

## Louise Rendle Head of Network Services

It hardly seems possible that it's nearly Christmas and we're almost at the end of another very busy year.

Service users' voices have been heard on lots of different subjects including the Dementia Strategy and a review of Musculoskeletal (MSK) services in Wiltshire. MSK refers to problems relating to the muscles, joints, tendons and ligaments and include fibromyalgia, osteoarthritis and rheumatoid arthritis.



We also fed into a national consultation by Healthwatch England. The report, *Suffering in Silence: Listening to consumer experiences of the health and social care complaints system* was published in October. The report highlights the problems of a largely ineffective and difficult system for people to find their way around and possible solutions to help people make complaints in the future.

Recently service users have been commenting on the draft Joint Mental Health and Wellbeing Strategy. If you haven't yet had a chance to feed your views in, you can find the questionnaire on-line <http://www.wiltshire.gov.uk/mental-health-wellbeing-strategy-survey.htm> or you can contact WSUN for more information. The consultation closes on the 10th January 2015.

Thank you to all our members who have participated in various events, questionnaires and activities throughout the year, it is so important that we continue to influence the decision makers and we can only do that with your help. I hope you have a peaceful Christmas and best wishes for the New Year.

## IN THIS ISSUE

Memory Groups in Wiltshire	Page 2
Swindon Mobility Club	Page 3
Wiltshire Care Services Directory 2013/2014	Page 3
World Mental Health Day 2014	Page 4/5
Wiltshire Clinical Commissioning Group - Your Passport to the Best Treatment Plan	Page 6
Wiltshire Council Public Health - Screening Programmes	Page 6/7
Free Home Fire Safety Check	Page 8

# Memory Groups in Wiltshire

Do you have memory loss or know or care for someone who has memory loss?  
Come and join us for a social gathering and meet new friends.

## Calne Memory Group

Meets fortnightly on Thursday's 10-12 noon  
Marden House, Calne (opposite the Heritage Centre)

Jan 01249 817928 or WSUN 01380 871800

## 3M's Royal Wootton Bassett

Meets fortnightly on Tuesday's 10-12 noon  
The Civic Centre, Station Road, Royal Wootton Bassett

Dave 01793 848686 or WSUN 01380 871800

## Tisbury Memory Group

Meets fortnightly on Wednesday's 10-12 noon  
Hinton Hall, Tisbury

Anne-Marie 07557 922023 or WSUN 01380 871800



## Spotlight on Tisbury Memory Group

Tidworth Memory Group is an informal group and gives an opportunity for people to meet up with others that are in a similar situation either living with a form of memory loss or are looking after someone with the condition.

In October we had a visit from a writing therapist and tried our hand at card making. In November we had David Burton from the Alzheimer's Society who made memory boxes and a visit from Sarah Wright of Swan Advocacy.

The group is open to all ages and guests from surrounding villages are very welcome. The Tisbury Memory Group is being funded and supported by the Wiltshire and Swindon Users' Network.

**“My mum never leaves my side when we are out, I just cannot believe the change in her when she comes to this group” (Viv)**

**“Such a lovely group - so accepting and non judgemental, you do a wonderful job. I can relax and my mother really enjoys coming” (Anne)**

**“It is so lovely to find a group of people that care. I so enjoy coming” (Margaret)**

# Swindon Mobility Club (SMC)

The Swindon Mobility Club continues to meet every three months at the Civic Offices, Swindon. The members discuss various issues that are important to them and, together with WSUN we try to find a solution.



Examples of some issues that have been raised are as follows:

- Traffic control needs to be investigated at Luddesdown Drive, Toothill, Swindon. At present, this is extremely dangerous for both drivers and people in mobility scooters, wheelchairs etc.
- Salt bins to be placed in a suitable and accessible location in car park on Luddesdown Drive, Toothill, Swindon.
- Traffic signals to be re-erected at new development at the top of Regent Circus and Cromby Street, Swindon. Currently the road and pavements are shared to both traffic and pedestrians.

The next coffee morning will be on Wednesday 3rd December 2014, 10.30am -12.00pm. The Civic Offices, Euclid Street, Swindon.

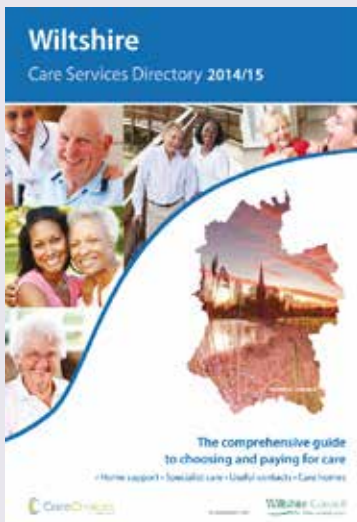
If you would like to join us, please book a place by telephoning the office or sending an email.

## Wiltshire Care Services Directory 2014/15



### The comprehensive guide to choosing and paying for care

- Home Support • Specialist care • Useful contacts • Care homes



You can download an electronic copy of the Wiltshire Care Services Directory by visiting:

<http://www.carechoices.co.uk/region/south-west/wiltshire/>

To obtain a hard copy of the Wiltshire Care Services Directory please contact Wiltshire Specialist Customer Advisors on 03004560111 or email: [customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk)

# World Mental Health

Following the success of our 2013 event this year we marked the day with an open invitation for a marketplace stands, our fantastic art table where beautiful bunting was created, the wonderful with friends and colleagues.

The theme for this year was 'Living with Schizophrenia' and we were lucky to secure Sophie Reed Wellbeing Project – both speakers were very well received, as was the event as a whole.

Here are some of quotes we received on the day and photos taken:

“ Fun, interesting, informative, empowering ”

“ Music was wonderful to take part in ”

“ brilliantly organised – thank you ”

“ How nice to see so many people here to talk about this issue which affects us all ”

“ very useful information from organisations I was not aware of ”



WSUN would like to thank everyone who helped make the day such a success; our members and staff, Chikung 4 Health, Lisa and all from Soundwell Music Therapy, Diane Gooch M.C for the day, our sponsors

# Health Day 2014

all to take part. Over 180 people took part in the day and enjoyed listening to speakers, browsing  
music and Chi Kung workshops, as well as the opportunity to make new contacts and spend time

from Rethink as a speaker on this subject. Also presenting was Bisi New of Wiltshire Wildlife Trust

“ All good stuff! Picked up connections, tips and advice ”

“ very useful and helps to highlight ways for collaborating working with other organisations ”

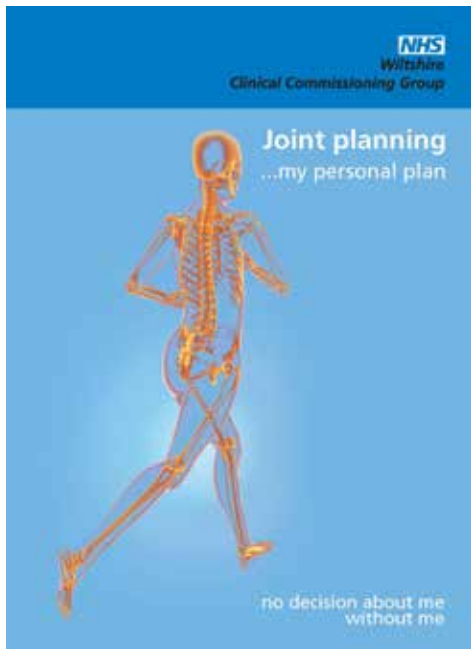
“ A bright day despite the grey weather – it had a bit of a party atmosphere here... ”

“ people on stands very enthusiastic and well informed – many smiles too! ”



supporters, our guest speakers Sophie and Bisi, Mary and Marie for running the art table, Trisha from sponsors who kindly donated raffle prizes and all those who called in throughout the day.

# Wiltshire CCG (Clinical Commissioning Group) Your Passport to the Best Treatment Plan



Wiltshire NHS Clinical Commissioning Group is on a mission to make muscular-skeletal – joints and muscle care, the best in the country, and to give service users - you – more support to make decisions about your own treatment.

Working with organisations such as WSUN, we've been listening to service users and medical professionals, to better understand how we can improve muscular skeletal care in Wiltshire. From the workshops held, we think a 'Passport' to services will help turn our shared vision into reality.

The 'Passport' might look like a booklet or small folder but it is in fact so much more than that. It's going to be a record of the shared decisions you have made with your GP and therapists about a programme of treatment and care, tailored especially for you - and with you. This booklet provides information on, and access to, the full range of services available to those with joint and muscle problems as well as providing advice on lifestyle choices. You may not have known all the options that are available but with the guidance of GPs and professionals, you will be able to choose a treatment that works best for you.

GP, Lindsay Kinlin, says, "The Passport will make communication between patients and professionals much easier and lead to more effective treatment. Each time patients see someone the passport will be updated. It will enable fully informed decisions – jointly made with patients - as to the best way forward. Each person has different problems and priorities and the passport recognises that, allowing for a programme of treatment, tailored to the individual's needs and wishes.'

The Passport is to be trialled at GP surgeries in Chippenham, Salisbury and Warminster in the Spring. We then hope it will be available throughout Wiltshire during 2015.

## Wiltshire Council Public Health Screening Programmes



Cancer screening programmes aim to prevent or detect cancer at a very early stage when the chance of a cure is highest. For this reason, all eligible people invited to screenings are encouraged to take part in the programmes.

There are three cancer screening programmes delivered by the NHS

- the NHS Breast Screening Programme
- the NHS Cervical Screening Programme
- the NHS Bowel Cancer Screening Programme

The Public Health team in Wiltshire works to improve awareness of these national screening programmes by promoting the importance of going to screenings and by providing advice and guidance to the general public and practice staff.

### **What is breast screening?**

Breast screening takes place at a special clinic or mobile breast screening unit. A mammogram (X-ray of the breast) is taken and is then studied to look for any abnormalities. The results of the mammogram will be sent to you and your GP.

The NHS Breast Screening Programme provides free breast screening every three years for all women aged 50 and over.

For further advice and guidance on breast cancer, including the screening process and treatment visit the NHS breast screening website.

### **What is cervical screening?**

During cervical screening a small sample of cells is taken from the cervix and checked under a microscope for abnormalities. This test is commonly referred to as a cervical smear test.

Women aged between 25 and 49 are invited by letter for cervical screening every 3 years; women aged between 50 and 64 are invited every 5 years.

Visit the NHS cervical cancer screening website for further advice and guidance on cervical cancer, the symptoms and treatment available.

### **What is bowel screening?**

Men and women aged between 60 and 69 are automatically sent a bowel cancer screening kit through the post every 2 years. The kit comes with step-by-step instructions for completing the test at home and sending the samples to a laboratory for processing. Results are sent out within two weeks.

Visit the NHS bowel cancer screening website for further advice and guidance on bowel cancer, the symptoms and treatment available.

### **How do I get a screening invitation?**

For all cancer screening, the NHS will automatically send an invitation letter to all eligible men and women who are registered with a GP. Therefore, it is very important that your GP has your correct name and address details and you must inform them if these change.

If you have been invited for screening, or have been for screening and have any questions about the result, you should contact the name and address shown on your invitation letter or result letter. If you are worried about a specific problem, or otherwise worried about the risks of cancer, then you should talk to your GP.

## Wiltshire Fire and Rescue Service



A home fire safety check is a totally free service offered by Wiltshire Fire & Rescue Service. If you contact us, and you qualify for a visit, we will arrange a mutually convenient appointment for a firefighter or community safety technician to do a personalised fire hazard assessment of your home.

We will fit free smoke alarms where required and offer advice to make you and your family safer in your home. The appointment normally lasts about 30 minutes and covers topics such as:

- Using electricity safely
- Cooking safely
- Making an escape plan
- What to do if there is a fire
- Keeping children safe
- Good practice – night time routine and other points relevant to you



If you live in Wiltshire or Swindon, you can request a free home fire safety check by calling us on 0800 389 7849 or visiting <http://www.wiltsfire.gov.uk/homefiresafetychecks> to apply online.

## Contact Details:

**Address:** Wiltshire & Swindon Users' Network  
The Independent Living Centre  
St George's Road  
Semington  
BA14 6JQ  
**Tel:** 01380 871800  
**Fax:** 01380 871507  
**Email:** [info.wsun@btconnect.com](mailto:info.wsun@btconnect.com)

The Wiltshire & Swindon Users' Network is not responsible for information which is provided by third party organisations or agencies.

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