

Welcome!

From Hilda Kirkwood, Chair of the Trustee Board

Special thanks to everyone who attended our Annual Meeting in July. I hope you share my excitement about the future direction of Healthwatch Milton Keynes.

We have been busily working on projects that get to the heart of patients' experiences of local health and care services, and, as always, listening to and representing your views.

After months of preparation, we are eagerly anticipating our first Enter and View visit to Milton Keynes Hospital in early September (more on page 6). We also have information on surveys you can add your voice to, an update on our local STP, a recent Mental Health Summit we attended, a local paediatric service initiative and dentistry feedback.

Please don't delay in booking your stall for our event on 12th September in Middleton Hall. It is the largest event of its kind held in and around Milton Keynes. The event provides a chance to find out about health and care services available locally, innovations in the sector and the opportunity to network. Please do get in touch if you can spare an hour or two and would like to get involved.



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Meet Maxine Taffetani, Chief Executive Officer



Maxine Taffetani joined the team as Chief Executive Officer in April. She has 10 years experience working in the voluntary sector in Milton Keynes, has a background in young people's health and is a new mum.

Maxine says:

“I'm passionate about the rights of young people to safe, confidential access to healthcare, the quality of maternity provision and post-natal feeding support.

It was great to meet so many of our members at our recent Annual Meeting. I'm proud to be leading an organisation that has such passionate representatives.”

Our Annual Meeting

The Mayor of Milton Keynes, Cllr. David Hopkins, opened our first Annual Meeting as an independent Charitable Incorporated Organisation (CIO) on Wednesday 26th July. Attendees heard from our new Chief Executive Officer, Maxine Taffetani, about our work over the past year, and Chairperson, Hilda Kirkwood, about our plans for the future.

We know from listening to your feedback that access to GP services is a concern for many of you. We invited Alexia Stenning, Deputy Director of Programme Delivery, Head of Primary Care at Milton Keynes Clinical Commissioning Group (MKCCG) to address some of those concerns. Alexia discussed changes to the way patients access their local GP services. The informative talk was followed by a lively Q&A session.



Contact us for a copy of our Strategy Annual Update or Annual Report



Healthwatch 2017

Tuesday 12th September

Middleton Hall, CMK



Book your stall today
Don't miss out. Contact us today.



Could you
spare an hour
or two to get
stuck in with
our team?



Children's primary care team

Children's Primary Care Team is a new nurse-led paediatric service. It is staffed by nurses who have advanced assessment skills and are trained and experienced in the care of children with minor illnesses.

The service provides 20 minute face to face appointments for children with common illnesses, such as gastroenteritis, fever, cough or wheeze, or feeding problems. Children can access the service in a number of different ways: directly through their GP practice receptionist, or through a referral from their GP, A&E, or Health Visitor. The service offers around 12,500 appointments per year. It is part of MK Health Extra, an initiative to improve access to GP appointments by offering out of hours service, funded through a scheme to improve GP access and stimulate innovative new ways of providing GP services.

Patient feedback has been positive.



Mental Health Summit

Our representatives attended the Central North West London (CNWL) Mental Health Summit in July. CNWL held the summit to provide information about new developments, and hear peoples' views on its priorities. CNWL commissions and provides mental health and community services for people in Milton Keynes.

We heard from CNWL about an initiative to improve access to psychological services by offering assessments at GP surgeries by mental health nurse practitioners. The service has seen success with people who have trouble accessing traditional mental health services, or worry about perceived stigma. The initiative is part of the Primary Care Trust initiative, aimed at improving access to psychological services.



If you would like to know more about CNWL's Mental Health Summit, or be involved in similar future events, please let us know.



Sustainability and Transformation Partnership Update

After a series of public engagement activities earlier this year, the Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Partnership (BLMK STP) is now working on a final set of proposals that will be put to public consultation later this year.

The BLMK STP is a key focus for us. STPs are being developed in local 'footprints', with Milton Keynes working with Bedfordshire, Bedford Borough and Luton to develop a plan that will set out how local services will evolve and become sustainable over the next five years.

We want to ensure that as many people as possible are aware of changes to the way that their local healthcare services are provided, and are given the opportunity to have their say on proposed changes.

Please complete our survey—how much do you know about your STP—to help us understand and address gaps general understanding.

Visit <http://www.healthwatchmiltonkeynes.co.uk/?q=how-much-do-you-know-about-your-local-stp>, or contact the office for a hardcopy (contact details on the back page).



Are you e-enabled?

Please consider helping us manage our printing costs by becoming an online member. You will receive twice monthly e-alerts and newsletters by email.

How much do you know about your STP?

We want to make sure that people are informed about changes to the way their local NHS services are delivered.

How can I help?

Please complete our short survey to help us understand how much people know and how we can improve information

How do I access the survey?

Visit: <http://www.healthwatchmiltonkeynes.co.uk/?q=how-much-do-you-know-about-your-local-stp>, or contact the office for a hardcopy (contact details on the back page).



Enter and View

After months of preparatory work, we're delighted to announce our first Enter and View visit to Milton Keynes University Hospital NHS Foundation Trust (MK Hospital) in early September.

This is the first of a programme of Enter and View visits planned for the second half of 2017. Enter and View aims to get to the heart of people's experience of local health and social care services, assessing them from the patient perspective. Enter and View is one of our statutory services. Through the programme we help providers across a range of health and social care services identify changes that could improve patients' experiences of those services.

The visit will cover MK Hospital's Red to Green roll out. NHS England describes Red to Green as the visual management system to assist in the identification of wasted time in a patient's journey. The system aims to ensure that every day of a patient's hospital stay is helping them progress towards discharge.

Both ourselves and MK Hospital are looking forward to the insights that these visits will bring.



For Healthwatch England news and national campaigns, please visit www.healthwatch.co.uk

#It Starts With You



Dentistry

YOU SAID: Maureen's story

Maureen told us about trouble she had receiving continuity of care with her NHS dentist.

"I tried to access treatment through my NHS dentist, but was told I would have to pay privately for treatment.

"I wanted to complain, but the process was just too complicated. I didn't know where to start.

"I'm really grateful to Tracy from Healthwatch Milton Keynes for telling me which complaints team to contact".

We signposted Maureen to the appropriate complaints department— General Dental Council (for private complaints) and NHS England (for NHS dentists).

NHS dentistry services are commissioned by NHS England, based in Welwyn Garden City.

WE DID: Dentistry survey

Maureen is not alone in her experience. We gathered feedback from a number of people unhappy with their local NHS dentistry services. Feedback includes:

- Complaints process is not easily accessible and unclear.
- Patients being forced to pay for private dental work.

Our feedback suggests that this is a growing issue. We are developing a questionnaire to find out the scope of the problem and what the key issues are. We will use the survey findings to inform NHS dentistry providers on how they can improve services.

Please get in touch with your feedback about local NHS dentist services.



Talk to us

We want more people to tell us about their experiences of local health and care services.

Add your voice to the growing number of people who are having their say.

Connect
with us

Our Mission:

It is our mission to provide the people of Milton Keynes with a strong independent voice on health and social care issues, and to influence the way these services are planned, provided and delivered.



Become a member

- Receive regular email updates about local health and social care events and information
- Find out how to take part in focus groups
- Hear about opportunities to represent us as one of our Volunteer Representatives

Want to be more involved?

You can make a positive impact on health and social care in your community. Do you want to become more involved?

We have a range of opportunities, from helping out in the office or at our annual event, to taking part in focus groups and representing us on service user boards.

Contact us if you would like to volunteer with us, or to find out more.

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