



## Checking the Pulse, December 2017

Welcome to the December 2017 edition of our Patient and Public Involvement news from City and Hackney Clinical Commissioning Group (CCG).

As we approach the festive season, we would like to thank you all, patients, residents, volunteers, members of staff, for your ongoing support, help and enthusiasm in getting involved!

We wish you and your families all the best and a very happy and healthy New Year.

If you have any questions about the content of this update, please contact Silvia Scalabrini, Engagement Manager at [silvia.scalabrini1@nhs.net](mailto:silvia.scalabrini1@nhs.net)

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### **Appointment of the Single Accountable Officer**

The seven clinical commissioning groups (CCGs) in north east London have announced the appointment of Jane Milligan as the single Accountable Officer across NHS Waltham Forest, Newham, Tower Hamlets, City and Hackney, Barking and Dagenham, Havering and Redbridge CCGs.

Jane is currently the Chief Officer at Tower Hamlets CCG and Executive Lead for the North East London Sustainability and Transformation Partnership (STP).

The appointment is the result of the seven CCGs in north east London having chosen to work collectively to maximise health outcomes for local people. The new arrangements will establish healthcare commissioning that is truly integrated around local people, putting their needs first and delivering the national expectations set out in the NHS Five Year Forward View. This will harness the benefits of CCGs working together, and collaborating with other NHS organisations, local authorities and the voluntary sector.

[Read the full update](#) including Jane's comments about coming the new Single Accountable Officer.

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### **Have your say on local pharmacy services**

Residents can help shape the future of pharmacy services across City and Hackney as part of a review looking at the health needs across both areas, the number of community pharmacies in each borough and how accessible they are.

People can share their views in a consultation on the pharmaceutical needs



assessment (PNA) from 11 December 2017 to 9 February 2018.

[Click here](#) for more information and links to participate in the consultation.

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## **Have your say on the prescribing of over-the-counter medicines**

NHS England have launched a public consultation on reducing prescribing of over-the-counter medicines for 33 minor, short-term health concerns. The consultation closes on 14 March 2018.

[Click here](#) for more information, the consultation document and to participate in the consultation.

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## **Stay 'elfy this holiday season**

Over the festive period, your GP practice will be open normal working hours with the exception of the below bank holidays when Stamford Hill Group Practice will be open.

- Monday 25 December 2017 - Christmas Day
- Tuesday 26 December 2017 - Boxing Day
- Monday 1 January 2018 - New Year's Day

### **Need to see a GP on one of the above bank holidays?**

During the above bank holidays, patients registered with any City and Hackney Practice can ask to be seen between 8am and 8pm at the Stamford Hill Group Practice, 2, Egerton Road N16 6U.

You can ask your own surgery to book you an appointment at Stamford Hill in advance. If you need a GP appointment on 25<sup>th</sup> Dec, 26<sup>th</sup> Dec or on 1<sup>st</sup> Jan, and you haven't booked in advance, you will need to ring City and Hackney's out-of-hours GP service, CHUHSE, on 020 8185 0545, and they will book a same dame appointment for you at Stamford Hill if one is available. Not everyone will be suitable to be seen at Stamford Hill. CHUHSE will advise you.

### **Pharmacies open on holiday holidays**

Pharmacists can advise you on minor illnesses like sore throats, coughs and colds. View a list of pharmacies that are open on the bank holidays in the [City of London](#), the [Borough of Hackney](#) and [all of Greater London](#).



### **Urgent dental**

If you have an urgent dental problem and your usual dental practice is closed, call 111 and ask to speak to the Dental Advice Service.

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### **Have your say on Hackney Council's Community Strategy**

The Community Strategy sets out Hackney Council's overarching vision for Hackney as it grows and changes over the next decade. It will provide a backdrop for all of their decision making throughout this period and a focus for working in partnership with residents, businesses, the voluntary and community sector, and statutory agencies. The strategy builds on what residents have told the Council already through the 'Hackney: A Place for Everyone' consultation about the challenges and opportunities presented to those who live and work in the borough.

The new strategy will help them respond to residents' experience of living in the borough, thinking about how the Council co-ordinate activity and collaborate with partners to think about the whole place, rather than just running individual services. This will help them put the needs, perspectives and feelings of the whole community at the heart of what they do, keeping them focused through a time of continued change and uncertainty.

Please read the consultation summary document before providing your feedback. For more detail, please take a look at the full version of the Community Strategy.

Link here [https://consultation.hackney.gov.uk/policy-partnerships/community-strategy/consult\\_view/](https://consultation.hackney.gov.uk/policy-partnerships/community-strategy/consult_view/)

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### **Hackney complaints charter**

The Hackney Complaints Charter has been formally agreed by:

- Homerton University Hospital NHS Foundation Trust
- City and Hackney Clinical Commissioning Group
- East London NHS Foundation Trust
- London Borough of Hackney
- Hackney Local Pharmaceutical Committee
- Health and Wellbeing Board

If you would like a copy, please contact Malcolm Alexander, Hackney Healthwatch Board Member [Malcolm.Alexander@HealthwatchHackney.net](mailto:Malcolm.Alexander@HealthwatchHackney.net)

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## **Family Action to deliver complementary support service at Homerton A&E to help with increased winter demand faced by hospital**

To help alleviate the extra pressure experienced by the A & E Department at Homerton Hospital due to increased demand during the winter, the charity Family Action, in partnership with Healthy London Partnership, will be providing a social prescribing service at the hospital from December 2017 until March 2018.

The aim of the service, which will be based within the A&E Department, is to support patients with their discharge process and introduce them to support within the community which in turn will help reduce readmissions and inappropriate use of A&E.

Social prescribing works to link people with many non-medical services and builds self-management skills to prevent people returning to hospital for reasons that are neither urgent nor medical. We can link people to services that will support them with a wide range of practical and emotional challenges, especially over the winter period – from help with welfare benefits, housing, food vouchers, grants, counselling services, to help with arranging practical support, such as collecting medications and clothing that may be a barrier to someone being discharged from hospital and going home. We refer people to over 130 non-medical services. It can be particularly appropriate for those who are disadvantaged, isolated, vulnerable or marginalised.

When appropriate, health professionals will refer patients to the Social Prescription Service where they will be allocated a link worker or, alternatively, patients can refer themselves. All link workers will have a background in counselling, social care or health and will carry out a holistic assessment with the patient. Together they will agree a health and wellbeing plan which will include options of activities and services within their local community that can support the patient's health, wellbeing and continued recovery.

Depending on the complexity of their needs, patients will be offered between two and eight one-to-one sessions with their link worker and, if necessary, the patient can be partnered with a wellbeing volunteer to help them access these services and activities.

For more information on Family Action – [please go to their website](#).

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