



## Bite Size *News, Views and Information*

### Welcome

Welcome to the second edition of MY NHS Bite Size. In this edition you can find out why patients on Teesside are spoilt for choice as well as reading the latest on over £70m of capital investment in healthcare facilities in the area. The bulletin also gives details of a new mental health campaign and a helpline for those suffering from stress.

We hope you find the newsletter helpful and would actively encourage everyone to sign up to MY NHS. Those interested in doing so can visit [www.tees.nhs.uk](http://www.tees.nhs.uk) and register for free. Alternatively call 0800 013 0500 (option 5) or write to: MY NHS, Freepost NEA9906, TS2 1BR.

MY NHS is free to join and it is up to the individual how much they get involved. It gives local people the opportunity to influence local health services and give their views in a variety of ways, including taking part in consultations, attending events and providing feedback.

### Come and talk to us

NHS Tees would like to hear your views about local health services. Over the next couple of months we will be out and about in locations across Teesside talking to people to find out what they think of local services. There will also be an opportunity to have your say online, by telephone or in writing by signing up to MY NHS.

For more information, visit [www.tees.nhs.uk](http://www.tees.nhs.uk) or freephone 0800 013 0500 (option 5).

### Stroke patients in the best hands



Teesside is one of the best places to be if you suffer a stroke according to new research.

Data from the National Stroke Strategy reveals that when it comes to the number of stroke patients spending most of their time on specialist stroke units, NHS Tees is among the very best in the country.

Out of the 152 Primary Care Trusts in England, all four trusts in the NHS Tees area were ranked among the top 13.

NHS Stockton-on-Tees was ranked third nationally with 93.7% of patients spending more than 90% of their hospital stay in a specialist stroke unit and NHS Hartlepool was ranked fourth scoring 92.3%.

NHS Redcar and Cleveland and NHS Middlesbrough were not far behind scoring 85.7% (ranked ninth) and 84.9% (ranked 13th)

respectively.

The research revealed that between July and September 2009, 259 NHS Tees patients were admitted to hospital with stroke symptoms of which 233 spent 90% or more of their time on a specialist unit.

Acting quickly after spotting the signs of a stroke greatly increases the chances of recovery. The FAST campaign illustrates this well.

The FAST campaign highlights the three clearest symptoms of a stroke:

- Face: Does the face look slack on one side?
- Arms: Is there loss of use in either of the arms?
- Speech: Is there loss of speech?
- If any of these symptoms have occurred, it is Time to call for an ambulance.

The sooner action is taken; the better the recovery will be for the victim.

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# Tees patients spoiled for choice



GP practices in Middlesbrough and Stockton are leading the way when it comes to offering patients choice via the NHS Choose and Book system.

Introduced in 2004, Choose and Book is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.

A recent Mori poll for the Department of Health ranked NHS Middlesbrough and NHS Stockton-on-Tees second and third out of the 152 Primary Care Trusts in England for patients being aware of having choice and being offered a choice by their GP Practice.

Choose and Book also enables patients to:

- fit their appointment in with home and work commitments
- check the status of referrals and change or cancel appointments easily over the phone or on the internet
- be assured that their referral information will be transferred securely

Choose and Book shows GPs which hospitals or clinics are available for their appointment. Patients who know where and when they would like to be seen can make a provisional appointment before they leave their surgery.

# Summary Care Records to improve patient care

Patients in the NHS Tees area will soon be introduced to the first NHS summary care records. The summary care record will enable health professionals to access the patient's vital health information via a secure electronic system; ensuring essential information is at hand during treatment, ultimately delivering better and safer care.

A summary care record will contain important information about the patient's health, including details of allergies, current prescriptions and whether they have previously had any bad reactions to medicines. Summary care records greatly increase effective access to patient information, and ensure that medical professionals have details of a patient's essential medical history in the event of an emergency anywhere in England.

The summary care record can only be created and accessed with the patient's permission. As part of the national roll out, letters will soon be sent to all patients on Teesside with further information about the summary care record, along with details on how to opt out of the scheme if they wish to do so.

Opting out would mean that the information mentioned above would not be available to anyone outside your registered GP surgery. For more information about summary care records, visit [www.tees.nhs.uk](http://www.tees.nhs.uk) or call the NHS Care Records Service Information Line on 0845 603 8510.

# Momentum gathers pace

The momentum: pathways to healthcare project is continuing to make progress in developing the healthcare facilities in the Hartlepool and Stockton areas. There are three key elements:

- a series of projects to look at what services can be moved from hospital into the community or even into people's homes
- a number of integrated care centres and enhanced GP premises
- a new hospital accessible for people living across the area we serve

The programme to build the new integrated care centres are going to plan. In the NHS Hartlepool area, the facility on Park Road is in the final stages of completion. It is scheduled to be handed over before the end of March and open in the second week in May. It has been designed with the flexibility to respond

to the Momentum work programmes as they progress.

The new facility will have a walk-in centre and an out-of-hours service as well as space for outpatient appointments. A minor injuries unit is scheduled to open in October 2010, which is a significant move forward in the NHS Choices service, which focuses on receiving the right care in the most convenient place.

This is the first sign of the shape of health services to come in our area and means patients will start to see the benefits of the Momentum programme in the next year.

The programme also consists of three further integrated care centres in the neighbouring NHS Stockton-on-Tees area.

A site in Alma Street, Stockton has been identified and discussions on purchasing the site from Stockton Borough Council are underway. NHS Stockton-on-Tees is also working with the Council on proposals for a new facility in Billingham and constructive discussions are underway for the enhanced facilities in Yarm.



**momentum** pathways to healthcare **NHS**

**A new healthcare system for Hartlepool, Stockton and parts of Easington and Sedgfield.**

**Local health services where possible, centralised health services where necessary.**

*Passionate about health* north east

# Health Village taking shape

The development of the Low Grange Health Village on Normanby Road, is on target to be completed by the end of March.

NHS Redcar and Cleveland will be commissioning the Health Village for use during April 2010 and it is fully expected that the first patients will be received before the end of April.

The Health Village will comprise of new General Practice accommodation for Albert House Clinic, Normanby Road Medical Practice, Fulcrum Medical Practice (currently located on Bolckow Road in Grangetown) and the permanent location for Eston Grange NHS Health Centre which is currently housed in temporary accommodation on Queen Street, South Bank.

The Health Village will also provide the base for the Integrated Health and Social Care Team which serves the wider population of Greater Eston and is accompanied by a new pharmacy.





*Peggy Cornick, pictured, was the first patient to arrive, welcomed by Nurse Auxillary Sandra Worton.*

# Services up and running in new hospital

Since the last Bite Size Bulletin, the new £37m Redcar Primary Care hospital on West Dyke Road has become fully operational. Four GP practices moved from the old Redcar Health Centre during the first two weeks of December, followed by the other health services that were being provided from the Coatham Road site.

The patients on the General Unit at Stead Primary Care Hospital in the town were transferred across into the 'luxurious' Zetland Ward in the new hospital on 12 January. All other services that were based in the old Kirkleatham Street hospital have also been transferred across to the new facility.

The new hospital can be contacted on 01642 511000.

## Practices plan to merge

South Grange Medical Centre and The Eston Surgery have approached NHS Redcar and Cleveland with a proposal to merge and deliver services from one site from 1 April 2010.

The merger will give a wider range of services and greater choice to the practice population and will ensure a larger more sustainable practice.

Until 25 February there is an opportunity to comment on the proposal and there are three drop-in sessions taking place for patients at **4.30pm** on:

- **8th February at South Grange Medical Centre**
- **9th February at Jubilee Road**
- **10th February at Bolckow Road**

Comments can also be posted in the Suggestion Box in the Practices' waiting areas or submitted in writing to:

- South Grange Medical Practice, Trunk Road, Eston, Middlesbrough, TS6 9QG
- The Eston Surgery, 10-12 Jubilee Road, Middlesbrough, Cleveland, TS6 9ER
- Communication and Engagement Team, Freepost NEA 9906, Middlesbrough, TS2 1BR



## Need a dentist?

There are currently 33 dental practices across the NHS Tees area that are taking on NHS patients. To find the nearest one to you visit [www.tees.nhs.uk](http://www.tees.nhs.uk) or call the dental helpline on **0345 045 0620**. If you need a dentist in an emergency, call **0845 603 3131**. You will be given the next available emergency appointment at a dentist somewhere in Teesside. There will be a charge of £16.50 for this service.

# NHS Stressline



People living in the NHS Tees area who are struggling at the hands of the recession can get support and advice from a new helpline.

NHS Stressline callers will receive practical information and advice from trained health advisors and anyone found to be suffering from stress, anxiety or depression will be directed to a wider package of mental health support and financial advice.

Research shows that mental health issues can be both a cause and a result of getting into debt.

The service has been officially launched following a successful pilot, and will be the focus of a public awareness campaign launching this year.

The NHS Stressline has been in a trial period since July 2009 and has already helped 1,000 people to get help. Over 150 people have been advised to access health services and over 50% of callers have been signposted to information services for debt management, employment or housing.

People can call NHS Stressline on **0300 123 2000** daily between 8am and 10pm.

## Coming soon

NHS Tees will shortly be seeking views on pharmacy services in the area. We will be welcoming comments on how you rate the current services and what ideas you have for improvement. Full details will be in the next edition.

# Tackling childhood obesity across NHS Tees



Just over one in five children in England start their school life overweight or obese, says a report from The NHS Information Centre.

Under the Government's National Child Measurement Programme 2008/09, reception year children (aged four and five) and Year 6 children (aged ten and 11) were measured to establish the prevalence of pupils who were 'underweight', 'healthy weight', 'overweight' and 'obese'.

Across NHS Tees around 20% of year six pupils and 10% of reception year pupils were classed as obese.

Children should be encouraged to eat a healthy balanced diet and to regularly take exercise. Ideally they should do 60 minutes a day of physical activity such as walking, running, dancing, cycling, playing outside and swimming.

The report also clearly shows a link between socioeconomic deprivation and obesity.

There are a number of healthy living schemes across Teesside and Hartlepool aimed at children including the national Change4Life campaign and the MEND (Mind, Exercise, Nutrition - Do it!) programme. Visit [www.tees.nhs.uk](http://www.tees.nhs.uk) for details.

# Life Store grows healthier



NHS Middlesbrough's Life Store has seen a huge increase in the number of people using some of its most popular services.

Last year, stop smoking advisors at the Life Store in The Mall shopping centre, Middlesbrough, helped 964 people compared to 787 in 2008.

The NHS Middlesbrough Life Store is the only one of its kind in the country. It provides advice about

healthy eating and healthy living in a contemporary environment with touch screens, plasma screens, events, demonstrations and group or one to one sessions with health trainers.

The unique store offers a range of services including baby hearing, audiology, carers' support, blood pressure checks and Body Mass Index (BMI) tests as well as a packed programme of special events ranging from smoothie making to specialist health roadshows.

In 2009 Life Store conducted around 11,000 BMI tests and since its relaunch in April it has welcomed more than 28,000 people through its doors.

## NHS Tees calls for Time to Change

NHS Tees has launched 'Time to Change' - a groundbreaking new campaign to help raise awareness and reduce social stigma about mental health problems.

The year-long campaign encourages people to talk about their problems and offers free information and advice.

'Time to Change' aims to challenge and address some of the prejudices that people with mental health problems can experience. It will highlight how one in four people have mental health problems such as stress and depression.

As part of this high profile Tees-wide awareness campaign NHS Tees will also be hosting a series of community road shows in the NHS Stockton-on-Tees, NHS Middlesbrough, NHS Hartlepool and NHS Redcar and Cleveland areas, inviting as many people as possible to pledge their support for the campaign's message.

It's never too late to ask for help - and with the right support, people with mental health problems can and do usually make a full and complete recovery.

For more details on the 'Time to Change' campaign visit [www.tees.nhs.uk](http://www.tees.nhs.uk)

## Invitation for vaccination

All children over six months and under five years of age are now being offered the swine flu vaccine.

Young children are being offered the vaccine to protect them from swine flu and its possible complications. They seem to be particularly vulnerable to severe illness as a result of swine flu, resulting in hospitalisation. Children under five have significantly higher rates of hospitalisation than children aged five to fifteen.

It is normal for a number of routine childhood vaccinations, such as MMR, to be given at the same time, but they will probably be administered in different parts of the body.

NHS Tees are strongly recommending that children with outstanding vaccines should take the opportunity to have them at the same time as the swine flu jab. For more information contact your GP or practice nurse.

## Sign up and have your say...

*Now you have read about what MY NHS is doing, we hope you'll want to join in.*

*Remember, joining MY NHS is free and it only takes a few minutes to register.*

*Join now by visiting [www.tees.nhs.uk](http://www.tees.nhs.uk), or call 0800 013 0500 or write to: MY NHS, Freepost NEA9906, Middlesbrough, TS2 1BR.*