

# Talkback



**Basildon and Brentwood**  
Clinical Commissioning Group

**September -  
October 2017**

## Welcome

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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.

*Hello,*

Welcome to the Autumn edition of Talkback.

Well, it seems only a few weeks ago that I was wishing you an enjoyable Summer and here we are at the start of the new school term!

This time of year can be very stressful, both for parents and children, so in this issue we have included an article written by Dr Sooraj Natarajan which gives some sensible tips and advice on how to achieve a healthy school year.

On Page 3 we also look at taking care of the emotional wellbeing of young people and give an overview of the Emotional Wellbeing and Mental Health Service (EWMHS) which provides a range of advice and support for young people including the MyMind mobile app and website; 24/7 online support and face to face sessions. Referrals can be made to the service by any professional or by a parent or young person themselves.

This is also a good time for us all to think about our own health and wellbeing, to make sure that healthy eating and exercise are part of our normal routine and to prepare for the colder months ahead by keeping our medicine cabinets well stocked so that we can safely treat those minor ailments at home.

Take a look at the article on Page 2 which introduces the new Care Navigation Service which has been launched in Basildon and Brentwood to provide advice and support to people to look after their own health and wellbeing.

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



# Introducing Care Navigators

**A Care Navigation Service is being launched in Basildon and Brentwood to help navigate people to the help and support they need to live well.**

Many people make an appointment to see their doctor when really the GP isn't the best person to see.

That's often because there are non-medical issues affecting a patient's wellbeing and health such as loneliness, bereavement, lifestyle management or a need for advice on housing, welfare benefits and statutory services.

Care Navigators who actively signpost people to sources of help and support in their local community, means patients get the right care at the right time.



There are fewer unnecessary GP appointments which helps ease the pressure on GPs and frees up more GP time for patients who really need to see their doctor.

The Basildon and Brentwood Care Navigator Partnership is commissioned by Basildon and Brentwood Clinical Commissioning Group, Public Health and Essex County Council.

It builds on the work already undertaken by the Social Prescribing Navigator Service - previously available in some GP practices – and bring the benefits and opportunities of social prescribing to the wider population of Basildon and Brentwood.

Social prescribing is non-medical advice that puts people in touch with sources of support in their communities such as exercise groups, local advice on housing, welfare and support services, social activities and volunteering opportunities.

Care Navigators are there to support you to find solutions to your problems. They will make suggestions and know who might be able to help you.

You may find your doctor, your practice nurse or another healthcare professional puts you in touch with the Care Navigation Service.

**However, there's no need to ask your GP practice for a referral – you can contact the Basildon and Brentwood Care Navigation Partnership yourself by calling 0300 303 9988.**

On contacting the service, trained Care Navigators will support and guide you to the service/s which best suits your needs.

If you require a more detailed conversation, a Care Navigator will contact you to arrange a one-to-one conversation. This may be in your own home, at your GP's surgery or any other suitable venues agreed.

You can contact this service from 8am-8pm from Monday to Friday.

## Telephone number for referrals 0300 303 9988

# Taking care of the emotional wellbeing of young people

**EWMHS stands for the Emotional Wellbeing and Mental Health Service. EWMHS provides emotional wellbeing and mental health advice and support for young people and their families across Southend, Essex and Thurrock.**

The EWMHS service is available to young people from the age of 0-18 or up to the age of 25 if they have special educational needs.

EWMHS offers advice and support for stress, low mood and depression, anxiety, self-harm or difficult to manage behaviours where there is also a clear mental health need, as well as support for young people affected by neurodevelopmental difficulties such as Attention Deficit Hyperactivity Disorder (ADHD) or Autism Spectrum Disorder (ASD) with a co-existing mental health need.

The service is provided by North East London Foundation Trust (NELFT).

The way in which EWMHS offers support can differ from young person to young person as every journey is unique. The service is currently leading the way with innovations in digital support for young people and has a number of resources available online. These can be found on the NELFT website and do not require a referral to the service. These resources include:

**MyMind** - a mobile app and website designed to improve the communication and universal support in child and adolescent mental health care. The website launched in Essex on 1st September with 'phase 1' providing access to a growing database which will act as gateway to a wide range of recommended websites and resources to help young people maintain positive mental health.



**Big White Wall** is a service for young people aged 16-plus which offers free mental health support in Essex. It features 24/7 online support, trained counsellors online at all times, evidence-based guided support programmes on issues such as anxiety and depression, as well as monitored and safe support networks where young people can engage with each other.

For some young people their emotional wellbeing may be having a significant impact on their day to day life and in these cases EWMHS may offer a short period of face to face support either in one-to-one sessions or increasingly through a range of evidence-based group programmes.

**Referrals can be made via the EWMHS Single Point of Access (SPA) by any professional, parent or young person.**

**The telephone number is:**

**0300 300 1600**

**The service is available Monday to Friday between 9am and 5pm.**



## Learn how to live well with Type 2 diabetes

People living in Basildon and Brentwood who are diagnosed with Type 2 diabetes are invited to a free educational event.

The **'Living with Diabetes Day'** at Basildon Sporting Village on Friday 29 September will provide patients, who have Type 2 diabetes, with expert advice and essential information to help them manage their condition and live well.

The event is supported by Diabetes UK and organised by Basildon and Brentwood Clinical Commissioning Group (CCG).

The day-long event from 9.30am-4pm will feature talks and workshops on diet, foot care and eye care plus information on local support services for people with Type 2 diabetes and exercise. People will have the opportunity to ask healthcare professionals any questions and meet other people living with Type 2 diabetes.

Places are limited at the **'Living with Diabetes Day'** and early booking is advised. A healthy lunch will be provided.

### How to book your free place

Type 2 diabetes is a serious, lifelong condition which can be managed with diet, exercise, medication and/or insulin.

There is a lot of information to take in, particularly at the time of diagnosis, so the **'Living with Diabetes Day'** is a great way to get detailed expert advice in an easy-to-digest way, as well as being an opportunity to meet other people living with Type 2 diabetes.

The **'Living with Diabetes Day'** is on Friday 29 September from 9.30am-4pm at Basildon Sporting Village, Gloucester Park North, Cranes Farm Road, Basildon SS14 3GR.

To book go to [www.eventbrite.co.uk](http://www.eventbrite.co.uk) and search Basildon Living with Diabetes Day



### Need help and information managing your Type 2 diabetes?

**Free one day event run by Diabetes UK at**  
Basildon Sporting Village, Gloucester Park North, Cranes Farm Road, Basildon SS14 3GR  
on 29 September 2017, 9.30am-4pm

Book today – places are limited.  
01268 594350  
[bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net)  
[eventbrite.co.uk/e/basildon-living-with-diabetes-day-tickets-36712778910](http://eventbrite.co.uk/e/basildon-living-with-diabetes-day-tickets-36712778910)

#### Living with diabetes days

Learn how to live well with Type 2 diabetes

**NHS**  
Basildon and Brentwood  
Clinical Commissioning Group

Diabetes UK is a charity registered in England and Wales (215199) and in Scotland (SC039136). © Diabetes UK 2017 1097A.

### Blood Tests: important patient information

**As of 13th September 2017 the telephone booking line number will change to 01702 746065**

**Lines are open Monday to Friday 7.30am-5pm (excluding Bank Holidays)**

Alternatively you can continue to book your blood test appointments online by visiting :

**Southend University Hospital (select Services and select Blood Tests)**

**Basildon & Thurrock University Hospitals (select Services and Blood Tests)**

The online service is the most user friendly way of obtaining a blood test appointment as it allows you to cancel or change your appointment at your convenience.



**First Tuesday Of Every Month**  
Starts 2:00pm - Ends 4:00pm  
at the Nightingale Centre

5th September 2017  
3rd October 2017  
7th November 2017

5th December 2017 Xmas Special

**Ticket only £3**

Includes free Tea, Coffee and Cake.

Nightingale Centre  
Pastoral Way, Warley,  
Brentwood, Essex  
CM14 5GB.

For more information call the  
Brentwood Centre on **01277 215151**  
or visit [Brentwood-Centre.co.uk](http://Brentwood-Centre.co.uk).  
*Brentwood Leisure Trust*



[rightathomeuk.co.uk/brentwood](http://rightathomeuk.co.uk/brentwood)

## National consultation on 'low value' medicines

NHS England has published detailed plans to cut out prescriptions for ineffective, over-priced and low value treatments.

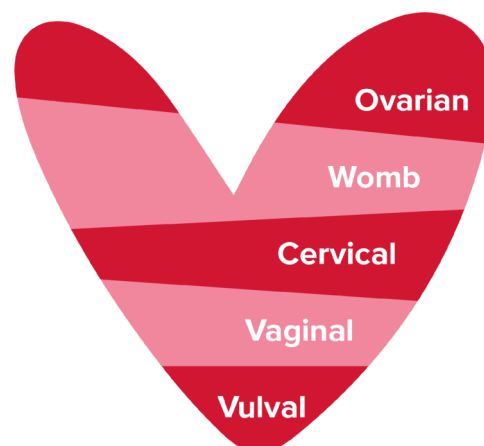
The formal public consultation is on new national guidelines which state that 18 treatments – including homeopathy and herbal treatments – which together cost taxpayers £141 million a year should generally not be prescribed.

In addition the consultation also covers a further 3,200 prescription items, many of which are readily available and sold 'over the counter' in pharmacies, supermarkets, petrol stations, corner shops and other retailers, often at a significantly lower price than the cost to the NHS.

For more information and to take part in the online survey visit [www.engage.england.nhs.uk](http://www.engage.england.nhs.uk) and search 'low value medicines'.

## #KnowYourBody campaign highlights 'gynae' cancer

### gynaecological cancer awareness month



Sadly, more than 21,000 women are diagnosed with one of the five forms of gynaecological cancer each year in the UK - womb, ovarian, cervical, vaginal and vulval.

Basildon and Brentwood CCG is supporting the [Eve Appeal](#) to raise awareness and encourage women to get to know their bodies better, understand what's normal when it comes to gynaecological health and seek medical help early if they have any concerns.

This September, through **I am Adam** and **Know Your Body**, the Eve Appeal's 2017 campaign, is focussing on awareness among men of the signs and symptoms of gynaecological cancer, so they can have open and frank conversations with their loved ones.

**If you are experiencing any of the symptoms below please see your doctor:**

**Irregular or unexpected bleeding - between periods, after menopause or after sex**  
**Vaginal discharge that smells or may be blood stained**

**Pain during sexual intercourse**

**Change in bowel or urinary habits that lasts for a month such as bloating or needing to pass water more often than usual.**



**Stoptober** is back to remind smokers there has never been a better time to quit smoking.

The annual Public Health England campaign challenges smokers to give up cigarettes for 28 days during the month of October.

Individuals who can abstain from smoking for that period of time are five times more likely to kick the habit for good.

More than 79,000 deaths a year in England are attributable to smoking but if you're a smoker support is available locally to help you stop.



Provide's Essex Lifestyle Service aims to empower people in Essex to make healthy lifestyle choices...and that includes Stop Smoking support.

The service offers a free programme offering a maximum prescription of either 12 weeks Champix medication OR 8 weeks Zyban medication and nicotine replacement products as appropriate.

Your stop smoking adviser will support your attempt to quit for up to 6 sessions, on either a one-to-one community based programme, via telephone support or through our stop smoking app.

Your advisor will offer behavioural and motivational support throughout the process and they will assist you to reduce your reliance on the medication using a 'weaning off' process.

You can ask your GP to refer you or self for the Stop Smoking Service.

For further information contact the Essex Lifestyle Service on 0300 303 9988 or email [provide.essexlifestyles@nhs.net](mailto:provide.essexlifestyles@nhs.net)



The Mayor of Brentwood Cllr Will Russell visited the CCG's stands at a Health Education event at Brentwood's Baytree Centre.

CCG staff and patient representatives gave out information on GP online services, self care and healthy eating.

## Dates for your diary

### Basildon and Brentwood CCG Annual General Meeting

Thursday 21 September 4.00pm – 6.30pm  
Towngate Theatre, Basildon, SS14 1DL.  
(If you would like to attend, please register by email to: [bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net))

### Living with Diabetes Day

Friday 29 September 9.30am – 4.00pm  
Basildon Sporting Village, SS14 3GR.  
To register call 01268 594350.

### CCG Pop up Stand

Tuesday 3 October 9.30am – 3.00pm  
Outpatients Department, Basildon Hospital.



**NHS**

It's flu vaccination time.  
Flu can be serious for:

- those over 65
- people with long term conditions
- carers
- pregnant women
- children 2-8 years

Don't put it off.  
Get the flu vaccination straight away.

Ask at your GP practice.

**STAY WELL THIS WINTER**

NHS  
Basildon and Brentwood  
Clinical Commissioning Group

nhs.uk/staywell

Cheril Sowell, Nurse



## Better Births Survey

Help us to shape maternity services for pregnant women and new mums across mid and south Essex by telling us your experiences in our Better Births survey.



All organisations involved providing maternity care in mid and south Essex are working together to improve maternity care.

The information you give us will help us develop our local plan for improving maternity services in hospital and in the community for women in mid and south Essex.

**You can find the survey online at**

[www.basildonandbrentwoodccg.nhs.uk/get-involved](http://www.basildonandbrentwoodccg.nhs.uk/get-involved)

Survey closing date: Monday 18 September 2107

## Get yourself a Motivated Mindset

Motivated Minds is a non-profit wellbeing provider which works with schools, employers and in local communities to provide opportunities for people to enhance their physical and mental health.

Founded by Basildon resident Carla Andrews, Motivated Minds runs projects which aim to tackle barriers such as social isolation, low esteem and getting into a negative mindset.

Programmes include 'Bridging the GAP' which brings generations in Wickford together to swap skills and helps to build community spirit.

Motivated Minds runs a 'MEN'd' programme for to support men with their mental health.

Carla and her team also organise 'Walk 4 Wellbeing' sessions for all ages at various locations.



There is a charge for some sessions and a requested donation for others.

For more information visit [www.motivated-minds.co.uk](http://www.motivated-minds.co.uk) or call 01268 450565.

**Working for a better NHS for everybody**

## A word with the doctor - advice for a healthy school year by Dr Sooraj Natarajan

The kids have headed back to school after the long summer break and returned to lessons and the myriad of school activities. It is a busy time for both parents and kids alike. The cold weather is around the corner, which brings another flu season and other winter ailments with it. Here are some simple steps that you could take to secure a healthy school year for your child.

### Vaccination

Make sure your child is up to date with the recommended immunisations including the seasonal flu vaccine (if eligible) to protect them. Although flu is a generally a self-limiting viral infection, it can lead to some serious complications including bronchitis and pneumonia in some. The children's flu vaccination is offered as a yearly nasal spray to eligible young children to help protect them against flu, more details can be found on the [NHS choices](#) website.

### Teach Good Hygiene Practices

Hand washing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting, and respiratory disease. Encourage your child to always wash hands after using the toilet, before eating or handling food, and after handling animals. This will help prevent illness in children and also prevent them from bringing germs home.

### Reinstate Routines

When school terms start it is important to shift back to bedtime routines in line with school times, cut back on playing computer games and watching television. Reading or playing quiet games an hour before going to bed can help this transition.

### Manage Stress

Back-to-school season is stressful for both kids and parents. To help identify stress, it is important to talk to children about their school days and anything that might be bothering them. Schoolwork and after-school activities are important, but it's also essential not to overload their schedule and to take time to relax, play and spend time as a family.

### [Childhood illnesses at a glance](#)

A useful Guide to Common Childhood Illnesses is available to download from Basildon and Brentwood CCG's website at [basildonandbrentwoodccg.nhs.uk](https://www.basildonandbrentwoodccg.nhs.uk) (search Parents Choose Well)

Wishing you all a pleasant, productive and healthy school year.

**Dr Sooraj Natarajan is a GP at Tile House Surgery, Brentwood.**

## 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](https://www.basildonandbrentwoodccg.nhs.uk)

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