

# According to...

Members Newsletter, November 2017

## The Listening Shop - opening soon!

Next month the CCG 's Quality Team and Accord Ambassadors join together to launch the Listening Shop, which will take place at community venues across North East Lincolnshire on a bi-monthly basis.

These will be informal 'drop-in' sessions where we invite members of the community to come and meet member of our Patient Advice and Liaison Team (PALS) and share your compliments, complaint or comments about local health and care services.

As patients, relatives or carers we sometimes need to turn to someone for advice and support. PALS is an impartial, confidential service that can help patients who use GP, dental, optical, pharmaceutical and social care services.

Elaine Flower, volunteer Ambassador welcomes the initiative "Ambassadors will be on hand to chat to people about opportunities to get involved in shaping health and care services both now and for the future.

The Listening Shop is about listening, learning and working together to improve our health and social care services and we hope Accord members will help us to promote these sessions via their networks."



All 'PALS' together—from top left John Berry, Katie Thomas, Anna Cramer, Caroline Regan, Jayde Jackson and Elaine Flower

### Where and When

The first Listening Shop will take place on:

**Tuesday December 5th**

Between 9.00am and 11.30am at the Courtyard area, Freeman Street Market, Grimsby DN32 7DS

No appointment necessary—please just come along

To contact PALS call 0300 3000 500 or email [nelccg.askus@nhs.net](mailto:nelccg.askus@nhs.net)

# Accord Annual Meeting Highlights

The Accord Steering group would like to thank everyone who attended the Accord Annual meeting or the Bite-size Twilight meeting in September. In response to your feedback from the Way Forward meeting in March and last years Accord Annual meeting, we decided to simplify the format and focus on a smaller number of key topics. We also introduced the use of voting devices which gave everyone in the room an opportunity to participate.

Bev Compton, Director of Adult Social Care presented more information about the Better Care Fund (BCF) and iBCF proposed schemes which we had featured in the Summer edition of this newsletter.



*Accord Ambassadors Paul Hill and Elaine Flower*

Staff and clinicians from Northern Lincolnshire & Goole NHS Foundation Trust came to discuss the recent changes to Ear Nose and Throat (ENT) and Urology Services at the Grimsby and Scunthorpe Hospital sites and answer members questions.



*From left—Mr Michael Bellini, ENT Consultant and clinical lead, Northern Lincolnshire & Goole NHS Foundation Trust with Accord members June and Barry Waby and Carol and Barrie Coley*

The meeting concluded with a Question and Answer panel with local health and social care leaders including Rob Walsh the Joint Chief Executive of the partnership between the council and the CCG to further enhance integrated working between the two organisations to improve health and social care in North East Lincolnshire.

A full account of the meeting with slides sets and updates from speakers is now on the Accord [website](http://www.nelccg-accord.co.uk).

## Farewell to Janet

Accord Engagement Officer Janet Gaiger will be retiring at the end of December. Janet is known to many members for her helpful and caring nature, she has been a valued member of the Accord team for over 7 years.

“I have thoroughly enjoyed my time with Accord and working with the community ” said Janet “although I shall miss being a part of the Accord Team I am looking forward to pursuing my hobbies and interests in my retirement”.

We are all going to miss you Janet. Thank you for your dedication to the cause and your good humour — we all wish you a very happy and healthy retirement.

New to the team is Katie Thomas who has joined us as a Communications and Engagement Officer. Katie has 4 years experience working in health care services both locally and in Germany. Katie is looking forward to getting out and meeting Accord members at future Listening Shops and community events.



Katie Thomas and Janet Gaiger

## Thumbs up for Dave!

Dave McGuire, Accord Ambassador and active community volunteer with the Health and Well Being Collaborative Pre-Diabetes team has been recognised for his contribution to raising awareness of and supporting people with Diabetes. Dave was presented with the Senior Volunteer of the Year Award 2017 at West Marsh Community Centre last month.

Congratulations Dave and thank you for your enthusiasm and passion to make a difference to people’s lives in our community.



## Save the Date

### The Way Forward for Health and Social Care in 2018

Public and Stakeholder engagement event on **Wednesday March 7th**, 1pm to 4pm at Humber Royal Hotel Littlecoates Road, Grimsby.  
**Can’t make the daytime meeting?** Come along to the ‘Bite-size’ Twilight session instead on **Wednesday March 14th** 5.30 to 7.30pm at Centre4, Wootton Road, Grimsby

# Help us form a “Clearer View” about eye services



The CCG is working with neighbouring North Lincolnshire Clinical Commissioning Group to improve ophthalmology (eye) services and would like to hear views from local people to help us shape the way care will be delivered in the future.

The number of people who need eye services is expected to increase sharply over the next 15 years. For example, we expect the number of people with glaucoma, cataract and age-related macular problems to increase by approximately 50%. This pressure is already being felt within local services and we know that too many patients are waiting longer than we would want for eye treatment and follow-up appointments.

We plan to launch a new NHS community ophthalmology service in September 2018 and are currently writing a new service specification (a document which sets out exactly what we want the service to deliver and what it should include) that will be informed by what patients, carers, staff and members of the public tells us is important to them.

We will use this information to help us design more streamlined services and reduce the amount of hospital based appointments. Most eye care will be delivered in the community with patients only going to hospital when they need to for inpatient surgery or cancer care.

We will also be looking at how eye services are provided when people do need to go onto a ward for treatment, to enable a safe, high quality hospital service to continue to be provided within the available funding for North and North East Lincolnshire patients into the future.

## How to have your say

**Speak to us:** Join our focus group for patients and carers on **Tuesday Nov 28, 9.30am to 11.30am**, Seminar Room, Freeman Street Market, Grimsby, DN32 7DS

**Survey:** Complete our [survey](#) online or If you would rather have a printed version contact us **0300 3000 565** or [nelccg-accord@nhs.net](mailto:nelccg-accord@nhs.net) and we will post it out to you. You can return this to us by Freepost, no stamp needed. You can also talk through your answers with someone over the phone, please ring the number above and we will make arrangements to do that with you.

**Audio version:** Thanks to our friends at **Soundscene** you can listen to the audio information about this on our [website](#)