



Winter 2011

## Inside this issue:

Out Of Hours	2
Community Care Teams	2
End Of Life Care	2
Ambulance Services	2
italk - self referral	3
Medicines Management	3
Community Diabetes Service	3
Reviewing referrals to Hospital	3
Accessing advice from Specialists	3
Balance Classes	3
Physiotherapy - elf referral	4
Getting involved - Patient Reference Groups	4

## West New Forest Grouping

### Commissioning News

You may well be aware through the media of the changes that the NHS is currently undertaking in relation to how services for patients are designed and commissioned. The future of this will involve General Practitioners (GPs) much more than it has previously.

Your practice, surgery or medical centre belongs to West New Forest Grouping (WNF), which is part of a wider clinical commissioning group that covers West Hampshire known as West Hampshire Clinical Commissioning Group (WHCCG).

The WHCCG is still in its infancy but has 5 elected GP members who will work along side the County Council and Public Health Doctors to ensure that the health needs of the patients it represents are assessed, and services designed and commissioned to deliver care for those needs.

Your practice is represented by one of your doctors being part of the West New Forest Grouping.

This group meets monthly to discuss the issues facing our local patients and to share ways of improving the services. These are shared with the WHCCG by our grouping lead GP Dr Rachel Barrass-Stones.

### Who are the West New Forest Grouping?

Avon Valley and South West New Forest Practice Based Commissioning localities joined together in April 2011 to become a larger commissioning entity called West New Forest Grouping (WNF).

The joining of the two localities has pooled a wealth of Primary Care expertise and ideas to commission improved, streamlined, and cost effective services for the local population. This will also allow greater influence over current services for example those provided to nursing homes, and community services.

Both localities have similar demographics and use similar hospitals and therefore will have a greater influence over care pathways and providers by working together.

Joining together will mean that WNF will have a patient population of approximately 107,000 patients which will bring with it the associated economies of scale for commissioning necessary services.

*(continued on page 2)*

## **West New Forest Grouping**

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There are 11 Practices in WNF, which are: Wistaria Surgery & Milford Medical Centre, Chawton House Surgery, New Forest Central Medical Group, Lyndhurst Surgery, Barton & Webb Peploe Surgeries, New Milton Health Centre, The Arnewood Practice, Twin Oaks Medical Centre, Cornerways Medical Centre, Ringwood Medical Centre, and Fordingbridge Surgery.

Fordingbridge Surgery will be joining Sarum Alliance Clinical Commissioning Group (the Wiltshire equivalent of WHCCG) in 2012, as nearly all of their patients use services based around Salisbury. This will support the practices around Salisbury to assess, design, commission and deliver care in line with the needs of their local populations. Close links will be maintained between Sarum and West Hampshire Clinical Commissioning Groups.

### **Out Of Hours Services**

West New Forest Grouping is part of a wider group working on the redesign of the Out Of Hours service so that all patients have better access to Primary Care Centres where a GP can be seen out of hours, and to make sure that when necessary a home visiting service can be delivered.

This service redesign is planned to start in September 2012 so that there is time to ensure that the service will deliver what it has been set up to do.

### **Community Care Teams**

We have been working hard to ensure that the services that are delivered by our community based teams of Nurses, Physiotherapist and Occupational Therapists are meeting your needs and that we can improve on ways of supporting people in their own homes with long term illnesses.

### **End Of Life Care**

Local GPs and community nurses have been working with patients and their families to ensure that the care that is needed at this time is delivered where and when the patient and family wishes that to happen.

### **Ambulance Services**

We have been working to improve communication with the ambulance crews that work in our areas by informing them of patients with complex needs in the community. We have also been working with them to assess patients that they have been called to see by the 999 service that may not need to attend hospital.

### **Community Diabetes Service**

All local practices are using the new community diabetes service for patients with diabetes that need specialist input, this mean that patients are often seen quicker and closer to home than having to attend hospital to see a specialist.

## italk

This is the psychology service that GPs can use to support patients who are having difficulty coping with depression or anxiety, patients are offered telephone or face to face support which is delivered to them locally by members of the italk team. Self referral is a new development in which people experiencing anxiety and depression can go straight to italk without visiting their GP. There are two ways to refer yourself:

1. Call italk on 023 8038 3920 - you will be asked for a few details including your name, telephone number, NHS number and a brief description of your difficulties and then be booked for your first appointment, a telephone assessment
2. Visit italk's self-referral form on the website [www.italk.org.uk](http://www.italk.org.uk) - this will send your details to italk's Administration team who will then ring you to book your first telephone assessment appointment.

You will then be sent a letter confirming your appointment time and date, along with a copy of the questionnaires used at every session. italk will inform your GP that you have contacted them.



## Medicines Management

Working with the Pharmacy Team we have been improving the quality and safety of medicines that we prescribe to patients, as well as looking at the ways that we can use medicines more efficiently and cost effectively.

## Reviewing Referrals to Hospital

Each practice has been looking at referrals to particular hospital specialities to improve the services that are given to patients. This involves ensuring that best practice guidance has been followed for the condition the patient has, and referral on to a specialist is the next best step.

## Accessing Advice from Specialists

We are beginning to look at ways of seeking advice from a specialist that may mean patients do not have to attend the hospital for an appointment- this is in its early stages but will hopefully provide us with a way to get specialist advice more quickly and without patients having to wait for appointments at the hospital.

## Balance Classes

We have been working with the local Health and Wellbeing Partnership Boards to promote local balance classes to improve posture and stability and prevent falls. Classes are now available for older people who have problems with their balance and feel unsteady on their feet

Venue: Lymington Health & Leisure Centre, North Street, Pennington, Lymington, SO41 8FZ

Day: Thursdays

Time: 1.15pm to 2.45pm

Cost per class: £2.50

To book a place please contact Tony Winslow (Qualified Postural Stability Instructor) on 01590 613382 (extension 92)



## Physiotherapy - Self Referral

If you are aged 16 or over, are registered with a WNF practice and have a physical complaint that has been causing pain or restriction in your life for more than one week, but less than twelve months, then a self referral into Physiotherapy could be the best approach for you.

You can collect a referral form/information leaflet from your practice/medical centre/surgery waiting room, or some GP practices have a printable version on their website.

Self referral is a way to access the Physiotherapy service without seeing your GP first. This does not mean that you will be seen any sooner than if your Doctor referred you, as self referrals will be prioritised and processed in the same way as a conventional referral.

## Getting Involved - Patient Reference Groups

West New Forest Grouping is keen to involve people who have experienced services either as a patient or as a carer of a patient in Patient Reference Groups (PRGs).

The purpose of the PRGs is to advise and inform those who plan and manage services from a service user perspective; the members bring with them their own experience but also act as representatives of the public ensuring the delivery of high quality services that reflect the needs and aspirations of people in West New Forest.

Each practice/medical centre/surgery in West New Forest grouping has it's own PRG. If you are interested in helping us to improve and want to get involved contact the PRG for the practice you are registered with.

The contact details are:

Wistaria Surgery	<a href="mailto:ian.bennett123@btinternet.com">ian.bennett123@btinternet.com</a>
Milford Medical Centre	<a href="mailto:jbadham@yahoo.co.uk">jbadham@yahoo.co.uk</a>
Chawton House Surgery	<a href="mailto:hamp-pct.ChawtonHouse@nhs.net">hamp-pct.ChawtonHouse@nhs.net</a>
New Forest Central Medical Group	<a href="mailto:hamp-pct.nfcmg-ppg@nhs.net">hamp-pct.nfcmg-ppg@nhs.net</a>
Lyndhurst Surgery	<a href="mailto:hamp-pct.lyndhurstsurgery@nhs.net">hamp-pct.lyndhurstsurgery@nhs.net</a> or complete a form on line from the surgery website <a href="http://www.lyndhurstsurgery.org.uk">www.lyndhurstsurgery.org.uk</a> , or pick up a form from the practice or have one posted to you by contacting the secretaries
Barton Surgery	Tel: 01425 620830 for Barton Patients (Matt Perkins, Practice Manager, Barton and Webb Peploe Surgeries)
Webb Peploe Surgery	Tel: 01590 675428 for Webb-Peploe Patients (Matt Perkins, Practice Manager, Barton and Webb Peploe Surgeries)
New Milton Health Centre	<a href="mailto:ceri.olsen@nhs.net">ceri.olsen@nhs.net</a>
The Arnewood Practice	<a href="mailto:hamp-pct.arnewooddoctors@nhs.net">hamp-pct.arnewooddoctors@nhs.net</a>
Twin Oaks Medical Centre	<a href="mailto:annie.james@nhs.net">annie.james@nhs.net</a>
Cornerways Medical Centre	<a href="mailto:andy.lopez@nhs.net">andy.lopez@nhs.net</a>
Ringwood Medical Centre	Patricia Farwell (Chair) <a href="mailto:santill@nhs.net">santill@nhs.net</a>
Fordingbridge Surgery	Tel: 01425 652941 or <a href="mailto:michelle.raymond@nhs.net">michelle.raymond@nhs.net</a> (Michelle Raymond, Practice Manager)