

Patient Participation Groups

Welcome to the NHS Herefordshire & Worcestershire CCG update for Patient Participation Groups (PPGs) in Herefordshire and Worcestershire!

1 July 2021

In this update:

- What matters to you – survey
- Shared Care Records
- #GrabAJab

What matters to you? - Survey

The health and care organisations across Herefordshire and Worcestershire are committed to providing you with choice and control over the way your health and care is planned and delivered. We would like to hear ‘what matters to you’ when it comes to your health and wellbeing.

We are interested in:

- How involved you feel in decisions about your care and treatment within the service(s) that you access.
- How your individual preferences and priorities are acknowledged by the service(s) that you access.
- What makes you feel engaged in your health and care.
- How you manage your own health and wellbeing independently.
- The resources and information you need to live well

Survey: The survey can be found here: <https://www.surveymonkey.co.uk/r/matterstoyou>

This survey should take approximately 15 minutes for you to complete. All responses will be anonymous unless you choose to give your details. NHS Herefordshire and Worcestershire Clinical Commissioning Group (CCG) may use some of your anonymised quotes. We will publish the anonymous findings on our [website](#) and will also share them with our partners. Personal identifying information will not appear in any publications resulting from this survey.

The feedback received will be used to inform our approach, and development of our strategy.

Please complete the survey by 5pm, 29 July 2021.

For more information please see our [website](#).

Shared Care Record will improve care in Herefordshire and Worcestershire

People living in Herefordshire and Worcestershire will soon get better, safer care and treatment, thanks to the introduction of joined-up health and care records.

The Shared Care Record, due to launch over the next few months, will bring together a person's separate records into a structured, easy-to-read format. This will give health and care professionals directly involved in an individual's care, a more complete view of the care and treatment they have received across all services.

It will mean, for instance, a doctor in a hospital, or a paramedic who attends a 999 call will be able to access the same crucial information as a GP, such as details of allergies and current medications – bringing potentially life-saving benefits.

"We know people want their health and care records to be available to all the professionals who care for them," said Dr Ian Roper, Herefordshire Locality Clinical and Digital Lead (Herefordshire and Worcestershire CCG):

"They tell us they don't want to have to repeat their story each time they receive care at a different organisation. Bringing together information held by different services means they will no longer have to do this, as their up-to-date details will be immediately available to any professional directly involved in their care.

"As a result, professionals will be able to make better-informed decisions that will improve outcomes for those receiving care across Herefordshire and Worcestershire."

Currently, local health and care services hold their own separate records about people. As their IT systems are not connected, they are unable to share this information electronically with each other. This can cause care and treatment delays, with organisations having to forward important facts by phone, email or on paper.

The Shared Care Record will make this information available at the touch of a button to those health and care professionals providing direct care for an individual.

Dr Roper said: "Co-ordinating knowledge in this way is a real step forward in the way we deliver care and treatment across Herefordshire and Worcestershire. It underpins our drive to provide seamless care for everyone by integrating health and social care services.

"But, most importantly, this will make care safer, particularly in an emergency when having vital information to hand can make all the difference when it comes to making the right decisions for someone."

More information about the Shared Care Record is available on the Shared Care Record web page which can be found at <https://herefordshireandworcestershireccg.nhs.uk/our-work/digital/integrated-care-and-wellbeing-record>

#GrabAJab

A further walk in session is available for those who would like to receive their first covid-19 vaccine. Please share this information with your friends, family and networks.

Grab your first jab at Worcester Guildhall



Saturday 3 July, 10am-4pm

No need to book, just turn up

Best wishes,

Helen, Ruth, Claire, Lucy and Liz

Contact Information

hw.engage@nhs.net

The Engagement Team can be contacted by emailing: hw.engage@nhs.net Please email if you wish to unsubscribe from this mailing list. Herefordshire and Worcestershire CCG holds your details confidentially and will not share them with a third party. It is important for the CCG to ensure the details we hold are accurate, it is your responsibility to ensure that the details provided are accurate and that you keep us informed of any changes in the future. If there are any contact detail changes please notify us by using the email address above.

Find out more

Website: www.herefordshireandworcestershireccg.nhs.uk

Facebook: www.facebook.com/HWCCG

Twitter: www.twitter.com/HW_CCG