

# Shine for members

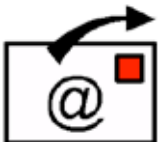


## Get active and keep well this winter

### Message from Dr Ros Tolcher, Chief Executive

Welcome to the latest issue of 'Shine', our newsletter for our members.

In this newsletter, you can read about the latest news from the Trust and find out about the Patient Experience Service Team. You can also read about our plans which we call our 'strategic objectives'.



If you have any ideas about the newsletter or about membership, then please contact us by email on [membership@solent.nhs.uk](mailto:membership@solent.nhs.uk)

Kind regards

**Dr Ros Tolcher** - *Chief Executive*



### In this issue...

#### News

Find out what is new in our services



#### Membership

Catch up on what the Membership Team have been doing



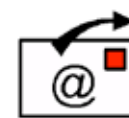
#### Meet

Our Patient Experience Service Team



#### Winter Health

Find out about the flu and how to keep active this winter

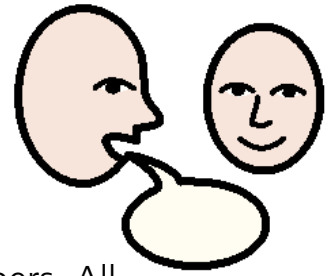


Would you like to get this newsletter by email? Contact the Membership Team with your email address.



Follow us on Facebook and Twitter to keep up to date with all the latest news

## Contact us



Please let us know if you:

- have a new name, address or email
- want to get this newsletter by email
- do not want your name put on the public register of members. All members' details are held safely on our database. In addition, we must have a public list of our members. If you do not want your name put on the public register, please tell us. You will still be a member of the Trust.

### Contact us:

Membership Office  
Adelaide Health Centre  
William Macleod Way  
Millbrook  
Southampton  
SO16 4XE



membership@solent.nhs.uk



023 8060 8889

## Ultrasound at Adelaide



Adelaide Health Centre is now able to do ultrasound treatment. Ultrasound is a machine that can take a special picture of the inside of your body. We are using ultrasound on patients with shoulder problems.

We no longer have to send patients to other places. We can treat them ourselves. This means that we can treat patients quicker than before.

## Our plan now available



We have a plan for 2013 which tells you about the work that we do. This is called the Summary Operating Plan. Our plan is to make sure our work is safe, it helps people and it's at the right time. We work in Southampton, Portsmouth and Hampshire.

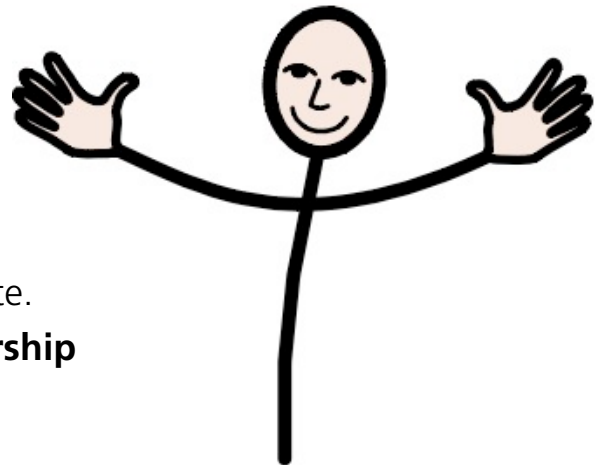
Dr Ros Tolcher, our Chief Executive, explains "Our vision is to lead the way in local care. The plan shows how we will do this."

You can read the plan on our website – please visit [www.solent.nhs.uk/\\_store/documents/operating\\_plan\\_2012-13.pdf](http://www.solent.nhs.uk/_store/documents/operating_plan_2012-13.pdf)

## Welcome to our new members

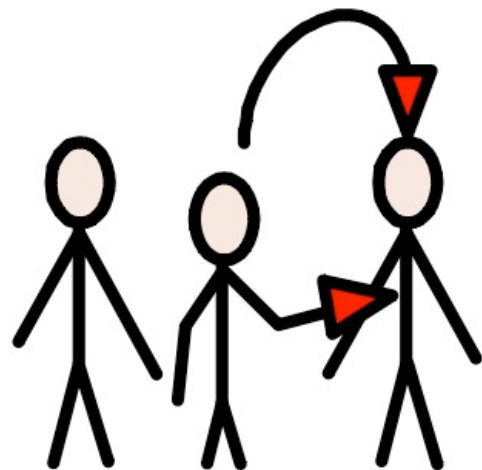
A big hello and welcome to our new members. Thank you for joining us. We hope you enjoy reading this newsletter. You can find old newsletters on our website.

Please visit [www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership) where you will find a link to our Newsletter page.



## Come and see us

Our Membership Team was out and about over the last few months talking to people about the Trust and our work. We have also been talking to people about becoming members of the Trust. Places we visited include Cascades Shopping Centre in Portsmouth and Southampton Solent University's student fairs.



## Over to you

We are planning events for our members for next year. If you have any ideas, please send these to the Membership Office on



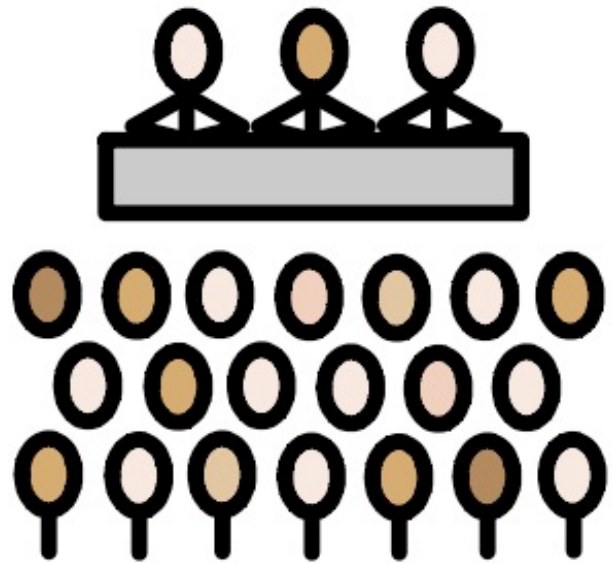
023 8060 8889 or



[membership@solent.nhs.uk](mailto:membership@solent.nhs.uk)

# Annual General Meeting (AGM)

We held our very first Annual General Meeting (AGM) on Thursday 27 September at Ferneham Hall, Fareham. All NHS trusts must hold a public AGM. We must show how we are meeting our plans. Lots of people came to the meeting and we were able to share what we have got right with staff, patients, local people and other organisations we work with. We will have more details in the next newsletter.



## Election calendar

We are looking for people to become governors. Governors are elected by our members to represent their views. In the election, all members will be able to vote for the person they want as the governor for their area. We are using an independent company to run the elections for us, to make sure the elections are fair. Our governor elections are due to take place in 2013. We will tell you of the dates once they have been agreed.

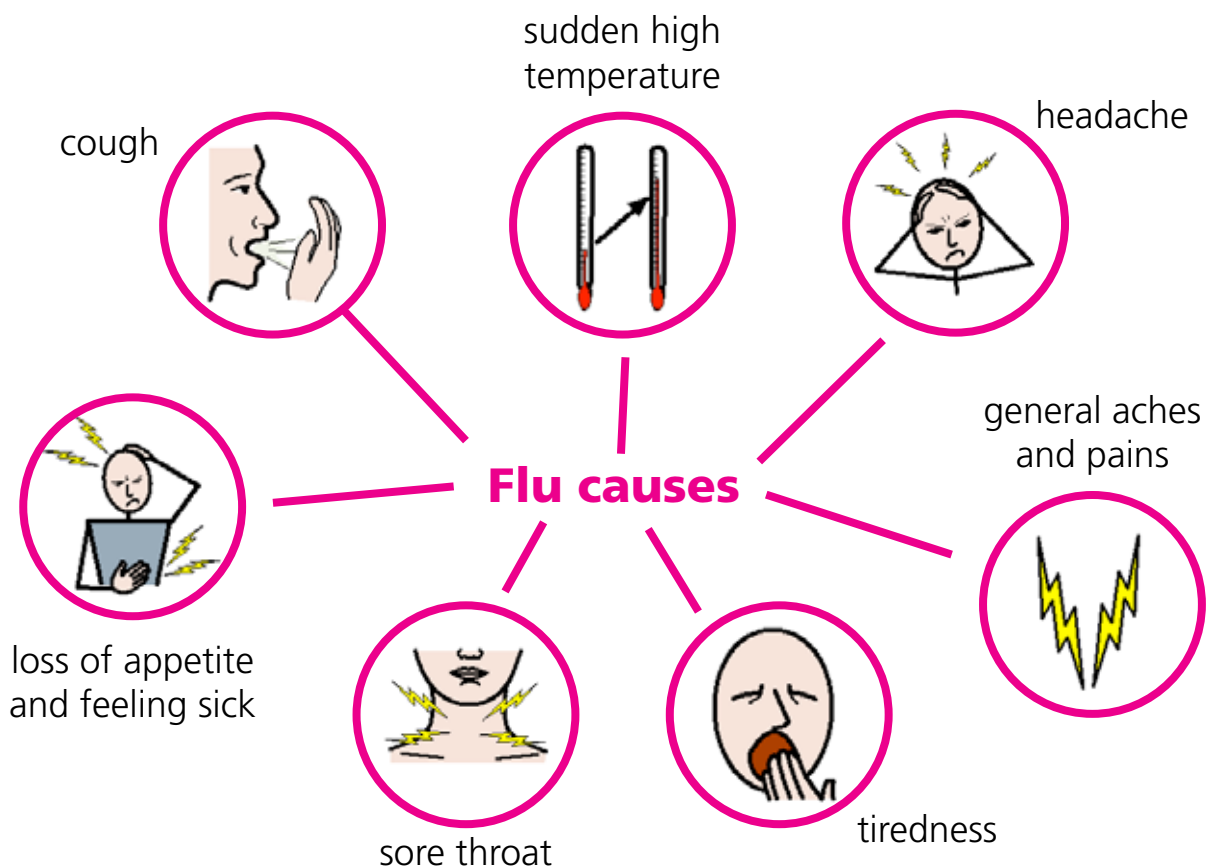


# Bless you!

Colds and flu often happen in autumn/winter.

Flu is an illness that affects people of all ages and can be passed on easily to other people. Most people feel better in a week or two, but flu can cause serious illness and occasionally death, especially in the very young and old. Flu epidemics (when lots of people get flu) occur mainly in the winter and can cause problems.

Flu is more serious than a cold and lasts for longer. Flu causes:



If you have flu, you should stay indoors, keep warm and drink plenty of water. If you have a high temperature and aches, you can take paracetamol or ibuprofen. Also, avoid spreading flu to other people by:

- always washing your hands regularly with soap and water
- regularly cleaning surfaces such as your keyboard, telephone and door handles to get rid of germs
- using tissues to cover your mouth and nose when you cough or sneeze
- putting used tissues in a bin as soon as possible.

There is a vaccine (an injection) available to stop you getting the flu. It is free for some people. Speak to your GP, practice nurse or pharmacist for more information about this.

# Meet the Patient Experience Service

We always try to understand what the people who use our services want. By listening to you, we can learn to make our services better in the future. You can help us provide the best services we can.

The Patient Experience Service (PES) helps our patients, family or carers who have concerns or worries about our services. We work closely with the patient or family to sort out any problems. We can visit patients on the ward or at home if needed.

PES is always happy to receive comments and thanks from people who want to share their good experiences with our services. We share all the feedback with our services, so that ideas can be used in other areas to make the patient experience better.

Our staff always try to give excellent care to every patient and we look for new ways to make our services better. We want every patient and visitor to be happy with the service they get. It is really helpful if patients can let staff know of any problems as soon as possible so that we can solve them quickly.

To get in touch please contact:



0800 013 2319



Soc-pct.SCHpatientexperience@nhs.net



## Top 10 facts about Solent NHS Trust

- 1 We provide local community and mental health services to local people.
- 2 We bring services together to keep people safe and well at home.
- 3 We put people at the heart of our services.
- 4 We work with families to help children have the best start in life.
- 5 We promote a healthy lifestyle to improve mental health and wellbeing.
- 6 We visit over 1,200 people in their homes every day.
- 7 We use new technology to support people at home.
- 8 We have virtual wards to help people stay at home. Virtual wards treat patients in the community not in hospital.
- 9 Our stop smoking team helped 1,146 people quit smoking last year.
- 10 Our sexual health services are promoted to over 1.7 million people.



## Extra help for mental health patients

One in four mental health patients may also suffer from diabetes. We are working with our clinical staff in Portsmouth to provide extra support to these people.



We are training our mental health nurses to look for diabetes problems. There are 5,000 amputations (where someone's foot or limb is removed) in England each year which are related to diabetes. Many of these could be prevented through better health care. We are trying to help mental health patients early on, before their diabetes causes serious problems.

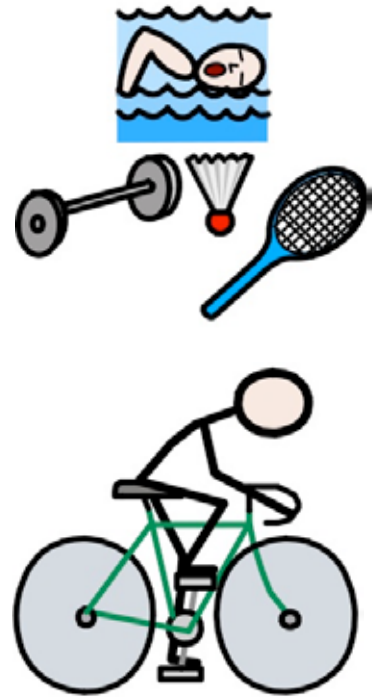
We will also be training our mental health staff to recognise other health problems, such as substance misuse and sexual health problems.

# Get active this winter

## How much exercise do we need to do to keep healthy?

Adults aged between 19 and 64 should do a mixture of medium exercise (for example, cycling or fast walking) and very active exercise (for example, running or a game of singles tennis) every week. You should also do muscle-strengthening activities that use all major muscle groups (legs, hips, back, tummy, chest, shoulders and arms).

Talk to your local sports centre or club for more information or try activities such as gardening or dancing, which are great ways to have fun and keep yourself healthy. More information is available from



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

Also our Health Promotion Service helps people to improve their health by making lifestyle changes. Our services include stop smoking help and health trainers. More information is on our website under the 'Our Services' section.



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

## Member get member

If you have family or friends who would like to become a member, they can join online at

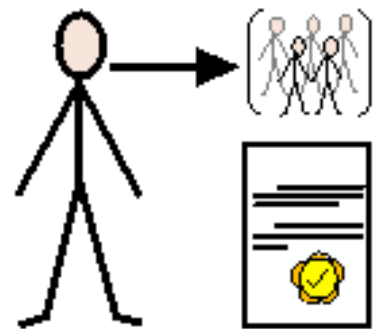


[www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership)

or they can contact the Membership Team on



023 8060 8889 for a membership form.



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