Patient Prospectus 2013/14

Delivering better NHS healthcare in the East Riding of Yorkshire

Where to get help and advice

- Improving children’s services
- Improving diagnosis, treatment and support for people with dementia
- Better management of long term conditions
- Preventing falls, Increasing independence

Better care, more locally, within budget, through transformation
We are the NHS East Riding of Yorkshire Clinical Commissioning Group (CCG). Our vision is for **better care, more locally, within budget, through transformation** and we can only do this well if we do it together.

Our CCG is made up from 38 local GP practices.

The CCG recognises that most of us want to stay **as healthy and as independent as possible for as long as possible**. When help and support are needed we expect, quite rightly, that the local health services will have the right systems and services in place to provide this.

This is the CCG's first Patient Prospectus and it briefly outlines our priorities for 2013/14 to improve health and health care in the East Riding. The booklet contains advice to help keep you and your family healthy and places to find out more information.

**Dr Gina Palumbo**
NHS East Riding of Yorkshire
CCG Clinical Chair

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NHS East Riding of Yorkshire
CCG Patient Champion
Empowered people, supported by personalised care

Long term conditions

our vision is:

A long term health condition is one that cannot, at present, be cured but can be controlled by medication and other therapies. This could include diabetes, heart disease, chest conditions or neurological conditions like multiple sclerosis.

Where can I get help and advice?

The person who knows the most about your long term condition is You

Self care means having the confidence and information to look after yourself whenever you can, and visiting your GP when you need to.

Looking after yourself can include taking medicines correctly, exercising, eating healthily, managing stress and learning about your long-term condition.

Some patients with complex health needs may be invited to work with their healthcare professional to develop a Personal Care Plan.
Dementia

**our vision is:**

More people to receive timely diagnosis and good information and treatment to support them to live well with their dementia diagnosis

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**Dementia - what to look out for:**

If you, or someone you are close to, have been **feeling confused, agitated or forgetful**, it may be a good idea to visit the GP. If you are concerned about, or caring for, someone else, you may like to suggest that you accompany them on the visit. It is possible that these symptoms may be an early sign of dementia.

Each person will experience dementia in his or her own individual way, but there will usually be:

- a decline in memory, reasoning and communication skills
- a gradual loss of the skills needed to carry out daily activities
- confusion.
Where can I get help and advice?

Your GP may undertake a basic assessment and may refer you to a Memory Service which will undertake more specialist assessments to reach a diagnosis and provide advice about managing the illness.

You can visit a Memory Café. There are Memory Cafés in 14 locations across the East Riding. Memory Cafés offer an informal setting for people affected by memory problems and their carers and families to access support and information and socialise with others. Please see www.dementiaeastriding.org.uk for further information.
Primary care mental health

our vision is for:

People with anxiety and depression to have timely access to good quality psychological therapies, and support to manage their lives and condition more effectively with a focus on recovery.

Depression is different from feeling down, sad or unhappy, unfortunately we all feel like that sometimes. Symptoms of depression could include:

- continuous low mood or sadness
- feeling hopeless and helpless
- feeling tearful, irritable and intolerant
- feeling anxious or worried
- suicidal thoughts or thoughts of self harm

Where can I get help and advice?

If you experience some of the listed symptoms for most of the day, every day for more than two weeks you should contact your GP.

You can find out more at:

www.humber.nhs.uk/services/eraipt
Hull and East Yorkshire Mind www.mindhey.co.uk/

East Riding Libraries stock a range of mental health self help and information books. Ask about the Reading Well Scheme.

Need to talk? 24 hour support is available from Samaritans 08457 909090 / 01482 323456 or Bridlington 01262 400400
Emergency care - your choices

our vision is:

Emergency (unplanned) care services working together to support patients on the best care pathway for their individual needs.

Where can I get help and advice?

- **Self care** - Be prepared by stocking your medicine cabinet. www.nhs.uk/livewell/pharmacy

- **Local pharmacy** - can provide expert advice for common illnesses.

- **GP** - your GP can help if you have an illness that is not improving. Register with a GP.

- **GP out of hours** - if you have an illness that cannot wait until your normal GP opening hours. Contact NHS 111 by dialling 111.

- **Minor Injury Units** - can treat a range of minor cuts, wounds, sprains and minor burns. See overleaf for locations and opening times.

Repeat medication - order your repeat medication when you have one week's supply left.
Emergency care - your choices

Minor Injury Units

Bridlington and District Hospital
Open 7 days a week, 8am - 9pm
01262 423008

Beverley - East Riding Community Hospital
Open Monday – Friday 9am - 5pm (Closed Bank Holidays)
01482 336446

Driffield - Alfred Bean Hospital
Open 7 days a week, 9am - 6pm
01377 208733

Goole and District Hospital
Open 7 days a week, 24 hours
01405 720720

Hornsea Cottage Hospital
Open 7 days a week 9am - 5pm
01964 533146

Withernsea Community Hospital
Monday - Friday 9am - 5pm (Closed Bank Holidays)
01964 614666

Call 999 for serious medical emergencies. An emergency is a critical or life threatening situation, which may include losing consciousness, severe chest pain or heavy bleeding that doesn’t stop.

Call 111 if you need medical help fast, but it’s not a 999 emergency. NHS 111 is available 24 hours a day, 7 days a week
Emergency care - falls

our vision is:

Fewer patients experiencing a fall, and improved treatment and rehabilitation if a fall occurs

Where can I get help and advice?

Ask your community nurse or therapist about the Falls Service, contact 01482 672116 for more information.

The Lifeline service carries out home safety assessments in the East Riding. Call 01377 256264.

If you, or someone you care for, are worried about falling, remove trip hazards, rugs, clutter or trailing wires.

Always wear well-fitting shoes or slippers in good condition that support the ankle.

Gentle exercise can help improve your balance and strength.

If you are worried about the side effects of your medication that may increase the risk of having a fall, have a chat with your GP, nurse or pharmacist.
Children and young people's health and wellbeing

our vision is for:

Healthy, happy children and young people who are able to develop to their full potential socially, physically and emotionally.

Where can I get help and advice?

You can help your child develop healthy habits. **Being active and eating healthily** helps maintain good physical and mental health, helps with weight control and can help improve concentration at school.

The **Families Information Service Hub** (FISH) is a free and impartial information service for children, young people and families. Tel. **01482 396469** or search FISH at **www.eastriding.gov.uk**

You can talk to your **GP, health visitor or school nurse** if you are concerned about your child’s development, behaviour or health and well-being.

**CAMHS** provides assessment, treatment and support for under 18 yr olds for moderate and severe mental or emotional health and wellbeing problems. You can access CAMHS via your **GP** or through any **professional working with young people**.
Planned care

our vision is for:

Patients to be actively involved in their care planning, make informed choices comfortable in the knowledge they are accessing what is the right care for them.

Where can I get help and advice?

You can get more involved in decisions about your own health care.

If you have a health problem, see your GP sooner rather than later.

Listen to what your GP says and don’t be afraid to ask questions.

Read any information that your healthcare professional gives you.

Talk to your GP or Consultant about what is right for you - they know your clinical condition but only you know you!
End of life care

**our vision is:**

Individuals and their families spending their last months and weeks of life being cared for in the way that they wish.

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**Where can I get help and advice?**

Thinking about what care you would, or wouldn't, want and where you would like to be cared for at the end of your life, will help make sure that you get the **right care for you, in the right place.**

Don’t leave it too late to think and talk about how you would like to be cared for.

Tell your loved ones and/or your **health and social care team** what care you would prefer. Get them to write this down.

You can include this information in your **personal care plan**. Having an **up to date record** of your wishes will support healthcare and care home professionals and enable them to deliver care in the way you want.

Your family and friends will know that you are getting the care you wanted. It can also help make sure that family, friends and carers get the support and help they may need as well.

Care for people at the end of their life is provided by range of healthcare professionals including GPs, specialist teams such as Macmillan and Marie Curie, local hospices and local Neighbourhood Care Teams. (See next page for details).
Neighbourhood Care Teams support patients with long term conditions to achieve independence. They provide general nursing care which includes wound management, rehabilitation, pain management, nutritional support, administration of medication and end of life care. (Available 8.30am–6pm weekdays. Weekends and Bank Holidays are covered by District Nurses)

- Beverley: 01482 861802
- Bridlington: 01262 423114
- Driffield: 01377 208759
- Goole & Howdenshire: 01405 764755
- Haltemprice: 01482 335166
- North Holderness: 01964 535223
- South Holderness: 01964 613425
- West Wolds: 01759 448322
Patient feedback

We welcome feedback on your experience of local health services. You can contact us via:

our feedback form at www.eastridingofyorkshire.nhs.uk
our email address ERYCCG.ComplaintsAndConcerns@nhs.net
our Patient Relations Service at:

Patient Relations Service
Health House
Grange Park Lane
Willerby HU10 6DT
(01482) 335409

You can get this document in a different language, in Braille or in large print, by contacting us in the following ways:
Tel: 01482 672156
Textphone: 01482 315747

Albanian
Nëse dëshironi ndihmë me këtë document, ju lutemi telefoni 01430 457351

Chinese Traditional
如果您能对此文件提供帮助，请致电：01430 457352。

Turkish
Eger bu döküman ile ilgili olarak yardım istiyorsanız, lütfen 01430 457353 numaralı telefonu arayınız.

Polish
Potrzebujesz pomocy w zrozumieniu tego dokumentu? Zatelefonuj pod 01430 457367
Keeping healthy this winter

Are you flu safe?

Anyone can get flu and it is unpleasant, but it can be more serious for certain people, such as:
- people aged 65 or over
- people who have a serious medical condition
- pregnant women

The flu vaccine is **offered free of charge to people who are at risk** to ensure that they are protected against catching flu and developing serious complications. You can find out more about this from your GP or by visiting [www.eastridingofyorkshire.nhs.uk/winterhealth](http://www.eastridingofyorkshire.nhs.uk/winterhealth)

Are you prepared?

Keeping warm helps to keep you well. During periods of cold weather:
- Draw your curtains at dusk and keep your doors closed to **block out draughts**.
- Have regular **hot drinks** and at least **one hot meal a day** if possible. Eating regularly helps keep energy levels up during winter.
- Wear **several light layers** of warm clothes (rather than one chunky layer).
- Keep as **active** in your home as possible.
- **Wrap up warm** and wear shoes with a good grip if you need to go outside on cold days.

Home visits

Health services are under a great deal of pressure during the winter. If you meet the definition of housebound or are too ill to visit your GP practice you can request a home visit. Your GP will visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.
Get involved

We want patients and the public to continue influencing the delivery of local NHS services and feeding back their experiences so that we can use these to inform our decisions:

• Many East Riding GP practices have patient participation groups. Find out more at www.eastridingofyorkshire.nhs.uk

• We will also be working with Healthwatch to continue developing high quality services which meet local needs. Visit www.healthwatcheastridingofyorkshire.co.uk for more details.

• We are also going to be sending out surveys, questionnaires and running focus groups as well as holding wider public events.

Where can I find out more?

If you want to find out more please contact ERYCCG.Contactus@nhs.net

@EastRidingCCG www.eastridingofyorkshire.nhs.uk