

# Talkback

**NHS**

**Basildon and Brentwood**  
Clinical Commissioning Group

**July - August 2017**

## Welcome

### Inside this issue:

- \* Therapy for You service
- \* GP online
- \* CQC seeks your views
- \* Hot weather advice
- \* Smear test campaign
- \* Self care for summer ailments

*Hello,*

Welcome to the Summer edition of Talkback. We have been enjoying some glorious weather over the past few weeks so I do hope you have been able to get out and about with family and friends, making the most of the sunshine and visiting the many parks, beaches and attractions that Essex has to offer. Of course, it is really important in the hot weather to stay safe in the sun by drinking plenty of fluids and using sunscreen to protect you from sunburn – for more information on this, take a look at our helpful Hot Weather Advice on page 3.



We are also taking the opportunity to tell you about some free services that are available to you –

‘Therapy for You’ is a free NHS talking therapy service offering a range of treatments to people experiencing anxiety and depression – more details are on page 2. The Forget Me Not Memory Café is another free service for anyone who has concerns about their own memory or that of a loved one. It is held in Billericay every other Thursday – contact details can be found on page 4.

Finally, if you have an appointment at Basildon Hospital in the near future, don’t forget to look out for the CCG pop up stand which is in the Outpatients Department on the first Tuesday of every month. Patient representatives help us run the stand and we give out information and advice on the latest health campaigns. It’s also a really good opportunity for you to come and talk to us about your experiences of using local NHS services.

Have a safe and enjoyable Summer!

*Alison Reeve* – **Lay Member, Patient and Public Involvement**

Basildon and Brentwood Clinical Commissioning Group is a team of GPs and officers who choose and buy most of the NHS health services for Basildon, Brentwood, Billericay and Wickford. NHS England commission GP services in this locality.

**Working for a better NHS for everybody**

## Therapy For You

**Therapy for You**, the free NHS talking therapy service, would like to take the opportunity to let you know of some of the work they are undertaking to improve their service and the range of treatments they can offer to people experiencing anxiety and depression.

Therapy for You (TFY) are now offering therapy via online/mobile App options, telephone therapy, face-to-face therapy, and exploring Skype-type opportunities to increase the options available to clients. The service will also be offering online live Cognitive Behaviour Therapy (CBT) sessions in a virtual therapy room from mid-July.



TFY use a wide range of therapy techniques from Cognitive Behavioural Therapy, Counselling for Depression, Couples counselling, and Eye Movement Desensitisation Therapy (EMDR).

TFY have updated and re-filmed their online Stress and Mood Management courses. People can now engage in a more effective and online user friendly course of specific treatments relating to Depression, Stress and Anxiety, Panic and other common problems. The team believes these short courses will enable people to engage with problems at a much earlier stage in their difficulties.

The online courses can be accessed immediately via [www.therapyforyou.co.uk](http://www.therapyforyou.co.uk)

The current waiting time for face-to-face courses is three weeks, and the waiting time for individual therapy, either by telephone or face-to-face, is between three and eight weeks depending on the level of therapy required.



## Chance to have your say on CQC consultation



The Care Quality Commission (CQC) is an independent body that checks health and social care services to make sure they are good enough. It checks that people get good, safe services that meet the rules set by the Government. This includes hospitals, GP surgeries, ambulances, care homes and home care services.

In June the CQC launched a second phase of public consultation on how it regulates health and social care services.

The consultation seeks views on specific proposals for how the CQC will, for example:

- Regulate GPs and adult social care services
- Monitor, inspect and rate services
- Use the CQC's unique knowledge to encourage improvements in the quality of care in local areas

For more information and to share your views visit [www.cqc.org.uk/nextphase](http://www.cqc.org.uk/nextphase)

**GP online services**  
**Quick, easy and secure**

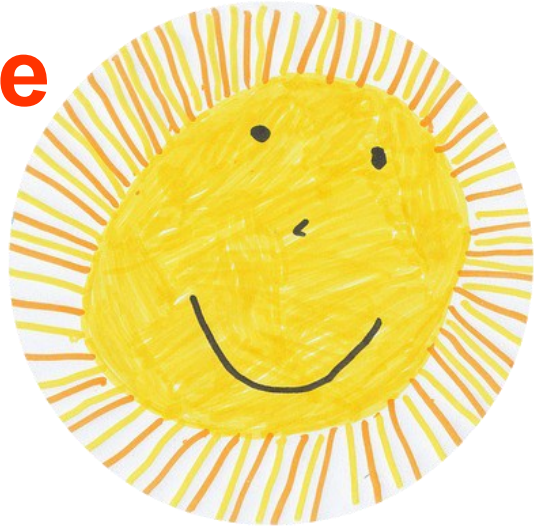
- Book GP appointments
- Order repeat prescriptions
- Access your GP records










Register for GP online services and you'll be able to book or cancel GP appointments and request repeat prescriptions via your computer, smartphone or tablet.

Go to your GP practice with two forms of official ID, one of which should have a photo (such as a UK passport or driving licence) and the other should have your address (such as a council tax bill).

# Hot weather advice

Here's our hot tips for keeping cool in the heat and staying safe in the sun:



-  Try to keep out of the sun between 11am and 3pm
-  Wear UV sunglasses, preferably wrap around, to reduce UV exposure to the eyes and walk or sit in the shade if possible
-  Wear sunscreen of at least SPF 30 (50 for children) with UVA protection. Adults should aim to apply around two teaspoons of sunscreen if you're just covering your head, arms and neck and two tablespoons if you're covering your entire body while wearing a swimming costume
-  Wear a wide brimmed hat and light, loose fitting cotton clothes
-  Drink lots of cool drinks and take water with you at all times
-  Take extra care with babies and young children, older people and those with serious illnesses to make sure they are protected from the sun and drinking plenty of water
-  Never leave anyone in a closed, parked vehicle, especially infants, young children, older people or animals
-  If it's hot, slow down and avoid heavy activity
-  Kids need constant supervision around water - whether the water is a paddling pool, swimming pool, fishpond, the beach, a river or a lake

## Live Well summertime

**Drink plenty of water, avoid alcohol and caffeine or drinks high in sugar - try tap water with slices of lemon, lime, cucumber or fresh mint**

**If drinking fruit juice, dilute it with water**

**If you are not urinating frequently or your urine is dark, it's a sign you are becoming dehydrated and need to drink more**

**Eat cold foods, particularly salads and fruit with a high water content**

## Cream up, not burn up - be sun wise not sorry

Community Dermatologist Dr Usman Buhari has some additional advice to protect you and your family from sunburn and the risk of skin cancer.

*"Healthy Tan does not exist, be sun wise, be sun smart, don't get burnt this summer. The only way not to burn up is to cream up. Be sun wise not sorry."*

The British Association of Dermatologists recommends that the tell your doctor about any change to a mole. For more information visit [www.bad.org.uk](http://www.bad.org.uk)





Supported by  
 **Right at Home**  
 Quality Care in Your Home

**The Forget Me Not Memory Café is a free service for anyone who has concerns about their memory or that of that of a loved one or friend.**

The café is held in Billericay and is open every other Thursday from 1.30pm-3.30pm. It is run by trained volunteers with the support of health professionals. Next sessions are 6 July, 20 July, 3 August, 17 August, 7 September and 21 September.

It takes place at the Billericay Day Centre in Chantry High Street, Billericay CM11 2BB which is located behind the Chequers Pub. A small car park is available.

Anyone with concerns about their own or someone else's memory is welcome at the café where they will be able to discuss their worries in confidence.

Each session offers a programme of mind stimulating activities for both carers and the cared for, along with information and support - all within a relaxed, friendly and stigma-free environment.

The Forget Me Not Memory Café is an opportunity for carers to take a break from their caring role.

Please note the Forget Me Not Memory Café is not a Memory Clinic and does not provide memory assessments.

For further information contact Dementia Support Worker and Project Manager Tracy Godden:  
[tracygodden1949@gmail.com](mailto:tracygodden1949@gmail.com)

Alternatively, call 01277 811105 or email  
[leah.lambert@rightathomeuk.com](mailto:leah.lambert@rightathomeuk.com)



Memory Café: Chantry Way Billericay CM11 2BB



@dementiaessex

## Monthly pop up stand is a talking point in outpatients



Thank you to all the nursing and hospital staff for giving the Basildon and Brentwood CCG team a warm welcome when we run our stand in the outpatients department.

If you have an appointment in the outpatients department of Basildon Hospital on the following dates, look out for the CCG and come and say hello.

Patient representatives come along to help us run an information point with advice on the latest health campaigns.

The monthly events are an opportunity for people to talk to the CCG about their experiences of local NHS services or comment on any public consultations.

### Dates:

Tuesday 4 July  
 Tuesday 1 August  
 Tuesday 5 September

**Times:** 10am-3pm

**If you are organising a community event and would like to help the CCG promote health campaigns, please contact**

**[bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net) or call 01268 594350.**

# Young women urged to have a smear test

Young women in Essex are putting themselves at risk with their lack of knowledge about cervical screening (smear tests), research has revealed.

Basildon and Brentwood CCG is supporting a campaign to raise awareness of women in the 25-29 age group about the necessity of having their smear test when they are invited by the NHS.

“Females of the Future” is a new campaign by NHS England, which aims to fill women with hope, not guilt, as they are encouraged to attend their smear test.



Dr Pam Hall, NHS England, Midlands and East (East), Consultant in Public Health, said: “We are proactively reaching out to young women in Essex to help increase the awareness of the need for regular cervical screening (smear tests) and to motivate them to go for screening when invited. It could save their life.”

Hayley McCarthy, NHS England, Midlands and East (East), Screening and Immunisation Coordinator is leading this work. She said: “The young women of Essex are the females of the future. We want to empower and motivate them to access cervical screening.”

The campaign will run largely on social media with women aged 25-29 in Essex getting reminders on Facebook over the next six months.

Local GP practices and other targeted locations across Essex will also display the campaign and encourage patients to book a smear test appointment.

Research commissioned by NHS England has revealed that there is a significant knowledge gap for women aged 25-29 years of age in relation to cervical screening (smear tests). Young women did not know how often a smear test was needed, where to get one or how long it would take. It is estimated that one third of women aged between 25 – 29 years of age do not attend their screening, putting themselves at risk. Cervical screening saves around 4,500 lives in the UK each year.

The campaign also wants to show women that it is easy to book an appointment for a cervical smear as all they need to do is call their GP practice. The test itself takes only about three minutes, when a sample of cells is taken from the cervix and sent for testing to check for anything out of the ordinary. Results are then sent to the patient.

## Community Voices: let's chat about health and social care

The CCG wants to seek out and gather the views of community groups with an interest in health and social care. We are especially keen to build relationships with minority groups who are often under represented.

Our mission is to strengthen community links and talk to groups and organisations at a grassroots level. We want to start more two-way conversations on how our decisions on health and social care services are affecting people or what impact any planned changes could have in the future. To link with us please email [bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net) or call our main switchboard on 01268 594350.

# A word with the doctor - self care for summer ailments by Dr Anita Pereira

While we are enjoying the gorgeous weather, the fun and games of summer can at times come to a halt due to common summer illnesses. So it would be useful to take the time to learn how you can prevent or cure them, often without a doctor's appointment.

## Hay fever

It is caused when the body produces antibodies to substances, such as pollen, house dust mites or mould, which are known as allergens. Grass pollen is the most common allergen (May to July), but tree pollen (February to June) and weed pollen (June to September) can also be the culprits.

Reducing exposure to pollen i.e. washing hair when you return indoors, avoiding drying clothes outside are just a couple of handy tips to control symptoms.

Your pharmacist will be a valuable source of help and you can buy antihistamine tablets like Cetirizine or Loratidine over the counter. Likewise steroid nasal sprays and anti-allergy eye drops can also prove useful and at times you may need to use all the above three especially when the pollen count is high.

## Insect bites

Insect bites and stings may cause a red, swollen lump to develop on the skin which could be painful and itchy. You should feel better within a few hours but at times it may last several days. Your pharmacist could help you with over-the-counter treatments like antihistamines, painkillers or creams for itching.

## Swimmer's ear

This is a painful ear infection which can sometimes occur after swimming when water becomes trapped in the ear canal and grows bacteria. If you are prone to this, wearing ear plugs or a swimming hat to prevent water getting into the ear may help. Try using acidifying ear drops or spray particularly before and after swimming - these are available without a prescription in most pharmacies .

## Food poisoning

Warm summer temperatures are the perfect environment for bacteria that like to grow and live on your food. The following link contains detailed and useful advice on how to prevent nasty infections by cooking food properly and storing it correctly.

<http://www.nhs.uk/livewell/homehygiene/pages/foodhygiene.aspx>

Dr Anita Pereira is a GP at Laindon Medical Centre

## Keeping in touch...

NHS Basildon and Brentwood CCG, Phoenix Place, Christopher Martin Road, Basildon SS14 3HG

email: [bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net)

website: [basildonandbrentwoodccg.nhs.uk](http://basildonandbrentwoodccg.nhs.uk)

Follow us on Twitter: @BB\_CCG

Like us on Facebook: [facebook.com/BasildonBrentwoodCCG](https://facebook.com/BasildonBrentwoodCCG)

Find us on Instagram: [instagram.com/basildonbrentwoodccg](https://instagram.com/basildonbrentwoodccg)

