



Welcome to the first edition of *You said - we did*.

NHS Sutton and Merton is responsible for funding health services in your local area and we have been working towards improving those services by seeking views from local people and organisations and responding to this feedback.

This newsletter, produced by Public and Patient Engagement, provides an insight into some of the projects we are working on and how your input has made a difference.

Public and Patient Engagement

Tel: 020 8254 8218

PPI@smpct.nhs.uk

GP services in Mitcham

NHS Sutton and Merton has been working on a range of initiatives to extend hours and improve access to GP services. The most recent development is the opening of a new GP-led health centre at the Wilson in Mitcham in addition to existing local GP services. The new centre offers GP and nurse appointments and walk-in services to all local people - including those not registered with the practice - between 8am and 8pm, seven days a week, 365 days a year.

Patient representatives were involved in the process of choosing the contractor to run this new service. They influenced the service specification, assessment criteria and interview process, including asking questions on the interview panel. They benefitted from their links with Taylor Road Day Centre and St Marks Family Centre, both in Mitcham, to ensure that patient concerns were reflected in the process, and to help keep local people informed on developments.

One of the representatives, Angie Martin, commented: "Consultations were held at St Marks Family Centre and users' comments were taken on board."



[We] also took note of particular issues re mental ill health and included questions around delivery of services and engaging with the local community."

YOU SAID — Local responses to the national GP patient survey in 2009 indicated that people wanted more appointments with GPs available early in the morning, and later in the day. 40% of comments at the Wilson health fair in May 2009 related to access to GP appointments.

Contact the new centre;

The Wilson Health Centre, Cranmer Road, Mitcham, CR4 4TP

Tel: 020 3458 5100

www.thewilson.co.uk

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New dental surgeries for Sutton and Merton



Healthy Hackbridge

Research with Hackbridge residents in March 2009 showed demand for better availability of fresh fruit and vegetables. In March 2010 the 'Vegmobile' project was launched, funded by a range of partners including NHS Sutton and Merton. Hackbridge commuters can now buy locally grown fresh fruit and vegetables outside their train station on the way home from work.

Joint Medical Director of NHS Sutton and Merton, Dr Howard Freeman said: "People in Hackbridge told us that being healthy was important to them but the lack of fresh fruit and vegetables available locally makes eating "five a day" difficult. The Veg Van is a great opportunity for people in Hackbridge to get affordable, local fresh food to help them achieve healthier lifestyles."

The Vegmobile is open every Wednesday and located outside Hackbridge Railway Station

NHS Sutton and Merton is opening two new dental surgeries, one in Mitcham and one in Hackbridge, in response to feedback indicating that people are unable to access local NHS dental services.

Patient representatives were fully involved in the process of choosing dentists to run the two new surgeries. Sutton resident Sally Brearley quizzed bidders about how as a patient, she could be sure that the bidder would provide her with high quality dentistry. Sally felt that her involvement in the process had been worthwhile: "We were able to suggest improvements to the specification, the evaluation criteria and we were able to directly question the bidders. Our views were respected and taken on board". Sally is on the steering group of Sutton Local Involvement Network, the independent organisation designed to support public and patient involvement in health services.

Sutton LINK 020 8644 2867
info@suttonlink.org.uk
www.suttonlink.org.uk

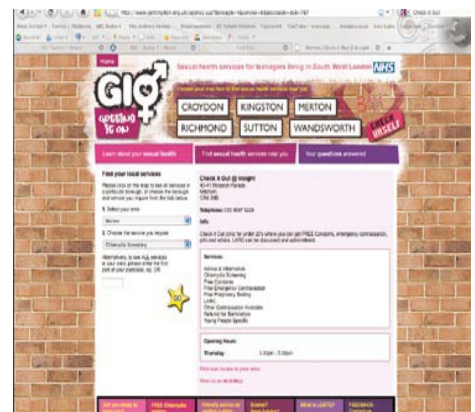
Merton LINK 020 8644 2867
info@linkmerton.net
www.linkmerton.net

Contraceptive and sexual health services



In 2009 we consulted with local people to find out views of local family planning services, with a particular focus on young people who were not accessing services. Some key issues raised were:

- Young people prefer to access these services in youth-focused, community locations such as youth clubs
- They do not like the name 'family planning services'
- They want better access to information about services via web-based materials or small portable formats



Following this consultation, services for young people have been rebranded with the name Check it Out and are being made available in a range of community settings. A sexual health website for young people has been relaunched, taking on board feedback received. Information on sexual health services is being publicised via inserts in specially commissioned Oyster card holders which are being distributed in a variety of locations such as schools, colleges and youth centres.

Visit the website at:
<http://www.gettingiton.org.uk>

Breast screening and accessible information

Concerns were raised via Merton Local Involvement Network about the lack of accessible web and print based materials on breast screening services for people who are blind and visually impaired. NHS Sutton and Merton has worked with LINK, Merton Vision and the St George's breast screening unit to ensure that the screening website is accessible and that Braille and large print materials are available.

Following a local meeting to publicise the findings of an RNIB survey on the difficulties faced by local blind and visually impaired people in accessing health services, we are working to improve access more generally including developing a policy and guidelines on accessible information.

To visit the website go to:
www.swlbreastscreening.co.uk



Mental health strategy

In the second half of 2009 we asked local people about their experience of mental health services, and their views on what should be our future priorities in this area. We sought views in a range of ways including partnership meetings, focus groups, phone questionnaires, and analysis of existing user surveys and service reviews. We also worked with several community partners to canvass views independently and reach a wider range of people.

Service users and carers have told us that:

- they are keen to see a reduction in the stigma associated with mental health problems
- they do not always feel safe on inpatient wards and their dignity and privacy is not always respected
- they would like to see investment in community services and preventative services in preference to spending on inpatient facilities
- community services should be better co-ordinated and the ways of accessing them less confusing
- services need to improve their cultural sensitivity
- carers need better support
- user involvement is crucial to recovery and rehabilitation.



The strategy responds to this feedback by including priorities to:

- promote education for the public and professionals to reduce the stigma of mental illness
- rebalance community and inpatient services so that the use of inpatient services is reduced as far as possible, complemented by growth in effective community care, support, rehabilitation and day services
- tackle the lack of dignity and privacy, and the fear and lack of security, reported in surveys and engagement groups especially by women while on inpatient wards
- promote service user and carer involvement in all areas of service provision and in the development of mental health services in future.



Dementia



Consultation on the Merton dementia strategy in 2009 raised the following key issues:

- The need for improved information about dementia following diagnosis, including information about available services
- More training for staff who are not dementia specialists, specifically GPs
- More consistent dementia support in care homes.



The implementation plan for the dementia strategy addresses these issues with specific actions, including developing a service user's information pack to be given out after diagnosis; developing a workforce and training programme; and using the Care Home Provider Forum to promote and monitor good practice in dementia management.

Consultation also took place on the Sutton dementia strategy during 2009 and patient involvement continues via a regular Dementia Care Forum. Feedback from the forum on the need for services for younger people has led to plans for a pilot peer support group for younger people with dementia, reflected in the Sutton dementia action plan for 2010-11.

The next Dementia Care forum for Sutton is on 9 July and is organised by Sutton Alzheimer's Society.



Come and see us

at the Mitcham Carnival and the St Helier
Festival

Saturday 12 June 2010 12.00 - 5.00pm

St Helier Festival - Sutton Arena
Mitcham Carnival - Commonsidge West (near the
Three Kings)



NHS Sutton and Merton will be at the Mitcham Carnival and the St Helier Festival on 12 June 2010.

We will be seeking your views on local services, letting you know about new developments and offering advice about important health issues and healthy living.

We hope to see you there!

NHS
Sutton and Merton

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