



# Keeping In Touch

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## Innovative treatment gives patient new lease of life

**A local patient's life has dramatically improved thanks to unique treatment provided by her district nurses.**

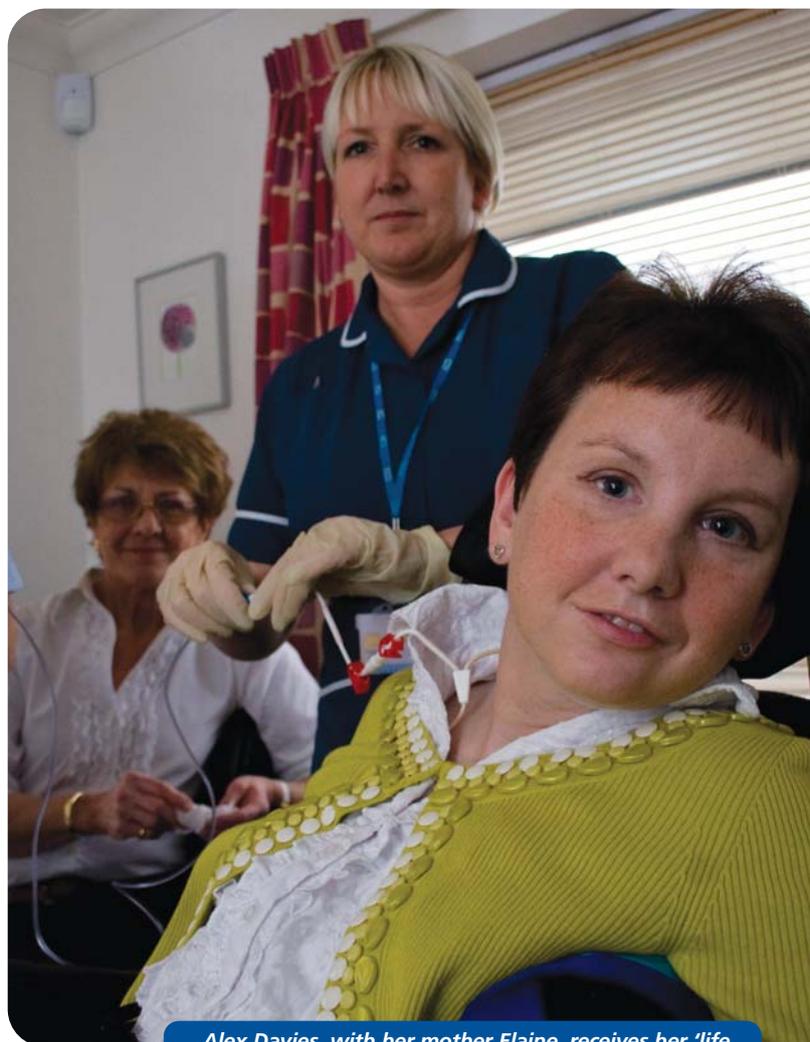
Alex Davies (32) has Generalised Torsion Dystonia, a rare condition which means all her skeletal muscles go into involuntary, very painful spasms all her waking hours. This causes agonising pain and was treated by daily infusions of three antispasmodic drugs via two syringe drivers.

The district nursing team had to visit daily, and sometimes twice daily as Alex struggled with her medication. Her drugs were administered through needles inserted in her skin but this was causing lumps which were becoming infected and as a result she often received less than the full dose.

Nicky Bidwell, sister and district nurse covering Cambridge said: "We knew Alex didn't look forward to our visits as her treatment was proving very painful and we were constantly trying different sites to administer the drugs.

"Following a spell in hospital, Alex's mother, Elaine approached us with a suggestion to help Alex, but at first we were very concerned as she is on a high dose of drugs and the new treatment had never been done before.

Elaine said now the new treatment is in place: "Six weeks to the day from my daughter's hospital discharge the new regime began, and my daughter's life has been transformed.



*Alex Davies, with her mother Elaine, receives her 'life transforming' pain treatment from Sister Nicky Bidwell*

"Previously she was housebound but now she is going out almost every day. She is much more relaxed, the spasms are now much reduced as all the drugs are being delivered and absorbed. She needs much less additional medication - she is living again.

*Continued overleaf*

Continued from page 1

Elaine explains: "Alex just existed – you couldn't call it living. She was frequently in and out of hospital. During one hospital admission in January this year Alex had her feeding tube replaced and I asked them to fit one with two separate 'ports' which would remain fitted on her discharge. The idea I had was to administer her muscle relaxing drugs into the other port – so the drugs go straight into her bloodstream.

"I knew this could improve the amount of drugs Alex would receive, it would work more quickly and be pain-free. I also managed to find a syringe pump which could deliver the drugs so I approached CCS and the district nursing team. Although my idea wasn't met with universal enthusiasm it wasn't dismissed out of hand."

Nicky and the team took up the idea: "We had to ensure it was safe which involved assessing the risks, testing the procedure as the drugs were usually given separately, putting together a new policy to go through a formal approval process, working with medicines management, my managers and Alex's

consultant neurologist. We also had to liaise with the pump manufacturer to ensure the pump was suitable and had the right safety features.

Elaine reflecting on the outcome said: "The district nurses no longer dread the daily visit. On the contrary they often get a hug of gratitude!"

"A lot of health professionals talk about patient-led services but the Willingham and Cottenham nurses have delivered it."

Nicky added: "To see the success of this new treatment is wonderful. We only now need to visit Alex once a day for less time than previously. We go in the morning so Alex can have the remainder of the day to go out and about. She goes on weekly horse-drawn carriage trips and has been on holiday to London, with Elaine administering her medication.

"The whole team is delighted we were able to work with Elaine on this new innovative treatment, and to see the change in Alex is all the reward we need."

## Missed appointments cost the NHS

**Cambridgeshire Community Services is appealing to patients to give advance notice if they are unable to attend appointments. Not attending appointments costs both in time and resources, and these resources could be used to benefit those that really do need the services. In CCS' Huntingdonshire musculoskeletal services alone, during a recent three day audit, 26 people did not attend for their appointment; that's 15 per cent of the total amount of physiotherapy time available wasted. If this level continues for a full year, the cost would equate to £47,000.**

## Strengthening the future of community health and social care services

**The next few months will be an exciting time for Cambridgeshire Community Services as we seek Secretary of State approval to become an independent organisation from April 2010.**

CCS currently operates as an arms-length trading organisation but is legally part of NHS Cambridgeshire. Becoming a separate legal entity would put us on a level playing field with other NHS trusts within the local health system.

The national direction and our own local vision for community based services is one of transformation and innovation. As the largest provider of community-based health and social care services in Cambridgeshire, we have achieved much since becoming an arms-length organisation in 2008 in

terms of developing accessible and personalised care.

Becoming an independent organisation in our own right will enable us to continue to improve the quality of services, retain our commitment to county-wide equality of services, and ensure greater accountability and transparency to the public.

We are confident that as an NHS Trust we will be able to meet the challenges of providing cost effective, high quality services and ensure a strong and vibrant future for the service we provide. Moving to NHS Trust status would have no impact on the range of services we deliver and all our staff would transfer to the new organisation.

Follow our journey to independence on our website

[www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)

Matthew Winn, Managing Director  
Cambridgeshire Community Services



## Falls prevention patients star in training film

**Cambridgeshire Community Services' falls prevention team and its patients are to feature in a film about successful falls services.**

Janice Musto, community rehabilitation area lead for East Cambs and Fenland explains: "Our falls prevention and bone health promotion service has been filmed as of part of a series of short DVDs being developed by the Department of Health to highlight good practice around prevention and early intervention.

"We were invited to showcase our approach and experience delivered through our integrated health and social care service. Our patients were delighted to take part in the film, to show their support and demonstrate the benefits they receive from the service.

"We've had great feedback from the programme team, citing the positive impact they saw of the service and the real 'life changing' observations from the participants.

"Our ethos is that falls prevention is everyone's responsibility and our success is due to the integration of the falls prevention team, CCS' health and social care teams and services provided by partner agencies. Being able to share our experience and learning nationally is a real boost for all delivering the service."

The filming took place at Doddington Hospital's Day Rehabilitation and Falls Unit which included staff and patient interviews, patient assessments, and a balance and strength class. The film crew then moved on to North Witchford Lodge, in Wimblington, where a community exercise group was filmed.



*Sharing good practice nationally: from left to right are Mrs Jackson, Mr Repper, Mrs Hall & Mrs McFarland taking part in the filming of their Otago class.*

## Vaccination team aims to continue excellent performance

**Cambridgeshire Community Services' Human Papilloma Virus (HPV) vaccination team has celebrated a successful first year and is encouraging more girls to take up the vaccine.**

Penny Miller, public health nurse specialist said: "Our HPV programme has provided 93 per cent of Year 8 girls (aged 12 - 13) with their three-dose HPV vaccination, which exceeds the national target of 90 per cent.

"This is a fantastic achievement for the team and head teachers and staff who assisted the delivery of the clinics and my congratulations go to them all."

Dr Liz Robin, director of public health, NHS Cambridgeshire said: "In the UK around 3000 cases of cervical cancer are diagnosed every year and about 1000 women die from it. Having the vaccine reduces the risk of getting cervical cancer by over 70 per cent so CCS vaccination team is to be

congratulated for achieving such high levels of coverage in its first year and I hope they continue this excellent performance."

Penny added: "We are now encouraging teenage girls who do not attend school or college and who were born between 1 September 1991 and 31 August 1993 to attend a HPV vaccination clinic. Drop-in clinics have been set up in GP surgeries and medical centres in Cambridge, Huntingdon, Littleport, March, Ramsey, St Neots, Wisbech and Yaxley. Appointments are not necessary and more information can be found in their GP surgery and on posters in local shops and businesses."

All girls in education will continue to have their vaccinations at their school or college.

Anyone wanting to find out more about the HPV vaccine can contact the team on 01353 865578, their GP or visit [www.immunisation.nhs.uk/hpv](http://www.immunisation.nhs.uk/hpv)

# Community matrons improve older people's quality of life

**Cambridgeshire Community Services' community matrons are helping vulnerable older people across the county avoid hospital admissions and retain their independence.**

Kathryn Caley, clinical lead, specialist nursing services said: "Community matrons are a great example of how we are providing care closer to or in people's own homes. Together with colleagues in health and social care, they are making a real difference to the lives of local people, enabling them to retain their independence at a vulnerable time.

"Older people admitted to hospital can experience rapid institutionalisation and loss of skills which in turn reduce their potential to return to independent living. Our specialist team of 13 community matrons are providing high intensity support for patients who, because their needs are so complex, often have many experts involved in their care. Community matrons build up strong relationships with each patient and ensure a comprehensive overview of their entire care package. This enables people to remain at home with effective care for all their needs and avoid unnecessary hospital admissions.

"As a result the quality of lives these patients experience has been significantly improved."



*Helping older people maintain their independence:  
Julie Campbell, specialist community matron*

## Case studies

A gentleman with thyroid problems, Parkinson's disease, cellulitis (infection of the deep layer of skin and the layer of fat and soft tissues) and depression was identified by his community matron to be in severe heart failure. Concerned that the gentleman would be admitted to hospital unless increases were made to his anti-biotic and diuretic medication, his community matron arranged for a further visit by his local GP. The gentleman's medication was adjusted and the patient's heart failure is now improving and his cellulitis has resolved.

A community matron organised for a rapid consultant review of a patient given his worsening condition. As a result, within 24 hours, the patient's medications were adjusted with several medications stopped, and the patient received a blood transfusion and endoscopy. The patient was made more stable and felt reassured about his condition.

## Want to lose weight?

Weigh2go is a new weight loss programme for people living in Cambridge city and south Cambridgeshire. The programme runs over a 12-week period and provides individual weight loss advice and information tailored to lifestyle. The programme is free of charge and available to eligible adults over 18 years old, following a weight and motivation assessment by trained staff. It is particularly suitable for those looking for support to

make lifestyle changes to facilitate health improvements such as lowering blood pressure, reducing weight, increasing activity and decreasing joint and back pain.

The programme is due to start in January 2010, with sessions held in GP practices. Contact your GP or practice nurse to find out if you are eligible to join.



# Community dental services

Cambridgeshire Community Services' dental service has an established track record for looking after vulnerable groups and providing a range of specialist services including:

- Clinical dentistry for vulnerable patients
- A dental access service for the relief of dental pain for those unable to access general dental service treatment
- A domiciliary service for those whose profound disabilities mean they are unable to attend dental premises
- Dental sedation services
- Oral health promotion within the community
- An out of hours dental service

The services are county-wide, working between clinics in Cambridge, Ely, Huntingdon, St Neots, Wisbech and March. Over the last few months a service for vulnerable patients at Parkview Dental Clinic in March has re-opened. Minor oral surgery services have been extended county-wide and excellent patient satisfaction levels have been achieved.

CCS is pioneering the provision of oral surgery in a community rather than hospital setting. Headed up by Mr Prem Nair, specialist in oral surgery, who works with CCS and Addenbrooke's Hospital, this model has generated interest at a national level.

Services in the Wisbech area also continue to thrive, with a new sedation service for anxious children and plans to provide oral surgery services by Mr Julian Fraser, associate specialist in maxillofacial surgery from Addenbrooke's Hospital in the near future.



Minor dental surgery: John Griffiths, dental surgeon treating Nicholas Thompson

## Case study

Wisbech Dental Access Centre is the busiest of the three access centres within Cambridgeshire. One service user Ben Woods had a pain-free extraction of a troublesome tooth and is very pleased with his experience of the dental service, commenting: "I have always been seen on time, and I was satisfied with the care I received. All the staff are polite, friendly and approachable. The dentist worked at the right pace for me, explaining beforehand what treatment was needed, and everyone helped me to feel very comfortable during the procedures. Having the radio on in the surgery made my experience very relaxing too! I'd like to thank all the staff for their care, and I would highly recommend anyone to this practice."



Ben Woods, with dentist Phylis Muhia (L) and dental nurse Roxanne Nice

## Dental access centres

Dental access services are provided at three access centres across Cambridgeshire for residents requiring urgent dental care who are unable to access an NHS dentist. The centres are located in:

Cambridge	Tel: 01223 723 093
Huntingdon	Tel: 01480 363 760
Wisbech	Tel: 01945 465 919

For information on general dental services provided in the community by NHS dentists visit [www.nhs.uk](http://www.nhs.uk)

# Providing primary healthcare to the homeless

**Cambridgeshire Community Services' Cambridge Access Surgery offers a full range of primary health care services to people in Cambridge who are homeless, living in hostels or at risk of homelessness.**

GP Dr Christine Hugh-Jones outlines the surgery's role: "The surgery, based in Newmarket Road since 2003, has been running under different guises since 1992.

"The Newmarket Road services provide a one-stop-shop for the homeless, including the surgery and three other agencies: a street outreach team, a mental health outreach team and a tenancy sustainment team.

"The surgery team of GPs, practice nurses, practice manager, receptionists and administrative staff, provide a dedicated primary care service. We offer a drop-in surgery every weekday morning when a doctor or nurse will see anyone who arrives. We also offer booked appointments on weekday afternoons. Outside these hours, an emergency service is provided by CAMDOC which covers all Cambridge GP practices.

"We provide a full range of services including a specialist substance misuse clinic which operates with funding from Addaction – the service responsible for drug treatment throughout Cambridgeshire. Our doctors collaborate with Addaction project workers to run a prescribing service for 60 of our patients. In-house clinics improve patient care by enabling drug treatment to be integrated with investigation and treatment of other serious health problems – many of which are drug-related.

"With the help of a community psychiatric nurse specialising in alcohol problems (who is attached to the street outreach team) the surgery provides alcohol services, including

outpatient alcohol detox, where appropriate. The surgery also provides a twice-yearly liver clinic with a visiting Addenbrooke's consultant for patients with Hepatitis C.

"A key aspect of our service is working with other agencies. We host a weekly mental health case meeting with a consultant psychiatrist, a community psychiatric nurse specialising in patients in hostels and other supported temporary accommodation and members of the Cyrenians' mental health outreach team. The consultant psychiatrist sees our patients at our surgery and our practice nurses make regular visits to homeless hostels in the city.



*Improving chances of resettlement: Beatrix Weaver, receptionist welcomes Trevor Kent, service user, to the Cambridge Access Surgery for the homeless*

"All clinical staff work closely with Addenbrooke's Hospital, liaising with hospital staff during admissions, discussing their in-patient alcohol and drug treatment and helping to plan their care after their discharge. Communication is specially important because people who are rough-sleeping or living in hostels or night shelters often self-discharge against the advice of hospital staff.



GP Dr Christine Hugh-Jones

"We are a busy surgery and continuously look to develop our services and disseminate our specialist expertise. We provide nurse-led blood borne virus clinics for Addaction at Brookfields Hospital and are developing a training course on the physical health of substance misusers for Addaction staff. We take a direct part in GP training by hosting trainees to give them experience and understanding of health among the homeless. A trainee has an attachment of two days a week lasting eight weeks, supervised by one of our GPs.

"The chaotic lifestyles of the homeless leads to around 25 per cent of patients missing their pre-arranged medical appointments. Often we arrange for key workers from the street outreach team or the tenancy sustainment team to accompany patients to their appointment, markedly improving attendance rates.

"Our close links with the other agencies in the building and with many others including the city council, night shelter, hostels, drug and alcohol agencies and hospitals enables us to offer holistic, pragmatic, non-judgemental services to improve the health and chances of resettlement of our patients."

# Gypsy and Traveller health project

## Did you know...

- Gypsies and Travellers are five times more likely to experience ill health
- Gypsies and Travellers have a life expectancy 10-12 years less than the settled population
- Gypsy and Traveller women are five times more likely to experience the loss of a child
- The Gypsy and Traveller community makes up 1 per cent of the population of Cambridgeshire, and represents one of Cambridgeshire's largest ethnic minority groups

CCS has developed a Gypsy and Traveller health project initiative in response to the increased health needs experienced by this community.

Shaynie Larwood-Smith, lead nurse Gypsy & Traveller health said: "The team consists of lead nurse for Gypsy and Traveller health, a project development worker from Cambridgeshire Race Equality and Diversity Service, and advocacy support provided by the Ormiston Children and Families Trust.

"Additional local strategic partnership funding from Cambridge city and south Cambs has been allocated to the project for health trainers who will be recruited from within the Gypsy and Traveller community, led by an NHS employed community development worker, to raise awareness of health prevention and promotion.

## The team:

- acts as a central resource and champion for queries/concerns related to Gypsy and Traveller health
- develops and delivers appropriate training and awareness raising about Gypsy and Traveller culture, health needs and barriers to accessing services, to all partner agencies and interested colleagues
- works directly with members of the Gypsy and Traveller community, both on an individual and community basis, to enable them to achieve better health outcomes
- provides generic advocacy support where needed through the Ormiston Children and Families Trust, managed by John Souter



Shaynie Larwood-Smith

## Brain injury patient's device also helps carers

**'NeuroPage' is used to help people overcome memory and planning problems that are common after acquired brain injury (mainly stroke and traumatic brain injury). The pager system reminds people with memory problems to do the things they need to do, however, latest research also shows that it can help to decrease strain on carers.**

Dr Andrew Bateman, clinical manager at CCS' Oliver Zangwill Centre explains: "Carers of 99 people with acquired brain injury completed questionnaires and results showed there were significant reductions in strain reported, whether they were a spouse or a parent.

"NeuroPage doesn't improve memory, but it does help people to do things they might otherwise forget because of memory problems due to brain injury, learning disabilities or progressive conditions such as Alzheimers Disease.

It also takes away the strain of having to 'try to remember'. One recent service user talked about the "sense of security" they felt when they carried the pager with them.

"Other benefits include improvement in compliance with medication regimes, assisting medical practitioners in managing the problems experienced by users and a reduction in missed NHS appointments. Although some clients will need ongoing services from NeuroPage, many others use the service for a limited time to successfully establish a routine, supporting them to greater independence".

NeuroPage has been researched by scientists at the Medical Research Council and is now recognised as an important way of treating people. The research article written by Tom Teasdale in Copenhagen was selected as the 'patient's choice' in a recent edition of the prestigious Journal of

Neurology Neurosurgery and Psychiatry.

For further information on NeuroPage contact the Oliver Zangwill Centre on:

Email [neuropage@ozc.nhs.uk](mailto:neuropage@ozc.nhs.uk),  
Tel: 01353 652176, websites:  
[www.neuropage.nhs.uk](http://www.neuropage.nhs.uk) or  
[www.ozc.nhs.uk](http://www.ozc.nhs.uk)

**Congratulations to Donna Malley and Jacqui Cooper at the Oliver Zangwill Centre who won the national British Medical Association's Patient Information Award for their information booklet on managing fatigue after brain injury. The booklet, published nationally by Headway, was written for people with brain injury experiencing fatigue and aims to help brain injury survivors, their families and friends to understand fatigue and how it affects them.**

## Team merger boosts care services

**Cambridgeshire Community Services' intermediate care and homecare teams in Huntingdonshire have come together to boost the services provided to vulnerable older people.**

These services bridge the gap between hospital and primary care. Occupational therapists, physiotherapists, nurses and assistant staff work with patients to undertake assessments, develop shared goals and rehabilitation plans to enable people to fulfil their short-term potential.

Alison Edwards, unplanned care manager said: "The Homecare team previously provided long-term care services focusing on caring for service users in their own homes, with

the intermediate care team providing short-term care enabling patients to improve their ability to undertake daily activities independently.

"The merger with the homecare team means our therapists and nurses have been freed up to carry out more clinical duties and all staff members are receiving training to update and develop new skills.

"This larger, integrated team is now able to provide intermediate care to more people in the Huntingdonshire area and patients are now receiving a seamless service."



**Huntingdonshire's integrated intermediate care team**

# Unique anticoagulation nursing service

**Fenland patients requiring anticoagulation drugs – usually Warfarin – are able to access a unique community-based specialist services.**

The Fenland Anticoagulation Nursing Service (FANS) covers the North Cambridgeshire area and serves approximately 2,400 patients in a variety of settings including community hospital clinics and GP surgery clinics, as well as undertaking home visits to housebound and nursing home patients.

Qualified anticoagulation nurse specialists measure patients' blood clotting levels using blood samples taken using a finger prick method.

Results are available immediately enabling the nurse specialist to set the patients' anticoagulation drug programme and explain any changes of dose. Patients also have the opportunity to discuss any possible interactions with new drugs, review if there have been any episodes of bleeding, as well as seeking advice if they are undergoing surgical or dental procedures, or need support with dietary or alcohol issues.

The consultation outcome is forwarded to the patient's GP, either by fax or direct input onto their computer database, which allows them to prescribe the anticoagulation programme safely.

Vitamin K (the antidote to Warfarin) is administered by the nurse specialists to any patients identified through testing of their blood clotting as at risk of haemorrhage. This enables the patient to avoid a potential hospital admission or emergency GP appointment.

Follow up appointments are always made enabling continuity of care.

For further information contact the Fenland Anticoagulation Nursing Service on 01354 644238.



*George Moulding having his blood tested by Julie Cox, anticoagulation nurse specialist*

## Mums and babies benefit from investment

Mums and babies across Cambridgeshire are set to benefit from a £86,000 initiative to promote breastfeeding thanks to a successful bid by NHS Cambridgeshire, Cambridgeshire Community Services and local hospitals. Penny Miller, public health nurse specialist said: "This funding will enable our health visitors, family nurses, and Travellers health team to work collaboratively with maternity units and community midwives to promote the benefits of breastfeeding and provide consistent advice, support and encouragement for mothers."

## New musculoskeletal patient information

CCS has launched a new suite of information on its county-wide musculoskeletal service. The information includes where to find the services, how to make self-referrals (only available in certain areas of the county) and advice and information on self management. The county-wide service has a strong emphasis on being patient-centred whilst striving to educate and encourage patients in the self management of their musculoskeletal conditions. To find more about the physiotherapy services we provide visit [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)

## New children's diabetes specialist nurse

Diabetes specialist nurse Vicky Surrell has moved from general children's services to provide dedicated children's diabetes services. In her new role Vicky will be looking at a new way of tailoring treatment to the amount children eat. Vicky joins consultant paediatrician, Dr Rajiv Goonetilleke in delivering diabetic services at CCS' children's unit based at Hinchingsbrooke Hospital.

## Growing diabetes team

**“Diabetes is on the increase nationally, however in the East Cambs and Fenland area there are above national average numbers of people diagnosed with diabetes,” says Helen Hollern CCS' diabetes specialist nurse facilitator.**

“In April this year we were given funding to increase our diabetes team of two nurses, a care technician and administration staff. We recruited two more specialist nurses, another care technician, a specialist podiatrist, a specialist dietician, secretarial support and a part-time consultant diabetologist.

“The team expansion has enabled a diabetic clinic to be set up in Princess of Wales Hospital, Ely to treat local patients who would normally go to

Addenbrooke's Hospital. The patients see the same doctor or nurse at each visit, providing continuity of care and enabling trust to develop between staff and patients. Patients' feedback is very favourable, showing that they appreciate being seen in a place close to where they live, whilst still seeing a specialist team. This clinic has proved so popular we've had to increase it to twice a month, and we are working with the GPs in the Wisbech area to provide the same service for their patients.

“The team recently held a conference for local health professionals and we are hoping to do a great deal more education with health professionals of all backgrounds in the next few months.

“Monthly education sessions for patients newly diagnosed with type 2 diabetes are being run in Wisbech, Ely and March and we are hoping to start a session for type 1 patients locally early next year.

“The team all adopt a holistic approach to the patients care and well-being, and the results of the team's enthusiasm and flexible working is appreciated by the patients and staff alike. We hope to be able to reduce admissions and long term complications by providing timely specialist care and education when and where it is needed, within the local community.”

## PALS - We're here to help

The Patient Advice and Liaison Service (PALS) provides service users and staff with a confidential advice service. They are here to help you if you have any issues, concerns or suggestions for improvements across our services. Using this service doesn't stop you raising a complaint but offers early intervention and support for you, and your family or carers. Look out for our PALS team in your local area. To contact us call freephone 0800 013 2511, email [ccspals@cambridgeshirepct.nhs.uk](mailto:ccspals@cambridgeshirepct.nhs.uk) or write to us, freepost (no stamp required) at: Licence Number RSAE-ELUT-RHCL, Cambridgeshire Community Services Comms Team, Patient Advice and Liaison Service, The Priory, Priory Road, St Ives, Cambridgeshire PE27 5ZY



*Chris Hampson, PALS officer visits Albert Rayner, resident of Boyden Court sheltered housing scheme, Wisbech*

## Electronic social care record goes 'live'

**Cambridgeshire Community Services' health and social care team in March has implemented electronic social care records.**

The ethos of the electronic social care record is to bring together all information relating to a client into a single record providing authorised staff access to client records faster, and simultaneously from different locations, for all pertinent data required for critical decisions.

Clare Welton, county manager for planned care said: “It is a tremendous achievement by the team who have all worked hard in the implementation of the electronic social care record system. This new initiative will ultimately benefit all patients' and clients' health and social care needs.”

## New system gives GPs speedier patient results

Cambridgeshire Community Services has launched a new service which enables GPs to receive patients' examinations reports electronically.

Mike Oldham, radiology services manager explains: "As part of our new radiology information and digital imaging system at Doddington and Princess of Wales community hospitals we are rolling-out a new system that will provide patients' examination reports electronically to their own GP.

"We have 12 GP practices currently operating the new system, with plans to provide to all local GPs in the near future.

"Prior to this new system being introduced, GPs received a letter from the hospital or staff faxed over their reports. At a time when people are often receiving ongoing care anything that speeds up the process will improve the quality of service provided."

Dr Simon Hambling, GP at Doddington Medical Centre said: "The new system of reporting X-rays has significantly improved the time that reports are received, this has been reduced from about 10 days to one or two days. Also the reports come in directly to the patient record, saving on paper and administration. There is much less chance that reports go astray, so we are very pleased with this development."

## Personalised budgets roll-out in Cambridgeshire

CCS is working with Cambridgeshire County Council to implement a new approach to providing social care and support, known as the personalised budget scheme.

The scheme is being rolled out to people aged over 65 years of age, initially in Fenland, but across the whole of Cambridgeshire by early 2010.

Personalised budgets - also known as self-directed support - enables the service user, or their family or carer to receive the money needed to meet their assessed care needs and to make their own decisions on how the money is spent to meet their own particular support requirements. For the first time people eligible for services will be offered a personalised budget. Those already receiving services will be able to consider the new approach when their services are reviewed. Anyone who thinks they may be eligible should call 0345 045 5202 to ask for an assessment or go to [www.cambridgeshire.gov.uk/social](http://www.cambridgeshire.gov.uk/social).

## Get involved

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete the information on the reverse, tear it off and return it in an envelope to the freepost below.

**FREEPOST RSAE-ELUT-RHCL**  
**Cambridgeshire Community Services Comms Team**  
**The Priory**  
**Priory Road**  
**St Ives**  
**Cambridgeshire**  
**PE27 5BB**

Produced by Cambridgeshire Community Services.  
Contact: 01480 355479 or email [ccscommunications@cambridgeshirepct.nhs.uk](mailto:ccscommunications@cambridgeshirepct.nhs.uk)

## Local football teams launch campaign



With the support of local football teams, Cambridgeshire Community Services is launching a new campaign designed to raise awareness of Chlamydia and provide screening opportunities.

Darren Flood, Chlamydia screening outreach worker, explained: "Chlamydia is the most commonly diagnosed sexually transmitted infection amongst young people in the UK. If left untreated, it can have long term health implications including infertility.

"The players at Cambridge United are supporting our campaign and will take up of the free, confidential and painless screening opportunities to encourage others to do the same."

Greg Reid, team physio for Cambridge United Football Club added: "The team has been offered screening previously and we'd definitely encourage young people to be tested too. We need to maintain our players peak fitness and if we didn't have the test, how would we know if we've got Chlamydia or not? It's a really simple test that you do yourself and if Chlamydia is detected a short course of antibiotics cures it – what have you got to lose?"



Any young person can 'take the test' by ordering a free postal kit enabling you to take the test in the privacy of your own home by texting the word 'screen' along with a name and address to 84010 or by visiting [www.cambstakeatest.com](http://www.cambstakeatest.com). Or visit one of over 200 screening locations across Cambridgeshire - see [www.cambstakeatest.com](http://www.cambstakeatest.com) for a list of locations.

## Stop smoking services help 13,000 people to quit

CAMQUIT, CCS' specialist stop smoking service has been in place for 10 years and has helped over 13,000 people quit smoking.

CAMQUIT provides a comprehensive and accessible stop smoking service to people who smoke and are motivated to quit, as well as a county-wide training and support programme for healthcare professionals.

The smoking and pregnancy team has developed a new smoking and pregnancy referral system in Wisbech for all pregnant women who smoke. For more information contact [Bernadette.crosson@nhs.net](mailto:Bernadette.crosson@nhs.net) or call 07747 026145.

It also trains healthcare professionals in all local hospitals to provide 'on the spot' smoking cessation treatment.

Free stop smoking support in Cambridgeshire includes:

- One-to-one counselling
- Telephone counselling call-back service
- Support groups
- Referral to local specialist services at your GP and pharmacy
- Helpful non-judgemental advice so you can stay smoke-free

Call 0800 018 4304, TEXT 'KICKBUTT to 80010' or visit [www.camquit.nhs.uk](http://www.camquit.nhs.uk)

## Get involved

If you would like more information on Cambridgeshire Community Services or are interested in helping to shape the future of our services, please complete this slip, tear it off and return it to the freepost provided.

### About you

Your name:

Address:


Email:

### Areas you are interested in:

(Please tick as many boxes as relevant )

Adult services

Children and young people's services

Generally interested in our organisation and the future of local services

Healthy lifestyles (i.e. smoking cessation, exercise, sexual health)

Services for older people

Other: please state


Please post this slip back in an envelope to: **Freepost RSAE-ELUT-RHCL Cambridgeshire Community Services Comms Team**  
The Priory, Priory Road, St Ives, Cambridgeshire PE27 5BB