CCG Dementia Early Diagnosis Campaign

NHS North Lincolnshire Clinical Commissioning Group (CCG) is encouraging the public to be aware of the potential signs of dementia and to encourage early discussion of any concerns with their GP through a local, targeted campaign.

A series of posters have been developed that highlight some of the common signs and signals of possible onset dementia and direct people to a short, self-assessment tool on the CCG’s web site to find out if they should consider talking to their GP.

The test consists of 4 simple questions based on potential symptoms of the condition. If respondents answer ‘yes’ to any of these, they are advised to contact their GP to discuss the results further. The aim of the campaign is to increase early diagnosis of dementia to enable patients to access treatments and support and to allow them time to plan for the future.

However, the campaign also reassures that answering yes to the test questions does not necessarily mean the respondent has dementia. This is why a visit to see their GP is strongly encouraged in order to provide a more in-depth, clinical diagnosis.

Visitors to the CCG’s web site can also access a dedicated dementia support page which includes regularly updated information and advice from a range of local and national partners, such as The Alzheimer’s Society, Mental Health Foundation and North Lincolnshire Dementia Action Alliance. Visitors to the page can also take a more detailed, online symptoms test to measure mild cognitive impairment and the risk of developing dementia or Alzheimer’s as a follow-on from the dementia symptoms test.

Take the test at www.northlincolnshireccg.nhs.uk/your-health and click on ‘Dementia’ in the menu.

*Any test results should be discussed with your GP for a proper diagnosis.

Is memory loss affecting your everyday life?

Take our quick and simple test to find out if it could be the early signs of dementia*

www.northlincolnshireccg.nhs.uk/your-health and click on 'Dementia' in the menu.

Contact Us

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Follow us on twitter @northlincscgg

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your community, your health
Welcome from the CCG Chair

Hello and welcome to the third issue of NHS North Lincolnshire Clinical Commissioning Group’s quarterly newsletter, Health Linc.

You will have undoubtedly been following the news coverage about the pressures on accident and emergency departments over the winter, including at Scunthorpe General. We urge you to play your part in helping us to manage these pressures by ‘choosing well’ when you have a minor ailment or illness, be this treating yourself better at home or seeking advice or treatment from the most appropriate source. We have developed a handy ‘aide memoire’ to help you decide on page 12.

Practice nurses are often the unsung heroes and heroines in our GP surgeries and not everyone realises that they can see them for a wide range of treatments and advice rather than seeing a GP. We catch up with local practice nurse, Linda Norris, on page 5 to tell you more about the valuable work they do.

We continue our efforts to tackle dementia. On our front page you can read how we have recently launched an awareness campaign to encourage people to seek an early diagnosis if they suspect that they may be showing signs of the condition so that they can benefit from prompt treatment and support.

Finally I’d like to encourage you to come along to our ‘Health Matters’ event on 27th February. This is a golden opportunity to hear about and share your views on our plans and priorities for local healthcare services in 2015-16. It will also be a chance to meet and ask questions of the CCG and network with others involved or interested in the health and social care agenda. Find out more on page 4.

To keep up to date with our latest news, visit our web site www.northlincolnshireccg.nhs.net or follow us on twitter @northlincsccg

Best wishes

Dr Margaret Sanderson, Chair, NHS North Lincolnshire CCG

Health and Social Care Directory now available

Healthwatch North Lincolnshire has launched its new Health & Social Care Signposting Directory, a comprehensive guide to local health and social care services.

The directory is available at health and social care service providers across North Lincolnshire. A free download of the directory is also available online at www.healthwatchnorthlincolnshire.co.uk

For more information contact Annabel Tindale, Marketing Assistant for Healthwatch North Lincolnshire Tel: 01724 844986 or e-mail: atindale@healthwatchnorthlincolnshire.co.uk
Experience Led Commissioning - Adult Mental Health Update

In the last edition of Health Linc, we told you about this year’s planned topics for our Experience Led Commissioning programme - ‘Adult Mental Health’ and ‘Children with Long Term Conditions’.

We have now completed our engagement work around ‘Adult Mental Health’ which involved us going out and about in the community talking to people living with mental health conditions, carers and professionals to find out how we can deliver services that support recovery from mental health crisis and sustain health and wellbeing. We also collected information about their experiences of current mental health services.

In December, we invited everyone we had spoken with to join us at a co-design event held at The House in Scunthorpe. Fifty people came to the event to develop a visual plan - called a PATH - of how they would like to see mental health services develop in the future. It was a very interactive and productive session and we collated a wide range of ideas. Here’s what the PATH visual plan looked like:

The purpose of the PATH is to inform the CCG’s commissioning plans and there has already been evidence of this happening. For example, there was a strong feeling that the pathway for people with dual diagnosis needs to be addressed and professionals at the co-design event made an immediate commitment to discuss this at the Mental Health Collaborative meeting which took place in January.

We are now using all the information we have gathered to help us to write our action plan for delivering a shared vision for mental health services. We will update you on the progress of this plan in the next issue of Health Linc.

We would like to thank everyone who took part in this stage of our ELC programme. Work on the next stage around ‘Children with Long Term Conditions’ will begin in the coming months. Visit our web site - www.northlincolnshireccg.nhs.uk/getinvolved - and click on ‘Experience Led Commissioning’ in the menu to find out about upcoming engagement events and activities.
Patient Participation Groups are groups of active volunteer patients who, through regular meetings with surgery staff and GPs or virtually by email, provide feedback on the services offered and how improvements can be made for the benefit of all.

The CCG has been working closely with Healthwatch, who are the local consumer champion for health and social care, to help PPGs create better relationships between themselves, surgery staff and other patients with the aim of increasing public involvement and reducing the number of issues and complaints.

On 9 December, the CCG and Healthwatch hosted the second quarterly PPG Chairs meeting which brought together patient representatives in order to share their experiences and to tell us how they could be better supported to work effectively on behalf of their fellow patients. In response to their feedback, we are now organising a series of training sessions and developing a PPG induction pack to support PPGs in the recruitment and training of volunteers.

Ian Reekie, CCG Governing Body Lay Member for Public and Patient Involvement, is the CCG representative working with Healthwatch on improving patient participation and is a staunch champion of PPGs. He explains why PPGs are so important:

“Patients must be at the heart of decision making about their care, and their views are essential for shaping services that are fit for purpose for themselves and others. Groups also provide practical support in the surgery, help improve communication and facilitate ways for fellow patients to take more responsibility for their own health.

“Currently 13 of the 19 GP practices in North Lincolnshire have PPGs that meet regularly and a further 3 practices have virtual groups. If you are interested in having a say in the way your local health services are delivered, PPGs are a great place to start. Not only can joining a group influence the delivery of services, many members also find that volunteering is a great way to meet new people and develop skills, and it is good for personal health and well-being. To find out more and to enquire whether your local PPG has any vacancies for new members, do get in touch with the practice manager at your GP surgery.”

Want your say on how your GP surgery is run? Join a Patient Participation Group!

On 27 February 2015, we are holding our annual business planning event - ‘Health Matters’ - where members of the public are invited to come along to hear about our plans and priorities for local healthcare services in 2015-16. Attendees will also have the opportunity to share their views on these plans, particularly around how the public and stakeholders can continue to be involved in shaping services as they develop, as well as a chance to meet and ask questions of local health chiefs and network with others involved or interested in the health and social care agenda.

The event will open with an address from the Chair of the CCG, Dr Margaret Sanderson, who will set the scene by outlining our achievements so far and the challenges and opportunities that lie ahead.

The CCG’s Chief Officer, Allison Cooke, and Director for Commissioning, Caroline Briggs, will explain the national context of our work and share our commissioning plans, including details of our key priorities and how these have been shaped by the views of the public and stakeholders we have engaged with. This will be followed by a review of our Healthy Lives Healthy Futures programme and how this will continue to be the catalyst for driving forward essential change to future healthcare services.

Attendees will then have the chance to discuss our work so far around long term conditions, frail and elderly and mental health and give feedback on where they think the public and stakeholders can play an active role in the future development of services in these areas. The event will close with a questions and answers session to a mixed panel of CCG staff, GPs and Healthwatch representatives.

Don’t miss this valuable opportunity to have your say about our plans for healthcare in North Lincolnshire!

The ‘Health Matters’ event will be held on Friday 27 February 2015 from 1.30pm to 3.30pm at The House, New Life Church, Brumby Wood Lane, Scunthorpe, DN17 1AB

To book your place, contact the CCG’s Engagement Team on NYHCSU.Talk2Us@nhs.net or by telephone on 0300 3000 567.

‘Health Matters' - have your say on our healthcare plans for 2015-16 in North Lincolnshire
The CCG has commissioned a pilot scheme to help keep care home residents out of hospital by early recognition and treatment of commonly occurring health issues.

Staff in the district nursing team at Northern Lincolnshire and Goole NHS Foundation Trust have been working with five care homes in the Scunthorpe area to provide education and support to care home staff alongside carrying out health assessments of care home residents to identify any potential problems before they become more serious and need hospital treatment.

Urinary tract infections, pressure ulcers, dehydration and falls are amongst the main conditions that affect residents in care homes. Whilst these conditions may not be of a very urgent nature, they can be particularly unpleasant and affect the quality of the people’s lives. By giving care home staff the knowledge and skills to proactively monitor for these conditions, combined with the professional health assessments by the district nursing team, it is hoped that the pilot scheme will make a big difference to residents’ health and well-being.

Tina Sykes, head of nursing for community and therapy services at Northern Lincolnshire and Goole NHS Foundation Trust, said: “By working with carers in homes we are empowering them to spot the signs of these conditions early and we’re also educating them about the different types of help and support available to their residents. By providing this early intervention we can help keep people well in the community, avoiding the need for hospital admission.”

If a member of care home staff has a concern about a patient whose condition has changed or if a resident is worried about a health issue, the care home can call on the district nursing team for treatment or reassurance. The team can also liaise with the patient’s GP if necessary and offer the support and care needed to help them remain in their own home environment.

At the end of the pilot the scheme will be evaluated and, if it proves successful, the evidence will be used to put forward a case to continue funding it through the Better Care Fund Plan for 2015/16.

The five care homes the Trust have been working with are Carrisbrooke Manor, Balmoral House, Richden Park, Sycamore lodge and The Valleys.

Linda Norris never planned to go into nursing. When she started her working life, she was an administration officer and then a full-time mum to her 3 children for almost 20 years. It wasn’t until her sister became terminally ill and Linda took on the role of carer that she considered the idea of becoming a nurse. Motivated by her experience - and a large dose of encouragement from her sister - Linda embarked on her training at the University of Hull, finally qualifying in 2004.

Linda’s nursing career began in hospitals where she worked as a ward nurse for 7 months, but it soon became apparent that hospitals were not where she wanted to be and that practice nursing was her calling.

‘Hospital wards are fast moving places. Patients come and go quite quickly so I never felt I had much opportunity to spend the quality time with them that I wanted to to really make a difference. There also wasn’t much time to be pioneering and develop initiatives to stop patients needing hospital care in the first place. Being a hospital nurse is about rescuing people from existing situations, but as a practice nurse you can help prevent problems before they arise and make the difference to people’s lives I went into nursing to make.’

Many people are unaware of the wide range of treatments and support services practice nurses perform and how they can help them check and maintain their health. Practice nurses run special clinics for chronic conditions, such as asthma, diabetes or high blood pressure where they carry out a review of patients’ health, initiate and monitor any medication they may need and discuss ways they can self-manage their condition better. They can also provide smoking cessation and dietary advice, give jabs and change dressings. Practice nurses usually take care of routine tests such as blood pressure checks, blood tests and smear tests.

Nowadays practice nurses are also becoming more involved in the treatment of a range of minor illnesses that traditionally a GP would have dealt with, such as chest infections, ear, nose and throat complaints and urine infections. Linda has a particular interest in family planning, another service practice nurses are increasingly offering rather than GPs, and again her interest is motivated by personal experience.

‘My eldest son was born as a result of an unplanned pregnancy when I was 17 and, although I don’t regret it one bit, I do think if I’d been better informed about contraception options, I would have waited until I was older to start a family. I think it’s really important that people know about sexual health and the choices available to prevent unplanned pregnancies so they can make the best decisions for them. I’m glad I am in a position to help with this - it is a personal goal of mine.’

Making an appointment with a practice nurse can often be quicker and easier than trying to see your GP. At Linda’s practice, Central Surgery in Barton, they operate a ‘telephone triage’ service where she and other healthcare colleagues take calls from patients looking to make a doctor’s appointment. In many cases, the patient can actually be dealt with more conveniently and just as effectively by a nurse or other healthcare professional at the practice. An appointment with a practice nurse can also often feel more personal and relaxed as usually they have more time to spend with patients. This means they can get to know the whole person and look deeper into their issues to find a way to help.

‘I love the interaction and feedback I get from patients,’ says Linda. ‘They smile at you and want to see you to tell you how they are doing. I get a lot of satisfaction from seeing someone get well because of the time and care I’ve given them. I especially remember a lady coming to see me with breathing difficulties and she thought she had asthma. During the consultation we discussed her excess weight and how it might improve her breathing if she could lose some of this. We worked out a weight-loss plan, which she followed, and her breathing problems ceased. She was delighted and couldn’t thank me enough. You can’t put a price on something like that.’

Practice nurses provide a wide range of treatments and services. On the right: Practice nurses provide a wide range of treatments and services.
Healthy Lives Healthy Futures - Hyper Acute Stroke and ENT consultation outcome

In November we published our feedback report which presented the outcomes of our Healthy Lives Healthy Futures (HLHF) consultation on the proposals for Hyper-Acute Stroke Services and Ear, Nose and Throat Inpatient Surgery. 69% of respondents were in support of our preferred options which were:

- To have 24/7 Hyper-Acute Stroke care at Scunthorpe General Hospital (SGH) only, as it is at the moment. There would be no change to how services are provided currently and the temporary arrangements put in place in November 2013 would become permanent.
- To move ENT Inpatient Surgery to Diana Princess of Wales Hospital, Grimsby only. Outpatient clinics and day surgery would still be available at both Scunthorpe and Grimsby. Emergency ENT care would be treated only at Diana Princess of Wales Hospital.

On Thursday 13th November 2014, extraordinary meetings of North Lincolnshire CCG’s Governing Body and North East Lincolnshire CCG’s Partnership Board took place. Both CCGs approved the recommendations for the preferred options and so we are now moving forward with implementation. Services remain the same for Hyper-Acute Stroke care which will continue to be delivered from Scunthorpe General Hospital. The changes to ENT Inpatient surgery will be implemented as soon as possible.

How can I find out more about the decision?
The feedback report and outcome of the decision has been e-mailed to GP practices, local libraries and community and voluntary groups and other key stakeholders. A copy of the report, including an ‘Easy Read’ version, is also available to download from the HLHF website www.healthyliveshealthyfutures.nhs.uk/publications along with a short video explaining the decision. If you are involved in a local community group, CCG representatives are available on request to attend group meetings to share the feedback report and explain the reasons for the decision.

The next challenge for Healthy Lives Healthy Futures

In January 2015, lead clinicians from GP practices, hospitals, community care and social care in Northern Lincolnshire attended a workshop to work together on the challenging task of planning health and social care provision for the local population that delivers high quality services in an affordable way. Four priority work streams, each of which will be led by a dedicated working group, as well as a number of key principles that will underpin the approach to service redesign, were identified.

The four main work streams are:
- Unplanned care (also called urgent or emergency care)
- Planned care
- Long-term conditions
- Women and children’s services

The underpinning key principles are:
- Strong focus on primary/community and home-based care
- Focus on prevention of illness and injury
- Decisions must be based on evidence
- Make better use of technology/diagnostics

The four working groups will now meet to debate a five-year vision for each area that will then be used to form the basis of the overall HLHF plan. As with all HLHF activity so far, any proposed major service change would go through a rigorous process involving full engagement and consultation with the public and other stakeholders.

Dr Margaret Sanderson, CCG Chair, explains the challenge ahead: “There are some tough decisions to make over the coming months. We need to change services for the better and make sure that from both a quality and financial point of view we are in the best possible position to continue providing high quality care for years to come. “We are determined to make our money stretch as far as it can but we are all agreed that things cannot stay as they are. We may have to move services and also provide some services closer to people’s homes. We will continue to focus on modelling a variety of different options for each of the four priority areas and look forward to pulling together a plan ready for public engagement later this year.”

For any further information on the HLHF programme, please contact a member of the HLHF Team at hlhf.team@nhs.net or telephone 01482 672020. You can also post a question or comment on our Facebook page www.facebook.com/HLHF.nhs or tweet us on Twitter @hlhf_nhs and don’t forget our dedicated web site at www.healthyliveshealthyfutures.nhs.uk
Meet the Safeguarding Adults Team

The CCG’s Safeguarding Adults Team works with North Lincolnshire Council, Northern Lincolnshire and Goole NHS Foundation Trust, Rotherham, Doncaster and South Humber NHS Foundation Trust and Humberside Police to prevent the abuse and neglect of vulnerable adults and to promote their well-being, also known as ‘safeguarding’. ‘Vulnerable adults’ are people aged 18 or over who are, or may be, in need of community services due to age, illness or a mental or physical disability. They may be unable to take care of themselves or may be unable to protect themselves against significant harm or exploitation.

Representatives from all of these organisations form the ‘North Lincolnshire Safeguarding Adults Board’. The Board is responsible for making sure that our local safeguarding arrangements are robust, fit for purpose and are making a difference to the lives of vulnerable adults.

North Lincolnshire Council is the lead agency for Safeguarding Adults and is responsible for setting up this Board. Up to now, there has been no legal requirement to set up a Safeguarding Adults Board - it was simply considered good practice. However, from 1st April 2015, the Care Act 2014 will be implemented and Safeguarding Adults Boards will be a statutory body for the first time.

The CCG must be a partner on the Board and contribute to the statutory duties of publishing a Strategic Plan, an Annual Report and carrying out any Safeguarding Adult Reviews. In preparation for these statutory arrangements, North Lincolnshire CCG have employed a Designated Nurse for Safeguarding Adults to work across the health and care services in North Lincolnshire and to make sure that the CCG is fulfilling its role in safeguarding vulnerable adults in the area.

If you are worried that a vulnerable adult may have been neglected or abused, or be at risk of neglect or abuse, contact the Adult Protection Team on 01724 297979

Deborah Pollard
CCG’s Designated Nurse for Safeguarding Adults

Deborah Pollard is the CCG’s Designated Nurse for Safeguarding Adults. A Registered Mental Nurse for almost 25 years, she is the "clinical expert" who advises the CCG, North Lincolnshire Council and the Safeguarding Adults Board on issues around safeguarding. She also provides support to health professionals within NHS Trusts, GP Practices, Dental and Pharmacy Services.

Speaking about the forthcoming implementation of the Care Act 2014, Deborah comments, ‘I’m looking forward to the developments and improvements that the Care Act will bring to the lives of our most vulnerable people.

“For the first time it will be a statutory requirement that all agencies work together to ensure that vulnerable adults are safe and making their own life choices within our community. In particular, the Care Act stipulates that we “Make Safeguarding Personal”, so where abuse is discovered to have taken place, the adult concerned is involved in making sure that the outcome is what will make them feel safe in the future. They will have choice and control over their own well-being and safety, with professionals working alongside them to improve their quality of life rather than driving them through a process.”

The Dementia Community Roadshow is coming to a town near YOU!

Dementia is one of the biggest health and social care challenges of our generation. Yet it continues to be a condition blighted with stigma and lack of understanding. This can mean that people who are worried about dementia in some way, or simply want to find out more may not know where to turn.

The Dementia Community Roadshow, the first of its kind in the UK, has been touring since June 2011, providing members of the public with accessible information, advice and support about dementia. Visitors are able to receive free, tailored, and confidential advice if they are worried about their memory or that of a loved one, living with dementia or caring for someone with dementia from local trained Alzheimer’s Society staff. They can also find out about local dementia support services.

The Roadshow is coming to North Lincolnshire on the following dates:

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<tr>
<td>Tuesday March 17th</td>
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<td>Wednesday March 18th</td>
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<td>Thursday March 19th</td>
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<td>Brigg Market Place</td>
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<tr>
<td>Friday March 20th</td>
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<td>Scunthorpe Town Centre</td>
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The CCG and North Lincolnshire Council have been working with the Alzheimer’s Society to set up ‘The North Lincolnshire Dementia Action Alliance’. The Alliance is organised and run by local people, to help improve the lives of those with dementia by developing dementia friendly communities.

The aim of the Alliance is to raise awareness of dementia at a local level in order to reduce stigma and encourage people in the local community who have dementia or who are worried about their memory to seek and be given patience, kindness, understanding and support.

The Alliance will focus on helping to ensure that anyone living with dementia is not excluded from anything that they would reasonably want to do, including encouraging people to use leisure, cultural and spiritual resources in the North Lincolnshire area.

Communities that are dementia friendly have more opportunity to support people in the early stages of dementia. This allows people with dementia to maintain and boost their confidence and encourages them to retain their ability to manage everyday life.

**The North Lincolnshire Dementia Action Alliance is working towards the following standards:**

- **We believe that people with dementia have the right to a good quality of life and to remain independent in their local community**
- **We will address negative attitudes and raise awareness and understanding of dementia**
- **We will support other organisations in becoming dementia friendly**

The North Lincolnshire Dementia Action Alliance is open to all types and size of organisation and groups, from coffee clubs to corporations. More members are welcomed so that the Alliance can reach out and support even more people affected by dementia in North Lincolnshire. Come along to one of the regular meetings to find out more - telephone 01724 848594 for the date of the next meeting.

For further information visit [www.dementiaaction.org.uk](http://www.dementiaaction.org.uk) or call Alzheimer’s Society North & North East Lincolnshire on 01724 848594.

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**'Living with Dementia' magazine**

The Alzheimer’s Society publish a regular magazine, called ‘Living with Dementia’, which is packed with useful and interesting features aimed at those with dementia and also their families, friends and carers. Both the current issue and back copies can be downloaded at [www.alzheimers.org.uk](http://www.alzheimers.org.uk).

**Dementia Factsheets**

Two new ‘easy read’ factsheets, designed for people with learning difficulties are also now available from the Alzheimer’s Society:

- **What is Dementia? (ER1)**
- **Supporting a person with dementia (ER2)**

**The Society has also updated two of its regular factsheets:**

- **What is Alzheimer’s disease? (401)**
- **Assessment and diagnosis (426)**

Download the factsheets from [www.alzheimers.org.uk/easyreadfactsheets](http://www.alzheimers.org.uk/easyreadfactsheets) or call 0300 303 5933 to order copies.

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Visit the website at [www.ddnl.org.uk](http://www.ddnl.org.uk)

The Dementia Directory is the first virtual resource in the North Lincolnshire area specifically focused on providing high quality and responsive information for people affected by dementia. It has been produced by the Alzheimer’s Society, in partnership with the CCG and North Lincolnshire Council, as a single point of access for finding local advice and support, including details of local dementia support groups, courses for dementia carers and where to get advice about financial help and care services. The Directory can be found on a dedicated web site, hosted and maintained by the North Lincolnshire Dementia Action Alliance [www.ddnl.org.uk](http://www.ddnl.org.uk).

Have a say on the web site - we need your views…

The Dementia Directory web site needs to be developed by the people of North Lincolnshire and we are asking you to look at the website and give your views or suggestions using the online comments box. The feedback will be used to further develop the next upgrade to the website which takes place every 6 months.

To leave comments and suggestions about the website, go to: [www.ddnl.org.uk/contact](http://www.ddnl.org.uk/contact).

Your help with this is greatly appreciated.
Winter blues?
Symptoms of dementia, such as mood and personality changes, can often show more during the winter months.

Take our quick and simple test to find out if you should visit your GP to talk about the possibility of dementia.*

www.northlincolnshireccg.nhs.uk/your-health and click on 'Dementia' in the menu.

*Any test results should be discussed with your GP for a proper diagnosis.
Medicines Review - have you had yours?

Who needs one and why?

Anyone on repeat medication should seek a medicines review annually. This is to ensure that you are comfortable and confident about taking your medication, and that you are feeling the full consequences can be much more serious. Here are some tips for helping older people to reduce their risk of falling when out and about:

- Try to minimise the need to go out. Ask friends or neighbours to shop for you or take you to where you need to go.
- If you decide to go out, plan a safe route from your home to where you are going so as to avoid slopes, steps and areas that have not been cleared or gritted. Don’t take short cuts through areas where the slipping hazards are greater.
- Ask a friend or neighbour to clear a safe path from your front door.
- Wear proper footwear with a good grip.
- Consider using a stick or a walking pole (such as a Nordic walking pole).
- Don’t rush - take slow, small steps.
- Use rails or other stable objects that you can hold on to.
- Wear extra layers to protect the more vulnerable parts of your body like your head, neck and spine if you do fall.
- Wipe your feet well when entering buildings.

It’s not just falling outdoors that’s an issue for older people. Falling in the home is also a major concern - and also much more likely. However again there are positive things people can do to reduce their risk.

Reducing the risk of a fall at home

- Wear well-fitting shoes or slippers that are in good condition and support the ankle.
- Take care of your feet by trimming toenails regularly, using moisturiser and seeing a GP or podiatrist about any foot problems.
- Avoid wearing loose-fitting, trailing clothes that might trip you up.
- Don’t walk on slippery floors in socks or tights.
- Use non-slip mats and rugs.
- Mop up spillages straight away.
- Remove clutter, trailing wires and frayed carpet.
- Use high-wattage light bulbs in lamps and torches so you can see clearly.
- Organise your home so that climbing, stretching and bending are kept to a minimum, and to avoid bumping into things.
- Get help to do things that you are unable to do safely on your own.

What should I do if I have a fall?

If you have a fall, it is important to keep calm. If you are not hurt and you feel strong enough to get up, do not get up quickly. Roll onto your hands and knees and look for a stable piece of furniture, such as a chair or bed. Hold on to the furniture with both hands to support yourself and when you feel ready, slowly get up. Sit down and rest for a while before carrying on with your daily activities.

If you are hurt or unable to get up, try to get someone’s attention by calling out for help, banging on the wall or floor or using your aid call button (if you have one). If possible, crawl to a telephone and dial 999 for an ambulance.

Try to reach something warm to put over you, particularly if you are hurt.

Strength and balance training

Doing regular exercises to improve your strength and balance can help reduce your risk of having a fall. This can range from simple activities such as walking and dancing to specialist training programmes.

The Community Well-being Hubs in North Lincolnshire run exercise groups and classes, as do local leisure centres and gyms. Contact your local Community Well-being Hub to find out what’s on offer.

- Barton 01652 634554
- Brigg 01652 653384
- Epworth / Isle of Axholme 01427 873709
- Scunthorpe 01724 277906

Or visit www.northlincs.gov.uk/people-health-and-care/services-for-adults/solutions-for-you/community-well-being-hubs

Medicines review

If you are taking long-term medication, your GP will invite you to a review of your medicines every year to make sure they are still right for you, especially if you are taking four or more medicines a day.

Your GP may recommend alternative medications or lower doses if they feel the side effects may increase your chances of having a fall. In some cases, it may be possible for the medication to be stopped.

You should see your practice nurse or GP if you have not had your medicines reviewed for more than one year, or if you are concerned the medications you or a relative taking may increase the risk of falling.

Read more about medicines reviews below.
Linda Shaw

Linda Shaw is real-life proof that living with long term health conditions doesn’t have to get you down.

She recently attended The Expert Patient Programme (EPP), a free, six-week course jointly provided by the CCG and North Lincolnshire Council, that gives people with long term health conditions practical help and advice about how they can manage their conditions and get the most out of life.

“I first found out about the course when I saw leaflets on display in Scunthorpe General Hospital, and as I have had Addison’s disease for 38 years, Graves’ disease for 20 years and diabetes for 14 years, I thought any advice on how to manage these conditions would be beneficial,” says Linda.

“As part of the programme we had to set ourselves achievable goals and try new things to develop our confidence and abilities, so the course tutor suggested that this man try a local painting class. He went along and found out that he was a natural and very talented artist, and now he exhibits his work all over the country! His fellow painters joke that he’s so good that he’s shown them all up and wish he’d never joined their class - and he may never have done so if it wasn’t for the Expert Patient Programme.”

Linda concludes, “Having been on the course, I can vouch that it is time well spent. I have seen for myself how going along every week and being amongst a group that started out as strangers and ended up as friends can change the way you view the future. We all went away feeling we had lots to look forward to.”

You can ask your GP or practice nurse to refer you onto EPP or you can book onto it yourself. Visit www.northlincolnshireccg.nhs.uk/yourhealth and click on ‘Expert Patient Programme’ in the menu for more information and to download a referral form.

Or you can contact the EPP team direct at sally.eaton@northlincs.gov.uk or on 01724 298404. The team can take your booking over the phone or post out a copy of the referral form.

Smokefreelife is North Lincolnshire’s FREE ‘stop smoking service’ available to smokers who live or work in North Lincolnshire. It provides advice, support and encouragement to help people quit smoking for good.

Smokefreelife recognises that everyone is different. What is suitable for one person may not be suitable for another. This is why they offer a range of interventions for smokers, so that whatever life’s demands are, every smoker can access professional support from accredited stop smoking advisor’s to help them quit their addiction.

Smokefreelife can make giving up smoking as easy as …... 1, 2 or 3:

1. **Face-to-face support**: Weekly meetings with a Stop Smoking Advisor who can offer behavioural support and, where necessary, a free supply of a range of Nicotine Replacement (NRT) products for up to 8 weeks or medication.

2. **‘Quitline’, Text and Email support**: A trained advisor will be able to give you the same behavioural support as the face to face service and also give information about NRT products that are available to purchase.

3. **Online interactive service**: The ‘YooQuit’ programme is a new online support service where you can receive the same professional advice and help at your own pace with the option to speak to a Stop Smoking Advisor if you wish to. ‘YooQuit’ uses online videos and audio information to help you quit in the comfort of your own home.

How do I sign up?
Visit www.smokefreelifenorthlincolnshire.co.uk to access online support or to complete a referral form to request one of the Stop Smoking Advisors to contact you - www.smokefreelifenorthlincolnshire.co.uk/Book-an-Appointment.aspx

You can also phone the ‘Quitline’ on 0800 772 3249 or 01724 642014 or text ‘QUIT’ to 66777

Or you can drop into any of the Smokefreelife clinics - find your nearest at www.smokefreelifenorthlincolnshire.co.uk/ Locations.aspx

Your GP or practice nurse can also refer you. Need any more information?
Visit the Smokefreelife web site www.smokefreelifenorthlincolnshire.co.uk or you can follow them on twitter @North_Lincs
Who is NHS North Lincolnshire Clinical Commissioning Group?

NHS North Lincolnshire Clinical Commissioning Group (CCG) is responsible for planning and buying (commissioning) high quality healthcare services for North Lincolnshire’s 167,000 people. We commission hospital care, mental health services, community services, including district nursing, the rapid response service and Emergency Care Practitioners.

The CCG is led by your local GPs supported by a small team of non-clinical staff who carry out the day-to-day business of the CCG. We also work in close partnership with the local council, voluntary groups and other organisations, as well as local people - patients, carers and the public - to ensure that we listen to their views and work with them to commission healthcare that meets the needs of our population, is accessible and is the best value for money.

The CCG is governed by a Governing Body made up of GPs, other health professionals and lay members.

GET INVOLVED!

Patients and the public in North Lincolnshire have a key role to play in the design of local health and social care services. Many services are being planned and put in place by the CCG based on what people have told us is important to them. Here’s all the ways you can tell us your views:

**Embrace**

Embrace is our patient member network, where you can get involved in the design of local healthcare services through surveys, meetings or events. Membership is open to anyone registered with a GP in North Lincolnshire and patients can choose to participate as much or as little as they wish in areas of healthcare that they have an interest in. Join Embrace online at www.northlincolnshireccg.nhs.uk/embrace or call 01482 672156 or e-mail NYHCSU.Talk2Us@nhs.net to request a joining form.

**Patient Participation Groups**

Patient Participation Groups are groups of active volunteer patients who, through regular meetings with surgery staff and GPs or virtually by email, provide feedback on the services offered and how improvements can be made for the benefit of all.

13 of the 19 GP practices in North Lincolnshire have Patient Participation Groups (PPGs) that meet regularly and a further 3 practices have virtual groups. Anyone registered with a practice can join their PPG to put forward their suggestions for improving how the Practice operates so that patients get the best experience and service. Members of PPGs can also get involved in CCG engagement programmes to influence wider improvements to local health services. To join your local group, contact your surgery’s Practice Manager.

**Patient Relations Service (PALS)**

PALS can provide confidential advice and support to help you resolve complaints, queries and concerns about your NHS care as well as general information about NHS services. PALS are not able to help with social care complaints, though they can advise you who to contact.

**Health Matters** - CCG annual business planning event for public and stakeholders

Friday 27 February 2015 1.30pm to 3.30pm
The House, New Life Church, Brumby Wood Lane, Scunthorpe, DN17 1AB
To book your place, contact the CCG’s Engagement Team at NYHCSU.Talk2Us@nhs.net or by telephone on 0300 3000 567

**Health & Well Being Board**

Tuesday 24 March 2.00pm
Meetings are usually held at Scunthorpe Civic Centre. To confirm the date and time of meetings and to view the agenda and papers, visit www.northlincs.gov.uk/people-health-and-care and click on ‘Health and Well Being Partnership Board’ in the box to the bottom right hand corner of the page.