



# InTouch

Issue 1 Winter 2008

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## Over £500,000 Investment for Children's Services

**CAMBRIDGESHIRE Community Services (CCS) has secured funding of over £500,000 for children's occupational therapy, physiotherapy and speech and language therapy services.**

The funding will enable us to recruit more staff, reduce waiting times, introduce more support for parents and provide new services.

Our children's occupational therapy service is recruiting a new therapist, while the children's speech and language service is using its funds to reduce its current waiting time from two years to 18 weeks (from referral to intervention) by April 2010. At the same time this service will receive £150,000 for the next three years to provide services in Children's Centres targeting specific local needs. This service's funding alone has meant 11 new speech and language therapists and five new speech and language therapy assistants across the county.

Children's physiotherapy is using its new money to address the therapy and assessment needs of children in the Huntingdonshire and south Fenland areas, as well as providing physiotherapy services to special schools in Huntingdon.

The funding has been received from the East of England Strategic Health Authority to support achievement of the pledges set out in its Improving Lives; Saving Lives document. The pledges aim to deliver better patient experience, improve people's health and reduce unfairness in health.



Lewis Mumford and Jacqui Martin in PlayTogs

# Welcome

**WELCOME to the first edition of *InTouch*, our quarterly newsletter designed to keep you up to date with the latest news on the services we provide to Cambridgeshire residents.**

Our aim is simple. We want to provide high quality, innovative services that improve the lives of the people we care for. This has been our focus for the last 12 months as we take forward our aspirations to become an independent organisation. Community based health and social care services are fundamental to the success of an NHS that gives people more choice and control over their health care. Our commitment to joint working, both with partner organisations and local people, remains as strong as ever as we seek to provide quality services that promote healthy lives and tackle health inequalities across the county.

We welcome the challenge of providing efficient services that are good value for money, whilst maintaining the quality of the care local people receive. As you will read later, we have recently realigned our management structure to develop a network of business units, which will enable clinicians and practitioners to lead change and develop best practice uniformly across the county.

This newsletter highlights just some of the initiatives we have taken forward in recent months. We hope you find it interesting and informative and we look forward to continuing to work with you and hearing your views on how we can most effectively provide local services that result in the best outcomes for the people of Cambridgeshire.



*Victor Lucas, Chairman*



*Matthew Winn, Managing Director*

## Lead Professionals Supporting Users with Long Term Conditions

**CAMBRIDGESHIRE Community Services is providing a single named professional to support people with long term conditions**

As part of a national initiative this lead professional role – also known as a key worker - is a single point of access for the user; a consistent person to contact on the full range of health and social care services.

Jane Crawford-White community living manager for CCS explains: "When dealing with a number of agencies it can be confusing for the user and health and social care professionals, so this nominated 'key worker' represents the user and agrees an overall management plan with all services.

"By taking on this lead role, key workers will be able to identify those

people who are vulnerable to hospital admission and provide long term support for the more complex cases."

The key worker role also supports the user to:

- develop plans to meet future care needs
- promote self management
- help them to problem solve for themselves
- maximise their independence
- support them in their knowledge of local services and their condition
- support them in making choices
- involve them in the assessment process and identifying future needs and wishes

Jane added: "As well as supporting the user the key worker is also accessible for their main carers and other professionals, which leads to better co-ordination of care, saves time and reduces the number of different professionals the user and carers have to deal with."

### Long term conditions:

- 30 per cent of all people have a long term condition
- People with a long term condition account for:
  - 52 per cent of all GP appointments
  - 65 per cent of all outpatient appointments
  - 72 per cent of all hospital bed days

# Get the Right Treatment

A CLINICAL admissions co-ordinator has been working in the medical admissions unit at Hinchingsbrooke Hospital for a year to help ensure people get the treatment they need from the right service.

Sue Fenson, the co-ordinator checks the patient's condition and gives advice as to the best service to meet their needs, whether at Hinchingsbrooke Hospital or via a referral to an appropriate community service.



Sue Fenson helping a patient

Sue also provides advice to GPs on whether a hospital admission is needed or whether there are alternative appropriate services closer to the patient's home.

Sue said of her role: "The overall response to our service has been very positive. The success could not have been achieved without the support of the transitional care team, locality teams and Hinchingsbrooke Hospital. The way forward is to concentrate on expanding our team to provide a quality service at weekends. The service has responded to the needs of our patients and will continue to do so in order to further improve patient care and experience."

Kathryn Caley, palliative care and specialist nursing business manager, care at home is leading work to move more services from the hospital into the community, making them more accessible to local people. Kathryn said: "GPs were very positive about the new role. Through this support and that given directly to the patients we have been able to reduce unnecessary hospital admissions, while at the same time ensuring patients get the best care and treatment for their needs."

In response to the positive feedback to this role further investment has been secured. Sue's role has been made into a permanent member of the medical admissions unit team and recruitment has started to extend this service to cover Sunday to Friday, 11am to 7pm through a 'front of house team'.

## New Speech and Language Website

[www.slc.cambridgeshire.nhs.uk](http://www.slc.cambridgeshire.nhs.uk)

A new speech, language and communications website has been launched for Cambridgeshire. The website helps parents, carers and health and education professionals who are involved with the care and development of children requiring additional support with their speech, language or communication development. The website is a joint initiative between Cambridgeshire Community Services' speech and language therapy services and Cambridgeshire County Council's children's and young people's services.



## IV Antibiotics in the Community

CCS' district nurses in Huntingdonshire are now able to provide additional services in the community. From September the district nurses are able to administer intravenous antibiotics to patients in their own home, which will enable some patients to be discharged early from hospital.

## To the Community and Beyond!

**THE NATIONAL** cleanyourhands Campaign aimed at improving the hand hygiene of people providing health or personal care has been introduced throughout Cambridgeshire Community Services.

The expansion of cleanyourhands outside hospitals has the potential to significantly reduce healthcare associated infections as the majority of healthcare now takes place outside hospitals.

Improving hand hygiene across all settings will also help to cut the risk of cross-transmission, as patients and service users – particularly elderly and vulnerable – often move frequently between care settings, for example from hospital to care home and back again.

You can also help to stop the spread of infection in hospitals. If you have been sick or had diarrhoea in the last 48 hours, avoid visiting friends or relatives in hospital.



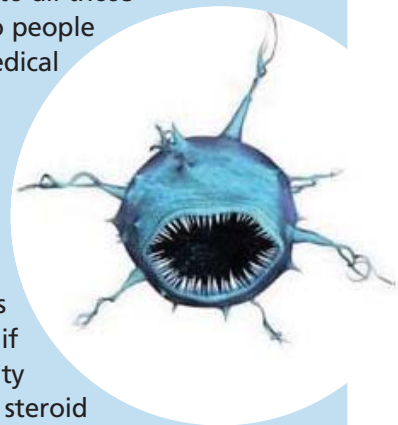
*Graham Nice (Board Nurse) washing his hands*

## New Community Matron Appointed

Linda Benefer has been appointed as community matron for St Ives and Ramsey. Linda will be providing intensive support and management of those clients at risk of being admitted into hospital to avoid unnecessary hospital admissions.

## If You Knew About Flu You'd Get the Jab

The Flu vaccine is offered to all those aged 65 years and over, to people with certain long-term medical conditions (for example serious heart problems; serious chest complaints including asthma; diabetes; if you have had a stroke or transient ischaemic attack or serious liver or kidney disease) or if you have lowered immunity due to treatments such as steroid medication or cancer treatment.



For advice and information on how to get a flu jab contact your practice nurse, GP or health visitor. Visit [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk) for more information or call NHS Direct on 0845 4647.

## Two Diabetes Specialist Nurses Appointed

Two new diabetes specialist nurses have been appointed. Hally Bennett joined the Huntingdon area team based at the Oak Tree Centre and Maria Cowell is working for Greater Cambridge, based at Brookfield's Hospital.

# Patients Benefit from Improved Access to Occupational Therapy

**ALL ADULTS** requiring immediate assessment for occupational therapy continue to be seen within one to three days of referral.

Historically, access to such assessments has been longer for people categorised as not needing urgent assessments. This has been particularly so in Huntingdonshire where waiting times until recently were in some cases double those in other parts of the county.

Between May and October 2008, maximum waiting times in Huntingdonshire reduced from 62 to 18 weeks, and from 72 to 26 weeks in the less urgent categories. Waiting times across the county in all areas are now much more closely aligned ensuring better equality of access for all our residents.

There is still much more to do to reduce these waiting times further but we are now well on the road to providing more responsive occupational therapy services across Cambridgeshire.

## PALS – We're Here to Help

When you need advice or have a concern you can contact our Patient Advice and Liaison Service on Freephone 0800 279 2535, email [pals@cambridgeshirepct.nhs.uk](mailto:pals@cambridgeshirepct.nhs.uk) or write to PALS, Heron Court, Ida Darwin, Fulbourn, Cambridge CB21 5EE.



## Case Studies

### Mrs Linda Allen, Huntingdon

Linda contacted Cambridgeshire Direct some months ago and was waiting for her assessment, particularly for an old stair lift which worked 'when it wanted to'. The referral was passed to Celia Marsh, senior occupational therapist. Linda said: "Once Celia got hold of it things started to happen. My new downstairs toilet was finished this week and it is lovely, and the electrics have been done for my new stair lift which will hopefully be in soon. It will also have a battery back-up so I won't get stuck in a power cut, which has happened before. The workmen have been lovely making sure I've been kept warm and they have cleaned up after themselves.

"I am extremely pleased with the service and how fast things have moved. Celia is lovely and has been a God-send to me."

### Mrs C, Wisbech

Mrs C contacted Cambridgeshire Direct just in case they could improve her mobility in her home, but she wasn't sure what could be done and she had heard she may need to wait 42 weeks for anyone to come round. She called CCS' occupational therapy service and received a letter on 1 November stating she would have to wait 19 weeks for an assessment. However, three weeks later she received a phone call from CCS to arrange a visit by Gill Davies, therapy assistant on 27 November, which she was delighted to accept. The resulting recommendation for a level access shower is now being processed.

### Mr S, Wisbech

Mrs S contacted Cambridgeshire Direct to look at what could be done to help her husband to get around their home. They received a letter stating they would receive an assessment visit in 14 weeks time. However, three weeks later they received a phone call from CCS' occupational therapy service saying they could come out the following week. The assessment to improve Mr S' mobility recommended another step at the back door, hand rails at both doors, hand rails in the bathroom and the stairs and to raise the settee. Mrs S was impressed with how quickly the assessment took place and found CCS' therapy assistant, Gill Davies, very helpful.

# Cambridgeshire Community Services

Following extensive staff consultation we have recently changed our management and clinical leadership structure. Our services now operate in four divisions and business units.

We believe this new structure will best support delivery of equitable, quality services to patients across Cambridgeshire now and in the future. Each of the business units have a

clinical lead who works alongside the business manager with authority and accountability being delegated, where appropriate, much closer to front line services.

## Executive Board Members



**Matthew Winn**  
Managing Director  
01480 308200



**Damien Reid**  
Associate Director of Finance  
01480 308202



**Dr Jill Challener**  
Medical Director  
01480 308233



**Graham Nice**  
Associate Clinical Director/Operations Director (Board Nurse)  
01480 308241 (see opposite)



**Associate Clinical Director/Operations Director (Vacant)**  
(see opposite)



**Associate Director of Transformation and Business Development (Vacant)**

## The Wider Senior Management Team



**Karen Mason**  
Head of Communications and Engagement  
01480 308219



**Julia Sirett**  
Clinical and Practice Quality Manager  
01480 355112



**Ian Love**  
Head of Business Development  
01480 308231



**Marie Canning**  
Head of Human Resources  
01480 308260



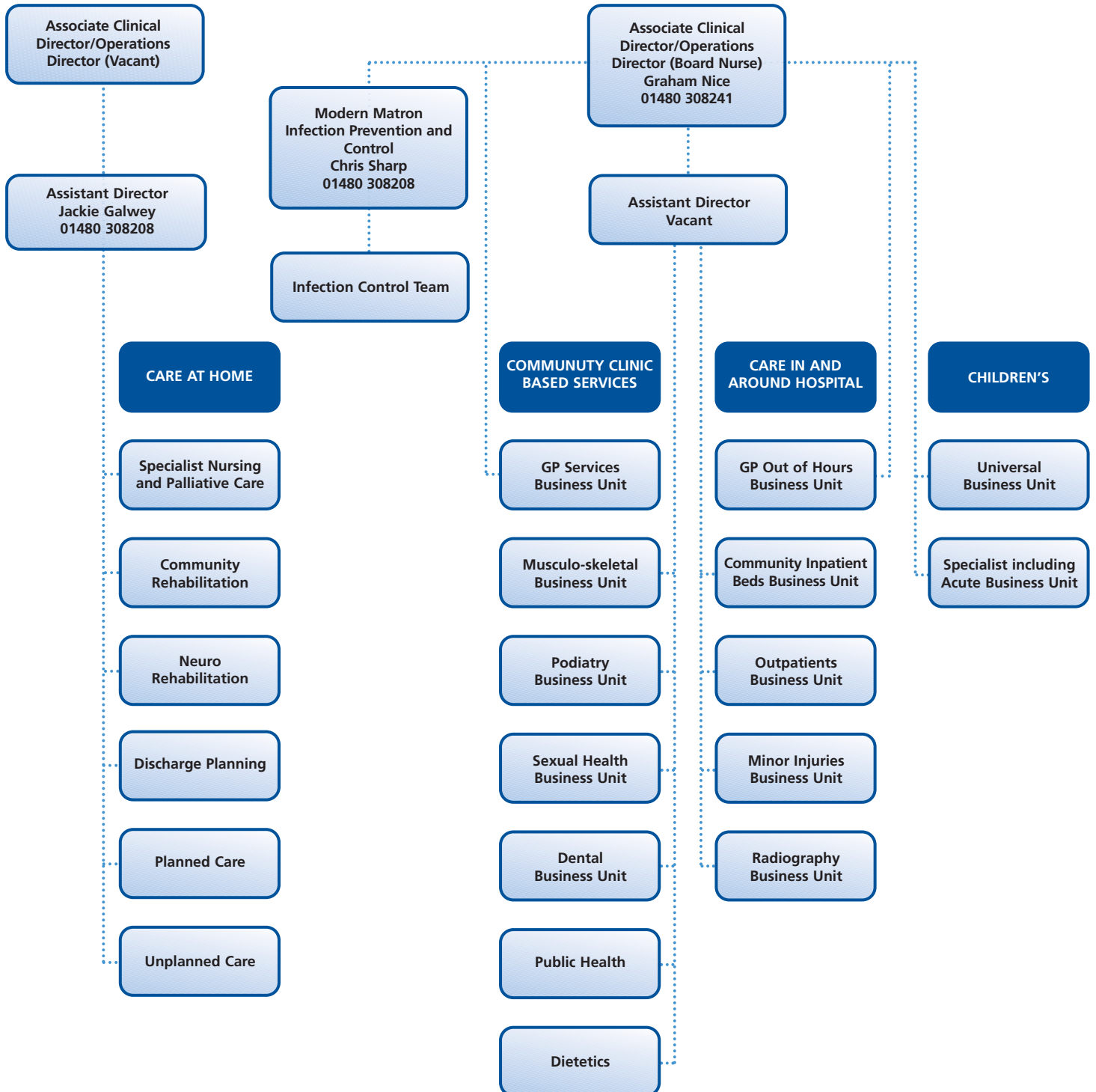
**Sam Carr**  
Transformation Programme Manager  
01480 308259



**Jackie Galwey**  
Assistant Director Care at Home Division  
01480 308208

**Assistant Director Community Clinics, Care in & around Hospitals & Children's Services (Vacant)**

## Divisions and Business Units



# Improved Access to Rehabilitation for Cambridge City and South Cambridgeshire Residents

**FOLLOWING a public consultation undertaken by NHS Cambridgeshire, CCS is introducing a new model of community based rehabilitation in Cambridge city and south Cambridgeshire which will enable an additional 260 patients each year to access treatment.**

The new model will incorporate:

- Provision of home-based rehabilitation, including the support of assistive technology and tele-health where clinically appropriate
- A 12-bedded inpatient rehabilitation unit for patients who require 24 hour nursing and medical input over and above that would could safely be provided in the home setting
- A new day rehabilitation service at Davison House, Brookfield's Hospital
- Provision of 10 short-term rehabilitation beds within the independent sector

Jackie Galwey, CCS' acting county lead for adult services said: "This new model will provide rehabilitation to a far greater number of people than was previously possible.

"The introduction of a new day rehabilitation service and innovative assistive technology in the home setting is great news for local people and will ensure those needing rehabilitation receive the most appropriate care in the right setting."

The new model of rehabilitation will begin to be implemented from April 2009 with full introduction from June 2009.

The benefits of rehabilitation in the home or community setting are vividly demonstrated through the case studies (opposite) provided by the integrated therapy service based at Doddington Community Hospital.

## Case Studies

### Jean, 66 year old

Jean is a 66 year old lady who had a stroke whilst on holiday and subsequently experienced weakness on her left side and was only able to walk a short distance with a zimmer frame and an ankle splint. Prior to her stroke she was very independent, living alone in a bungalow.

Jean worked with our occupational therapists and physiotherapists and the rehabilitation and falls unit to identify her goals for the future. Over a period of weeks she attended an upper limb functional rehabilitation group and received specialist neuro-physiotherapy followed by continued treatment at home and in the rehabilitation gym at Doddington.

She was provided with a grab rail at the back door of her home that allowed her to safely and independently access her property. Finally, because Jean lacked confidence to walk outdoors, and struggled to control her affected leg when she got tired, she was transferred to the falls unit for less supervised rehabilitation. She completed a six-week programme, working on balance, muscle control and outdoor mobility and undertook an individually tailored home exercise programme daily. With the help of the integrated rehabilitation team and the falls unit, Jean has now met all her personal goals, she has full use of her arm and leg and does not wear the splint any more.

Jean says: "I feel so much better than I ever thought I would. I am now able to walk to the bus stop with confidence to catch the bus into town."

### Brian Higgs, Chatteris

Brian was transferred from Hinchingsbrooke Hospital to the integrated rehabilitation team following a stroke in 2007 which left him unable to mobilise without assistance from his wife due to weakness in his right leg. He was also unable to use his right arm. He was previously completely independent and took part in activities such as driving, running and cycling.

Over a period of weeks, Brian attended gym-based rehabilitation with a physiotherapist twice a week, as well as an upper limb rehabilitation group for weekly occupational therapy. He also received advice and support from an exercise co-ordinator to improve his overall fitness. Following intensive rehabilitation over a period of seven weeks, he joined a high level balance group and has now achieved all of the goals he set himself.

Brian who still attends the fortnightly group class said: "I don't know where I would be without the good people of Hinchingsbrooke who started me off and now the people in Doddington. They really look after me, coming to my home and giving me a 'grilling', but they always make sure I am ok. They are all absolutely fantastic and I can't thank them enough."



## Sexual Health Clinic Wins Award for Innovative Services

**THE Community Hospitals Association awarded the sexual health clinic at North Cambs Hospital, Wisbech its annual Innovation and Best Practice Award for its community genito-urinary medicine (GUM) service.**

The service won the award for its weekly evening clinic (clinic 1) which provides confidential screening, diagnosis and treatment for sexually transmitted infections, hepatitis immunisation, emergency contraception and advice on sexual health. Prior to the service opening in February 2006 users would have had to travel to Peterborough Hospital, 22 miles away

or The Queen Elizabeth Hospital in Kings Lynn, 14 miles away.

GP Stephen Watts, a GP with special interest in sexual health, runs the service at North Cambs Hospital said: "I am delighted we have won this award. It is an acknowledgement of all the hard work and dedication of the staff.

"In addition to this award the service has attained national recognition in the fields of GUM and sexual and reproductive health. Our user feedback is also positive about the service we offer stating they were comfortable with the service, felt it was a benefit and that they had the opportunity to ask questions."

Dr Liz Robin, director of public health, NHS Cambridgeshire said: "This award is well deserved and my congratulations go to all staff involved in its success. The clinic is an excellent example of how we, as commissioners of services, can work in partnership with local hospitals, community service providers and GPs to develop innovative and accessible services for local people. The clinic, and others like it, are exemplars of how services in community hospitals across Cambridgeshire are developing to meet the needs of residents; now and in the future."

Clinic 1 at North Cambs Hospital, Wisbech can be contacted on 0800 587 9799.

## Wii-Hab with a Difference for Hospital Patients

**PATIENTS in Princess of Wales Hospital, Ely are experiencing rehabilitation with a difference.**

Patients on the Welney ward at the hospital have recently taken up sports on the Nintendo Wii.

Barry Underwood, physiotherapist at the hospital explains: "I recently read a report in the Physiotherapy Journal on the potential benefits of using the Wii console to help people in their rehabilitation. We have been using it as part of patients' therapy programmes to improve hand eye coordination, balance and generally increase patients activity levels. I also thought that it would be fun for our patients as therapy can get a little boring and repetitive at times!

"Funded from donations to the ward we purchased Wii sports and I have to say patients are really enjoying it. One of our patients James Flowers especially enjoys the golf and is proving a dab-hand at tenpin bowling. Joan Thorby is also giving bowling a go, with it assisting her in using her hands - all of which can be done from her chair.

"If the Wii continues to be a success I am hoping it may be used in our wider therapy services."



*Barry assisting Joan and James in a rehabilitation session on the Wii*

# Reducing Duplication and Improving Care

**WE all understand health and social care staff need to be thorough, but for patients having to repeat the same information to a number of staff is frustrating and can seem inefficient. Now one single assessment process has been put into place for all health and social care users over the age of 18.**

The first health or social care professional who meets the service user agrees their needs with him/her and how these needs are going to be met. This information is known as the 'contact assessment'.

Clare Welton, area manager for south Cambridgeshire and Cambridge city who is leading on this work commented: "The single assessment reduces duplication and provides the user with a clear care plan. The plan gives up-to-date information on who the health and social care providers are, what they will provide and when and is kept in a file in the service user's home. This ensures the information is available at all times to any professional involved in the care plan, and in some cases removes the need for some visits completely.

"It has been challenging process as it has changed assessment processes and systems for staff. However, everyone involved can see the benefits to our users."

## Case Study

Mrs B, aged 83 was referred to me as care co-ordinator by Addenbrooke's Hospital, following a fall which resulted in a broken arm, which had been put in a cast. She had weakness in her knee and previous knee replacement operations.

I provided care three times a day, with a rehabilitation focus. I ensured Mrs B got her meals and that her personal care needs were met. I also involved a physiotherapist and the falls team in Mrs B's rehabilitation.

Once Mrs B had achieved her optimum rehabilitation potential, I updated the contact assessment, and worked with another member of my team to arrange an ongoing social care package with an agency from the independent sector. This care package was then reviewed after six weeks by an experienced social care professional, to ensure that all is working well and Mrs B's needs continued to be met.

As Mrs B has a daughter living in another county who herself was very unwell at the time, this whole process was very supportive to the family as well as Mrs B herself.

*Care Co-ordinator, CCS*

# The Growing Success of the Chlamydia Screening Programme

**THE CAMBRIDGESHIRE Chlamydia screening programme is part of the national programme to screen all under 25 year olds who have been sexually active and have no symptoms.**

The programme is increasing all the time - three times the number of Chlamydia tests were performed in the county in August 2008, as compared with the same month in 2007.

There are around 200 screening sites across Cambridgeshire, this includes GP surgeries, sexual health and family planning services, connexions centres, some trained youth workers and drug

and alcohol services, prisons, army bases, some voluntary organisations and a small number of pharmacies. Outreach workers also deliver screening events in bars and clubs around the county.



Young people can also go online at [www.cambstakeatest.com](http://www.cambstakeatest.com) to request a postal testing kit to complete in the privacy of their own home. They simply post their sample back to the lab in the freepost packaging provided. The Chlamydia test itself is done by the young people themselves. It is a urine sample for young men and a self-taken swab for young women. The screening office sends the results within two weeks either by text, letter, email or phone.

Those with a positive result are asked to attend a consultation with a health adviser who will give them antibiotics.

More details can be found at [www.cambstakeatest.com](http://www.cambstakeatest.com)

- Chlamydia is the most common sexually transmitted infection amongst young people
- 1 in 10 young people tested are positive
- The majority of positive people will have no symptoms (70 per cent of women and 50 per cent of men)
- If left untreated Chlamydia can cause long term serious health consequences. In women it can lead to pelvic inflammatory disease, ectopic pregnancy and infertility. In men it can lead to urethritis, epididymitis and reduced fertility. It can lead to a form of arthritis called Reiter's syndrome in both

## Small Changes Makes a Big Difference

**DID you know that drinking a regular cup of coffee instead of a cappuccino saves about 100 calories? That one small daily change adds up to a weight loss of over half a stone in a year. Did you know walking an extra 2000 steps Monday to Friday burns about 100 calories a day? This change could also result in losing more than half a stone in a year.**

The NHS prohealth community health improvement programme (CHIP) helps people make these small changes that lead to health benefits and weight loss. Veronica Martin, health improvement practitioner for CCS said: "CHIP is a free, relaxed and fun programme that shows how small lifestyle changes can make a big difference.

"It is an ideal opportunity for people who are interested in unscrambling food labels, trying to increase their activity and who enjoy being part of a group. Participants work together in small groups to score team points while having fun learning about healthy lifestyles. Friends and family are also welcome to join in."

The programme runs over a 12-week period, with participants attending an evening session, once a fortnight with

dieticians and fitness professionals. The next programme starts in January 2009, with groups held in a variety of venues in Fenland, Huntingdonshire and North Cambridge.

The programme benefits anyone aged 18-65 with a body mass index (BMI) of more than 28 with a related health problem or a BMI of more than 30. If you think you would benefit from the programme contact your GP.

### Case Study

#### James Swards, Ramsey

James was referred to the programme by his GP and since last February has lost 7 and a half stone. James said: "The programme is about making a lifestyle change, not a diet. I certainly found the programme educational, such as looking at food labels for the calories. The biggest benefit for me was the walks together, which I wouldn't normally be able to fit into my busy working day. You've got to be hard on yourself for the first three to four months and go for it!"

## CCS Delivers Vaccination Programme to Protect Against Cervical Cancer

**CCS is delivering the national schools-based Human Papilloma Virus (HPV) Vaccination Programme across Cambridgeshire.**



CCS' nurses are delivering the programme in all Cambridgeshire schools, including independent, special schools, pupil referral units and home-

educated pupils. All girls in year 8 will receive the vaccine as a course of three injections, given within a 12 month period. CCS will also deliver a catch-up programme for girls aged 17-18 (year 13).

Cervical screening remains important because vaccination will take several years to reduce cervical cancer; HPV vaccination does not protect against all HPV types and unvaccinated women will not be protected.

For further information visit [www.immunisation.nhs.uk/hpv](http://www.immunisation.nhs.uk/hpv)

## Help us to Ensure Equipment is Available When You Need It

**CCS has been working to improve its re-cycling of equipment.**

We are encouraging all service users to return community equipment that is no longer being used, including walking aids, bathroom equipment, nursing equipment and moving and handling equipment. Contact Nottingham Rehabilitation Services on 0845 121 3456 to leave a message about what equipment needs to be collected. If you have small pieces of equipment for example walking aids and would prefer to return these

yourself, you can do so at the following health buildings:

- Reception at Occupational Therapy Department, Addenbrooke's Hospital
- Reception at Chesterton Medical Centre
- Reception at Occupational Therapy Department, Hinchingbrooke Hospital
- Reception at Princess of Wales Hospital

- Reception at Daddington Hospital
- Reception at North Cambridgeshire Hospital



# Quit Smoking

**CAMQUIT is a free NHS service providing advice, information and support to local people thinking of stopping smoking throughout Cambridgeshire. The service offers:**

- Group support
- One-to-one support
- Drop-in-clinics
- Telephone support
- Text messaging service: text **KICKBUTT to 80010**
- Nicotine gum, patches and other nicotine replacement therapy products available on prescription

We can also arrange for stop smoking clinics to be held at your business or workplace (conditions apply)

CAMQUIT work in partnership with local pharmacies, which can support you with your quit attempt.

CAMQUIT has a website and email support can be provided through [www.camquit.nhs.uk](http://www.camquit.nhs.uk)

You are four times more likely to successfully stop smoking using an NHS Stop Smoking Service! For further information call **0800 018 4304**.

## Case Study

"Like every journey you have to start at the beginning. For me it started with a failed quit attempt, I had managed to stop for seven weeks then I started smoking again. Some time had past since my last quit attempt when I was rushed into hospital with suspected heart problems. Luckily for me this was a false alarm. It was the scare of that and seeing my wife, children and grandchildren upset around me, gave me the determination to try again.

"The following week I went to the stop smoking clinic to see one of the ladies there. I was given a lot of encouragement and assurance on a one-to-one basis. As the weeks went by I experienced various emotions and soul searching. Through all this, the ladies in the clinic kept their faith in me. Make no mistake, it is a tough journey. I am now two years as a non-smoker and it's fantastic. If I can do it anyone can."

"Thank you ladies, you're great."  
**NB of Ely, Cambridgeshire**

# New Painpassport Helps Children Manage their Treatments

**AN idea from the Netherlands is helping local children manage their health care and treatment.**

The Painpassport is a colourful booklet which helps children who have regular investigations or procedures deal with these unpleasant moments. The Painpassport is owned by the child, not the doctors or the hospital, and can be used in hospital, GP surgeries and with community nurses.

Charlotte Goedvolk, specialist registrar paediatrics for CCS explains: "The idea is that by filling out the passport children and parents are encouraged to think about how things can be better for the child. It tells healthcare professionals how they can tell a child is in pain or afraid, since every child responds differently to situations they find scary."

If you want to know more about the passport contact your hospital consultant



**Coming soon:** We will be launching our new website in the near future at [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)

Produced by Cambridgeshire Community Services.

Contact: 01480 308266 or email [ccscommunications@cambridgeshirepct.nhs.uk](mailto:ccscommunications@cambridgeshirepct.nhs.uk)