

NHS Herefordshire and Worcestershire Patient Participation Group Update

21 November 2022

Welcome to the Herefordshire & Worcestershire Patient Participation Groups update

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Reminder! Older Adults Mental Health Hospital at Home Service in Worcestershire – Have your say

There is still time to have your say and be involved in the 'Older Adults Mental Health Hospital at Home Service in Worcestershire' engagement exercise. Thank you all of you who have already circulated the details and shared your views.

We are keen to hear a variety of views, if you've had no experience of the service, if you're aged 65+, carers, service users of older adult mental health services and staff who work with adults with mental health conditions.

NHS Herefordshire and Worcestershire Integrated Care Board (ICB) are inviting people to share their views on the move of the older people's mental health service from the bedded Athelon Ward at Worcestershire Royal Hospital, to the Hospital at Home service, where people are cared for within their homes. The service is provided and managed by Herefordshire and Worcestershire Health and Care NHS Trust.

We have outlined the changes which have taken place in our [paper](#) and summarised this in the [presentation](#). We recommend that you read, watch or listen to this information, before sharing your views. If you would like this information in another language or format please

contact hw.engage@nhs.net or call 0330 053 4356 and ask for the engagement team.

How to have your say and share your views:

- **Survey** - After considering the paper and/or slides please do tell us your views by using the survey link: <https://www.surveymonkey.co.uk/r/OlderAdultMentalHealthService>
- **Email** - If you would like to email us, please do on hw.engage@nhs.net
- If you would like this information in **another language or format** please contact hw.engage@nhs.net or call 0330 053 4356 and ask for the engagement team.
- **Telephone** – You can call 0330 053 4356 and ask for the engagement team.
- **Deadline** – Please complete the survey and/or share your views by **9am, Wednesday 7 December 2022**.

More information - For more information, please visit our dedicated webpage: <https://www.hwics.org.uk/get-involved/involvement-opportunities/older-adult-mental-health-hospital-home-service-worcestershire>

All responses will be anonymous unless you choose to give your details in Question 5. NHS Herefordshire and Worcestershire Integrated Care Board (ICB) will store the answers that you give and may use some of your anonymised quotes. We will publish the anonymous findings to our [website](#) and will also share with our partners. Personal identifying information will not appear in any publications resulting from this survey. Your answers will be used to improve mental health services.

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Children, young people and their families experience with health and wellbeing services – Have your say – Action for Children

NHS Herefordshire and Worcestershire ICB have commissioned Action for Children to find out how children, young people and their families engage in conversations regarding their wellbeing and health needs. We know there are some systems in place that already do this, but we're looking at how they could be more collaborative and accessible.

You can be involved and share this opportunity by:

- Taking part and/or sharing the survey. The survey closes on 31 December 2022 and can be found here: [Parent Carer short survey](#)
- The findings from the surveys will be shared on the Action for Children website: [My Health, My Say | Action For Children](#)
- If you attend or run a group for parents and carers, you can invite Action for Children along to one of your sessions

- Please see the assets/information attached.

For more information, please contact Sue Mustill at Action for Children directly:

- Telephone - 07929 079069
- Email: sue.mustill@actionforchildren.org.uk

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Local Health Campaigns and News

Community Pharmacies in Herefordshire and Worcestershire sign up to Antibiotic Amnesty

This week is **Community Pharmacies in Herefordshire and Worcestershire sign up to an Antibiotic Amnesty and urge patients to return unused pills.**

People across Herefordshire and Worcestershire are being asked to return unused antibiotics to their community pharmacy as part of an Antibiotic Amnesty for [World Antimicrobial Awareness Week](#) organised by the World Health Organisation (WHO), which takes place from 18-24 November.

Patients can return part or full packs of antibiotics to any of the community pharmacists taking part in the Antibiotic Amnesty. They are advised to contact their community pharmacy prior to visiting to check they are taking part.

During the week, people are being reminded that they should only ever take antibiotics that have been prescribed to them and to finish the course unless instructed by a healthcare professional. Antibiotics should never be saved to be used later, and never given to someone else. Holding onto unused antibiotics and taking them without a prescription increases the risk of antimicrobial resistance – where the antibiotics become less effective as the bugs learn to protect themselves against them – which is a threat to humans, animals, plants and the environment.

Antibiotic resistance continues to be one of the biggest health threats facing the world today. Without effective antibiotics, many routine treatments will become increasingly dangerous, as they rely on access to antibiotics that work.

Dr Will Taylor, Chief Medical Officer for NHS Herefordshire and Worcestershire said: “I would encourage everyone to check their cupboards and drawers for any old or unused antibiotics and return them to their local pharmacy for safe disposal. This will support the World Health Organisation’s global action plan aimed at reducing the amount of antibiotics that end up in the environment which is a major cause of antimicrobial resistance.”

“It’s important that patient’s listen to their doctor, nurse or pharmacist’s advice and understand that antibiotics won’t be prescribed if they are not going to be

effective. Many illnesses can be fought off by our body's own immune system, including a sore throat, a cold or the flu.

“If you have a minor illness; rest, keep warm, drink plenty of water to avoid dehydration, and contact your local pharmacy for advice on medicines you can take at home.”

Antibiotics should only be used against bacterial infections and not infections caused by viruses such as common colds or the flu.

Clinicians will only prescribe antibiotics when absolutely necessary and the public must take them responsibly by:

- Completing the full course of antibiotics, even if they feel better.
- Following their doctor, nurse or pharmacists' advice.
- Reading the instructions on the packet and safety leaflet included.

For more information about antibiotics visit: www.nhs.uk/conditions/antibiotics/

Herefordshire and Worcestershire General Practice performs above regional and national levels

The month of September* saw nearly a half million GP appointments across Herefordshire and Worcestershire (457,275) with 65 per cent of these (296,167) being face to face and nearly half of these (198,363) were seen on the day.

Across the two counties the average number of appointments per practice is also high, at 5,788 for the month of September 2022, which is more than re-pandemic levels.

Lynda Dando, Director for Primary Care at NHS Herefordshire and Worcestershire said:

“Despite the growing pressures and challenges for General Practice across the country, our GP practices perform consistently above regional and national levels regarding the number of appointments to population as well as the average number of appointments per practice.

We know there is still scope for improvement to accessing appointments in some areas, and some people will have individual issues, but it's important to note that as a whole we are fortunate to consistently have some of the highest quality care across England.”

GPs have also rolled out a new Enhanced Access Service this month which opens up more appointments in the evenings and weekends including some

routine monitoring like blood tests. Appointments can also be accessed through NHS 111.

Practices have a wide compliment of professionals working alongside GPs so that people can access the help they need quicker and in some cases without having to wait to see a GP, for example physiotherapists, mental health practitioners and social prescribers.

[*Latest GPAD from NHS Digital](#)

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Local health news links

- NHS Herefordshire and Worcestershire ICS: <https://www.hwics.org.uk/news/latest-news>
- Herefordshire and Worcestershire Health and Care NHS Trust: <https://www.hacw.nhs.uk/news>
- Wye Valley NHS Trust: <https://www.wyevalley.nhs.uk/news-events/trust-newsroom.aspx>
- Worcestershire Acute Hospitals NHS Trust: <https://www.worcsacute.nhs.uk/news-and-media/in-the-news>

Autumn 2022 edition - The latest Birthways newsletter from Herefordshire and Worcestershire Local Maternity and Neonatal System is now available: www.birthways.nhs.uk/birthways-newsletter-edition-7-autumn-2022/

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Engagement Links

- Current Engagement opportunities: <https://www.hwics.org.uk/get-involved>

Best wishes,

The engagement team

The Engagement Team can be contacted by emailing: hw.engage@nhs.net Please email if you wish to unsubscribe from this mailing list. NHS Herefordshire and Worcestershire ICB holds your details confidentially and will not share them with a third party. It is important for the ICB to ensure the details we hold are accurate, it is your responsibility to ensure that the details provided are accurate and that you keep us informed of any changes in the future. If there are any contact detail changes please notify us by using the email address above.

