

The Dementia Advisory service based at The Bridge, Villiers Street, Hartlepool, are holding various events in September, including;

Coffee Morning – Music In Hospitals
Tuesday 4th September at 10.30am
This is your opportunity to ask any questions you may have and speak with a friendly Dementia Advisor over a nice cuppa and a biscuit and listen to some lovely music.

Dementia Awareness sessions
Wed - 12th September - 2pm
Thurs - 27th September 10am

Each of the sessions lasts approx. 45mins.

To book a place please contact a member of the team at The Bridge at the number below.

Should you be unable to attend any of the dates below then an alternative time can be arranged at a convenient time for you.

For further information about the above and other services please contact:

The Bridge
Tel: 01429 - 868587
Email:
thebridge@hospitalofgod.org.uk

Tony Leighton
Engagement Officer
Healthwatch Hartlepool
The ORCEL Centre
Wynyard Road
Hartlepool TS25 3LB
Tel: (01429) 288146
www.healthwatchhartlepool.co.uk

Patient Survey

Healthwatch Hartlepool are conducting a survey of Patients Experiences when using pharmacies in Hartlepool. If you have recently used a pharmacy, please visit the link below or why not pop along to one of our drop in sessions to complete a survey (details on the front cover of this newsletter)

Online Survey; www.surveymonkey.co.uk/r/healthwatchpharmacy

50+Forum Meeting

The next 50+ Forum meeting is taking place on the 12th Sept at 1:30pm at St Josephs Court Sheltered Housing Scheme, Victoria Road, Hartlepool. For further information please **contact Healthwatch Hartlepool on 01429 - 288146**

Unhappy with your NHS treatment or care?

On the third Wednesday of every month 9.30am - 12pm, your local I.C.A Advocate will be at the Healthwatch Hartlepool Office, the ORCEL Centre, Wynyard Road, Hartlepool, TS25 3LB.

This service is by appointment only.
Please call **01429 - 288146** or Freephone: **0808 802 3000**

For further information please visit;
www.carersfederation.co.uk
Email: ica@carersfederation.co.uk

Future Healthwatch Meetings

Primary Health & Social Care;
Tuesday 11th Sept 10am - 12noon, at the C.E.T.L Brierton Lane, Hartlepool.

Acute & Elders; Tuesday 9th October
10am - 12noon at the C.E.T.L, Brierton Lane, Hartlepool.

Sept 2018

NEWS

Healthwatch

Healthwatch Hartlepool are holding a number of community engagement events in September. Members of the public are invited to come along and tell Healthwatch about their experiences good or bad, of health and social care services.

The Annexe, Wharton Terrace

Wed 19th Sept
10am-12noon

Central Library

Thurs 20th Sept
10.15am - 12noon

Hartlepool Hospital

Mon 24th Sept
10am -12noon

Headland Library

Tues 25th Sept
10am– 12pm

ORCEL, Wynyard Rd

Every Wed
10am - 12noon

Record numbers of people getting urgent NHS help over the phone

20,000 people every day are now getting urgent health advice from a doctor, nurse, paramedic or other clinical professional over the phone, according to latest NHS data. Over half of all calls to the NHS 111 phone service received expert assessment from a clinical professional in July this year – the highest proportion since the service was introduced. While all calls answered by NHS 111 are handled by fully trained staff who can advise, signpost to local services or arrange appointments for further assessment, increasing numbers of callers now also receive clinical advice directly from a medical professional. The proportion of telephone calls receiving direct input from doctors, nurses and other clinicians has been steadily increasing every month since it was first collected in November in 2016, when one in four people spoke to a trained medical professional via 111.

Members of the public called the NHS 111 service 1.4 million times last month, an increase of 8% compared with the same time last year. 38,000 people received help via the phone line each day last month, contributing to the total of 16 million calls to 111 in the past twelve months.

The most recent patient survey results from the service also suggest 111 is beginning to ease the pressure on frontline services. More than one in four people said they would have gone to A&E and 16% said they would have called an ambulance had 111 not been available. People should continue to dial 999 in a medical emergency when someone is seriously ill or injured and their life is at risk.

More than 1,600 extra trauma victims alive today says major new study

The NHS in England has saved an additional 1,600 patients with severe injuries since major trauma centres were established in 2012.

New findings show the creation of major traumas centres has led to the survival of more than 1,600 patients who have suffered some of the most severe and complicated injuries thanks to top teams of surgeons, doctors and clinical staff. Patients also spent fewer days in hospital and had improved quality of life after receiving critical care. Major trauma centres have played a vital role in saving the lives of many victims of knife, gun and acid attack crimes that have seen a sharp increase in London and other inner city areas in recent months. Research into the outcomes of more than 110,000 patients admitted to 35 hospitals between 2008 and 2017 represents an increase of nearly a fifth in the odds of survival from severe injury in the five years from 2012. The independent report has been compiled by the Trauma Audit and Research Network (TARN) based at the University of Manchester supported by experts at the Universities of Leicester and Sheffield.

Professor Keith Willett, NHS England's Medical Director for Acute Care, who led the changes in 2012 and now leads the wider NHS urgent and emergency care review, said: "We have made major advances in urgent care over the last five years as this study demonstrates. As the NHS develops its ten year plan, the success of major trauma centres will help inform how we deliver better care for patients through the use of specialist clinical networks."

Professor Chris Moran, NHE England's National Clinical Director for Trauma Care, said: "This study shows that changes to trauma care, designed by clinicians, are saving hundreds of lives every year. Patients suffering severe injury need to get to the right specialist centre staffed by experts, not simply the nearest hospital. Thanks to the skills of NHS staff, we are confident that we will continue to see further increases in survival rates for this group of patients.

"Major Trauma Centres deal with the victims of stabbings and acid attacks as well as car and motorbike accidents. We have all seen the terrible increase in knife crime in our cities, especially in London, and there is no doubt that the new trauma system has saved many lives as these patients receive blood transfusion and specialist surgery much quicker than before. The whole system, from prehospital care through to recovery and rehabilitation, has improved."

A 2007 report 'Trauma, who cares?' identified serious failings across England and since its inception 70 years ago the NHS had based emergency care on ambulances taking patients to the nearest A&E, irrespective of the hospital's capability to provide resuscitation and the care needed.

The Trauma Audit and Research Network had also identified great variation in the standard of care across the country and other studies showed England's trauma care did not meet the standards of other countries, with almost 60% of major trauma patients receiving care that was less than good practice and avoidable deaths still occurring. This led the NAO to recommend the setting up of regional trauma networks.

Mental Health Survey

Patients across Teesside are being asked for their views on mental health services in the area.

In Teesside there are four main Mental Health Crisis services. These are Crisis Team, Street Triage, Crisis Assessment Suite (CAS) and Liaison Psychiatry.

In order to ensure that the design and delivery of Tees Crisis services in Teesside are informed by public opinion, a survey has been launched to ask about your general understanding of mental health illnesses and the services available.

The survey will take approximately five minutes to fill out and is open for completion until Thursday September 20.

If you have any queries or would like help to complete the survey please contact South Tees Clinical Commissioning Group enquiries on 01642 263030 or email STCCG.enquiries@nhs.net

HARTLEPOOL MENTAL HEALTH FORUM

This is an open forum that meets quarterly and involves people that have an interest in anything related to mental health. The forum is attended by service users, carers, professionals, service providers and members of voluntary organisations and members of the public.

Come and be part of an interesting group whose aim is to promote and inform and support people about any mental health related issues in Hartlepool. The forum is part of the Mental Health Concordat and is an important consultancy member.

Our next meeting is on September 6th 2018 at the CETL Brierton Lane (change of venue) at 1.00pm (change of time)

On the Agenda is a presentation on Prevention. 'Concordat for Better Mental Health' This is to highlight the work of the Audit and Governance Committee who have taken Preventative Mental Health Services in Hartlepool as a piece of work and this will enable the forum to be part of the process.

The following meeting is on Wednesday 12th December (new date) at the CIL Centre for Independent Living, Burbank Street. This will be held from 10.00 am until 4.00pm with lunch provided.

This is a 'Working Together for Change' event which will follow on from the September meeting. This is supported by HBC, Hartlepool & Stockton CCG and Hartlepool Healthwatch who are keen to work together to develop a new joint plan for Mental Health, we want to encourage as many people as possible to support the event and put forward their views to capture the ideas and learn from the people of Hartlepool.