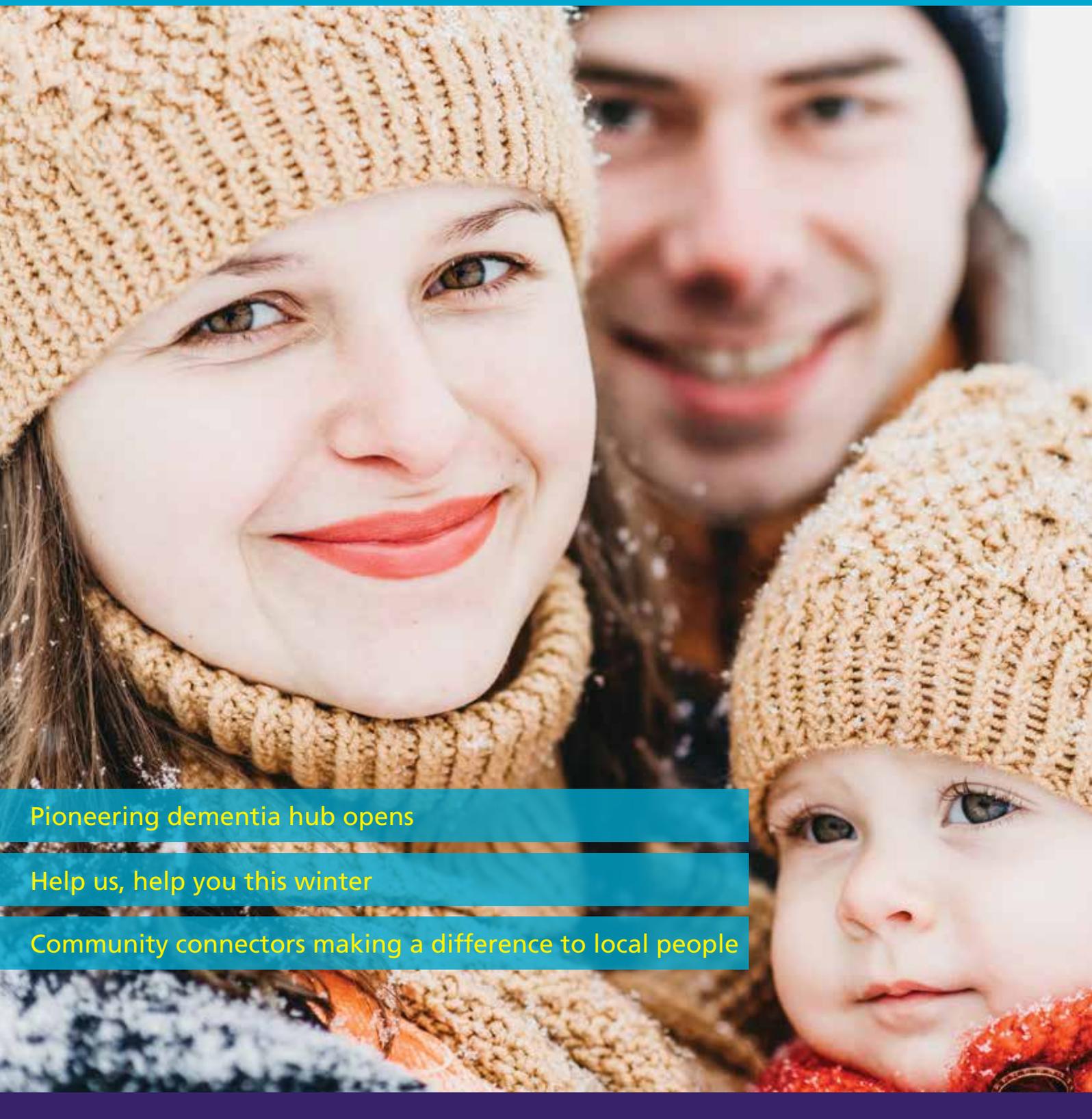




# livin' it!

Winter 2019



Pioneering dementia hub opens

Help us, help you this winter

Community connectors making a difference to local people



## Welcome.....to the winter edition of livin' it!

Shorter days and colder temperatures mean one thing: winter. It can be an extremely challenging time of the year for the NHS – in particular the emergency services – and it can take its toll on our health too. Bugs and viruses spread fast – and can be dangerous for some. So make sure you protect yourself and those around you – turn to page three for tips and advice on how we can help you stay well this winter.

In this edition of livin' it! we bring you news of the newly opened facility in Rochdale for people living with dementia and their families. This is a pioneering centre that will provide some of the UK's leading care and support in this field – read on for more.

There are also stories on how local health professionals are helping to protect homeless people in Rochdale against flu this year; the new technology that will allow local residents' health and social care records to be shared securely with professionals involved in their care; and how a community group funded by our Social Investment Fund is helping older people across the borough to beat loneliness, take up new hobbies and make new friends.

This time we talk to Iqra Khokhar, a community connector from Rochdale Borough Council, who helps local people to access health, wellbeing and social care services in the Rochdale borough.

As ever, we always like to hear from you. We encourage your feedback about any general healthcare issues and one way to do this is through our monthly Governing Body meetings, these can be found in the Diary Dates section on page 7.

You can download copies of livin' it! from the 'Publications' section of the NHS HMR CCG website at [www.hmr.nhs.uk](http://www.hmr.nhs.uk)

Have a great festive season and I wish you a happy and healthy new year

Enjoy this edition!

**Dr Chris Duffy**  
Chair, NHS HMR CCG



## Rochdale's innovative new dementia centre officially opened

**A pioneering centre that will provide some of the UK's leading care and support for people living with dementia and their families has been opened.**

Councillor Billy Sheerin, the Deputy Mayor of Rochdale, cut the ribbon to declare the Willows Dementia Hub officially open to the public on Friday, 2 November 2018.

The centre brings together health and social care to provide pioneering integrated care and support for those living with dementia. Facilities include 18 high-quality residential rooms, respite accommodation, family rooms for relatives and a range of community services.

The Willows is run by Rochdale-based company, GP Care Services Ltd, which worked with NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG), Dementia UK and Rochdale Borough Council to provide advice and expertise around dementia-friendly design.

A number of high-quality, complementary day services will also be provided during the week, for those who are not residents at the centre.

Dementia is a growing problem in the UK and projections show that a third of people born in 2018 are likely to develop dementia in their lifetime. There are estimated to be around 2000 people living with dementia in the borough of Rochdale alone.

Dr Chris Duffy, Chair of HMR CCG, said: "We are extremely proud of The Willows Dementia Hub and how it will bring together health and social care providing dedicated support for those living with dementia. The attention to detail provides a welcoming and dementia-friendly environment including for people with learning disabilities and incorporates a range of complementary community services. The centre is an example of our plans to continually provide services in the community that are tailored to people's individual needs, providing the right care and right support at the right time."

## Help us help you this winter

Cold weather can be seriously bad for your health and being prepared can help protect you from common winter illnesses. Help us help you, your family and community stay well this winter with these easy steps:

### Have the flu jab

A dose of flu can really give you the blues, so getting vaccinated against the virus is the best way to help protect yourself and friends and family.

In Greater Manchester there are one million free flu vaccinations available to residents who could be 'at risk' of developing severe complications from flu such as bronchitis, pneumonia, the worsening of an existing condition or even death.

The vaccination is free for many groups including over 65s, small children, pregnant women, people with long-term health conditions and people with a BMI of 40+. If you're eligible, book yours at your GP surgery or a pharmacy.

Remember, to be protected you need to have the vaccine every year as flu is unpredictable and previous years' vaccinations may not protect you against the types of flu going around this year.

### Get expert advice from pharmacists

If you're feeling under the weather, a visit to a pharmacist is your fastest route to help, advice and over the counter medicines to effectively and safely manage common winter health concerns like sore throats, coughs, colds, flu and aches and pains - no appointment needed. Pharmacists can also refer patients to further professional help where necessary.

To help get through the winter season, keep a well-stocked medicine cabinet at home, and take all medicines that are prescribed to you. Remember to order repeat prescriptions in good time so you don't run out of medicines. When you have a week left of your current supplies, put your order in so that you have your new medication there and ready before the old items run out.

### Book evening or weekend appointments to see a GP close to you

If you need an appointment to see a GP or nurse outside standard opening times, there are appointments available in the evenings, at weekends and on bank holidays at four hub locations across Rochdale borough.

#### Appointments are available:

- 6.30pm - 9pm on weekdays
- 8am - 6pm on Saturdays and bank holidays
- 10am - 1pm on Sundays

To book an appointment, call the central booking line on 0161 763 8292. Urgent on the day appointments may be subject to triage.

### Keep warm and well

Keeping warm in winter - both indoors and outdoors - can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes pneumonia and depression.

Heat your home to at least 18°C (65°F) and try to have regular hot meals and drinks through the day to give you energy.

### Help others

Look out for family, friends and neighbours who may be more vulnerable over the winter. Keep in touch with them and help them stock up on food and medication.

### Know where to go for urgent medical help if you need it

Unless it's a 999 emergency, you can get urgent medical help online at [111.nhs.uk](http://111.nhs.uk) or by calling 111.



## How getting in touch with nature is helping young people to thrive

More than 100 local young people and families have benefitted from an innovative nature-based course, designed to help improve their emotional health and wellbeing and help them reach their full potential.

Young people can come along to weekly ecotherapy sessions, where they can take part in informal nature-related activities. It's also an opportunity for them to meet new people and make new friends.

Evidence shows ecotherapy can reduce stress, boost mood and improve physical health.

The sessions are delivered by Manchester-based social enterprise Sow the City and the borough's emotional health and wellbeing service #Thrive, which is run by Pennine Care NHS Foundation Trust, Youth in Mind (part of Tameside, Oldham and Glossop Mind) and Link4Life.

Naomi, 36, and her daughter Erica, 7, live in Heywood and have been attending the ecotherapy sessions.

Naomi said: "My daughter Erica has social and communication difficulties and struggles with large groups. The sessions have given her confidence because she can focus on the activity and interact with other children in a more natural way."

Jen O'Neill, #Thrive service lead, said: "Our team aims to support children and young people who are experiencing low-level emotional or mental health issues. We work in partnership with lots of other organisations to offer young people less traditional types of support – such as the ecotherapy sessions. Other examples are sport, art and drama activities."

"The feedback we receive is really positive. It's rewarding to know that we are all making a positive difference to the lives of young people and their families."

Kieron McGlasson is a project manager for Sow the City and runs the ecotherapy sessions. He said: "Even in the middle of Rochdale there is opportunity for young people to benefit from the healing power of nature."

"We have converted the balcony of the #Thrive hub café into a food growing space, we use natural materials for art sessions and we organise regular trips to local parks and community gardens with the young people. It's great to see young people getting so much out of the sessions."

To find out more about #Thrive and the activities available, people can phone 0161 716 2844 or visit <http://healthyyoungmindsennine.nhs.uk/thrive/>



## HART delivers vital protection for homeless

Homeless people in Rochdale are getting vital protection against flu this year thanks to the efforts of volunteer health workers who visit the Champness Hall soup kitchen on Drake Street.

The sessions using vaccinations donated by local GP practices are held on Tuesday and Thursday evenings as part of the routine health monitoring, support and advice service delivered there by the Homeless Alliance Response Team, or HART.

The volunteer service was set up last year by organisers Rochdale Healthcare Alliance, with funding from HMR CCG. Dozens of GPs, nurses, allied health professionals including therapists, clinical pharmacists and mental health workers have all volunteered to offer their clinical services to support the scheme and help this vulnerable group, many of whom can have complex physical and mental health needs.

Middleton GP and Chair of Rochdale Health Alliance, Dr Mo Jiva, said: "Our flu vaccination sessions will help to protect this at risk group from serious illness and worse. Because of transient lifestyles, homeless people are more susceptible to the harm that flu can cause. Unfortunately there are increasing numbers of homeless people in the borough and we find that this group rarely accesses health services at traditional venues like GP surgeries, so our scheme takes the health, care and support to venues where and when they regularly attend."

There are now 63 homeless people who are seen by HART volunteers on a regular basis and these are supported and signposted to other services as needed.



## Share for You uses CareCentric to make sharing records a reality

People living in Heywood, Middleton and Rochdale are to benefit from new technology that will allow their health and social care records to be shared securely with professionals involved in their care.

At the moment, a person's GP records can be viewed by authorised health or social care professionals securely as part of a treatment plan. These records are currently shared by phone, fax and through paper records, which are not efficient. A new digital care record solution called Graphnet CareCentric will enable local care providers to view each other's up-to-date records, providing the fullest picture of that person's health and social care needs. This means that better and faster clinical decisions can be made about their care. This results in them being treated quicker, without being asked the same questions over and over again. Sharing information makes care safer as clinicians and care professionals will have all of the information (e.g. details of allergies or current medication) which will reduce the chance of errors being made.

Dr Venkatesh Mallya, GP in Littleborough Group Practice and clinical lead for the Share for You programme said: "This technology allows appropriate practitioners to see all the records associated with their patient. It takes the pressure off the patient as they don't need to recall other details to relay to a new professional and it takes any guess work out of care for the practitioner."

Share for You recognises that not all people in Heywood, Middleton and Rochdale may want their details to be shared in this way. If people have any concerns they can talk to their GP practice and if necessary they can be opted out of the process via their surgery.

More details can be found at [www.HMRShareforyou.nhs.uk](http://www.HMRShareforyou.nhs.uk)



## Local football club tackles loneliness in the Rochdale borough

A community group set up by Rochdale Association Football Club (AFC) is helping older people across the Rochdale borough to beat loneliness, take up new hobbies and make new friends.

The Dales Silver 60s group, which is run by the Dale in the Community Sports Trust and funded by HMR CCG's Social Investment Fund, offers older people the chance to take part in a host of activities and make new friends with people who share similar interests.

Every Monday afternoon, 4-6pm around 20 over-60s play walking football at Wardle Academy and on Wednesday afternoons, 1-3pm 15 members of the group meet at Rochdale AFC to take part in mat bowls, computer activities, bingo, scrabble and other pastimes.

Keith Hicks, Head of Dale in the Community Sports Trust, said: "Older people are especially vulnerable to loneliness and social isolation – and it can have a serious effect on their health and wellbeing."

"The Dales Silver 60s group was set up to bring together people from across the borough to socialise and try new things. The group is free to attend and we're open to people of all ages, fitness levels and abilities. We offer everything from team sports to help members stay active to games, hobbies, and day trips, and feedback has been hugely positive so far. I encourage anyone who wants to join us to get in touch. We also offer free transport to those people who need it."

For more information about Dales Silver 60s, visit [www.rochdaleafc.co.uk](http://www.rochdaleafc.co.uk) or contact Keith Hicks on 01706 643836 or 07958 593121.

## Know your pulse

HMR CCG is reminding people in the Rochdale borough that a quick and easy pulse check at their GP practice could cut their risk of stroke and save their life.

A pulse check is the easiest way to detect irregular heartbeat, known as Atrial Fibrillation (AF), a condition which is a major cause of stroke.

In the Rochdale borough in 2017/18 the number of people registered with a GP diagnosed with AF was 3,729. However, it is estimated there are another 1,865 undiagnosed people in the area in need of preventative treatment for stroke.

To help identify AF in patients and ensure they are getting the most appropriate care, all GP practices in the Rochdale borough are now equipped with devices to test patients' pulse rhythm and GPs can arrange testing for anyone who thinks they may be at-risk. The test takes seconds to complete and the result is available instantly.

AF is more common with age and other risk factors include high blood pressure, heart failure, diabetes and a history of blood clots. Symptoms of AF include palpitations, tiredness, shortness of breath and dizziness. Some people have mild symptoms while others have none at all.

Dr Chris Duffy, Chair of HMR CCG and local GP said: "AF, or irregular heartbeat, increases stroke risk by around four to five times and left untreated the condition can have serious consequences including death or significant disability. That's why it's important for us to detect an irregular pulse as soon as possible."

For further information about Atrial Fibrillation visit the NHS.uk website here. For details of how to arrange a pulse rhythm check, please contact your GP practice.



## Patients at Healey Surgery benefit from new investment

Exciting new refurbishment works have been completed at Healey Surgery

The practice, which serves patients in Whitworth, Shawclough, Syke, Healey and its surrounding area, has undergone a programme of improvement work to provide a more welcoming and accessible environment for patients and ensure that they continue to receive high quality care at the premises. The refurbishment also offers improved facilities for the staff who work there.

With support from HMR CCG and financial investment from Greater Manchester Health and Social Care Partnership (GMHSCP) and the GP partners at the practice, the surgery has remodelled the reception area so it is modern, accessible for all patients including disabled, and gives patients privacy without a screen dividing them from staff.

Clinical spaces which have benefitted from the investment include six consulting rooms, one treatment room and the first aid room. These have been modernised with new flooring and decoration so they have a less clinical feel while still meeting all accessibility and infection control standards. Patient toilets have also been upgraded and are accessible for disabled patients.

Shaju Ahmed, Primary Care Programme Manager at HMR CCG said: "The CCG is committed to supporting our GP practices in securing investment in their primary care facilities. Updating public areas and clinical spaces like Healey Surgery ensures that premises are fit for purpose and patients can benefit from improved amenities."



## A day in the life of a community connector

livin' it! talks to Iqra Khokhar from Rochdale Borough Council about her role as a community connector and how she's helping local people to access the health, wellbeing and social care services in the Rochdale borough and change their lives for the better.

"I started as a community connector in May this year and my role is to talk to people about areas of their life they want to improve. I then provide information, advice, signposting and, if the person wishes, refer them to the most appropriate team, organisation or person to help them to achieve this.

"I'm part of a team based at the Rochdale Infirmary, and there are community connectors located at Easy Hubs in Middleton, Heywood and Littleborough too, so the service is accessible for borough residents wherever they are. People can drop in to our Easy Hubs when we're open, or email or call in advance to make an appointment – we're really flexible. We also have outreach on different days of the week at various places such as GP surgeries, libraries, foodbanks, community centres and independent living schemes – to name a few.

"My clients are of all ages and backgrounds – I see both young and older people, as well as asylum seekers and the homeless. They come to me for help with a range of non-medical, health and social care problems that they want to solve. In a day I can deal with questions about everything from employment, benefits, food bank vouchers and money management to housing, immigration, support to stop smoking or lose weight and more.

"The first thing I do for every client is complete a Wellbeing Checker. This is a confidential questionnaire that takes anything from ten minutes to half an hour to fill in depending on the person; it helps me to build up a picture of what the person needs support with. I then direct them to local services which can provide help. Part of my role includes building good links with health and social care organisations across Heywood, Middleton and Rochdale so I know what their purpose is and I can be confident I'm giving my clients the most appropriate advice.

"If you need support with something in your life, I'd encourage you to get in touch with one of the teams based across the borough and see how we can help you."

Teams of community connectors can help you with things like healthy lifestyles, housing, employment and money management. You can drop in and see them at the below locations and times:

- Phoenix Centre, Church Street Heywood OL10 1LR Monday 8.30am-12.30pm, Thursday 1-5pm
- Rochdale Infirmary, Whitehall Street OL12 0NB Monday 1-5pm, Thursday 8.30am-12.30pm
- Middleton Health Centre, Middleton Shopping Ctr Middleton Way M24 4EL Tuesday 8.30am-12.30pm, Friday 1-5pm
- Littleborough Health Centre, Featherstall Road Littleborough OL15 8HF Wednesday 1-5pm, Friday 8.30am-12.30pm

You can also make an appointment with a community connector by emailing [community.connectors@rochdale.gov.uk](mailto:community.connectors@rochdale.gov.uk), calling 0300 303 0360 or visiting [ourrochdale.org.uk](http://ourrochdale.org.uk).

## Diary dates

Dry January, 1-31 January 2019  
[www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)

NHS HMR CCG Governing Body meeting,  
18 January 2019  
[www.hmr.nhs.uk](http://www.hmr.nhs.uk)

Cervical Cancer Prevention Week, 21-27 January 2019  
[www.jostrust.org.uk](http://www.jostrust.org.uk)

Reynaud's Awareness Week, 1-28 February 2019,  
[www.sruk.co.uk](http://www.sruk.co.uk)

World Cancer Day, 4 February 2019  
[www.worldcancerday.org](http://www.worldcancerday.org)

Time to Talk Day, 7 February 2019  
[www.time-to-change.org.uk](http://www.time-to-change.org.uk)

NHS HMR CCG Primary Care Commissioning  
Committee meeting, 8 February 2019  
[www.hmr.nhs.uk](http://www.hmr.nhs.uk)



# Under the weather?

Head to a pharmacy for help and advice before it gets worse.

[nhs.uk/staywell](https://nhs.uk/staywell)

**HELP US  
HELP YOU**

STAY WELL THIS WINTER

**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

## Contact us

**Visit us:**  
Number One Riverside  
Third Floor  
Smith Street  
Rochdale  
OL16 1XU

**Write to us:**  
Freepost RTGA-LJBY-SYAB  
NHS Heywood, Middleton  
and Rochdale CCG  
PO Box 100  
Rochdale  
OL16 9NP

**Visit our website:** [www.hmr.nhs.uk](http://www.hmr.nhs.uk)  
**Email us:** [hmrcommunications@nhs.net](mailto:hmrcommunications@nhs.net)  
**Call us:** 01706 652853  
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