

Welcome to the third edition of the My Life a Full Life quarterly newsletter.

In this issue we bring you news of a GP joining A&E, new pilot projects around crisis response and a team around the person approach to integrated care. Plus new training programmes available, updates on work to improve information sharing, more initiatives to help people to self manage their conditions at home, updates on the latest funding awards and news of work being done jointly with Southampton University to help evaluate the programme's impact.

We welcome additional news items and relevant content, so if you have information and stories to share, please contact us using the details at the end of this newsletter.



One reader sent us this photo that shows that news of the My Life programme really is travelling far and wide! In a recent visit to a school and hospital in The Gambia, West Africa by a member of NHS staff involved with the Gambian and Education Feed Trust, the local head teacher was more than pleased with his My Life, A Full Life pen! How far can you spread the word?

Working better together

Key announcements

GP joins A&E department



A GP has begun working alongside staff in St Mary's A&E, The Beacon and Medical Assessment Unit (MAU) following a successful three month pilot, earlier in the year. This revolutionary pilot is one of only a handful being carried out in other hospitals up and down the country and, if successful, it is hoped it will become a permanent feature of A&E. The role, which specifically focuses on those admitted following a GP referral for more specialist medical/surgical intervention, seeks to ensure all of the medical assessments or investigations required can be carried out swiftly so that the appropriate help and support can be given. For some patients, this may mean that they are able to go home the same day if an admission is not required. However those who need treatment involving a hospital stay can be admitted with assessments having been completed. This has the added advantage of enabling the doctors involved on ward rounds to continue uninterrupted, provide reassurances to GPs referring patients of a swift diagnosis and, fundamentally, ensure that patients receive the right treatment before returning home. Three doctors are involved in the on-going pilot, working in rotation

Occupational therapist joins Independent Living Centre



An occupational therapist has joined the staff at the Independent Living Centre (ILC) to support Isle of Wight residents. The role is designed to help residents to self-manage their long-term conditions at home and help prevent their health deteriorating which might otherwise lead to unplanned hospital admissions or increased dependence on statutory services.

Island residents can now visit the ILC to see the occupational therapist for advice, information, guidance and assessment using the aids and equipment at the ILC. They can also be linked into other services, including statutory routes, for assistance and other existing health and care provisions.

Residents just need to telephone the ILC to make an appointment to discuss their needs. If you would like further information, or if you know of any events or opportunities to raise awareness of this role, please contact Claire Wilks via the ILC on 01983 241494.

Crisis response pilot underway

The My Life, a Full Life programme board have recently agreed to establish and pilot a crisis/rapid response service to coordinate the provision of care for people in a crisis. The pilot, which will run from December 2013 to March 2014 will test whether such a service could help proactively manage people at risk of crisis as well as preventing the deterioration of those experiencing a crisis - so that they avoid the need for long-term care.

It will operate primarily on the basis of receiving referrals through the current SPARRCs (Single Point of Access) model from health and social care professionals, seven days a week (06.00-00.00). If sufficient information is provided about a person's needs, the service would coordinate the provision of care needed. If insufficient information is known about a person's needs, the service would conduct a trusted assessment within the person's home within 4 hours of receipt of the request. Based on the person's needs, the service would then either support that person for up to 72 hours or refer the person on to the relevant services. The service would also be integrated with Social Care, with direct referrals enabled to the appropriate service e.g. Reablement etc.

It is hoped that the service will benefit residents by providing the right care, in the right place and at the right time to ensure they can remain safely in familiar surroundings at stressful and sometimes critical times in their lives, maintaining independence for as long as possible. In doing so, it is hoped that the service will help people avoid unnecessary hospital admission which might otherwise lead to greater dependency and possible premature admission into institutional care.

The pilot, if successful, could lead to the longer-term commissioning of the service from 2014.

Team Around the Person pilot project



Team Around the Person (TAP) is a new pilot project that involves a different way of supporting people with multiple needs.

TAP is an assessment for people that have support needs that do not reach the criteria for Adult Social Care. The assessment is the starting point to involve organisations and support from the community in the form of a co-ordinated 'Team Around the Person' meeting. A lead person is identified and each agency commits to provide support. An action plan is also developed making sure the person is kept at the centre of the plan at all times. Further meetings are held and the person is supported throughout the process.

One significant benefit of this approach is that it enables organisations to share information about the person without them needing to tell their story over and over again. It keeps the person in control and central to making their life better.

Training for people working within the voluntary sector, health and at the Isle of Wight Council is ongoing and takes place at Downside Community and Learning Centre. January dates are as follows:

- Thursday 16 January 9.30 - 3.00
- Wednesday 22 January 9.30 - 3.00
- Tuesday 28th January 9.30 - 3.00

For further information, please email tap@peoplematteriw.org or telephone 01983 241494 for training dates and more information. We can also attend your team meetings to give you an overview – just get in touch.

Improving information sharing

Patient Passport



The Isle of Wight is introducing a new innovative service that allows healthcare teams to access people's health records safely, securely and efficiently. The Patient Passport allows access to essential aspects of a person's medical records including clinical conditions, medications and allergies, blood results, investigations undertaken and health plans. Having a patient passport puts the patient in control, allowing their healthcare plans to be implemented and empowering them to decide which information is

passed on to healthcare professionals.

The Patient Passport also provides benefits to healthcare professionals allowing them to securely access, within seconds, vital information about a person's medical records, increasing patient safety, reducing the risk of errors and enabling improved tracking and monitoring of each patient's medical conditions.

The scheme is currently being rolled out across the Island in phases, prioritising patients with Long Term Conditions (LTC) including Mental Health. Over 400 people have taken up the Patient Passport to date. During 2014, patients will have access to their own Patient Passport either via their computer or they can have a printed copy if they wish. Those who already have their Patient Passport will be notified when this will be activated.

To find out more, visit www.nhspatient.org or pick up a leaflet from your local GP surgery.

Eclipse

The patient passport is one part of a new integrated care system being developed on the Island. Its aim is to ensure clinicians have sufficient access to data about the patient they are seeing to reduce risk, improve integrated care, personalised care plans and patients' access to their own records.

Eclipse is a patient access portal which combines different sets of data from a variety of sources (including the patient themselves, via the patient passport). The data provides vital information about the patient's clinical conditions, medications and allergies, blood results, investigations undertaken and any health plans in place. The patient, the carer and all key NHS healthcare workers can access the portal if they have clearance and each time it is accessed it records who accessed it, which record and in what timeframe. It is hoped that, for professionals, this will make a significant difference in improving the safety of patient care, improving education of healthcare professionals, enable remote multi-disciplinary meetings, reduce inappropriate referrals, increase appropriate referrals and reduce emergency admissions. For patients it is also an opportunity for greater control and empowerment

over their personal information, access to other online clinical services and the ability to share data with professionals all within a secure context. In doing so, it will help them avoid having to repeat their situation to several different professionals.

To find out more, contact Teresa Day, Medicines Management on 01983 534769 or visit www.eclipsesolutions.org

Information hub – Isle Help



Earlier this year the Isle of Wight advice services (Citizens Advice Bureau, Age UK, the Law Centre, People Matter, the Footprint Trust and Community Action) submitted a bid to the Big Lottery Advice Services Transition Fund. The bid proposed a partnership for Isle of Wight advice services and the introduction of a physical hub to improve service delivery. It will seek to deliver services more effectively by reviewing demand, sharing resources, optimising the use of skilled volunteers, and improving the use of technology including social media.

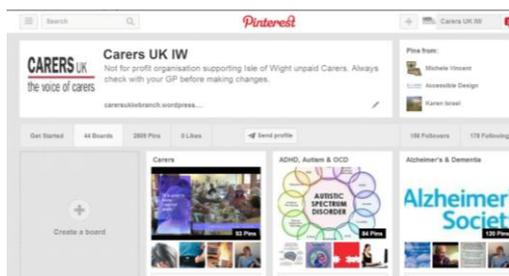
The bid to the Big Lottery was successful and the project to deliver the Isle Help partnership began on 23rd September 2013.

Chief Executive for Citizens Advice Bureau, Isle of Wight Lee Hodgson said, “This project will improve the way that we are working to deliver the service in the way that people want while making sure they always get the advice that they need. In the coming months we will be introducing a range of different initiatives including an Isle Help website and social media options to access services, outreach activity to improve our current footprint across the Island and, most importantly, a range of prevention activity to try and stop people spiralling into crisis.”

It is important for people to remain involved as the service transforms and Isle Help have agreed a communications strategy to seek the views of their clients as well as providing regular updates on progress.

If you have any questions or suggestions please contact-Lee Hodgson (CEO Citizens Advice Bureau) Project Sponsor leeh@iwcab.org.uk

Pinterest – linking support groups across the Island



Carers UK IW have a new website and Pinterest Site

<http://carersukiwbranch.wordpress.com/>

<http://www.pinterest.com/carersu/boards/>

Pinterest is a pin board-style photo-sharing website that allows users to create and manage theme-based image collections such as events, interests, and hobbies. Pinterest organises pin boards according to categories.

Carers UK IW have created various pin boards that cover specific conditions, for example there are boards about Mental Health, Stroke, Cancer, ME, MS, Carers, Relaxing Music and currently they are creating a board that will link all local support groups available on the Island.

If you would like your organisation linked to this Pinterest site please contact Elizabeth Martin on Emartin@actioniw.org.uk

Directory of services



Work is continuing to develop an online directory of services within the Isle of Wight Council's website www.iwight.com to provide residents, health and social care professionals and volunteers with information about the wide range of services and support groups available on the Island. The framework is based on the successful model used for Wight ChYPS (Children & Young People's directory) but with an enhanced search and filter facility to enable people to access the information they need.

It is envisaged that the work to populate the information, which is currently underway, will be completed in January so that an initial launch of the directory can then take place. Feedback will subsequently be invited before further improvement work is undertaken, if required.

It is envisaged that the directory, whilst hosted on the council's site, will move to shared ownership in the future to allow others to help manage and maintain the accuracy and currency of the information.

Helping people to support and care for themselves

Self Care Fair 2013 – a networking success for Island groups

Photo – contributed with the kind permission of Isle of Wight County Press



Organisations and groups from across the Island attended the Island's first Self Care Fair at Downside Community and Learning Centre, Furrllongs, Newport on 20 November, to help provide information and support to those living with long-term conditions

The event, part of a national annual event – Self Care Week – which ran from 18-23 November, was designed to help people living with a long-term condition - such as diabetes, arthritis, cancer and cardio-vascular problems - to care for themselves with access to support and information in the community.

Over 74 representatives attended the event ensuring that a wide range of services were showcased to residents. Although the numbers of residents attending was disappointingly low, despite widespread publicity, those attending found it extremely useful for networking and have forged good links as a result of the event. Feedback from the event suggested that many hoped the event could be held again at some point in the future but perhaps at a time of year when the weather was more reliable and therefore might encourage more residents to attend.

A representative from NHS England who also attended the event summed it up saying, "I found the day really informative. It was interesting to know about all of the support groups that are out there and talk to people face to face about the services they offer and hearing real life stories about the difference they can make... There is plenty going on out there in the community, it's just an issue of raising people's awareness. It's a shame more members of the public didn't attend but I think the fact that all those organisations/groups were in a room together provided good opportunities for them to share practice and learn of one another's existence."

Elizabeth Martin from Carers UK IW also said, "It was a good mix of stalls and I enjoyed the opportunities to network with a wide range of organisations. Although there were not huge numbers coming through the door I can say the people I met and spoke to said it was well worth the time spent."

Many of the groups attending also spoke of the need for health and social care professionals to signpost people earlier to the voluntary sector so that they had opportunities to promote the preventative side of their work as well as connect to those with a diagnosis. They also felt that the

development of an online directory of services would be of great value on the Island to residents and professionals alike.

Hypertension project

A pilot project is underway to help patients with hypertension to understand and self-manage their condition. Two practices are currently involved with the project; Sandown and Brookside and each has been recruiting patients who are suitable for the project, according to their practice guidelines.

The patients are invited to the practice to meet CCG clinical nurse Teresa Day who introduces the project, takes their blood pressure, helps patients to understand their condition and allocates blood pressure machines to each patient so that they can record their blood pressure levels themselves at home. Patients are also asked if they would like the Eclipse Health Card which allows a health care professional - anywhere in the world - access to medical information held on Eclipse.

The patient then keeps the equipment for a week's worth of readings and upon returning the equipment to the practice, the data is loaded into the computer and stored in the patient's Eclipse records. The software allows the health care professional to view all of the readings and decide the appropriate action, if any, for the patient. The patient will only be contacted by the practice if the results are out of range.

To date the project has recruited 115 patients. We are currently in talks with another practice and hope to be able to offer this pilot service in another area soon.

Digital inclusion – reducing social isolation



The Digital Inclusion Project is a new project that has been launched by Age UKIW to ensure that older Islanders can have the opportunity to become digitally literate. It is designed to increase confidence and literacy with existing IT users so that they can use IT as a means of reducing social isolation through things like Facebook, Skype and email.

Age UKIW volunteers will provide practical support and advice on a 1 to 1 basis in the client's own home/care home or through small group working at community locations. They also hope to develop a loan scheme for IT equipment and are exploring the possibility of developing a social enterprise to help maintain IT equipment and provide long term support. Age UKIW will also be looking to develop partnership working with existing organisations which have spare IT capacity.

For more information contact Mark O'Sullivan at Age UKIW on 01983 525282 or by email to mark.o'sullivan@ageukiw.org.uk

Treat yourself better without antibiotics this winter

Doctors on the Isle of Wight are supporting a new campaign to encourage people to self-treat minor ailments such as colds and flu this winter. The [Treat Yourself Better Without Antibiotics](http://www.treatyourselfbetter.co.uk) website is full of information to help people understand how long they can expect their symptoms to last, when they need to see a doctor and when they would be better off visiting their local pharmacist for advice. You can visit the website at www.treatyourselfbetter.co.uk.

The campaign has been launched after new research revealed that nearly half the UK population (45%) believe antibiotics can treat cold and flu, and slightly more (48%) admit to having visited their GP with an expectation of being prescribed them for this purpose. In fact, antibiotics do not have any effect against symptoms like cold and flu as these are caused by viruses and antibiotics only work against bacteria. Over-use of antibiotics is a serious issue which can lead to dangerous bacteria developing immunity. What were previously simple, treatable infections are becoming serious and in some cases life-threatening.

Dr John Partridge, Clinical Director for the Isle of Wight Clinical Commissioning Group (CCG), says “antibiotics are a precious resource and need to be used carefully. The majority of upper respiratory tract infections are known to be viral and antibiotics will not be effective”.

Falls prevention update

Caroline Robertson has been incredibly busy over the past year in her secondment from Physiotherapy as the Falls Coordinator – a role which is continuing until the end of March 2014. She tells us, “it’s been an amazingly busy year offering opportunities to work with colleagues from within Health, Social Care, the CCG, West Wight Sports Centre, the Voluntary sector and the general public, to name a few.

“We’ve made a good start in increasing awareness of the consequences of falls and, via numerous events held around the Island over the year, have been able to offer practical advice regarding how falls can be prevented. Importantly our understanding of how falls affect our Island’s older population has increased, revealing that many suffer with a fear of falling, difficulty carrying out normal day to day tasks and social isolation.

“The New Year brings a great deal of excitement with the launch of our first two strength and balance community exercise groups starting in Ryde and West Wight, a result of the ‘Falls Don’t Just Happen Project’. The groups are specifically designed to deliver evidence based falls prevention exercises to an older person who is at risk of falling. They are being delivered by instructors qualified to teach exercise to this specific population. Candidates for the groups are currently being identified via the work that Age UK and the Red Cross are carrying out in the community.”

No health without mental health

Creating a ‘Dementia Friendly Isle of Wight’



Emma Lincoln, Health and Wellbeing Development Officer at Age UK Isle of Wight, is working towards creating a ‘Dementia Friendly Community’ across the Island. This project is fully funded by NHS South of England Dementia Challenge 2012 fund.

In March 2012 the Prime Minister boosted the National Strategy on dementia by setting his own personal challenge that ‘Communities need to be more dementia friendly’. He offered an initial challenge for 20 cities to become dementia friendly by 2015. This has been widely extended through the promotion of Dementia Action Alliances across the Country and their commitment to the National Dementia Declaration.

Creating a dementia friendly community should enable people with dementia to live as independently as possible and to continue to be part of their community but, at the same time, be met with understanding and given support when they need it.

In 2013, according to NEPHO (North East Public Health Observatory), the Isle of Wight became the local authority with the highest percentage of population with dementia. This is because 24.9 % of the population of IoW are aged 65+. There are an estimated 412 people living in Ryde with dementia - higher than other towns / villages on the Island - which was one of the reasons it was decided to launch Dementia Friendly Communities in Ryde. This pilot project will work with businesses, organisations and services to heighten awareness around the needs of people with dementia.

The pilot project has a steering group with key people represented on it including: Isle of Wight Councillors, the Mayor of Ryde, a GP who is the Clinical Commissioning Group Lead for Frail Older People, representatives from Fire and Rescue Services, Hampshire Police, Southern Vectis, Ryde Library, Alzheimer’s Society and Age UK Isle of Wight.

The steering group has agreed an action plan with various project work and activities taking place up to May 2014 including:

- A minimum set of criteria that businesses and organisations can sign up to, to show they are becoming dementia aware (and further actions which then entitle them to use the new logo)
- Dementia awareness training sessions (so far delivered to nearly 200 people, with a further 60 staff from Fire and Rescue Services receiving this training in the New Year).
- Information sheets
- Work with Southern Vectis to produce a 'Safe Journey Card' for people with dementia to carry.

Southern Vectis have also agreed to display the new logo at every bus shelter in Ryde, during the month of February. Southern Vectis, along with a few other businesses, will receive the logo at the official launch which will be held early in the same month.

For more information regarding this project please contact emma.lincoln@ageukiw.org.uk

Training & Development

'Making every contact count' – healthy conversations

'Making every contact count' – aims to give staff the skills, confidence and knowledge to deliver brief advice and signpost individuals they come into contact with. It's about maximising the opportunity to make every client contact a potential health improvement contact and enables staff to open up conversations with clients about making behaviour and lifestyle changes to improve their health.

The Wessex School of Public Health are offering a Train the Trainer programme, delivered by the University of Southampton and developed by psychologists and public health practitioners.

This training is *FREE* and is delivered over three half day sessions. It will give participants first-hand experience of the Healthy Conversations training followed by a train the trainer session focused on delivering and evaluating the training.

Dates of the training are: (venue to be confirmed)

Session 1: Wednesday 12 February 2014, 09.30-13.00

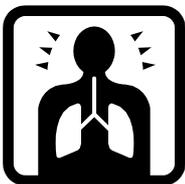
Session 2: Wednesday 19 February 2014, 09.30-13.00

Session 3: Wednesday 26 February 2014, 09.30-13.00

For further information and to book your place contact em.rahman@wessex.hee.nhs.uk

Deadline for booking is Monday 13 January 2014.

Accredited Spirometry Training For Practice Nurses



Catherine Ward, Primary Care Nursing Facilitator tell us about some groundbreaking training that has been taking place with practice nurses on the Island to help them confirm a diagnosis of Chronic Obstructive Pulmonary Disease (COPD) or Asthma.

In October 2012 a group of practice nurses from the Island (with colleagues from secondary care) embarked on an intensive two day training course delivered by four specialist trainers who work for the Association for Respiratory Technology & Physiology. The 'students' worked extremely hard to complete an assignment and compile a comprehensive portfolio.

The course covered:

- Performing Spirometry – a test that shows how well your lungs are working
- Quality Assurance
- Infection Control
- Interpretation of Results
- Use of Bronchodilators & Reversibility

In October this year, 14 students - comprising eleven practice nurses, two members of staff from the Respiratory department and a nurse from the Asthma & Allergy department - undertook a practical exam achieving a 100% pass rate. An additional five practice nurses are planning to submit their course work in early 2014.

One of the nurses who undertook the course said, "My confidence has increased through the knowledge gained from the course and my skills of interpretation have improved. I now run a weekly Chronic Obstructive Pulmonary Disease clinic."

The trainers from the mainland who took the course also commented saying that the standard of course work submitted from the Isle of Wight practice nurses has been exceptional! Well done to all!

Evaluating impact

Joint work with Southampton University signifies an important step



The My Life, a Full Life programme has clear aspirations to change the way we receive and deliver health and social care on the Island and the updates within this newsletter indicate some of the progress already being made towards this. However, what is crucial is understanding the impact this is having, and will have in the future, on people's lives. As these changes will not happen overnight it is important that we start looking now at how we intend to measure this and setting benchmarks which will enable us to compare the impact of the programme over time.

Southampton University are working jointly with us to help create an evaluation framework for the programme. There will be three main elements of the evaluation. Firstly we will be assessing the impact on the experiences of those using the services, their families and carers. We will also be examining the effect on staff delivering the services and the changes in the way they work. Lastly we will be looking at any cost benefits of the programme and the Local Government Association is developing a tool to assist with this aspect of the evaluation.

The evaluation is being led by Public Health, working closely with Dr Kennedy and Professor Rogers from Collaborations for Leadership in Applied Health Research and Care (CLAHRC). They have recently completed an evaluation of an integrated care programme in Manchester.

Community Action Isle of Wight are also contributing to the evaluation by gathering feedback on My Life, a Full Life from people who receive help and support from voluntary organisations, as well as the volunteers themselves.

Funding update

New funding to help residents living with long-term conditions

Community groups, organisations and enterprises are being invited to bid for grants of up to £10,000 to fund initiatives that provide support for Island residents learning to cope with living with a long-term health condition. The funding is being provided by the Isle of Wight Clinical Commissioning Group as part of the My Life, A Full Life programme.

My Life, A Full Life recognises the important role voluntary and community groups have in ensuring residents get the help and support they need and it is these groups and organisations that are being invited to apply for a share of the £40,000 of grant funding that is available.

Commissioners are seeking bids that offer new ideas for projects that support people "living with" a particular long term condition and help to build confidence and knowledge, to help people take more

control in managing their condition. Bids will be expected to deliver support and education, provide information about local support options and services and produce a patient information pack.

Last year a similar grant funding programme awarded almost £90,000 to nine local voluntary and community organisations working to support individuals living with different health conditions.

Grants are open to new and existing organisations and small enterprises and will be awarded through a competitive bidding process that encourages innovation and collaboration to increase the range of support available to people with long-term health conditions. The schemes will need to support My Life, a Full Life's key aims of encouraging all organisations working with an individual to do so in a seamless way, helping people to support and care for themselves.

The prospectus is available on Community Action's website at <http://www.communityactioniw.org.uk/news/2013/11/24/my-life-a-full-life---long-term-conditions-peer-support-grant-programme/>

All proposals should be discussed with Elaine Garrett on 01983 524058 or by e mail on egarrett@actioniw.org.uk before work commences on any potential bid for this funding and to obtain an application form. **The deadline for completed applications is 10 January 2014**

Energy Action from the Footprint Trust – 'Warmer Wight plus'



The local Footprint Trust charity recently received The Queen's Award for Voluntary Service due to its pioneering work in helping Islanders. Last winter the charity helped dozens of local people by getting their homes insulated or providing energy efficient heating systems. The trust is now building on this work thanks to funding provided through the *My Life a Full Life* programme and supported by the Isle of Wight Clinical Commissioning Group (CCG), Spectrum Housing, Southern Housing, Comic Relief and The Beatrice Laing Trust.

Funding from the programme has been awarded to support the Trust's new project 'Warmer Wight plus' which aims to help those people in greatest need to support and care for themselves by helping them to understand how they can manage and save energy and use water more efficiently as well as putting them in touch with a range of agencies who can help them to keep warm and well over the winter months.

The 'Warmer Wight plus' project, which was launched at a public Energy Action! event on Friday 6th December at Newport's Riverside Centre, will assist people by the giving the following information;

- How to use energy and water wisely and get the best deal
- Giving people skills to understand their energy bills
- Details of ECO and other grants
- Signposting to a network of support services
- Offering training and volunteering opportunities

The Trust has identified a wide range of people that it wishes to assist through this project, including : parents with young children, those seeking to live independently having left care, people who are struggling financially due to bereavement or loss, people who have issues with numeracy and literacy, those who are on low income and older people. The Trust aims to visit more than 500 homes this winter period.

For more details please contact Ray Harrington-Vail at the Footprint Trust on (01983) 822282 or email ray@footprint-trust.co.uk

Help to navigate the health and care system

Funding has also been awarded from the programme to Age UKIW to establish a care navigator pilot project. The project, which will run initially for a year and a half, will provide support to older people to

help them navigate the health and care systems on the Island so that they can make choices about the treatment and care they receive.

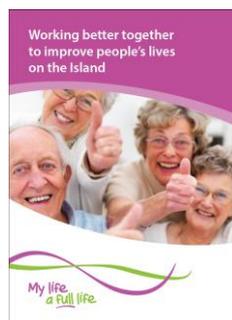
The pilot which will run from two surgery bases in the Ryde area, covering around 20,000 patients, will focus on those who require low level intervention at an early stage to help prevent further health issues arising. Age UK will be working with GPs to identify patients who may benefit from support to help improve their general health and wellbeing.

For more information contact Jo Dare at Age UK IW on 01983 525282.

We'll bring you more on these and other funding programmes in our next issue.

Useful information and resources

My life, a Full Life information booklet



A booklet has been produced to help explain the aims of the My Life, a Full Life programme and what it means for residents living on the Island. It explains some of the progress being made in each of the three work streams; self-care/self-management, crisis response and reablement, and locality working and how to find out more about the programme.

The booklets are being made available through a variety of locations, for example GP surgeries, St Mary's Hospital, council help centres, libraries etc. If you require copies, please contact the programme office using the contact details at the end of this newsletter.

Healthy Ageing: A Public Health Perspective

“Across most of the developed world, society is experiencing unprecedented demographic change characterised by increasing longevity, a growing older population and falling birth rates. These demographic changes are leading to a lower old age dependency ratio (the ratio of working age to nonworking age people), which presents challenges for the social solidarity and long-term sustainability of health, social care and pensions systems.” Baroness Sally Greengross OBE.

The Healthy Ageing Report, commissioned and funded by Sanofi Pasteur Limited, is recommended to you by Glyn Jones, ADASS Public Health Policy Lead, and consists of a collection of short essays from leading experts on how to ensure a healthy old age. It's an interesting read and a relatively short report.

Please click on the following link for more details:

http://www.adass.org.uk/images/stories/National%20Leads/PublicHealth/58946_HealthyAgeing_A5_v11.pdf

Healthwatch – workplan update



Healthwatch Isle of Wight - the new consumer voice on health and care – has confirmed its first workplan. We would like to hear your views on these areas and would welcome your involvement

- **Inpatient experience at St Mary's Hospital**

Our Enter & View team will be visiting 3 wards at St Mary's hospital in the first week of December to look at quality of care, communication and overall inpatient experience.

- **Listening to and safeguarding children**

Our community engagement team has been talking to parents, carers and community groups to understand what the issues are – particularly around maternity and postnatal services. We will be

holding a prize draw in January 2014 linked to a maternity services survey for Island mothers.

- **Communication**

In the new year Healthwatch will be looking at specific communication issues between those who give and receive health and care services. We have already heard from many people about this issue and would welcome more feedback to give us a solid foundation to work from.

- **Getting an appointment with your GP**

Over the next few months we will be visiting several GP practices to observe their appointments processes and speak to the practice managers about the different models used in different surgeries. We aim to work with the surgeries and the commissioners to meet the challenge of providing a reliable accessible primary care service.

Please contact us about these or any other health and care issues:

Phone: 01983 608608

Web: www.healthwatchisleofwight.co.uk

Facebook: www.facebook.com/HealthwatchIOW

Twitter: www.twitter.com/HealthwatchIW



MERRY CHRISTMAS AND A HAPPY NEW YEAR!

Thank you all for your contributions to this newsletter this year. We hope you and your families and friends have a very merry Christmas and a happy New Year.

My life a full life

CONTACT US, SHARE YOUR NEWS, ASK US QUESTIONS, GET INVOLVED....

The My Life a Full Life programme is a collaboration between the Clinical Commissioning Group (CCG), Isle of Wight NHS Trust, Isle of Wight Council and the Voluntary Sector. It aims to deliver a more coordinated approach to health and social care services for people needing care and support on the Island.

St Mary's Hospital, South Block, Parkhurst Road. Newport. Isle of Wight. PO30 5TG

Tel: 01983 822099 x 5767

Email: MLAFL@iow.co.uk Website: www.iwight.com/My-Life-a-Full-Life

NEXT ISSUE: Spring 2014. Deadline for articles 28 February 2014.