ENGAGE WINTER EDITION DECEMBER 2019







Your practice team is here to help you

A range of healthcare professionals work alongside GPs in this practice, or locally, to ensure you get the right care for your needs as quickly as possible.

Talk to the reception team to find out more.





WELCOME



Hello, and welcome to the final issue of Engage for 2019. That makes it our winter edition so we have plenty of advice for staying healthy during the cold weather – and how you can often self-care if you do fall ill.

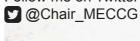
If you do need some clinical advice, we also have some information for you about the broader skill mix you can now find in many mid Essex GP practices, with a focus in this issue

on Advanced Nurse Practitioners.

Following the autumn 2019 issue that came out in September, we held our Marvels of Mid Awards, or MOMAs, to recognise members of our community who go above and beyond in helping local residents to livewell. We had a great turnout and our Lay Board Member - Patient and Public Engagement, Nathalie Wright, shares her thoughts about the event inside.

As this is our last issue before the festive season, I would also like to take the opportunity to wish you happy holidays and hope you have a great new year.

Dr Anna Davev Chair. Mid Essex CCG Follow me on Twitter





Engage is just one of the many ways that you can keep informed about our work. Connect with us through Facebook, Instagram, Twitter and our website for regular updates. You can also share any feedback on Engage by emailing: MECCG.get-involved@nhs.net with 'CCG Engage feedback' in the subject.

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Keep in touch by following us on social media:

@MidEssex CCG



Mid Essex CCG

Be A #WinterHero

Winter conditions can be seriously bad for our health, especially for people aged 65 or older, and people with long-term conditions such as chronic obstructive pulmonary disease (COPD), bronchitis, emphysema, asthma, diabetes or heart or kidney disease.

Being cold can also raise the risk of high blood pressure, heart attacks and strokes.

The chilly, damp weather, ice, snow and high winds can all aggravate existing health problems and make us more vulnerable to respiratory winter illnesses. But there are lots of things you can do to stay well this winter.

NHS teams across Essex have come together through the "livewell Essex" campaign with a set of messages to help us help you this winter.



Paula Wilkinson, our Chief Pharmacist, said: "By covering your nose and mouth when it's cold, particularly if you have COPD or asthma, getting your flu vaccine, or asking your pharmacist for advice at the first sign of a cold or upset stomach, you can help prevent your long-term condition getting worse and avoid visits to your GP surgery.

"We are asking people in Braintree District, Chelmsford City and Maldon District to "Be a Winter Hero" and do things to help themselves and others in their community. It's simple – just choose self-care for minor ailments and know where to get advice if you are worried about yourself or someone you know."

In the rest of this article you can read about some ways in which you can be a Winter Hero and keep yourself well and also the people around you.



Who's most at risk from cold weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- · people aged 65 or older
- babies and children under the age of 5
- people on a low income (who cannot afford to keep their home warm)
- people who have a long-term health condition
- · people with disabilities
- pregnant women
- people who have a mental health condition

Get advice if you feel unwell

If you are 65-plus or in one of the other at risk groups, see a pharmacist as soon as you feel unwell, even if it's just a cough or a cold.

Pharmacists can give you treatment advice for a range of minor illnesses. They will also tell you if you need to see a doctor.

The sooner you get advice, the sooner you are likely to get better.



NHS 111

Think you need medical help right now? NHS 111 is available to offer advice on the best course of action.

On 21 October, NHS England and NHS Improvement launched a campaign to increase awareness of how NHS 111 can help you decide the best course of action to take when you have an urgent but non-life-threatening health concern.



HELP YOU

STAY WELL THIS WINTER

NHS 111 gives you access to advice 24 hours a day, 7 days a week, by phone and online and, if necessary, they can arrange for you to speak to relevant healthcare professionals, including nurses, emergency dentists, or even GPs.

The advisers can also arrange face-to-face appointments, and if you are assessed as needing an ambulance, one will be sent directly.

NHS 111 provides you with a convenient way to get the right help or advice when you need it. Whether over the phone or online, NHS 111 will ensure that you get the right care, from the right person, as quickly as possible.

So, if you think you need urgent medical help, call 111 or go online at 111.nhs.uk.

"Help Us Help You" know what to do.



Get a flu jab

Flu can lead to serious illnesses such as pneumonia and bronchitis, and even death in vulnerable people. You may be more at risk if you fall into one of the categories below, so make sure you get your free flu jab if:

- you are 65 or over
- you have a long term health condition
- you are pregnant

Ask for the flu jab at your GP surgery or at a local pharmacy.

Some children and some carers can also get a free flu jab.

If you're 65 or over, you are also eligible for the pneumococcal vaccine, which will help protect you from pneumonia.



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You Said We Did

At Mid Essex CCG we are always keen to listen to the views of local residents about how we can improve services and how we do things. Here are just a few of the changes we have made in response to your feedback in recent months.

YOU SAID

YOU

SAID

COPD patients in mid Essex asked for a digital solution to support their care.

The CCG made the MyCOPD app available locally to offer guidance and advice at people's fingertips.



Patient groups at local GP surgeries asked for a way to promote the evening and weekend

appointments with nurses, GPs and other healthcare professionals available in mid Essex, called Extended Access.

The CCG designed a bespoke marketing campaign tested with patient representatives, printed leaflets and ran social media



advertising to reach a broader audience with details of the **Extended** Access appointments available.



It became clear from patient feedback that more Extended Access appointments were needed during the week and fewer

on Sundays, and some were put off booking appointments by the distance they needed to travel.



The CCG worked with the NHS teams delivering the appointments to move some provision from the weekend to week

nights and made them available in more parts of mid Essex.



Many of our patient representatives wanted a more representative way of engaging with the

CCG that was relevant to their local communities.

The CCG set up new localitybased engagement meetings to allow community representatives in Braintree District, Chelmsford **City and Maldon District to talk** to us separately about health issues and possible solutions in their areas.



Mid Essex residents with a particular interest in mental health asked for local support of the national

Every Mind Matters campaign sharing simple steps to better mental wellbeing.

The CCG contacted every active patient participation group at local GP surgeries to share the campaign resources and challenge them to support the campaign through at least one event or publicity drive.



YOU SAID Parents of babies with cow's milk protein allergy asked for a way to get dietician advice more quickly.

The CCG planned and bought a new service offering parents online and telephone access to dietician advice and access to an infant formula better for their children and the NHS.



GP practices in mid Essex asked if we could help them deal with the volume of emails they received

each day so they could use their time more effectively.

The CCG now emails a weekly newsletter to GPs and staff in their surgeries, summarising news and information from the NHS they needed to be aware of. Initial feedback has been very positive.

Our patient representatives in Braintree District, Chelmsford City and Maldon District all asked for briefings on how healthcare provision is affected by new housing developments and how the NHS is involved.

The Director of Estates for the Mid and South Essex CCGs went to each locality to discuss legal requirements on housing developers around community services and NHS involvement.



YOU

Residents and patient representatives in South Woodham Ferrers told us they wanted more information about the

plans for and construction of the new medical centre being built in the town.

The CCG arranged a series of engagement events between January and July 2019 and supported the town's three **GP** practices moving into the new building to produce newsletters and Frequently **Asked Questions to inform their** patients.





After a period of Engage editions going out only electronically to save precious NHS resources, some

people told us they were worried residents without internet access or smart devices might not hear about CCG plans.

The CCG set aside a budget for printing physical copies of Engage and worked with **Braintree District Council on** best-value printing. Printed







Local parents asked for a way to access advice that would help them to care for their children during illness and to identify

when conditions might need further NHS support.



The CCG designed a bespoke app offering parents with smart devices quidance from NHS clinicians in the palm of their hand, free of charge. We worked hard to ensure the app was available on and compatible with both Android and Apple phones and tablets.



Our staff told us during our recent wellbeing challenge, which ran between April and September 2019, that they would

like more volunteering opportunities among the activities on offer.

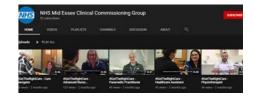
The CCG set up several events with local care homes allowing our staff to offer non-clinical care and companionship to residents, along with helping a local community clear its overgrown churchyard, and taking part in sponsored runs and walks.



GP practices have been expanding the range of healthcare professionals who can help you with different medical

conditions - ranging from physiotherapists and pharmacists to nurse practitioners and paramedics. They asked us to help let residents know about the best person to see.

The CCG has worked with partners across mid and south Essex to produce a series of video interviews with different clinical staff about their roles and what you can expect, which we have shared online under the hashtag #GetTheRightCare.



WINTER 2019 ENGAGE WINTER 2019 ENGAGE

Keep your home warm



It is important to keep warm in winter - both inside and outdoors. Keeping warm over the winter months can help to prevent colds, flu and more serious problems such as heart attacks, strokes, pneumonia and depression. Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile. are 65 or over, or have a health condition such as heart or lung disease, heat your home to at least 18C (65F) - and possibly keep your main living room slightly warmer
- keep your bedroom at 18C (65F) all night if you can and keep the bedroom window closed, as breathing cold air can increase the risk of chest infections
- if you're under 65, healthy and active, you can safely have your home cooler than 18C (65F) as long as you're comfortable
- have at least 1 hot meal a day eating regularly helps keep you warm

- use a hot water bottle or electric blanket to keep warm
- older electric blankets checked for safety if you can

· have hot drinks regularly

in bed – but do not use both

at the same time, and have

- · to reduce the risk of sudden infant death syndrome (SIDS), babies should sleep in rooms heated to between 16C and 20C (61F and 68F)
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional



Look in on vulnerable neighbours and relatives

Check on older neighbours and relatives, and those with heart or breathing (respiratory) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- · have stocks of food and medicines so they do not need to go out during very cold weather

If you're worried about a relative or elderly neighbour, contact their local council or call the Age UK helpline on 0800 678 1602 (8am to 7pm every day).

If you're concerned that the person may be suffering from hypothermia, contact NHS 111.

More advice on keeping warm and well is available on the nhs.uk website.

Keeping seasonal coughs and colds at bay

Ask your pharmacist what medicines should be in your cabinet and how to help you and your family get through the winter season.

Many over-the-counter medicines (including paracetamol and ibuprofen) are available to relieve symptoms of common winter ailments such as cold, sore throat, cough, sinusitis or painful middle ear infection (earache). Always seek advice from your pharmacist at the first sign of a cough or cold before it gets more serious.

Every Mind Matters – new mental health campaign



Public Health England recently launched **Every Mind Matters**, a campaign which encourages adults to be more aware of their mental health and helps them find simple steps to look after their mind.

Every Mind Matters offers a range of useful resources that help everyone spot the signs of common mental health concerns. The campaign offers practical self-care tips and guidance and. importantly, suggests when to seek further support.

It also has a free NHS-approved online tool on the **Every Mind** Matters website, which helps people build a personal action plan to support them in dealing with stress and anxiety, boost their mood, improve their sleep and help them to feel more in control.





Dr Caroline Dollery, Mid Essex CCG's clinical lead for mental health, said: "We all have times when life gets on top of us, so it's great to see a national campaign sharing simple steps that we can all take to look after our mental health."

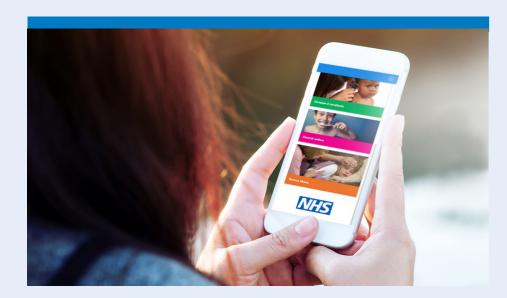
"We want everyone to know there's no need to wait until they're struggling with their mental health. There are lots of things they can do to protect themselves and prevent problems escalating, just as we do with our physical health.

"Taking steps like increasing physical activity, connecting with others and sleeping well can help with your wellbeing and we aim to raise awareness about how individuals can improve both their physical and mental health in seven simple steps as part of this important campaign."

To learn more about how to look after your mental health and create your own action plan, visit www.nhs.uk/oneyou/every-mind-matters/

For information on what support is available locally visit midessexccg.nhs.uk/livewell/mentalhealth.

Expert child health advice



The Mid Essex Child Health app is a year old. If you are a parent or look after children aged 11 and under, this app is a great tool to help you navigate common childhood illnesses.

The Mid Essex Child Health app is free to download for smartphones and tablets. It's designed to help parents and carers of children aged from birth to 11 years recognise when their child is unwell, offering handy advice on some of the most common childhood illnesses and when to seek further treatment, including information signposting to the relevant local services.

Conditions covered within the app include:

- Coughs, colds and flu
- · Diarrhoea and vomiting
- Chicken pox and measles
- · Earache and tonsillitis
- Wheezing and breathing difficulties including bronchiolitis and asthma
- Head lice and threadworms
- Bumps, bruises and accidents
- · Burns and scalds

Information on mental health and wellbeing, healthy lifestyles and advice on some more serious conditions like meningitis and sepsis are also covered. There's also a handy section on when you should keep your child home from school. The app is available for download on smartphones and tablets from the Google Play Store and the Apple App Store by searching for "Mid Essex Child Health".

Burns and scalds

Burns and scalds are damaged skin, usually from heat. A burn is caused by dry heat – by an iron or fire, for example, while a scald is caused by something wet, such as hot water or steam. But both are treated in the same way.

Breathing in the vapour from warm water is often recommended to ease symptoms of respiratory tract infections in children, but there have been recent cases of children getting scalded by steam from boiling water their parents had mistakenly used. Please ensure bowls of hot water for breathing are well below boiling.

All burns and scalds need immediate treatment, and if a child suffers anything more than a very minor burn or scald, parents and carers should take them to hospital. A child's skin is very delicate and can be scarred without the right treatment.



Celebrating the stars of our community



For the fourth year running, NHS Mid Essex Clinical Commissioning Group (CCG) has recognised stars from the communities of Braintree District, Chelmsford City and Maldon District in its Marvels of Mid Awards (MOMAs).

At our Annual General Meeting (AGM) in the autumn, we celebrated local people and organisations whose work has had a positive impact on the health and wellbeing of local communities by helping them to livewell.

The MOMAs give our hardworking patient representatives, volunteers and GP surgery colleagues an evening full of celebration of what we have achieved together.





Dr Anna Davey, the CCG's Chair and a local GP, said: "I've been pleased as Chair to celebrate the commitment of our residents across mid Essex in helping their friends and neighbours to livewell. It's always heartwarming to see such strong community spirit and support for the goals of the local NHS across Braintree, Chelmsford and Maldon. Thank you to everyone who made a nomination and of course our worthy winners."

Sarah Chapman accepted the Patient Participant Award on behalf of her late husband, Mike Chapman.

Sarah said: "He would have been really chuffed about winning this award – I'm just really happy that his work is being recognised."

Billy Ray Mansell won the Unsung Hero award in recognition of his enormous passion for physical activity and helping the people of Essex enjoy the benefits of exercise.

Billy said: "Winning this award has made me recognise my own achievements and further motivated my drive to continue to spread the livewell ethos. Like others, we come so far and there are always defining moments in what we do. This was not only a moment of recognition but a defining moment for me, thinking of the future and all its possibilities."

For more information visit midessexccg.nhs.uk/livewell/ startwell/childhood-illnesses

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WINNERS

for each award categories were:

Primary Care Award Dr Kishore Krishnamurthy

Volunteer of the Year Mark Fribbens

Individual Patient Participant Mike Chapman

> **Start Well PARC Essex**

Be Well Heybridge Green Gym

Stay Well Hearing Help Essex

Age Well Greenfield Community Housing **Support Co-coordinators**

> **Unsung Hero** Billy Ray Mansell

Live Well Champions Peter Blackman and Janet Cloke

There were also two Highly Commended awards to Robert Adams in the Volunteer of the Year category and Maldon Walking Netball Group in the Be Well category.



Robert Adams in the Volunteer of the Year category





Unsung Hero Billy Ray Mansell



Primary Care Award Dr Kishore Krishnamurthy

Peter Blackman



Volunteer of the Year Mark Fribbens



Be Well Heybridge Green Gym



Individual Patient Participant
Sarah Chapman on behalf
of Mike Chapman



Maldon Walking Netball Group in the Be Well category

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Advanced Nurse Practitioners help you get the right care this winter



The NHS across mid and south Essex is helping local GP practices meet the demand of services to ensure patients get the right care this winter in a number of ways.

One of the clinical roles introduced in GP practices is the Advanced Nurse Practitioner (ANP), who supports GPs in spending more time with the patients who need them most – especially when demand is higher in the winter months.

The ANP can help people with a range of minor health problems and undertake planned reviews of patients' long-term conditions such as diabetes. Their aim is to optimise medication and manage problems so people stay as well as they can be, in their own home where possible.

ANPs can also assist with any common minor health problems including sore throats, ear ache, cold and flu, cough, chest infection, thrush, athlete's foot, wounds, emergency contraception, conjunctivitis, infections, diarrhoea and vomiting, headaches, joint pain, musculoskeletal problems (back, hip and shoulder pain) and minor injuries.

The ANP can prescribe medication for many conditions and see patients with undiagnosed medical conditions to make treatment decisions, including

ordering necessary investigations. They may also refer patients to secondary care as well as undertake appropriate home visits.

Everyone in mid Essex can also access clinical expertise at their local pharmacy. The pharmacist can help with minor health issues that can be treated with an overthe-counter remedy, such as head lice, colds, nappy rash or mild pain. Pharmacists are experts in medicine and their practical knowledge can give you advice that may save you a trip to the surgery.

We caught up with one local ANP, Sasha Rush, to find out a little more about her day-to-day role.

1. Can you start by telling us what made you want to become an ANP?

I originally completed my nurse training in order to access a midwifery degree but decided I liked being a nurse instead. Becoming an ANP was natural career progression for me after completing a nurse prescribing course and working for seven years in the community.

- 2. How long have you worked as an ANP? I worked as a Nurse Practitioner for approximately 12 months and have been in my current role as ANP since July 2018.
- 3. What do you enjoy most about your role? The variation in the role – no two days are the same. My colleagues are also very supportive.
- 4. What three pieces of self-care advice would you give patients to livewell this winter?

Speak to a pharmacist for self-care advice regarding minor illnesses and injuries. Think ahead - if you are prescribed regular medications, order them before you run out! And finally, enjoy a healthy diet, regular exercise and be kind to each other!

5. Finally, tell us an interesting fact about yourself. I love 50s clothing. Think Marilyn Monroe and Grace Kelly, style and grace. I also have a motorcycle licence!

The latest on NHS public involvement in mid Essex



With Nathalie Wright Lay Board **Member Patient** and Public Engagement

Welcome to my winter column

The clocks have gone back and the cold nights are drawing in.

Back in September I was once again honoured to attend the Marvels of Mid Essex Awards. It was extremely well attended and lovely to see some familiar faces as well as to make some new contacts with local organisations and community leaders.

As the winter draws in, stay safe and well and look out for our regular tips on social media to help us all cope with the cold months and check on the young, elderly and vulnerable.

We were unable to hold our locality-based patient groups in the run-up to an election, so the next round commences in early January.

It's excellent to see that at each meeting we welcome new members and also hear from a guest speaker on a subject that you our patients and residents have requested. Please e-mail us with any requests for future speakers or questions you would like discussed at meccg.get-involved@nhs.net.

Other projects we have recently implemented include the opening of the Crouch Vale Medical Centre in South Woodham Ferrers which brings together a number of local NHS services and represents a very exciting time for all residents.



I wish you all a very happy and healthy festive season and look forward to a very exciting and busy 2020.





Learning disability health checks

Learning disabilities can affect the way a person understands the world and communicates with others. These conditions can also affect how someone accesses healthcare.

About 1.5m people in the UK have a learning disability, or LD. That number is increasing – and people with LD often have poorer physical and mental health than others, something the NHS wants to change.

Anyone aged 14 or over can have a free LD health check once a year if they are on their GP's learning disability register - that's about 1,500 people in Braintree District, Chelmsford City and Maldon District.

The checks give GPs a chance to identify health conditions before they become serious. The check can also help people with LD gain a better understanding of their own needs.

There are many other reasons health checks are important, too but only just over half of people on GPs' LD registers go to a check each year.

So the CCG is meeting LD charities, local authorities and people with learning disabilities in the New Year. We want to design, jointly, ways to give people with LD more support and encouragement to get their health check.

Contact us at meccg.get-involved@nhs.net if you would like to find out more.



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GP surgeries and other NHS services at Crouch Vale



After four years of planning, discussion and construction, the three GP surgeries in South Woodham Ferrers opened their doors at a modern new facility on Monday 11 November.

Greenwood Surgery, Brickfields Surgery and Kingsway Surgery have now moved into Crouch Vale Medical Centre on Burnham Road on the Sainsbury's site. This medical facility is the first of its kind in mid Essex, with multiple GP practices providing primary care services under one roof.

Clinical Commissioning Group

The new medical centre provides premises fit for the 21st century that present a great opportunity to give South Woodham Ferrers residents more integrated health provision.

The practices and other parts of the local NHS have worked with local transport companies, charities and other NHS services that support local residents to ensure the smoothest possible handover to the new premises. All involved are very grateful to the local community across South Woodham Ferrers for their patience during the transition.

The latest version of the Frequently Asked Questions about the medical centre from the three surgeries' registered patients are on their websites along with details of transport arrangements to make getting to Crouch Vale Medical Centre as easy as possible.

The reception desk on the ground floor is the gateway to most of the services available in the new building. GPs and practice nurses work on the ground floor, with other NHS services on the first floor ranging from ophthalmology with Mid Essex Hospital Trust, to community physiotherapy with Provide Community Interest Company and voluntary sector services are also available from this new medical facility.

The practices have been sharing newsletters with their patients providing more details about the move, which are also available on their websites.

The Maldon Up project:

Encouraging understanding, connection and community through intergenerational activities

The Up project is an intergenerational programme set up in Maldon, bringing together school children and older adults living in a care home to share in weekly activities and conversation. The Positive **Ageing Research Institute** (PARI) based at Anglia **Ruskin University has** been researching the benefits of this project for the older adults and children involved.

The Up project was developed by All Saints' Church of England Primary School and Longfield Care Home, with the ambition of promoting community engagement and 'soft' skills among children, while giving older adults new opportunities for engagement in shared, meaningful activity.

Now in its third year, and incorporated into the school's "Shine" curriculum, the project has evolved from a social experiment to become a weekly feature of care home and school life. The project sees year 6 pupils visit the care home once a week to engage in board games, activities and conversation with older adults at the care home, many of whom are living with dementia.

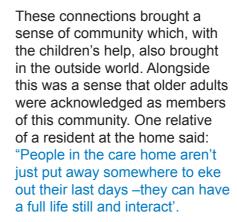
The Positive Ageing Research Institute has worked with the school and care home to reveal what benefits these intergenerational activities bring to the children and older adults involved. Feedback from children, parents, teachers, care home staff and older adults' relatives provide a glimpse into how the interactions shared between older adults in the care home, with and without dementia, and the school children have unfolded. These have created an environment of community and shared understanding across the ages.



The research showed activities, connections and relationships that have grown from the Up project bring joy to all involved. As one child said: "All that stuff always makes our day, and I feel like it makes their day too."

One child described the closeness with which they bonded with the older adults, adding: "You do build really good relationships and friendships with them, and they're really nice to you all of the time, so they feel like friends, and maybe your family if they're that nice to you."

Care home staff, too, described the mutual enjoyment older adults gained from the experience. One said: "You can see the joy on their faces. You can see their whole wellbeing, it helps ... It's just the smiles on their faces. They really, really do light up."



Through shared engagement, the children's understanding of ageing and dementia evolved. One child said: "I learned a bit more on how to talk to people with dementia. play with them, and just help them do more things, and I learned how people with dementia act."

The children also came to recognise older adults as normal people with valuable life experiences to share, one child stating: "I feel like I used to think that elderlies were whole different people basically, but now I've gone to visit them, they're just like us, just a bit older."

The children developed understanding and skills which could help to build future communities inclusive of all, the PARI research showed. Greater confidence, communication skills and emotional awareness were also fostered among the children by the experience.

An All Saints' teacher said: "I've seen children trying to help them with drinking tea and wiping faces and that sort of thing, so I thought that was a nice, kind touch ... That sort of tolerance that they're elderly. They're patient with them."



Children described how Up gave them a "real' life experience", which allowed them to grow in new ways they might not experience in the classroom. One child said: "I felt that it was a good way to meet new people, not just going to clubs and things. They weren't children, they were adults and elderly people, so you wouldn't normally chat with elderly people other than people that you know. I found it was quite a different opportunity, but a good one."

The research provides insights into how intergenerational programmes like Up can be a vehicle for community inclusion of older adults in care homes and increase awareness of dementia and ageing among children. It also shows how education and 'real life' can be blended, allowing learning outside school silos, to foster community cohesion and community spirit.

A full report of the research findings was published on the 9 December and can be found at: flipbooks.gs-cdn.co.uk/aru-2019/



The Up project is currently funded by individual donations, Essex County Council, Provide Community Interest Company and the Essex Community Foundation. The research was funded by the Research Innovation and Development Office at Anglia Ruskin University. Everyone involved would like to thank Mid Essex CCG for its continued support of the Up project and this research.









FREE online self-help programme

providing techniques to help overcome symptoms of low mood, stress and anxiety. No GP Referral needed.

