



Newsletter No 8 Summer 2009

New leaflets:

Barton and Tredworth Information Service for Older people.

Helping people to find the right groups to stay both active and independent, this guide to services has been produced by Gloucestershire Partnerships for Older People Project (POPP) in association with Barton and Tredworth Community Trust, Gloucester Fair Shares and GUIDE & PALS.

We're Here to Help

A guide to mental health related support and advice for older people living in Gloucestershire and their carer's. Booklet includes sections on caring, financial and legal advice, advocacy and transport.

For further information about either of the above please contact GUIDE & PALS on 0845 658 3888

Translation and Interpreting

NHS Gloucestershire has recently awarded three new contracts to providers of interpreting and translation services:

- Gloucestershire Deaf Association for face-to-face BSL interpreting
- Gloucestershire Chinese Women's Guild for face-to-face interpreting in Cantonese, Hakka and Mandarin
- Prestige Network for all other interpreting or translation needs

These services help to ensure that patients have equal access to information and services and cover the language needs for all interventions or treatments funded by NHS Gloucestershire. As the Translation and Interpreting Hub for NHS Gloucestershire, GUIDE & PALS can help with any queries you may have regarding language services and accessible communication. Telephone 08456 583888 or email interpreting@glos.nhs.uk.

Podiatry and People with Learning Disabilities

Concerns have been expressed regarding the perceived lack of podiatry services for people with Learning Disabilities (LD). NHS Podiatry is available to all clients with a medical need for Podiatry services including people with LD. If some people are cared for in residential homes Podiatry staff are prepared to train residential staff to care for residents' feet. The Head of Podiatry services and the Commissioner for LD clients are planning the way forward.

Changes to Complaints Process

From the 1st April 2009 a number of changes are being phased in to the complaints process:

- Complaints are now across health and social care
- Complaints against different services can be coordinated by one service
- Complaints regarding General Practices can be investigated by NHS Gloucestershire
- Length of time to make a complaint extended to 1 year
- A more person-centred approach to complaints (talking to the complainant and agreeing the investigation plan and desired outcomes)
- Healthcare Commission no longer involved. If dissatisfied with local investigation can go to the Parliamentary Health Service Ombudsman

Recession Buster

Do you have to pay

prescription charges?

Do you need more than 5 prescription items in 4 months or 14 in 12 months? You could save money by buying a Prescription Pre-payment Certificate (PPC) For further information contact the NHS Business Services Authority (NHSBSA) at www.nhsbsa.nhs.uk or Tel: 0845 850 0030

Want to know more about medicines? Visit the medicines information website provided by Datapharm Communications Ltd. Working closely with the NHS, the pharmaceutical industry, patients and healthcare professionals to create simple and accessible medicines information services, the aim is to improve public health and safety by giving information on medicines that is up-to- date accurate and comprehensive. For further information see website www.medicines.org.uk

Yellow Card Scheme

Reports of suspected side effects to medicines can be collected through the Yellow Card Scheme and reported to the Medicines & Healthcare Products Regulatory Agency (MHRA). This is for all types of medicines, including those on prescription, purchased over the counter, herbal and other complementary remedies. Yellow Card forms are available from pharmacies and outlets across the NHS or directly from the Yellow Card hotline on Freephone 0808 100 3352

Swine Flu Helplines

NHS Direct 0845 46 47

National Pandemic Flu Hotline 0800 1 513 100

www.direct.gov.uk/pandemicflu