



News and updates about the planning and funding of local healthcare

Monday 8 February 2016

## Bexley Clinical Commissioning Group

### Welcome to the second edition of CCG Connect



In this edition you can read more about how patients are taking advantage of online bookable GP appointments; find out about a new Bexley health app helping residents to find the right service depending on their health needs; learn about the data sharing project - Bexley Linked Care; and read some of the comments from local residents who attended the annual 'big health check day'.

You can also read my [January blog](#), where I reflect on some of the work we've been undertaking in the past two months.

Don't forget, you can also watch my fortnightly [vlogs](#) and follow my [Tweets](#).

## Innovation in IT

### Bexley Linked Care - making the most of GP patient records

The data sharing project - Bexley Linked Care - is being launched in the borough today (Monday 8 February).

Bexley Linked Care will enable doctors and nurses working at the urgent care centres at Erith hospital and Queen Mary's hospital, as well as Bexley's out-of-hours GP service, to access a patient's GP record with their consent.

The project has a number of benefits for clinicians and patients, for example:

- patients will avoid having to repeat their health history to different healthcare professionals
- clinical staff will have all of the critical information they need to make an informed diagnosis and treatment plan
- clinical staff can ensure they provide the right treatment in emergency situations

Local GP and Bexley Linked Care clinical lead, Dr Sid Deshmukh said: "Launching phase one of the Bexley Linked Care scheme in the borough is a milestone for the CCG and crucially, for patients. The project supports the London strategy 'transforming primary care in London' and acts as 'electronic glue', enabling different parts of the health service to work together.

"We will now be focusing on the second phase of the project, to expand Bexley Linked Care with other NHS providers of healthcare services in south-east London and Dartford.

"One area of focus in the second phase of the project is linking Bexley Linked Care with Lewisham and Greenwich NHS Trust's Connect Care

Bexley CCG

Innovation in IT

Local healthcare

Latest news

Primary care news

News in brief

Public health

Wider health world

scheme. Connect Care allows existing information to be securely viewed quickly and safely by staff directly involved in patient care such as GPs, hospital staff, district nurses, occupational therapists and social workers.

"We will update colleagues on the development of phase two of the project in the next edition of CCG Connect."

For more information about Bexley Linked Care and Connect Care, please visit the [CCG's website](#).



## Improving local healthcare

---

### Improving the mental health of children and young people

NHS Bexley Clinical Commissioning Group (CCG) and London Borough of Bexley (LBB) have published their plans for transforming the mental health and emotional wellbeing of children and young people in the borough.

The plan outlines the improvements the CCG and LBB intend to make, including investment in more comprehensive tier-two services that are particularly targeted at schools and aim to prevent escalation to tier-three services.

The overall aim in Bexley is to develop early intervention services for children and young people in terms of child welfare generally, and mental health and emotional wellbeing specifically.

The redesign of preventative services for children and young people will see LBB prioritising additional help for families before they reach the point of statutory intervention.

For mental health, the vision is to develop the clinical outreach to universal and targeted settings in order to ensure there is help for emotional health and wellbeing.

The document - the transformation plan for children and young peoples' mental health and emotional wellbeing - can be found on the CCG's [website](#).



## Latest news

---

### Big Health Check Day



At the end of last year, health service users with learning disabilities and their carers enjoyed the Big Health Check Day at the Angelus Centre in Erith.

The event was organised by service users, the CCG and London Borough of Bexley.

Mencap, Oxleas NHS Foundation Trust, MIND in Bexley and learning disability service providers manned stands on the day with other stalls covering hospital passports and the black book scheme.

The event enabled service users and carers to have their say with an open mic feedback session, whilst other sessions covered information and advice about healthy lifestyles and an interactive healthy lifestyles quiz.

Oxleas provided a video box where service users and carers could record their feedback and tell their stories about their experiences on video to share with others.

Service users said the event was excellent, good fun and that the quiz was

good. One service user said he thought the presentations were very good while another said it was good to see other service users and their carers.

Service users also took the opportunity to get a health check and another service user said that the health checks were good.

### **New health app proves popular**

Patients in Bexley can now find the appropriate health service for their needs simply by downloading a new [Health Help Now](#) app, which was launched in the borough in January.

The mobile phone application aims to help people find the right service for their health needs, especially when they need medical help fast but it's not a life-saving emergency.

The app has been launched across south-east London, along with a web version for people to access on their computers, laptops or tablets.

Users enter their age and symptoms and the app offers suggestions for treatment, with the one which works best for most people listed first.

The app then links through to local services, and shows whether they are open or closed, their location and directions.

More information about the app can be found on the [CCG's website](#).

To download the app, search 'Health Help Now' in the Google or iPhone app store.

To access the web version, visit [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net).



### **Primary care news**

---

#### **New technology helps patients to access GP appointments online**

The NHS England programme - Patient Online - has been introduced in Bexley meaning all residents registered with a GP practice in Bexley can now book GP appointments and order repeat prescriptions online.

Some GP practices in Bexley have been promoting the use of online services to book appointments for some time and the launch of Patient Online brings consistency to the availability of this service across the borough.

Patient Online aims to support and promote the use of online services in GP practices, with the intention of making it easier and more convenient for patients to access and use primary care services.

Bexley patient John Doyle, 76, from Bexley Village, had training on how to use Patient Online at Plas Meddyg Surgery in Bexley and said he found it easy to use.



"I'd definitely encourage people to try using Patient Online and see if it's for them," he said.

"I think I will use it in the future as it's good to have another way of booking appointments and

if your practice is busy you can sometimes be waiting a long time when you call.

"You can also use it to order repeat prescriptions, which I think some people will find really useful.

"I suspect some people will worry about how to use it but I found it easy to use and had no problems with it.

"Like a lot of things online, you need to come up with a password when you use Patient Online for the first time."

Patients registered at Plas Meddyg Surgery in Bexley can take advantage of free face-to-face training on how to use Patient Online. The 30 minute one-on-one training at the surgery has been arranged by the surgery's Patient Participation Group (PPG) and is run by PPG member Muriel Simmons. Please call the surgery for details or to book a training session.

More information about Patient Online can be found at [www.bexleyccg.nhs.uk](http://www.bexleyccg.nhs.uk) or patients are encouraged to ask their GP practice for more information.

### **E-consultation trial up and running**

Web GP, an online tool which enables patients to have an email consultation with their doctor, is helping patients at six Bexley practices get easier access to their GP.

The website is being trialled at The Albion Surgery, Barnard Medical Group, Crayford Town Surgery, Crook Log Surgery, Lakeside Medical Practice and Woodlands Surgery.

The new e-consulting service also provides self-care advice and enables patients to search for their nearest pharmacist.

Albion surgery practice manager, Lisa Wilson, said Web GP was helping patients to get better access to their GP for health advice and enabling practices to be more efficient.

"It's early days and we're encouraging all our patients to make use of this new service, she said.

"We're finding that patients like the option of e-consultations as it lets them get appropriate and timely treatment without having to make an appointment to actually come in and see their GP.

"The dozens of self-help guides, videos and other signposting options on webGP also make it easier for patients to be directed to other services and care if these are more appropriate.

"Many patients also like the fact that they can use webGP to request test results, sick notes, referral letters and patient records.

"Implementing webGP has also been relatively simple and hasn't required big changes to the way staff and GPs work, which is a plus."



### **News in brief**

---

#### **Latest news from Our Healthier South East London (OHSEL)**

The January edition of the OHSEL stakeholder newsletter has been [published](#).

This edition includes a review of OHSEL's progress on each of the programme's proposed new models of care and outlines the priorities for the coming months.

It also includes details on the latest developments in plans to improve orthopaedic services.



## Public health and health improvement

---

### **NHS Bexley CCG supports two national campaigns in February**

The CCG is supporting two national campaigns this month, which encourage people to take better care of their heart and lungs.

February is [National Heart Month](#) and GPs are encouraging local residents to get 'heart smart' to reduce their risk of developing Cardiovascular Vascular Disease (CVD).

CVD is an umbrella term that applies to a wide range of conditions affecting the heart and blood vessels, including stroke, heart attack and heart failure. It's the second biggest killer in the UK after cancer, claiming more than 155,000 victims every year.

GPs are highlighting that simple steps such as enjoying a balanced diet, taking regular exercise, maintaining a healthy weight, stopping smoking, reducing alcohol intake and reducing stress levels, can reduce people's risk of developing CVD.

As part of Public Health England's stop smoking campaign, GPs in Bexley are also warning residents about the risks of [developing debilitating lung diseases if they do not kick the habit](#).

Smoking is the biggest preventable risk factor for chronic obstructive pulmonary Disease (COPD), the umbrella term for serious lung conditions including chronic bronchitis and emphysema.

The latest GP figures reveal the number of people diagnosed with COPD in Bexley reached 4,305 in 2014/15. There were also 289 COPD deaths recorded in the borough between 2012 and 2014.

COPD can be seriously debilitating, causing breathing difficulties in many cases due to the narrowing of airways and destruction of lung tissue.



## Wider health world

---

### **Survey for armed forces veterans**

NHS England is asking armed forces veterans, and any organisations that support them, to share their experience of mental health services and help improve future care across the country.

The launch of a national survey aims to help improve the care available for veterans as they move from military to civilian life.

The survey is a chance for veterans to share their experiences and views of existing mental health services and to understand the reasons why some people have not sought or received support and treatment.

In addition to seeking views from veterans, family members and carers, as well as staff and organisations that are providing treatment and support in this area are all able to take part.

NHS and local authority colleagues are also being asked to promote the survey through their networks.

The survey and supporting information can be found on the [NHS England website](#).