of fluids like water - especially for the elderly or if you have a health condition such as diabetes.



Some drinks can increase dehydration such as drinks with alcohol or caffeine, including tea, coffee or cola drinks, and drinks high in sugar – so stay clear of these.

For those reluctant to drink water why not try homemade ice lollies made with watered down fruit

juice or squash or adding fruits such as lemons and limes to your bottled water.

Although you may not feel particularly hungry don't stop eating. Perhaps try to have smaller, more frequent light meals and incorporate lots of fruits and salad which are full of water and will help hydrate you.

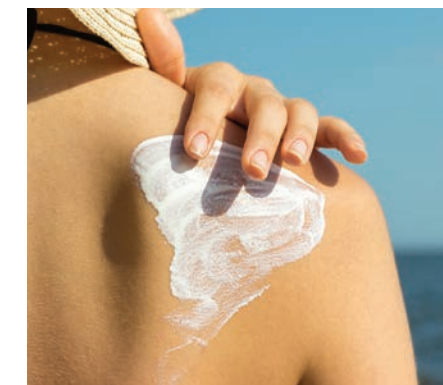
SUN SAFETY



We all know sunscreen is important but using the right one can be a little confusing. The NHS's general advice is a sun protection factor (SPF) of at least 15 to protect against UVB and at least four-star UVA protection. Of course, the best protection from the sun is staying out of it at the hottest parts of the day – 11am to 3pm.

Most people also don't apply enough sunscreen. Due to the huge range of different products available including lotions, mousses, sprays and gels it is always best to check the individual product for advice on how to apply. As a general guide, adults should aim to apply around two teaspoons of sunscreen if you're just covering your head, arms and neck or two tablespoons if you're covering your entire body while wearing a swimming costume. If sunscreen is applied too thinly, the amount of protection it gives is reduced. Areas such as the back and sides of the neck, temples and ears are commonly missed, so you need to apply it generously and be careful not to miss patches.

Apply sunscreen 15 to 30 minutes before going out in the sun to allow it to dry. More is better and don't forget to reapply sunscreen at least every two hours, and immediately after swimming or sweating, or if it has rubbed off for example by towel drying.



For more sun safety tips visit www.nhs.uk.

BUGS AND BITES



Just like sunburn and sand between your toes, insects and bites are a pretty unpleasant part of summer. Most insect bites and stings are not serious and will get better within a few hours or days. There's lots of help available on the NHS website www.nhs.uk and you can also buy creams for itching and antihistamines from your pharmacy to have at home in case you need them.



If you are worried about a bite or sting then seek advice from your community pharmacist, GP or call NHS111.

SPRAINS AND STRAINS



When the weather is nice it is the perfect opportunity to put down the TV remote and head outdoors for some fun and games. Being active is good for your overall wellbeing. It builds confidence, social skills and improves concentration and learning. It also helps us maintain a healthy weight and aids sleep. However, with being active and playing sports there is more risk of sprains and strains from tripping and falling.



Most minor sprains and strains are relatively minor and can be treated at home with self-care techniques, such as PRICE therapy (see above right) or paracetamol. A community pharmacist can offer self-care advice on managing sprains and strains and advice on the short-term use of over the counter medicines until you recover from your injury.

PRICE stands for protection, rest, ice, compression and elevation.

Protection – protect the affected area from further injury – for example, by using a support.

Rest – avoid exercise and reduce your daily physical activity. Using crutches or a walking stick may help if you can't put weight on your ankle or knee. A sling may help if you've injured your shoulder.

Ice – apply an ice pack to the affected area for 15-20 minutes every two to three hours. A bag of frozen peas, or similar, will work well. Wrap the ice pack in a towel so that it doesn't directly touch your skin and cause an ice burn.

Compression – use elastic compression bandages during the day to limit swelling.

Elevation – keep the injured body part raised above the level of your heart whenever possible. This may also help reduce swelling.

TRAVEL SICKNESS, VACCINATIONS AND MEDICATIONS



Wherever you're heading off to this summer, if you get travel sickness it can make the experience pretty unpleasant. Anti-sickness treatments and medications are available from your local pharmacy, so pop in and ask for some help on getting the right advice and treatment for you. You can pick up motion sickness tablets for as little as £2.80.

If you're off on holiday to a country where you think vaccinations are required or there might be a malaria risk, then you should check before you travel by visiting www.nhs.uk/conditions/travel-vaccinations/. Or seek advice from your community pharmacy. You can arrange vaccinations required at your GP practice. Only some vaccines are available on the NHS because they protect against diseases which represent the greatest risk to public health if brought into the country. For other vaccines you will be charged a fee.

Some medicines for the prevention of malaria are available for purchase over the counter (OTC) at community pharmacies. Those that have to be prescribed can be issued on a private prescription from your GP for which you will be charged a fee.



European Health Insurance Card (EHIC)

If the UK leaves the EU without a deal on 31 October 2019, your access to healthcare when visiting an EU country is likely to change. If you are planning to visit on or after 31 October 2019, you should continue to buy travel insurance so you can get the healthcare treatment you need, just as you would if visiting a non-EU country.

If you are using an EHIC issued by the UK, this will still be valid until 31 October 2019.

Get to know our GP leads



Dr Ike Adiukwu is a GP in Chelmsford and spends the majority of his time in practice treating his patients. However last year Dr Adiukwu was appointed to the CCG as clinical lead and Chair of the Primary Care Committee. We spent ten minutes with him to find out more about his role and how he became a GP.

1. What is your official job title?

I am a General Practitioner (GP) at Beauchamp House Surgery in Chelmsford and also Clinical Chair for Primary Care at the Clinical Commissioning Group.

2. What made you want to become a GP?

I was drawn to the unpredictability and variety in General Practice compared to work I had at that time, which was more streamlined, seeing very similar patients in hospital. I liked not knowing what was coming through the door. I really wanted the continuity that working in a GP practice brought.

3. How long have you worked as a GP for?

I have been a GP for 12 years now. I grew up in Nigeria and I went to medical school in Odessa which is in Ukraine so I did my degree in Russian.

4. What do you think are the main challenges in your role?

Workload, time pressures, increasing demands both clinical and non-clinical so we have our admin demands as well as our clinical demands. A lot goes into running a practice if you're a partner there -you're involved in the management of it. We really don't have any allocated time for that, all that is factored in is our clinical time. So we always have to fit everything else around that.

A challenge can be fully exploring a patient's concerns within limited consultation time.

Getting patients to see the right professional for their condition can also be a challenge. For example, some things are best dealt with by a dentist or an optician and not a GP. Our receptionists play a vital role here in re-directing patients to the appropriate person within or outside the practice.

5. What do you enjoy most about your role?

I really enjoy the continuity of care as you get to know patients and their families. When I started training as a GP the senior partner at the time amazed me as I could mention a name and he could tell me all about the patient and sometimes about the family members so there was that wealth of knowledge which you wouldn't get from just reading the notes. So at the time I thought, how would I ever be able to do that? Now, I actually find that I am in the same position where you could mention the name of one of my patients; I would be able to recall a lot of information about that patient. So that's one of the beauties of general practice, the continuity and getting to know someone well.

One of the other aspects I enjoy about my role is that my practice is a training practice so we help train GPs. Being involved in training is both interesting and challenging because you have to make sure you are able to teach and also learn from those whom you're teaching. It's a two way process.

6. And finally, tell us an interesting fact about yourself.

Whilst in university, I was an extra in a film that featured Tim Roth (The legend of 1900) which was partly shot in Odessa.

The Marvels of Mid Awards are back!

Do you know of an individual or group that has gone above and beyond in helping local people livewell?

The Marvels of Mid Awards (MOMAs) are back for a fourth year to celebrate the outstanding contributions of people, organisations, schools and community groups across Braintree, Chelmsford and Maldon who are making a difference - transforming people's lives, improving health services and putting patients, service users, carers and communities at the very heart of health and wellbeing in mid Essex.



Marvels of Mid Awards 2018



Nominate your local hero for a Marvel of Mid Award today

We have **10 categories**, and you can nominate as many people, teams or projects as you wish (but you need to complete a separate form for each nomination) – you can even put yourself or your team forward if you've got something great to shout about.

Read the descriptions of each award and complete the online nomination form available on our website at midessexccg.nhs.uk/get-involved/moma telling us which category you're nominating for, how the people/teams meet the criteria, and why they deserve an award. Email the completed form to MECCG.get-involved@nhs.net or post it to: Communications Team, Mid Essex CCG, Wren House, Hedgerows Business Park, Colchester Road, Chelmsford, Essex CM2 5PF.

Nominations will be reviewed and shortlisted nominees will be invited to our AGM on Thursday 26 September at Chelmsford City Council, where the winners will be announced.

AWARD CATEGORIES AND CRITERIA

PRIMARY CARE AWARD

We are looking for a professional or team within mid Essex primary care who has gone above and beyond their role to help people in their community to stay well and get the care they need. This is open to all employees working in GP surgeries, clinics or pharmacies across the area and will be awarded to anyone or any team who displays a commitment to support people and or colleagues in their practice.

INDIVIDUAL PATIENT PARTICIPANT OF THE YEAR

A volunteer or representative who has gone above and beyond in helping the CCG. This person will not be a CCG member of staff, but someone from the community who is driven to help the CCG at any level. This award is to acknowledge their generous commitment of time, support and inspiration, and to recognise their enduring commitment to the NHS in mid Essex and the CCG's goal of helping everyone to Livewell.

PATIENT PARTICIPATION GROUP (PPG) OF THE YEAR

We're looking for a PPG that can demonstrate an excellent working relationship with their GP practice, which has made a real difference to the patients. In recognition of a group's exemplary performance and team commitment and to celebrate excellence in participation between primary care and communities, including patients, service users, carers and the public and for the many devoted hours of encouragement and help the group has given unselfishly to our GP practices in Mid Essex.

VOLUNTEER OF YEAR

We are looking for a local individual who has shown commitment to people in mid Essex through their voluntary work. They will have demonstrated selflessness in giving up their time to support a member, or members, of their community and be passionate about the wider community supporting each other.

BE WELL AWARD

Praising individuals; schools; groups; organisations that help people to make healthy lifestyle choices or changes whether maintaining a healthy weight, help to quit smoking or increasing their physical activity.

DIE WELL AWARD

Praising those individuals; groups; organisations that support people to talk about dying; death and bereavement.

STAY WELL AWARD

Thanking individuals; groups; organisations that help people with long term illness or conditions to get the best out of life and stay well physically or mentally.

UNSUNG HERO

Not all heroes wear capes. This person or group may not be as famous as Superman, but they're just as much of an inspiration. Whether it's helping the less fortunate or providing a generous service to the public, this award is for the unsung heroes in the mid Essex community, who go above and beyond the call of duty in helping local people Livewell.

START WELL AWARD

Celebrating individuals; schools; groups; organisations that help to promote or provide services/advice and support for the best start in life (physically and mentally) for parents to be; new parents and children.

AGE WELL AWARD

Celebrating individuals; groups; organisations that help care for people as they get older and help them to remain as independent as possible.

Extended access new hubs – you said, we did



More places to book GP surgery services at the weekend and later into the evening

Last October, the CCG launched “Extended Access”, which offers more GP surgery services for everyone in our area later into the evening and at weekends and bank holidays. Until May 2019, appointments were available at any of the four hubs across mid Essex – one in Braintree, one in Chelmsford, one in Halstead and one in Maldon.

But we have been speaking to residents about the service and the single biggest change you asked for was more places where you could book appointments. Now, if you live in Witham or South Woodham Ferrers, you can ask for an appointment in your own town, too. You can see a healthcare professional, including nurses and GPs, at any of the hubs, so someone fairly close to home is available if you can’t get to your own surgery during the week, perhaps due

to work commitments. And patients registered at the surgeries hosting the hubs can of course still get appointments during usual weekday opening hours.

Also new to Extended Access is a cervical screening service, commonly known as smear tests. These have not previously been available in Extended Access appointments, but are now part of the service and are carried out by a nurse. Appointments for these or any other services at the new hubs are also available from your GP surgery now.

There is no walk-in service at the Extended Access hubs, but you can ask for an appointment through your own practice, or, if you need to book outside its opening hours, by calling NHS111. If you no longer need an Extended Access appointment you have booked, please cancel it by informing your own GP practice or, outside surgery hours, call 07384 579479.

For more details of Extended Access, visit www.midessexextendedaccess.nhs.uk

Hubs open seven days a week and on bank holidays:

Chelmsford (at North Chelmsford Health Centre, near Sainsbury’s, CM2 5EF), 6.30pm-8pm Monday-Friday, 8am-2pm Saturdays, Sundays and bank holidays

Maldon (at Blackwater Medical Centre, CM9 5GP), 6.30pm-9pm Monday-Friday, 8am-2pm Saturdays, Sundays and bank holidays

Open six days a week and on bank holidays:

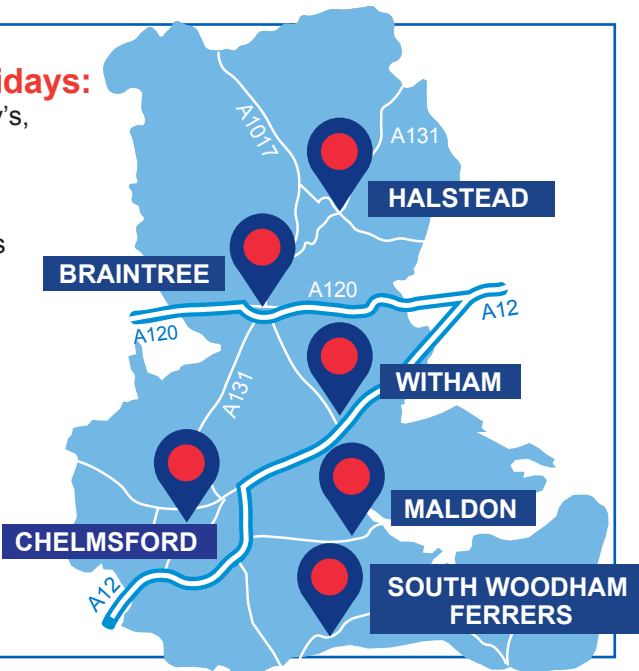
Halstead (at Elizabeth Courtauld Surgery, CO9 1EX), 6.30pm-8pm Monday-Friday, 8am-2pm Saturdays

Open on Saturdays only, 8am to 2pm:

South Woodham Ferrers (Greenwood Surgery, CM3 5XD)
Witham (Douglas Grove Surgery, CM8 1TE)

Open on Sundays, 8am to 2pm:

Braintree (Mount Chambers Surgery, CM7 9BY)



healthwatch Essex

Do you know where to go for information about health or social care in Essex?

Healthwatch Essex is an independent charity which can help. We know, because many of you have told us, that navigating health and care as a patient or service user can sometimes be confusing. Information can often be hard to find and it isn’t always easy to know what services are available to us.

At Healthwatch Essex, we run an Information Service, contactable by text, Whatsapp, telephone or email. We take calls about a wide variety of issues, ranging from looking for your nearest GP surgery or dentist to pointing you towards services for mental health, family support, disability, support for carers and much more. We can also help when things go wrong and you’re not sure how to make a complaint.

People often use the service to tell us about an experience they’ve had or give us feedback, good or bad, about a service they’ve used. We welcome these stories because they help us to build a picture of health and care in the county.

What’s important and different about our service is that we’re independent from the NHS and social care so we can help you find the service that’s truly right for you. So that might be a service offered by the NHS or Essex County Council, or it might be one from a community or voluntary organisation.

It’s confidential and calls are charged at the cost of a local call. So if you need information about health or social care services in

Essex, please call us on 0300 500 1895, text on 07712 395398 or email info@healthwatchessex.org.uk



Healthwatch Essex Chief Executive, **Dr David Sollis**, explained the relevance of the service: “Recently we completed a

piece of research which showed that people in Essex can find it difficult to navigate health and social care in the county.

There are a number of new developments happening across the local NHS that you might also like to know about including the new personal wheelchair budgets and more places you can access GP surgery services at evening and weekends.”

“Our friendly team is a great first port of call.”

New service launched to help with cow’s milk protein allergy in infants

Mid Essex Clinical Commissioning Group (CCG) has launched a new rapid access service to help families whose children suffer from cow’s milk protein allergy.

Around 5% of infants have an allergy to a protein found in cow’s milk and some of these infants require specialist milks.

If an allergy to cow’s milk protein is suspected in your baby; your GP or Health Visitor can refer to a specialist dietician from Oviva for a comprehensive assessment including a full allergy history.

This service is made up of a team of expert dieticians who can offer individual support within 72 hours of GP referral.

If the diagnosis is confirmed, this dietician will support parents or carers with managing their child’s allergy right through when they are weaning and then with the safe reintroduction of cow’s milk at the appropriate time. Parents will also be able to access the Oviva Smartphone App to support and educate them.

Catherine Hamilton, Deputy Chief Pharmacist for Mid Essex Clinical Commissioning Group said: “This is a novel service with rapid and intensive support for infants who suffer from cow’s milk protein allergy. The fact that an expert dietician is available over the phone or through the Oviva smartphone app means that the service is flexible to the needs and lifestyles of the parents or carers. We are really excited to be working with Oviva to deliver better care for these infants and their families.”

If you would like to find out more about this service please visit: www.oviva.com/uk/en/paediatric-nutrition/

Ask your Pharmacist

#AskYourPharmacist
#YourMedicines

In March 2018, NHS England published guidance for CCGs on conditions for which over-the-counter items should not routinely be prescribed in primary care.

The money saved could be re-invested in frontline services and free up GP time for the most complex cases.

The costs to the NHS of prescribing many of the items used to treat minor, self-limiting (short term) health conditions are often higher than the prices for which they can be purchased over the counter.



Self-limiting conditions are illnesses or conditions which will either resolve themselves without medical intervention or which have no long-term harmful effect on a person's health (e.g. cough, cold, sore throat). **Minor illnesses are uncomplicated conditions which can be diagnosed and managed without medical intervention.** (e.g. indigestion, mouth ulcers, simple dry eyes)

Condition	How many GP appointments were used for this condition throughout the year in mid Essex	NHS money spent on medication in mid Essex
Pain and Fever	17,758 GP appointments	£73,072
Insect bites and stings	140 GP appointments	£467
Allergy	43,774 GP appointments	£125,245

Why does this matter to the NHS?

It matters to the NHS because we want to:

- Encourage patients to take an active role in their health care and improving their ability to care for themselves for minor/self-limiting conditions, which do not need GP input in their management.
- Encourage patients to seek community pharmacist advice where support is needed in caring for themselves for minor ailments/conditions, releasing time within GP practices to deal with more complex issues.

Each time a prescription is prepared the NHS is charged a fee which may include, a professional fee, additional fees, establishment payments, practice payments, repeat dispensing payments and electronic transfer prescription payments. These NHS costs would be reduced if the drug had been bought over the counter.

We hope that if patients are more engaged and empowered to look after themselves for minor conditions and to have a better understanding of medicines they are more likely to make healthy choices relating to disease prevention and healthy living.

How can you help the NHS save money?

- Your **MEDICINES**, Your **NHS** – do your bit to help us make the money **st-r-e-t-c-h**.
- Please do not make an appointment or ask your doctor for medicines which you can buy at your local pharmacy.
- Paracetamol and Ibuprofen costs as little as 23p a packet in some shops – but £37.00 on prescription- including cost of GP appointment, dispensing fees etc.
- It costs the NHS more to prescribe many over the counter medicines than you can buy them for because of the costs involved in dispensing and handling.
- Your GP is really busy. If you can properly care for yourself with advice and medicine from your community pharmacist it frees up appointments.
- Your community pharmacist is highly trained and can offer great advice in a few minutes, no need to wait for an appointment!



OPEN
THE
BAG

Did you know every year in mid Essex an estimated **£2million** of unused medicines are wasted?

This waste means that mid Essex patients do not benefit from the additional services or treatments that this money could have been better spent on. **The £2 million we wasted on medicines each year could pay for:**

566 new hips or,
139 more drug treatment courses for breast cancer or
61 more community nurses.

We are encouraging people to Open the Bag before they leave the pharmacy and hand back medications they do not need. People often have medicines left at home which means there is a surplus. Medicines handed back immediately can be re-used; those which have left the pharmacy cannot and must be wasted.



Please **OPEN THE BAG** and hand back any medication you do not immediately need.

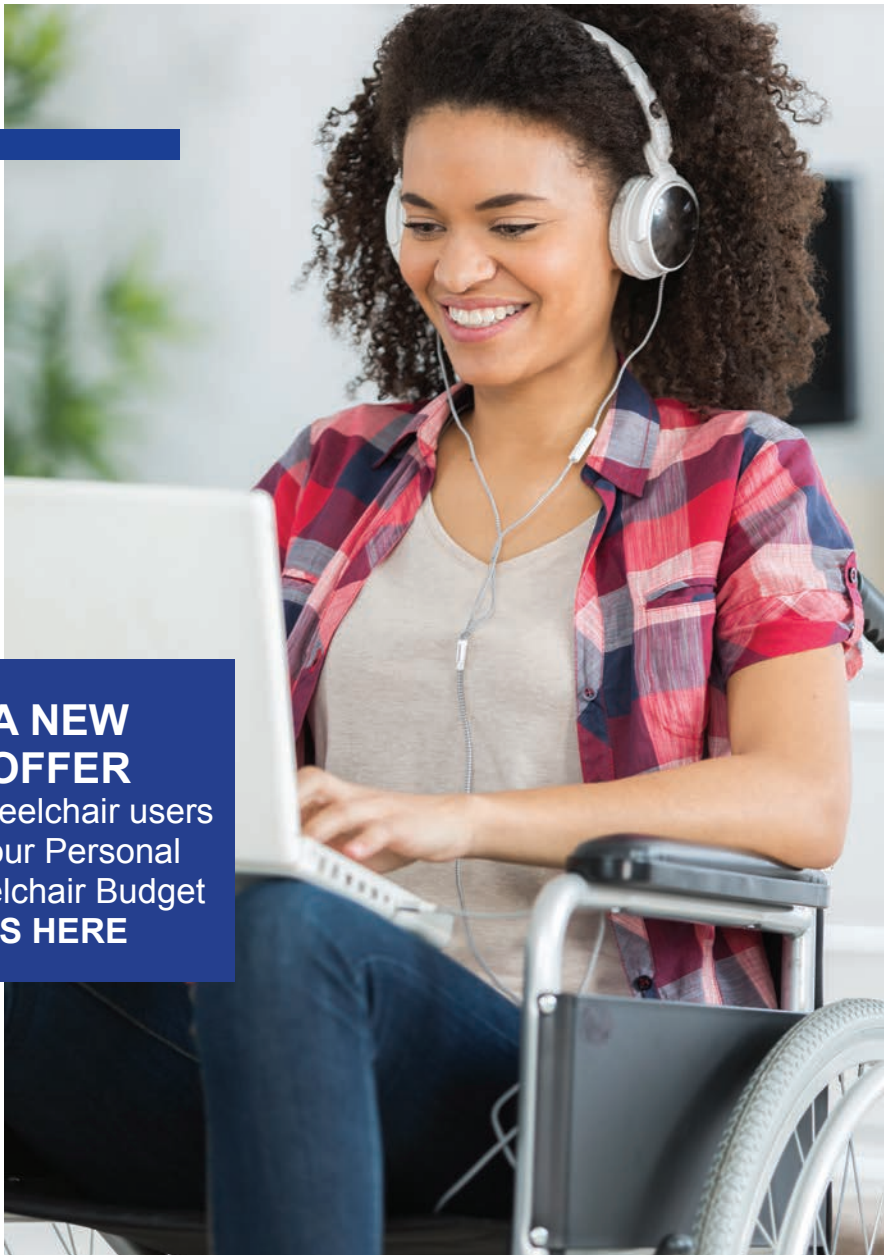
Wheelchair Budgets

How can Personal Wheelchair Budgets help you

As part of national NHS plans for the wider expansion of personal health budgets, NHS Mid Essex, Thurrock and Basildon and Brentwood CCGs have worked with wheelchair providers to develop a local personal budget (PWB) agreement. This replaces the current wheelchair voucher system.

A personal wheelchair budget is a resource available to increase people's and families choice and control of wheelchair provision, either within or outside of NHS commissioned services. You will be able to use this when your wheelchair is due to be changed, either every 5 years or more frequently if your medical need has changed. You will receive a 'notional budget' which means the wheelchair budget is held by NHS Wheelchair Service, but you know what the budget is and it's your personal allocation. You won't receive any money but the NHS pays the wheelchair supplier you choose directly.

A NEW OFFER
for wheelchair users
– Your Personal Wheelchair Budget IS HERE



Rachel Hearn, Director of Nursing and Quality at Mid Essex CCG said:



"This is a first step in helping to personalise health services, so that they are shaped around not only a person's medical need, but their lifestyle need as well, so that people can retain independence where ever possible. We hope this will work well for people and will be the precursors for further personalised health budgets for other services."



The latest on NHS public involvement



With Nathalie Wright Lay Board Member Patient and Public Engagement

The large yellow object has recently appeared in the sky which gives us all a sense of wellbeing and energy simply by being there, so thank you, sun, and welcome to my summer column.



Throughout the last few months we have seen some improvements in the way our Patient Reference Groups operate and develop.

Our first Braintree District group was held in March and was well attended by local stakeholders and patient groups. We aim as a CCG to hold these quarterly and encourage as many participants and patient group chairs to attend.

Last month our Chelmsford meeting was held and once again a whole array of attendees were represented. Throughout the meeting we had an excellent overview of the introductions of Primary Care Networks (PCNs) from Kate Butcher, Head of Transformation and Strategy. Attendees found this news on the forthcoming partnerships between local GP practices encouraging and worthwhile.

Break away groups ensured that everyone was involved and allowed their voice to be heard. As a CCG we certainly gained some excellent ideas and feedback. Your feedback and ideas help us shape the future of these services and is so valued by us, so thank you.

Other campaigns we have recently engaged with include 'Dying Matters Week' and 'Mental Health Awareness week.' During these events CCG staff and other

stakeholders have been out in Chelmsford and Maldon talking to local people about mental health and the services available of which you can access and self-refer without seeing a GP.

We've also been listening to you about the additional appointments available through our **Extended Access Hubs in the evenings and weekends**. Two additional hubs were recently launched in Witham and South Woodham Ferrers. See page 10 for more details.



Exciting times ahead!



Not sure what to do when your child is unwell?

Download the new free **Mid Essex Child Health** app
and get expert advice on common childhood illnesses
at your fingertips.



Search Mid Essex Child Health

