

# Healthy Times

Winter 10 Issue 7 Members' newsletter

Keep well  
this winter

Meet our cover star

Healthy choices  
at Christmas

More than  
9500 members

## Contents

# Dear Members,

## Welcome to the winter edition of *Healthy Times*.

Now that winter is upon us it is even more important that we keep ourselves healthy to keep colds and flu at bay so we can enjoy the season's festive celebrations.

Please turn to pages 8 and 9 to read how to keep yourself and your family healthy this winter. On page 10 you will find healthy eating tips to guide you through the tempting tastes of the festive season.

Meet our first membership cover star, Kelton Mckenzie on pages 4 and 5 and find out how Kelton keeps fit and healthy. Remember, you too could be on the cover of the Spring issue of *Healthy Times*, or maybe you could nominate a friend or a member of your family who is a shining example of how to stay fit and healthy.

A huge thank you to members who completed the membership questionnaire in the autumn issue of *Healthy Times*. The winner is featured on page 10. On page 12 you will find feedback on other questionnaires members have completed. Thank you all once again for the fantastic support you continually give to NHS Leicestershire County and Rutland. Your feedback really makes a difference. To look back on all the services your feedback has influenced read the 'duty to report' on our website at

[www.lcr.nhs.uk/\\_Gettinginvolved-Consultationsandquestionnaires.aspx](http://www.lcr.nhs.uk/_Gettinginvolved-Consultationsandquestionnaires.aspx) which is also featured on page 11.

In September after seven years as chair of NHS LCR we said goodbye to John Gant CBE who was a great supporter of the membership scheme. We will miss John and wish him well in his retirement.

We now welcome new chair of NHS LCR, Cathy Ellis. Previously, Cathy was the vice-chair, and took up the position on 1 October. Cathy has previously worked as a self-employed business consultant and at a senior level HR, finance and procurement. She has an MBA and trained as a chartered accountant with PriceWaterhouseCoopers.

I would like to take this opportunity to send season's greetings to you from NHS LCR.

**Wishing you all a happy and healthy new year.**

Kind regards

Andrea Clark

Head of engagement and involvement



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**Leading Leicestershire and Rutland to become the healthiest place in the UK**



# Choose Well this winter

**Are you planning ahead for your family's health this winter? Stocking up on over-the-counter medicines and making sure you know the right place to go for healthcare will mean the most appropriate treatment should someone fall ill.**

Many common ailments and minor injuries can be treated with items from your local pharmacy, so it is worth keeping your home medicine cabinet stocked with remedies which can help deal with stomach upsets, scrapes, grazes, headaches and colds.

It is important that everyone knows the best place to go for medical care when they need it, to avoid unnecessary pressure on life-saving services such as accident and emergency (A&E). Make sure you know when your GP surgery is open and if it offers extended opening hours. It is also important if you have regular medication to ask for a repeat prescription in plenty of time.

Should you need a GP out-of-hours call the surgery as normal and there will be a message telling you how to contact the out-of-hours service. However, if you are not registered with a GP practice or cannot get through call 0845 045 0411.



- **Self care** – every day illnesses like a headache, hangover, graze, sore throat or cough can be treated at home by using over-the-counter medicines. Your local pharmacist will be happy to give you more advice. If you are unsure about the right treatment, call NHS Direct on 0845 4647.
- **GP or urgent care services** – for vomiting, ear pain, sore belly, backache, cuts, sprains, strains and itches. Visit your GP practice or urgent care centres which can be found at:
  - **Loughborough walk-in centre** (24 hours)
  - **Oadby and Wigston walk-in medical centre** (8am-8pm)
  - **Leicester Royal Infirmary urgent care centre** (24 hours)
  - **Lutterworth Minor Injury Unit** at Feilding Palmer Hospital (9am-9pm)
  - **Market Harborough Minor Injury and Illness Unit** at Market Harborough District Hospital (9am-9pm)
  - **Melton Minor Injury and Illness Unit** at Melton Mowbray Hospital (weekends and Bank Holidays 8.30am-6pm); or **Latham House Medical Practice** minor injury service (weekdays 8.30am-6pm)
  - **Rutland Minor Injury and Illness Unit** at Rutland Memorial Hospital (9am-9pm)
- **A&E** – if you have chest pain, difficulty breathing, loss of blood or loss of consciousness go straight to A&E or dial 999 in an emergency.

For more details on healthcare services visit our website – [www.lcr.nhs.uk](http://www.lcr.nhs.uk) – and click on the green **Find Services** button.

# Meet our cover star

**In the last issue of *Healthy Times*, we asked members to apply to be our next cover star. We wanted to feature someone who had embraced a healthy lifestyle and encouraged others to do the same.**



Kelton Mckenzie, of Rushey Mead, wrote to us with his story of how, after retiring from professional boxing, he set out to inspire others to get fit and eat healthily.

After 16 years as a boxer, Kelton, aged 31,

went back to college and gained a Sports Science degree. He then set up his own business teaching boxercise classes in schools, community centres and youth centres to educate people about the benefits of a healthy diet and regular exercise.

We invited Kelton to be our cover star and tell us more about his passion for health and fitness.

## **How and why did you start boxing?**

When I was younger it was about keeping fit and it was in the family as well, my father used to box when he was younger as did my older brother. It also kept me off the streets, as there wasn't much to do, it was either football or boxing. I started in Belgrave Working Mens' club and turned professional when I was 21.

## **What made you want to encourage others to become fit and healthy?**

When I retired at 31, I realised that there were lots of people following me and my career and I thought that I had a good opportunity to get some positive health messages out to people. So, I decided to start something new by going to college and getting a degree so I could teach people.

The reason I wanted to do this was because I wanted to give the community the chance to experience the benefits I've had from fitness and healthy living.

I knew it would be a hard challenge as I was 32 when I went to college but I knew that the hard work would reap the reward of achieving my long term goal. I used what I had learnt through my boxing – dedication, motivation and responsibility, to keep focused.

I studied sports studies and went on to get a degree in sports science. This gave me the platform to set up my own business around boxing but on a non-contact basis. I qualified to teach courses such as boxercise and established myself in schools, teaching children in years seven to ten.

The response was great because the classes were something different to the usual mainstream sports offered in schools. Also, they were quite surprised when I brought in an academic aspect to the classes by teaching them about correct nutrition and eating healthily.

## **What do your classes involve?**

We have a warm up session, similar to an aerobics session, working each part of the body and all the muscle groups. It's all done to music to get the heart rate up. People work in pairs on the padwork and do circuits or 'drills' so it's like the training I used to do for boxing but without the contact.

I bring the nutritional information to my classes and next year plan to make it a formal part of the classes and also include some teaching about the psychological benefits that exercise brings.

I teach a mix of all abilities and ages from under tens to mid-fifties. I have several parents wanting me to teach their young children as they have so much energy and it's a good way to expend some of it.

## **How has your life improved as a result of your healthy lifestyle?**

I do more things with my family. If I didn't have exercise in my life, I'd probably just sit in front of the TV. I think people can learn how to be lazy and it becomes hard to take that first step towards a healthier lifestyle. People assume that they can go to the gym then go home, have a few pints and a Chinese takeaway but that's just undoing all the hard work. That's why I like to educate people about the importance of a whole picture approach



to health and not just teach them the physical aspects. Being fit and healthy helps me to focus more and I've learnt through my sports psychology studies that fitness can help you to have a positive attitude and be more motivated.

I've also been able to use my knowledge of fitness to help my parents. They both have diabetes and, as neither of them did any exercise, I encouraged them to get fitter by doing chair-based exercises with them which they both benefitted from.

### **What would you say to people who think boxing is just for macho men?**

Despite my career as a boxer, now that I've got children, I wouldn't encourage them to get into contact boxing. However, I believe everyone should have the chance to try a new sport but it should be done alongside studies. Everyone needs to learn about the effects a sport like boxing can have. I boxed for 16 years and luckily, I finished with no damage to myself but it can have serious effects on people.

But I definitely encourage boxercise and other forms of exercise because as well as the fitness benefits, it lets people let off steam, meet other people and relax without any of the dangers associated with contact boxing.

### **How do you maintain your healthy lifestyle?**

When I was boxing, I was extremely strict with my diet and everything was steamed not boiled or fried, I ate lots of fish and the right types of carbohydrates – ones that

release energy slowly – and would never have fish and chips or a Chinese, even if my partner was eating one, I'd go upstairs but could still smell it! Now, I still eat very healthily but allow myself a takeaway maybe once a month. I also don't drink or smoke.

### **How would you motivate people to get involved in exercise?**

I asked some people in my class what motivates them to come and I got some very different answers. One lady said it was me in my lycra shorts! Most say just to stay healthy generally but some have specific goals like losing weight for a wedding.

Also, some people do it to de-stress and let off steam, it's a chance to get away from the kids or work for an hour and take time for yourself. Some older people said they do it to keep their minds active because otherwise they said they would just be sitting at home, watching TV. They come to enjoy the social aspect too.

I would motivate people by telling them to set themselves a target. Then write down your goals on paper and stick them up around the house. That way you're constantly reminded about what you are working towards and it helps you to stay focused.

People should remember the benefits of getting active – it will improve your mental health and wellbeing by reducing stress, as well as physical fitness, but it doesn't happen overnight, you have to work at it.

# News in brief

## Organisational changes

**There have been many changes to NHS Leicestershire County and Rutland since the last issue of *Healthy Times*. Firstly, Catherine Griffiths, our chief executive officer, took on the additional role of chief executive of NHS Leicester City and announced the new joint executive team responsible for leading the commissioning of healthcare services across both organisations.**

The two organisations remain as separate legal entities, retaining a specific focus both on the population of the city, and on those living within Leicestershire County and Rutland.

Catherine Griffiths said: "These proposals mean that we will be able to work more flexibly across both

organisations and also reduce unnecessary duplication. This will help to save over £6million, money which can be spent on improving services for patients."

Secondly, following a government announcement that NHS management costs should be reduced by at least 30 per cent in the next year, it was announced that around 125 jobs across the two organisations are at risk of redundancy. It is envisaged that the savings will be reinvested in frontline care, helping to improve quality for patients.

Catherine Griffiths said: "Any redundancies are always regrettable but we need to reduce our management costs so that we can help the NHS budget stretch further. That is important as we face up to the inevitable financial challenges that lie ahead."

## TCS update

**Transforming Community Services (TCS) is a change programme for the delivery of primary health care services. The change programme will help meet the new requirements in commissioning health care, designed to promote high quality standards of care.**

The TCS programme aims to provide more integrated sustainable services to improve quality and patient experience, as well as increasing productivity and cost-effectiveness.

**Community services include, for example:**

- Services delivered within the ten community hospitals in Leicestershire and Rutland including outpatients, day cases and radiology services
- The walk-in centre at Loughborough and the urgent care centre at Leicester Royal Infirmary
- Community based nursing services
- Health visiting
- School nursing
- Dental services

- GP out of hours services
- Therapies (for example, physiotherapy)
- Podiatry (eg foot care)
- Nutrition and dietetic services

In the last issue of *Healthy Times* we invited you to share your views on the TCS change programme by completing a questionnaire. We received 120 responses. Many thanks to members who took the opportunity to let us know your views. The questionnaire has now closed and all feedback has been collated to inform the business case.

The board has approved the business case for submission to the Strategic Health Authority. This will see the transfer of services currently provided by NHS LCR's Community Health Services (CHS) to other NHS provider organisations.

All feedback from staff and public engagement can be found outlined in the business case. Visit [www.lcr.nhs.uk/Library/TCSBusinessCaseAugust172010.pdf](http://www.lcr.nhs.uk/Library/TCSBusinessCaseAugust172010.pdf) to find out more.

# Members get involved with end of life care

## **Healthy Times** members have helped the NHS in Leicester, Leicestershire and Rutland (NHS LCR) to come up with a strategy for end of life care.

Over 2,000 of you filled in a questionnaire back in July and August which asked some difficult questions, such as where would you prefer to die; what should NHS LCR do to support those who want to die at home; and when was the best time for patients to get information on end of life care.

Although it is a very sensitive subject for many people to discuss, by completing the questionnaire you have helped Leicester, Leicestershire and Rutland (LLR) End of Life Care Board to come up with a strategy on how to support the best possible care for adults coming to the end of their lives.

The LLR End of Life Care strategy 2010-14 was agreed by both NHS Leicestershire County and Rutland and NHS Leicester City's boards and has involved both stakeholders and the public in the whole process.

The strategy sets out a vision of what patients and carers can expect from local provision and also defines standards of care, such as:

- Developing patient-focused end of life care services that meet individuals' needs as well as carers
- Enabling choice in decisions about care and preferred place of death
- Services which are equitable, safe and able to meet the needs of a diverse population
- Providing the 'best possible experience for patients and carers during the last days, weeks and months of life'

Karen Ashcroft, NHS LCR's change manager for end of life care, said: "I would like to thank all the members who filled in the questionnaire on end of life care. It is important that patients and their families are supported in making decisions and being well cared for wherever they wish to spend the last months, weeks and days, which is why I am delighted so many members had their say."

For more information on the LLR End of Life Care strategy 2010-14 visit our website at

[www.lcr.nhs.uk/Library/FinalEoLCStrategyv19141010.doc](http://www.lcr.nhs.uk/Library/FinalEoLCStrategyv19141010.doc)



# Stay well this winter

**If you are older or have a serious illness, it is important during the winter months to take extra care of your health.**

**Those who are more vulnerable in colder weather can experience a drop in body temperature which can often aggravate circulatory diseases and lead to strokes and heart attacks, or respiratory illnesses such as bronchitis or pneumonia.**

It is important to make sure your home is kept at a temperature of around 18-21°C. If heating your entire house isn't an option, then just heat the living room during the day and your bedroom before sleep.

Keep curtains and doors closed to help block out draughts and check to see if you are eligible for a winter fuel payment.

Wearing several layers of warm clothes can be better than one thick layer, while keeping as active as possible will help you to stay warm. Having regular hot drinks and at least one hot meal a day will also keep your energy levels up.

If you are venturing outside make sure you wrap up well and wear boots or shoes with a good grip. Be aware that icy or snowy paths, steps and driveways can also become a hazard, making the ground slippery and increasing the risk of slips, trips and falls.



## Binge drinking dangers

**With the party season in full swing and people determined to have a good time, could you be putting your health in danger by drinking too much?**

Binge drinking – drinking excessively in a short period of time – is more than eight units of alcohol during one session for men, or more than six units for women.

It is easy to get carried away when you get into the party spirit, but did you know if you regularly binge drink you are increasing your risk of having health problems in the future?

Dr Chris Trzcinski, a GP and chairman of NHS Leicestershire County and Rutland's professional executive committee, said: "One of the major risks from binge drinking is alcoholic hepatitis: it can develop from years of drinking or affect you suddenly – after a weekend of bingeing – and if your liver fails, it can kill you.

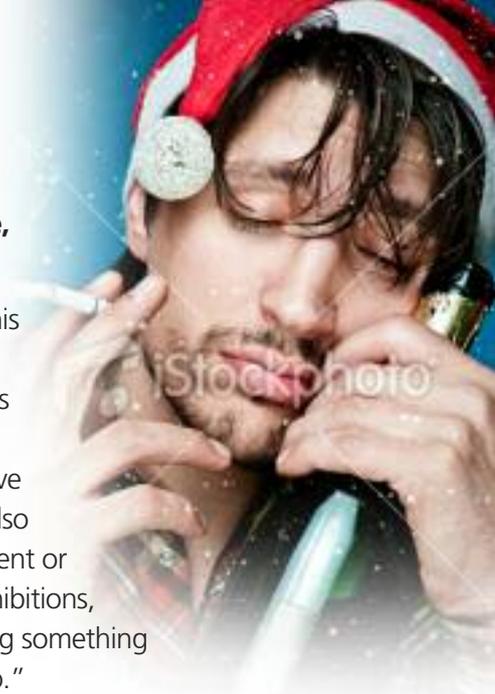
"You could also cause long-term damage to your internal organs, be left with stomach ulcers, fertility problems, weight gain, or increased risk of heart disease, diabetes and certain cancers."

In Leicestershire county and Rutland around 135,000 people regularly drink more than the safe recommended levels and more than 7,500 hospital admissions each year are caused by alcohol.

Dr Trzcinski added: "At this time of year everyone wants to enjoy themselves but alcohol is also a depressant which can leave you feeling quite low, it also increases the risk of accident or injury and lowers your inhibitions, which could see you doing something you wouldn't normally do."

Although there is no guaranteed safe level of drinking, the risks of harming your health are low if you drink below recommended daily levels:

- Men should not regularly drink more than 3-4 units of alcohol a day
- Women should not regularly drink more than 2-3 units of alcohol a day
- Pregnant women or women trying to conceive should avoid drinking alcohol. If they do choose to drink, to protect the baby they should not drink more than 1-2 units of alcohol once or twice a week and should not get drunk



## Don't serve up food poisoning

**When preparing your festive feast this year it is important to follow a few simple food hygiene rules to make sure food poisoning isn't on the menu.**

This can pose a serious health hazard for youngsters, pregnant women, older people and those with existing health problems, causing diarrhoea, stomach pains, nausea and vomiting – which could even lead to gastroenteritis or at worst death.

### Make sure you:

- Buy the right sized turkey for your needs and allow enough time to cook it
- Defrost poultry thoroughly before cooking to kill the bacteria which causes food poisoning and don't let raw meat touch other food
- Never wash your turkey as this can splash harmful bacteria on to worktops and other food
- Wash your hands with soap and warm water after

handling raw meat and clean worktops and utensils thoroughly

- Cook stuffing separately as putting it inside your bird can extend cooking times
- Make sure poultry is steaming hot throughout, with no pink meat and the juices run clear before serving
- Cool leftovers within a couple of hours, then cover and put in the fridge – leaving them at room temperature allows bacteria to grow
- When reheating meat make sure it is steaming hot all the way through – don't reheat more than once
- Use leftovers within 48 hours



# Healthy eating tips over the festive period

**It's important to enjoy yourself over the festive season but will you be one of the people who gains an average of 5lbs over Christmas? Why not try to follow some of these suggestions to keep the Christmas calories at bay!**

- For starters, try melon or smoked salmon. Salmon is a good source of omega-3 fats which keep your heart healthy and the melon will count towards your 5 a day.
- Turkey is low in fat, so tuck in, just make sure you don't eat the skin which is high in fat.
- Roast potatoes by cutting them into large chunks and shake in a sandwich bag with 1 tablespoon of olive or vegetable oil. Or try spray oil.
- Fill up on vegetables, brussels, carrots and peas contain antioxidants which can help prevent against heart disease and some types of cancers.

- When making gravy, pour the juices into a bowl and let the fat rise to the top, throw it away and use the juices underneath.
- Be careful with alcohol, it can contain lots of calories! Try alternating with soft drinks, why not make up a big jug of non alcoholic fruity punch and decorate it with chopped fruit.
- Breadsticks are great low fat snacks but go easy on high fat dips such as soured cream, taramasalata or blue cheese.
- Choose a few cocktail sausages instead of sausage rolls – pastry contains a lot of fat.
- Pretzels and Twiglets are good low fat alternatives to crisps and nuts.

**And if you simply can't have Christmas without a mince pie or two, why not try these healthier versions?**

## Filo pastry mince pies

Makes 6 (about 70 kcal each)

- 6 sheets filo pastry (12 x 28in/30 x 20cm)
- 1 egg, beaten
- 3 tbsp fat-free mincemeat (see recipe opposite)
- Icing sugar to dust (optional)

1. Preheat the oven to 190°C, 375°F, Gas Mark 5.
2. Stack the filo pastry sheets on top of each other on the work surface. Using scissors cut the stack into 6 square-shaped sections, so that you end up with 36 individual squares.
3. Take a non-stick cake tin with 6 small moulds. In each mould, place 4 individual pastry squares at slight angles to each other, brushing with beaten egg in between each layer. Place a half tablespoonful of mincemeat in the centre of each pastry case.
4. Brush the remaining 12 pastry squares with egg and scrunch them up to make crinkly toppings for the pies. Place 2 scrunched-up squares on top of each portion of mincemeat.
5. Bake in the oven for 10 minutes until the pastry is crisp and golden.

## Healthy mincemeat for mince pies

Makes about 1lb/450g

- 100g/3 ½ oz raisins
- 100g/3 ½ oz sultanas
- 175g/6oz cooking apples, peeled, cored and roughly chopped
- 75g/3oz dried apricots
- 75g/3oz soft brown sugar
- The juice and rind of 1 medium lemon
- 1 tablespoon of orange juice
- ¼ teaspoon of mixed spice
- 25g/1oz chopped almonds (optional)

1. Roughly chop the raisins, sultanas, apples, dried apricots and almonds (optional), place into a bowl. Or you could chop in a food processor.
2. Add the lemon juice and rind, sugar, orange juice and mixed spices and stir thoroughly. Cover and leave in a dark place for the ingredients to combine.
3. Leave the mixture in the fridge for up to 3 days, stirring regularly. The longer you leave it, the tastier it will be.



# Be heard...your feedback

## What do you think of being a member?

The results of our membership questionnaire, featured in the last issue of *Healthy Times*, are out and we were delighted with the positive responses we received. More than 200 of you completed the questionnaire and we'd like to say a big thank you to you for taking the time.



Ben from Reims restaurant presenting Mrs Franklin with her vouchers.

The results revealed that over half of you agree that being a member has helped you to be healthier and feel better. More than 80 per cent of you feel more informed about how to stay healthy and said that you had had the opportunity to feed back about health services.

Generally you feel that the articles featured in *Healthy Times* are informative and easy to understand. You would, however, like to see more articles on a wider range of issues such as healthy eating, mental health, local leisure/fitness facilities, diabetes. You also suggested that we need to give you more notice of events and offer events in a wider range of areas, and more information on the discounts members can benefit from.

Your opinions are important to us and we will be taking your comments and suggestions into account for future issues. To show our appreciation, we arranged for one respondent to receive a restaurant voucher. The winning name was selected at random and we're pleased to announce that Mrs Franklin of Syston is the lucky winner.

## Duty to Report

There is a statutory requirement for the Strategic Health Authority (SHA) and primary care trusts (PCTs) to prepare reports on consultations they have carried relating to any commissioning decisions made during 1 April 2009 and 31 March 2010. This is known as the Duty to Report and forms part of the NHS Act 2006.

As a member of NHS Leicestershire County and Rutland's (NHS LCR) membership scheme, you will be aware that we are committed to building continuous and meaningful engagement with the public and patients to shape services and improve health. During 2009-10 NHS LCR developed its engagement and consultation activities in a number of ways. Establishing the Be healthy, be heard membership scheme was one of them. Other ways we engage with patients and the public include running regular stakeholder briefings, helping GPs develop Patient Participation Groups, and developing and implementing a 'seldom heard groups' strategy.

We'd like to thank all of you who take the time to respond to our consultations and to assure you that your opinions do matter to us. To read all about how you as a member have influenced health care services please see the NHS LCR Duty to Report document available online at: [www.lcr.nhs.uk/Library/NHSLCRDutytoReportOverview200910FINAL.doc](http://www.lcr.nhs.uk/Library/NHSLCRDutytoReportOverview200910FINAL.doc)

## Tell us your views on health spending

**After the popularity of our last NHS cost pressures event (see page 13), we are offering members another chance to tell us your views about NHS spending.**

At the event, to be held on the morning of 10 January, at Parklands Leisure Centre in Oadby, we will discuss our spending priorities for 2011-12, and ask what members of the public think about the plans.

If you would like to attend please contact Jo Lilley on 0116 295 7626 or by email [jo.lilley@lcr.nhs.uk](mailto:jo.lilley@lcr.nhs.uk)



# Count down to a smoke-free New Year...

0845 0452828

**The festive party season is almost upon us and new year resolutions won't be far behind.**

If you are a smoker, you can dramatically increase your chances of giving up by taking advantage of free, confidential help from NHS stop smoking specialists.

Quitting is the single most dramatic change you can make to increase your chances of living a longer, healthier life. And if you currently smoke 20 cigarettes a day you could be £2,000 better off within a year.

Every year Leicestershire County and Rutland NHS Stop Smoking Service helps around 4,000 smokers to kick the habit. With support from our specialist team you are FOUR TIMES more likely to quit than if you go it alone.

The service provides help in many forms, from drop-in clinics to one-to-one sessions, at church halls, supermarkets and a variety of other venues right on your doorstep.

Stop Smoking Service staff visit workplaces, leisure centres, GPs' practices and even smokers' homes to give them the help and support they feel they need to get them through the quitting process, including the best form of medication to help them quit successfully.

Confidential NHS support to quit is just a phone call away – on **0845 045 2828**.

You can find out more online at

[www.lcrchs.nhs.uk/\\_Communityservices-StopSmokingService.aspx](http://www.lcrchs.nhs.uk/_Communityservices-StopSmokingService.aspx)

## How you help to influence the future of health services

**We would like to thank all of you who take the time to let us know your views on health issues. Your views are valuable in shaping the future of health services and here are some examples of where you have helped and where you can continue to help.**

### Care of new mothers

During October we sent out a questionnaire to female members who had expressed an interest in either mental health issues or maternity issues, asking for their views on the care of mothers who have mental health problems. Replies will be used to inform the development of services.

### End of Life Care

Two thousand questionnaires about end of life were received recently. Feedback from the questionnaire has been used to inform a vision and pathway for the best quality palliative care for all adults approaching the end of life.

### Pharmaceutical Needs Assessment

NHS LCR has 132 pharmacies (chemists) and 19 dispensing doctors (a doctor's surgery which is able to supply your medicine) providing an increasingly wide range of services.

As part of a Pharmaceutical Needs Assessment, we asked members which pharmacy services they used most, who uses pharmacies and dispensing doctors,

whether they think they are convenient and whether they would like more services from local pharmacies?

We had almost 800 responses which will help to improve pharmacy services.

### Patient Experience Survey

As part of NHS LCR's patient experience work, we already monitor complaints, compliments, PALS enquiries and incidents. In order to improve patient experience further, we launched a patient experience survey to which we had 50 responses.

The survey asked what members consider to be the most important things when receiving medical care, what factors count towards a good experience and if members feel the care and treatment received met their requirements?

The information gained from the survey will be used to inform the Patient Experience Strategy.

### White Paper

The government is continuing to consult on elements of the health White Paper. The latest areas it is asking for people's views on are IT and patient choice. These national consultations close on 14 January 2011 are available on the Department of Health website, [www.dh.gov.uk](http://www.dh.gov.uk).

# Latest from Leicestershire LINK

**Leicestershire Local Involvement Network (LINK), has set-up a new group dedicated to campaigning on issues raised by members aged 25 and under, to give young people the opportunity to share their experiences of, and learn more about health services.**

To launch the group, the LINK is planning a schools' health awareness roadshow, with other NHS services represented, including NHS LCR, Children's Hospital, The Jitty, St John's Ambulance, Mental Health Services and East Midlands Ambulance Service. Its aim is to help young people learn more about the wide range of health services available and the different ways they can help young people with, for example, obesity, physical activity, substance abuse and smoking cessation.

## Members have their say on NHS cost pressures

**As you are probably aware, the NHS is operating in a particularly challenging financial climate. While the government has committed to increasing NHS spending, the population is getting older, the cost of medicines is rising and new treatments are being developed. The NHS will have less money to spend in the future and difficult prioritisation choices will have to be made. Money saved now will be re-invested into improving frontline services.**

In September, NHS LCR, along with NHS Leicester City, University Hospitals of Leicester NHS Trust and Leicestershire Partnership Trust held an event for members giving them the opportunity to have their say and find out more about the cost pressures.

Your local NHS has £1,600 to spend on healthcare per person every year. From this we need to pay for treatments, medicines and equipment, manage our buildings and vehicles and employ our staff.

Around 40 members attended the event and were asked how they would spend the £1,600. The areas of health to choose from included: maternity and newborn; children and young people; helping people to stay healthy; mental health and learning disability; acute (emergency care); long term conditions; end of life care; primary care (such as GPs and dentists), and community services.

The roadshow will give young people the opportunity to become a LINK member and get involved in developing health information that will interest young people.



*LINK Young People's Group Chair, John Bateman with LINK staff and teachers at Thomas Estley School, Broughton Astley.*

The idea for the roadshow came from John Bateman, chair of the group, who after some negative experience with healthcare professionals, felt that young people needed to be given the opportunity to voice their concerns.

If you would like more information visit [www.leicestershirelink.org.uk](http://www.leicestershirelink.org.uk).

### Did you know . . . ?

- the average cost of an overnight stay in hospital is £400
- a hip or knee replacement costs £6,000 - £9,000
- a caesarean section costs £2,500 and a normal uncomplicated birth £1,300
- unused prescription medicines cost the local NHS more than £1 million last year
- the cost of prescribed paracetamol to the local NHS was £432,748 last year

Members were given information about some everyday costs to the NHS such as the cost of prescribing paracetamol - almost £1/2million pounds last year!

- Example cost of paracetamol on prescription = 37 pence per tablet
- Example cost of paracetamol from a leading supermarket = 1 pence per tablet

All of the event feedback will be collated for to the various trust boards for consideration. Once again the response of members will help to shape future services and we thank all members who have taken part. We also hope that this helps to raise people's awareness of some of the challenges facing the NHS.





# Membership form

If you are reading this publication and are not a member, but would like to join, please fill in your details below and return to:

**NHS Leicestershire County and Rutland Membership, Freepost Admail ADM4149, Loughborough, LE11 1YW**

You can also join online or by telephone:

**[www.nhslcrmembership.org](http://www.nhslcrmembership.org) Tel: 0300 555 5345**

## Next time...

If you have a practical tip, health suggestion, idea for 'Medicine for members' topic or an interesting story, please send it for inclusion in the next issue using the contact details below.

### Be creative and think healthy.

#### Contact us:

**Email:** [behealthybeheardmembership@leics.nhs.uk](mailto:behealthybeheardmembership@leics.nhs.uk)

**Website:** We have a dedicated interactive website where you can access information about the membership scheme, find out about the benefits of becoming a member and check for discounts.

Send your questions or comments to us via the enquiry form online by visiting: [www.nhslcrmembership.org](http://www.nhslcrmembership.org)

**Post:** Please send all correspondence to:  
NHS Leicestershire County and Rutland Membership  
Freepost Admail ADM4149  
Loughborough  
LE11 1YW

**Telephone:** The membership helpline is open between 9.00am and 5.00pm Monday to Friday.  
Please call us on **0300 555 5345**.

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Title: \_\_\_\_\_ First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email: \_\_\_\_\_

**Communication preference:**  Email  Post

All your details will be kept confidential, but you have the right to withhold any of the additional information below.

#### Age band

- 16 - 24
- 25 - 34
- 35 - 59
- 60 - 75
- 75+

#### Gender

- Male
- Female

#### Ethnic group (please tick as appropriate)

##### White

- White British
- Irish
- Other White background

##### Black or Black British

- Caribbean
- African
- Other Black background

##### Asian or Asian British

- Indian
- Bangladeshi
- Other Asian background

- Pakistani
- Chinese

##### Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Other Mixed Background

##### Other ethnic group

- Other ethnic group

Please state: \_\_\_\_\_

**Joining is FREE**

#### Do you consider yourself to have a disability?

- Yes
- No

Advert still to come?