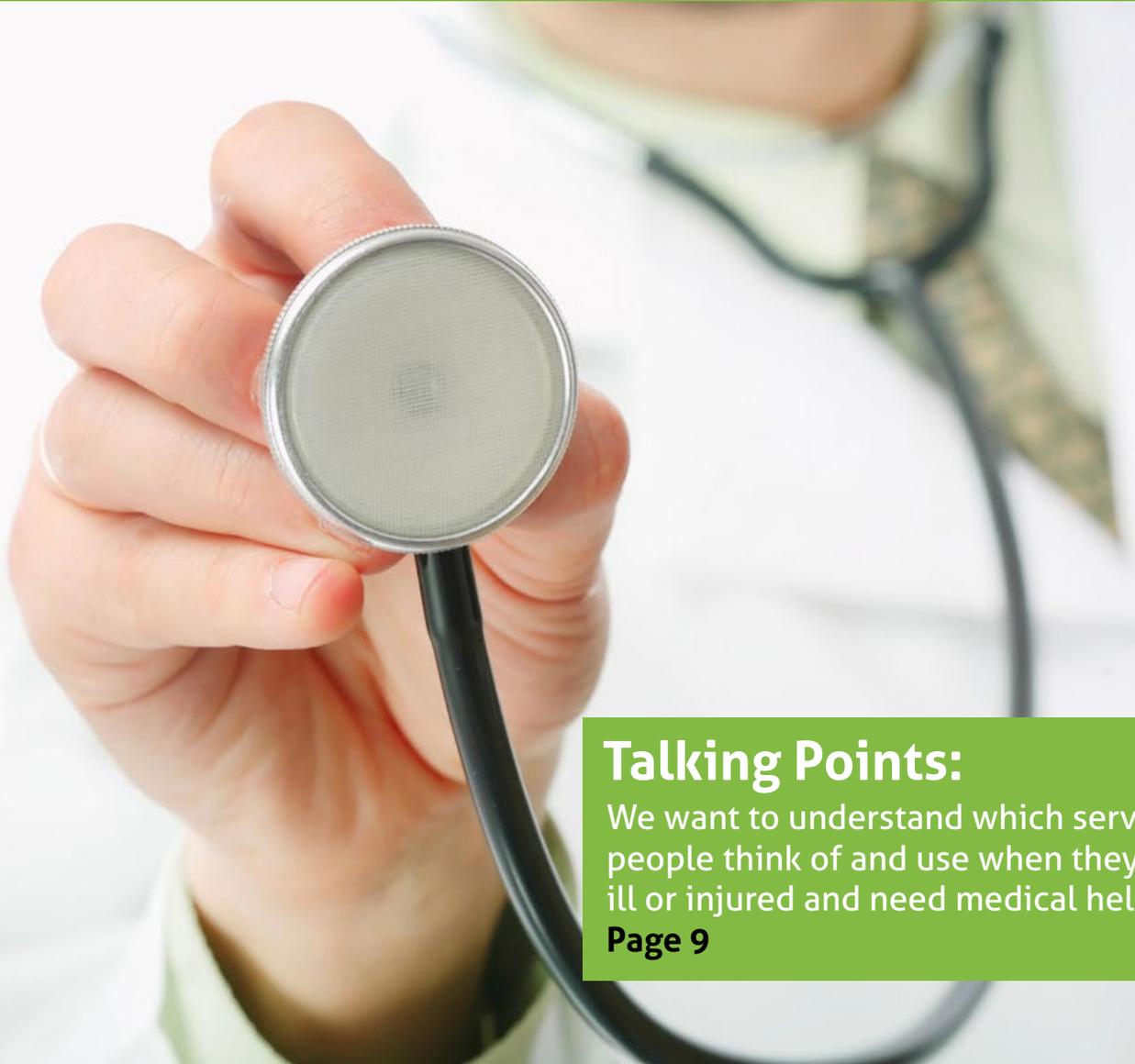


Helping you keep well

Issue 14  
January 2016

# InTouch

Monthly news from your local Clinical Commissioning Group



## Talking Points:

We want to understand which services people think of and use when they get ill or injured and need medical help.

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**January edition of InTouch, your window into the CCG**

Hello and welcome to the first issue of the year!

To kick-off our 2016 debut we've got stories about our latest 'Talking Point', news about a life-saving screening programme on-going in South Yorkshire and much more.

Read on and enjoy!

**Dr Nick Tupper**  
Chairman Doncaster CCG

# Is Doncaster a fair place?

**People may be unfairly disadvantaged in their life due to a number of factors, such as gender, race, sexuality and disability.**

Team Doncaster want to understand if the town is a fair place, and if not, how it can help to make the borough a better place for everyone to live and work.

A short, three-question survey has been created to find out your experiences in the borough and simply ask the question: is Doncaster a fair place?

This is your opportunity to share your experiences and ideas with Team Doncaster and make a critical contribution to making the town a fairer place for everybody.

Do something really important with your next five minutes, take part and make a real difference here: [tinyurl.com/doncfairness](http://tinyurl.com/doncfairness)

All contributions will be taken to the Doncaster Inclusion and Fairness Forum where they will be analysed and appropriate actions taken.



The next meeting of the Doncaster Clinical Commissioning Group (CCG) Governing Body will take place on Thursday 18 February 2016, starting at 12.30pm.



# Would you be interested in the CCG bringing an app to your phone?

**'Choose Well Doncaster' is a handy and easy-to-use app for iPhone, which gives local people advice when it's best to use health services and where they can find them.**

With a few finger-prods and thumb-swipes, you can get information and directions to your local pharmacy, GP surgery, dentist, sexual health clinic, minor injuries unit or A&E.

Released last year and

refreshed in time for winter, the app now includes directions to the newly opened Doncaster Same Day Health Centre, a revamped interface and greater functionality for iOS 9.

The app also features a notes and reminder function to alert the user to any upcoming health appointments, keeping all of your medical information in one, handy, pocket-sized place.

Currently Choose Well Doncaster is only available on iPhone, however we are looking at bringing this app to other devices and operating systems.

Would you be interested in having this app on your phone? Let us know in our short survey: [tinyurl.com/don-cappsurvey](http://tinyurl.com/don-cappsurvey).



# Local aneurysm screening scheme helps thousands

**Roger Pidcock, aged 66 from Arbourthorne, Sheffield, has received life-saving treatment after being screened for an abdominal aortic aneurysm (AAA).**

Usually found in men over 65, an AAA is a swelling of the main blood vessel in the body, the aorta, which weakens and expands. There are no symptoms and if left untreated the swelling can lead to a rupture and a serious risk of death from internal bleeding.

Roger attended his routine AAA screening appointment shortly after retiring in 2014. Working for more than 7 years as a taxi driver, Roger believed he was in rude health before the appointment and was shocked to hear that a large aneurysm had been detected requiring lifesaving surgery.

He said: "I am unbelievably grateful – I had no symptoms at all and if I had not been screened, it's hard to say for sure, but I might not have been here today.

"The funny thing is I am not usually interested in invitations to appointments to do with my health however, as the letter said that the appointment would only take 10 minutes and I didn't have to go in to the hospital as it

was at Dovercourt Surgery, very close to where I live, I decided to go. It was there and then that the screening technician found an aneurysm larger than 5.5cm."

Roger was promptly referred to his local Vascular team at Sheffield's Northern General Hospital and shortly after underwent surgery to have his aorta repaired.

**"If I had not been screened, I might not have been here today."**

After his successful surgery Roger has fully recovered. He said: "I feel very lucky and think it is so important that other men like me make sure they go to their screening appointments."

In the last year, 6,641 men from South Yorkshire and Bassetlaw region were screened with 94 aneurysms detected during that time. 11 of these men were referred onwards for vascular surgery.

Helen McAlinney, AAA

Screening Programme Coordinator for South Yorkshire and Bassetlaw said: "Roger's story is the perfect example of why the NHS is running the AAA screening programme – it is crucial in detecting and treating large aneurysm which can be potentially fatal.

"We urge all men aged 65 and upwards to contact us to make an appointment. We have over 35 clinics over South Yorkshire and Bassetlaw and the scan is quick, painless and non-invasive."

Men in their 65th year are automatically invited by post to attend a screening clinic but men over 65 who have not previously been screened can make an appointment by contacting the South Yorkshire and Bassetlaw AAA Screening Programme on 01709 649100 or by emailing [dbh-tr.dbhaaa@nhs.net](mailto:dbh-tr.dbhaaa@nhs.net).



**Screened: Roger Pidcock**

# Making the difference at your GP practice



The PPG Network meets

**Have you ever wanted to get involved in the decision-making process and make a difference within your GP practice? That's just what a number of Doncaster locals have been doing since joining their surgery's Patient Participation Group (PPG).**

Most GP surgeries in the borough have a small team of volunteers who provide a voice for patients at the practice. Known as a Patient Participation Group or a PPG, these groups meet regularly to work with staff at the practice to improve the way things are run.

Changes implemented by local PPGs range from practices opening earlier to

help appointments run on time, adaptations to seating to help those with disabilities, advice on privacy and dignity issues and changes to general housekeeping to ensure the surgery is kept spic and span.

Anne Evans has been a PPG member at the Scott Practice in Balby for over 18 months, she said: "I was invited to join my surgery's PPG almost two years ago. We meet once a month for around an hour and a half and share ideas with the practice manager, a GP and other staff. I feel there's a real togetherness when we meet – it's 'us', not 'them'.

"Since joining the group, we have organized McMillan Coffee

Mornings, discussed with staff how to communicate better with patients and aided with flu jab days. Every time we meet we make those little changes that eventually make the practice better for everyone in the long-run."

Every few months, PPG members from across town are also invited to take part in the 'PPG Network'. This forum encourages delegates from each practice to share ideas, discuss latest updates to NHS services and hear about the work that is being done to improve healthcare in the area.

Curtis Henry, Equality, Diversity and Engagement Officer at Doncaster Clinical Commissioning Group (CCG), said: "PPGs provide crucial feedback and help staff at practices understand how to deliver a better service and provide a better experience for the patients they serve.

"The work of PPGs is invaluable to the CCG. The feedback we get from the network helps shape the decisions that we make and influence the services we commission for all our patients and carers."

**If you would like to join your practice's PPG, ask a member of staff for further details and meeting dates.**



# Staying well this winter

**Some health problems, such as asthma, sore throat and cold sores, are triggered by cold weather. Here's how to help your body deal with cold weather ailments.**

**Colds:** You can prevent colds by washing your hands regularly. This destroys the bugs you may have picked up from touching surfaces used by other people.

**TIP:** Use disposable tissues instead of cloth handkerchiefs to avoid constantly re-infecting your own hands.

**Sore throats:** Sore throats are common in winter and are almost always caused by viral infections.

**TIP:** Gargle with warm, salty water. It won't heal the infection, but its anti-inflammatory properties will have a soothing effect. Dissolve one teaspoon of salt in a glass of part-cooled boiled water.

**Asthma:** Cold air is a major trigger of asthma symptoms, such as wheezing and shortness of breath.

**TIP:** Stay indoors on very cold, windy days. If you do go out, wear a scarf over your mouth and nose.

**Norovirus:** Also known as winter vomiting bug. It's unpleasant but normally over within a couple of days.

**TIP:** Drink plenty of fluids to

prevent dehydration  
**Painful joints:** Many people with arthritis say their joints become more painful in winter.

**TIP:** Some people get a little depressed during winter and this can make everything feel worse. Daily exercise can boost your mental and physical state, and swimming is ideal as it's easy on the joints.

**Flu:** Is a major killer of the elderly and people with long term health problems, such as diabetes and kidney disease.

**TIP:** Find out if you're in a high risk group by asking your GP and have a vaccination if you are.

## Staying safe and preventing a fall

**Brrr! The temperatures have dropped a few degrees in Doncaster and conditions outside can be hazardous for the most vulnerable in the town.**

Around one in three adults over 65 who live at home will have at least one fall a year. Most falls don't result in serious injury, however, there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn and feel as if they've lost their independence.

There are simple measures people can take to prevent falls:

- Try not to go outside when the weather is icy
- Remove clutter, trailing wires and loose carpets
- Use non-slip mats and rugs

- Do not walk on slippery floors in sock or tights
- Wear proper fitting shoes with a good grip.

Check up on friends, relatives and neighbours who may be more at risk of a fall. If the weather is particularly chilly, help them with shopping and other necessities to reduce trips out of the house when pavements can be slippery.

Dr Nick Tupper, Chair at NHS Doncaster Clinical Commissioning Group (CCG), said: "It's critical we all do what we can to help each other stay well this winter. If you have elderly friends or relatives, simple actions like making a phone call to say hello or ensuring a loved one is stocked up on food and any prescription medicines they require takes no time at all but can make all the difference in

keeping people safe and well."

If you do have a fall and require medical assistance, try the Minor Injuries Unit at Mexborough Montagu located on Adwick Road in Mexborough, S64 0AZ. Open 24 hours a day, except Christmas Day. Telephone: 01709 585171.





Dr Nick Tupper writes a column for the *Doncaster Star* each Monday. You can read all of Dr Tupper's blogs at [www.drnicktupper.com](http://www.drnicktupper.com) and also follow him on Twitter @drnicktupper

**The news last week of David Bowie's death stunned many people around the world. He had, apparently, kept his terminal illness a secret from all but his family and closest friends.**

But, he appears to have been a master showman to the end, even down to releasing his latest album and video just days before he died, in what must have been a well planned and orchestrated sequence of events.

If that was the case, he displayed an amazing level of planning and control to ensure his wishes were met. Could his, I wonder, be described as a 'good death'?

Last year, NHS Doncaster Clinical Commissioning Group (CCG) ran a survey to ask local people what they thought



## People do not have to die in hospital

contributed to having a 'good death'.

We received hundreds of replies, which is pleasing to me as many people have difficulty talking about death, even though we will all have to face it at some time.

I've just been looking at the many responses we received to the first question in the survey, which asked 'what care and support would you expect to receive at the end of life?'

One response leapt off the page at me. It simply said "To be able to die with my cat with me! Care that is personalised and respects my wishes."

I don't know who penned those comments, as the survey was anonymous, but I echo them whole-heartedly. In a few simple words that person has painted a picture we can all relate to and would wish for at the end of our days, whether we have pets or not.

Being able to maintain a good quality of life and being able to die at home with loved ones

around scored highly in our survey.

This is something that we at the CCG are very focussed on. End of life is an area of health care that we are trying to improve in Doncaster and I'm pleased to say we're making some good progress.

Around 3,000 Doncastrians die each year. Historically, over half of those deaths have taken place in hospital because there hasn't been a dedicated social care service to help out if they had wanted to die at home.

But now there is. A few months ago the CCG started funding Woodfield 24 Care Services, which was launched to help look after people who are close to death and want to die at home rather than in a hospice or hospital.

The staff are employed by Flourish Enterprises, a not-for-profit enterprise organisation which is a subsidiary of the Rotherham, Doncaster and South Humber NHS Foundation Trust, based at Balby.

# Doncaster Same Day Health Centre



Book an appointment on **0300 123 3103** or ring **NHS 111**



The Centre is open from **8am to 8pm**



Available for appointments **seven days a week, year round**



Professional help from **doctors, nurses and paramedics**

## For minor illness and injury

Cavendish Court, South Parade, Doncaster, DN1 2DJ

If you are unable to get an urgent GP appointment, call the Centre on **0300 123 3103**

# Talking Points: You said, we did

**In June we asked what is a 'good death'. Almost 500 Doncaster locals responded telling us their views.**

Overall, most agreed that a 'good death' was:

- Maintaining a good quality of life for as long as possible
- Being able to die at home
- Being pain-free and comfortable
- Dying with dignity and respect.

Other highlighted themes were having support available for loved ones, being listened to and having good communication and support from health services.

We have listened to this feedback and have commissioned a patient-centered end of life service called Woodfield 24 Care Services.

This new team provide care and support to those who want to die at home rather than at hospital or in a hospice.

To personalise the care, Woodfield 24 provide 'tailored' care for each person dependent on their needs, making this difficult time easier for the patient as well as friends and family.

We heard a patient story at our last Governing Body from two people, Pauline Stevenson and Dave Harle, with experience of the new service. Click the image to hear what they had to say about Woodfield 24:



## What did you do the last time you were ill or injured?

**Winter is a particularly busy period for the NHS. We want to understand which services people think of and use when they get ill or injured and need medical help.**

By completing this survey you will help us understand how local people use NHS services in the town and also aid in developing them in the future.

The survey is just four questions long and asks what you did the last time you were ill or injured; whether you stayed at home or sought help from one of the many NHS services in town.

Take the survey [here](https://www.surveymonkey.co.uk/r/DCCGServices): <https://www.surveymonkey.co.uk/r/DCCGServices>

Want to take part in future Talking Point surveys? Join our mailing list here: <http://www.doncasterccg.nhs.uk/get-involved/membership/>



# Find out more about cancer

**Doncaster residents are being invited along to a coffee morning to find out more about the range of local services and support available to people affected by cancer.**

On the day they can also find out information about reducing the risk of cancer and the importance of recognising the early signs and symptoms.

Staff from the Living Well Cancer Information Service, based on the Tickhill Road Hospital site, off Weston Road, Balby, will be hosting the event and will be on hand, along with a range of staff from partner organisations, to make residents aware of the support available. Information will also be available about reducing cancer risk through lifestyle changes and the importance of the national cancer screening programmes.

The event, attended by other RDaSH services and community organisations, will be held in St John's Information and Support Centre from 9.30am to 1pm on February 5 and is to mark World Cancer Day.

Joanne O'Marr, Macmillan Living Well Cancer Information Service Lead, who works at the support centre, said: "You will be able to learn more about the signs and symptoms of a range of cancers – and the staff here will be available to discuss any questions or concerns you may have.

"There will also be advice on the range of local services and support available to people in Doncaster living with a cancer diagnosis, and their families"

**Residents can drop into the day or for more information call Joanne and her team on 01302 796919.**



## Are you breast aware?

Did you see our 'Be Breast Aware. Pass it On' campaign? Let us know in this short survey: <https://www.surveymonkey.com/r/BreastAwareDCCG>