



TOGETHER WE CARE



Membership Newsletter

Spring Edition 2009

Welcome



Thank you for supporting NHS Hull by encouraging your family and friends to join. I am very pleased to announce that we have over 3000

members and these figures are still increasing week on week. Our target for this year was to achieve 1% of the local population and we have exceeded this before the end of the year.

I am delighted at the response we have had over the last few months to the invitations to attend events, meetings and focus groups. I hope that these have been informative and useful to you. More important is that we have found your feedback very useful and informative.

Staff are delighted to be working so closely with our members. If you have not been able to be involved so far, there will be lots of other opportunities some of which are included in this newsletter.

Lorraine Firth [Membership Manager](#)

Do You Want To Know More About How The NHS Works?

It may be useful for you to know how the NHS works and how decisions are made and much more. A course is available for members to attend and gain this information.

We can make arrangements for courses to be held in an evening or daytime and we would like you to tell us if you are interested, what time you prefer and a suitable venue. If you are interested in attending a course, please contact Jill Copeland on [01482 344816](tel:01482344816) (voicemail). Email: ppi@hullpct.nhs.uk by 30th April 2009.

Would You Like To Become An Ambassador Member?

We are currently looking at recruiting Ambassador Members. The Ambassador Member will have more involvement, which may include representing other members on Trust Committee Meetings, be involved in staff interviews and have a say in how the membership is developed. We would like to invite anyone interested in becoming an Ambassador Member to a focus group to discuss how the membership model may be developed.

A document providing the different types of membership model options can be found on line at www.hullpct.nhs.uk under the membership link. You do not need to read this to be involved as we will be discussing the options in the group.

If you are interested in becoming an Ambassador Member, please contact the membership team on [01482 344739](tel:01482344739) or email membership@hullpct.nhs.uk.

Invitation To Members...

Are you interested in improving services in the following areas?

- Coronary Heart Disease (CHD)
- Stroke
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Cancer
- Mental Health
- Children and Young People
- Primary and Community Care

We are looking for members who would like to get involved in one or more of the above areas. The NHS Hull Strategy has been developed with our partners and patient representatives and describes how we will make a positive impact on the lives of people across the city. If you are interested or would like more information, please contact Karen Mazingham on [01482 344774](tel:01482344774)

Health Trainers

The Hull Health Trainer service is a free and confidential service offering information around all aspects of lifestyle improvement. This can range from stopping smoking, to increasing levels of exercise.

The aim of the Health trainers is to offer information, and most importantly support to people wishing to make healthy lifestyle improvements. Hull has a team of 20 Health Trainers who work across the city offering support to people wishing to make lifestyle changes such as:

- Becoming more active
- Improving diet
- Stopping smoking
- Reducing anxiety
- Reducing stress levels
- Signposting clients into the relevant services
- Supporting any changes which people wish to make.

Recently, NHS Hull created 9 new positions for Health Trainers specialising in Cardiovascular Disease (CVD). Cardiovascular disease covers all diseases that affect the heart and circulatory system which includes coronary heart disease, angina, heart attack and stroke. CVD is the most common cause of death in the U.K. The CVD Health Trainers are beginning to work with local GP practices to offer advice and support for people who have been risk assessed for CVD.

From this assessment anyone identified as having a medium to high risk of CVD will be offered the opportunity to meet a Health Trainer to help reduce the long term risk of developing CVD by making healthy lifestyle changes.

Ben Tempest, CVD Health Trainer said: "It is a great opportunity for people to see someone totally free of charge to get advice on how to help improve their health and also get help to access the right local services to help them along their path of health improvement."

If you would like to talk to a Health Trainer or have a Health Trainer attend a group or event, please call [01482 617912](tel:01482617912).



Left – Health Trainer

Encouraging a healthy lifestyle with fruit smoothies at Members event.

Members Gain Help With Health Related Topics...

Did you know Voluntary or Community groups can register their group as a group member of NHS Hull. You can register your group today.

Recently a group who are members of NHS Hull contacted the Membership team asking for help with healthy eating. The request was passed on to the NHS Hull Health Trainers who arranged to visit the group to talk about balanced diets and healthy eating. This session proved very popular and plans will be taken forward to arrange another. As this was so successful the Health Trainers have also arranged to talk to the group about smoking and alcohol, which will include visual aids and information leaflets.

The Health Trainers also provided useful contacts of other organisations that could be of help to the group. For further information contact [01482 617912](tel:01482617912).



Making exercise fun for members who attended event on 26th February 2009

One member decided to try out the smoothy making exercise bike with the help of the Health Trainers.

Social Capital Survey In Hull

NHS Hull has asked Information by Design, a local company, to undertake a survey examining health and social capital in Hull. We aim to obtain 4,000 completed questionnaires which will involve an interview of approximately 20 minutes. Social Capital measures how safe people feel living in their area, how much they enjoy living in their area and how people trust their friends, neighbours and organisations such as the NHS and police, how people get on with other people in their area and how many people they know. Social Capital and health are related in many ways and we would like to look at ways to improve the health of the people of Hull. A previous survey was carried out in 2004, and we want to see how things may have changed in this 5 year period. If you are asked to take part in this survey, we would be grateful if you could spare the time.

Are You Interested In Children's Hearing Services?

The Children's Hearing Services Working Group is a local group which supports and guides the delivery of hearing screening for newborn and paediatric hearing services. The services are available to the children and families of Hull and East Riding.

The Group is currently made up of Managers, Clinical Staff and Local Authority representatives who meet quarterly to review how the local services are working and the quality of those services.

It is really important that we hear from parents and families who use the services and particularly families who have a child with hearing impairment, to make sure that the services are shaped to meet the needs of the people who are using them.

If you are interesting in joining the group, there is training and advice to support your involvement. We look forward to working in partnership with our members so come along and join us.

Please contact Kathleen Young or Tracy Kemp for further information on [\(01482\) 344798](tel:01482344798)



Members of NHS Hull attend the event at Quality Royal Hotel on 26th February 2009.

Hull Local Involvement Network (LINK)



Hull LINK is an independent network of individuals and groups who work together to improve local services. The job

of a LINK is to find out what people like and dislike about local services and work with the people who plan and run them to help make them better. LINKs were created by an Act of Parliament and exist across England. They have powers under legislation to help with its tasks and make sure changes happen. Hull LINK is hosted and supported by Hull Community Volunteer Service.

Who Can Join?

Anyone, carers, community leaders, patients, groups: charities, faith groups, tenant organisations, youth councils, everyone's views matter.

For more information contact:

Hull LINK, Centre 88, Saner Street, Anlaby Road, Hull, HU3 2TR

Telephone: [\(01482\) 221372](tel:01482221372)

E-mail: link@hull-cvs.co.uk

Website: www.hull-link.org.uk

Members Discounts

NHS Hull members can now access NHS Discounts on www.nhsdiscounts.com. See website for details of stores. Discounts can only be accessed on-line and not in-store.



Become a Healthwise Hull Champion

Healthwise Hull offers a unique and fun opportunity for individuals to be involved in making Hull a healthier place to live, by training to become a Community Health Champion in the area that they live.

It is part of the Big Lottery Fund 'Altogether Better' Project which is a five year programme to support people and communities across Yorkshire and the Humber to eat better, be more physically active and improve their mental health.

The Healthwise programme aims to empower local people to make a difference to the overall health of Hull by improving the health choices that both they and their families and friends make.

Becoming a Community Health Champion for the local community is a great opportunity for individuals to make a difference, hopefully improve job prospects by learning new skills and gain confidence from experiencing new situations, whilst having fun at the same time.

The Level One training is free and is accredited by the Open College Network. Expenses and travel costs are covered, and we may also be able help with childcare.

The Health Champions will be fully supported throughout the whole process by a Training & Support Officer and they will also be signposted to other local health services and programmes. Champions who successfully complete the Level One training sessions can move on to the Level Two qualification if they wish.

For further information please contact:

Cheryl Oakshott (Manager), Healthwise Hull, The Hooper Building, Guildhall Road, Hull, HU1 1HL.

Tel: (01482 485926)

Email: coakshott@goodwin-centre.org

Have You Received Your Guide Yet?

Each year, NHS Hull publishes '*Your Guide to Local Health Services*', a booklet for residents which includes

- information on health services in Hull
- details of how well our Trust is performing
- useful contact numbers and much more.

Every Primary Care Trust is required to produce this guide to health services once a year, but we always try to include more than just facts and statistics for the residents of Hull.

For 2009, to make sure we are producing something people really want, we have included even more suggestions from last year's readers. These include simple, healthy recipes and advice on staying healthy, which many residents asked for. We have also kept the popular health calendar, full of timely reminders as well as space to note important appointments, special occasions etc.

Households in Hull should have received *Your Guide to Local Health Services* with the December 2008 issue of Hull in print, the council magazine. If you have not received a copy of the guide but would like one, please contact the Communications and Marketing Team on (01482) 344836

New Health Centre Planned For City

Exciting plans to create a new multi-million pound health centre in Hull are taking shape.



The Centre is due to open in the summer of 2011 and will be located on Storey Street in the city centre (next to Albion Street car park). The 5-storey building will provide Hull residents and visitors access to a range of health and local authority services, many of which will provide their services on a 'drop-in' basis.

Those services already earmarked to go into the building include:

- A 'walk-in' GP service
- A new NHS dental practice
- 24-hour Rapid Response Team, made up of trained paramedics.
- A new Hull City Council Customer Service Centre, offering a range of information and services
- Sexual health services and the Teenage Pregnancy Support Service,
- The Quays GP practice and substance misuse services
- Cornerhouse, a voluntary organisation offering guidance and support to young people

In addition to the above, the centre will also provide a play area for children and a café which will be open to the general public.

Maddy Ruff, the West Locality Director at NHS Hull says:

"We want to make it easier for people living in Hull to lead healthier lives, and part of that is about making health services easier to access. Some of the services planned to go in the building, such as the dental practice and the 8 'til 8 walk-in centre, will be brand new services.

Patients do not need to register or book appointments in advance. This should offer people even more choice about when and where they receive their healthcare".

Online Help For Smokers Who Want To Quit

Everyone is different and the Hull and East Riding Stop Smoking Service is continuing to develop new services to suit the needs of smokers who want to quit.

Not everyone wants to speak to someone face to face. Jerry Tindall, 48 is currently quitting with help online. Jerry said, "doing it online is a better way for me. I'm not one for going to groups – some people like that, talking to people and things, but I don't and this is ideal for me".

The new website provides free, fast and an effective way to provide those with busy lifestyles with an opportunity to receive advice on stopping smoking at a time that suits them.

People who use the Quit Online Programme are still able to obtain vouchers for free Nicotine Replacement Therapy (NRT) like patches or gum and also receive Carbon Monoxide Readings.

If you sign up online you will receive your own personal site which you can access at anytime using your unique log in details. Paul Corlass, an online quitter explained, "when I feel the urge to smoke, I just go online and fill in my diary, I get regular messages that motivate me and I feel a real sense of progress".

If you would like to register or receive practical help on different ways of quitting smoking or information about your nearest drop in session visit the website www.readytostopsmoking.co.uk or telephone the Hull and East Riding NHS Stop Smoking Service on **0800 915 5959** or text "QUIT" to **81800**.

We Really Are All Ears!



Since November 2008, NHS Hull has been running a large public consultation called 'We're All Ears', aiming to find out what local people think about health services and what they would like for the future of healthcare in Hull. 1,500 people have already taken part by responding to a telephone survey, whilst hundreds more have attended events and focus groups to have their say.

Feedback and opinions from stage one have helped NHS Hull to identify a number of areas for improvement and consideration. Some of the findings from stage one include:

- 32% of people have a long-term illness, health problem or disability that limits their everyday activities; a few of the examples given were arthritis, diabetes, asthma and high blood pressure.
- Over 70% of people agreed or strongly agreed that they felt that the local NHS was improving services for people like them.
- Over 80% of people agreed or strongly agreed that the local NHS works well with GPs and hospitals to provide a good service for them and their family.
- Two thirds of people think that NHS Hull listens to the local community a great deal, or a fair amount.

People were also asked what they feel they can do to improve their own health. Responses included:

- Having a healthy, balanced diet
- Reducing stress levels, for example from work or from living in a busy city
- Do more exercise
- Quit smoking

Many of the key issues raised during the first stage are things that NHS Hull is already doing or planning such as:

- [access to an NHS dentist](#) was seen as being very important to local people. NHS Hull has invested £782,000 during 2007/08 to create 4,370 additional NHS dental places for new patients.
- [GP appointments at more convenient times.](#)
- free health 'MOTs' – see article 'Free Health MOTs'

For more information or to find out where you can receive your free Healthy Heart check, go to www.hullpct.nhs.uk/healthyhearts.

Locality Representative

Graham Gedney is a member of NHS Hull. Graham says. "I am currently working alongside the staff as a Locality Representative. A thorn in their side, only joking, though sometimes I feel like I am. I have been volunteering as a Lay representative with NHS Hull for the about 5 years.

Firstly, as a Patient Forum representative, and now as a member of NHS Hull, I would just like to say that in all this time, I have felt included and listened to in every aspect of involvement I have taken part in.

I am on Committees, not just to agree on every point but to question things that will affect patients and the people of Hull when accessing and using local Health Services. So, if you want to give your point on anything that has affected you or your family then you are half way there by being a member.

If you would like to talk to me further or would like me to talk to a group about something that may affect their health care, whether good or bad, then please contact me or one of the locality representatives. We may be able to bring along a member of staff to explain things face to face. You can get the Lay Representatives contact details from the Membership team" (01482) 344739, email membership@hullpct.nhs.uk

Graham

Free Health MOTs...

Patients told us they wanted free health checks

30 pharmacies across Hull are now offering free 'Healthy Hearts' checks to adults aged between 40 and 64.

The checks are designed to act as a quick health 'MOT' to determine a person's risk of developing heart disease, having a stroke or developing other heart problems.

Dr Wendy Richardson, Director of Public Health for Hull at NHS Hull says: "Many of today's diseases are linked to the way we live our lives, and yet many of them are actually preventable. In Hull, we have lower than average life expectancy and heart disease and stroke are particular problems, with approximately 230 people under 75 dying from heart disease or stroke each year – about 70 more than the England average.

"We have chosen to target people in the 40 to 64 age bracket in particular as they are most likely to begin developing heart problems but, by implementing a few simple lifestyle changes now, their risk can be lowered significantly and their long term health much improved."

The Healthy Hearts checks are available by calling into any participating Hull pharmacy – no appointment is necessary although booking is advised to avoid disappointment. The test takes approximately 20 minutes to complete and includes a simple questionnaire to identify people who may be at high risk of diabetes.

Around 80,000 people in Hull are eligible for the checks. Those who are already on the various disease registers, such as those already diagnosed with heart disease, diabetes or who have had a stroke, or those who are already on medication for raised blood pressure or raised cholesterol, are not eligible as they will already be in receipt of regular monitoring and/or treatment.

For more information, contact Dawn Morgan ([01482\) 344792](tel:01482344792).

Free Swimming/Activity Vouchers For NHS Hull Members

Members and patients have told us they would like to have free swimming or gym sessions. If you want to lose weight, feel a bit fitter or want to improve your health, and you are a member of NHS Hull, you can claim a **FREE** swimming or activity voucher.

Getting more active is a great way to improve your health and wellbeing, so if you fancy going along to your local Hull City Council Leisure centre to see what is on offer then we can help you get started.

NHS Hull is working with Hull City Council (Leisure Services) to encourage NHS Hull members to get more active by providing **FREE** activity vouchers.

Every member can claim one voucher for either a free swim, gym session or exercise class and more. The voucher can be used at your local Hull City Council leisure Centre in exchange for one of these sessions.

To claim your **FREE** voucher please telephone the Membership Department on ([01482\) 344739](tel:01482344739). Vouchers must be claimed and used before 30th April 2009. Please have your membership number to hand when you call as you will be asked to provide this. We hope that you enjoy your free taster session. **ONLY ONE VOUCHER PER MEMBER.**

Member's Story

As a member of local patient groups but wanting to be more involved with the Primary Care Trust, Susan Raettig became a member of NHS Hull. Keen to have her say, Susan was the 28th person to sign up to the membership scheme.

"I wanted to have my say in how NHS funding is spent in Hull. Being a member gives you the chance to tell NHS Hull what you think they should spend their money on. You actually get to meet the people who make those decisions," Susan said.

Diagnosed with cancer 27 years ago, Susan has devoted her retirement to supporting people with the illness. As Chair of the Hull and East Riding Cancer Patient Involvement Group, part of Hull and Yorkshire Coast Cancer Network (HYVCN), Susan spends her time ensuring that cancer patients receive the care and support they

need. She feels that she is representing these patients in her involvement with NHS Hull.

Since signing up as a member almost a year ago Susan has attended three membership events.

Susan tells us:

"By going to events these I realised that there was a need for more involvement with NHS Hull and invited Christopher Long (Chief Executive of NHS Hull) to attend the monthly Patient Group meeting. This enabled us to exchange ideas for closer co-operation in the future."

Susan also recently took part in the trust's We're All Ears consultation. She continues:

"I think it is great that they are listening to people. I'm proud to be helping NHS Hull."

On The Road To World Class Health Services

How would you rate health services in Hull? Good, excellent or perhaps even world class?

Well if we're not there yet, we're certainly on our way according to the results of a recent assessment of our skills.

World Class Commissioning is a Department of Health programme which takes best practice from around the world to help Primary Care Trusts like ours match health services with local needs. It rates our skills such as how well we manage our contracts and how far we involve patients and the public, and then recommendations are made as to how we could and should improve.

In this, the first year the assessment has been carried out, ratings have been

given for our skills, known as '**Competencies**', and for our general management arrangements, or '**Governance**'.

Christopher Long, Chief Executive of NHS Hull says:

"World Class Commissioning is more than just another quality check; it's about making sure we have the right skills and information to make decisions which will lead to improvements in both health services and the health of local people".

"This is the first year in which we've been assessed and we know that standards have been set purposely high. Overall, we are encouraged by our results, which compare well with other Primary Care Trusts in England".

"The report praised our Trust for strength of leadership and the ways in which we reach out to patients and the public; in fact our membership scheme came in for special mention as an innovative way of involving local people in health".

"However, some areas were picked out where we need to improve our skills, such as monitoring contracts and supporting clinicians such as doctors and nurses to take a leading role in healthcare decisions. The assessment panel has now made recommendations which we'll be looking to work on in the months ahead".

If you would like a full copy of the report, please visit the NHS Hull website – www.hullpct.nhs.uk – or call the Communications Office on (01482) 344820.