

12 March 2010

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Freed Up Resources (FURs)

Could all practices who submitted FUR bids for INR or anti-coagulation equipment please note that NHS Somerset is prepared to carry funding over to the new financial year for those specific items. However all practices are asked to note NHS Somerset has received just over £200,000 of claims against the total sum of just over £600,000. ***With the exception of the INR/anti-coagulation equipment they are not in a position to carry money forward beyond 31 March 2010. You are, therefore, asked to ensure you send your practice invoices for approved items to Shared Business Services at Wakefield by 31 March 2010.***

Negotiation Skills/Change Management Workshop

As mentioned in the January and February editions of WH.C News, we are holding a Negotiation Skills/Change Management Workshop on Wednesday 17 March 2010, 9.30 am until 2.00 pm (including lunch at 1.00 pm) at the Mount Somerset Hotel, Lower Henlade, Taunton, TA3 5NB for WH.C Board/Management Team members and have allocated ten spaces for GPs/Practice Managers. To date five GPs/Practice Managers have registered their attendance at this event – could any other GPs/Practice Managers who are interested in attending this workshop please Email sue.vowles@wyvernhealth.nhs.uk by 1.00 pm on Tuesday 16 March. Please click on the following link for the hotel's location <http://www.mountsomersethotel.co.uk/directions.asp?PS=home>. The agenda is as follows:

9.30 am	90 Minute Negotiation Workshop: <ul style="list-style-type: none">➤ Introduction, Ensuring a Win:Win Situation➤ Preparation➤ Staying in Control➤ Adapt and Connect
11.00 am	Coffee
11.15 am	90 Minute Change Management Workshop: <ul style="list-style-type: none">➤ What is Change? Why Change?➤ Reactions to Change➤ Leading Successful Change➤ Reactions to Change
1.00 pm	Lunch

Patient Information Cancer Care Packs

The patient information cancer care packs were launched in November 2009 and are issued by many practices. However, our hope is that every practice will be using these packs – Dr Greg Tanner's presentation and the cancer pack order form can be obtained from the care pathways tab on our website: <http://www.wyvernhealth.com/pathways.htm>

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Dying Matters Awareness Week

15 – 21 March 2010



Why talk about it?

A good life needs a good ending; it's vital that people talk about their needs and plan their death with those around them. When given the chance to discuss their wishes and needs, dying people feel less isolated and more empowered. By talking about death and dying, families and professionals are able to support the dying in their final wishes. Starting the conversation is never easy. But if one person raises it honestly and openly, it gives others the chance to start having their say about their own death too.

We hope that activities during the week will help spark conversations across the county, and encourage a greater willingness to engage on death and bereavement issues. Perhaps your practice staff room is the place to start a conversation – over coffee or lunch? Please print a few copies of the attached documents.

Guidelines for a simple group discussion:

- Introduction – not easy to talk about but affects us all, key facts
- Interesting facts about dying!
- Watch the PowerPoint
- Fill in the postcards
- Discuss how as health care professionals we might be able to help our patients have these discussions
- Discuss how we might record patient's wishes – link to Advance Care Planning training and Planning Ahead document

Somerset Primary Link – Answer Phone Issues

The opening hours are 9.00 am until 7.00 pm and coverage is maintained throughout these hours. Fridays and Mondays are particularly busy days for them, the same as for GPs, with sessions around lunch time being the busiest. If you leave a message on the answer phone they WILL get back to you promptly.

If your call can wait 30 minutes please delay, alternatively you may fax details provided a contact telephone number is given (fax: 01749 836528). However, we are aware that they are working with a telephone system that could be improved and we will continue to work with them to get it updated. Should you have an issue in future please free to leave feedback on our website: <http://www.wyvernhealth.com/feedback.htm>

Somerset Community COPD Service

Please see the updated information sheet entitled "What is the Somerset Community COPD Service" on our website: <http://www.wyvernhealth.com/pathways.htm>

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