

# Happy, Healthy, at Home

## Programme Newsletter

### The Community Ambassador experience

**Community Ambassadors are people from communities who want to help improve local health and care services. They are also a great resource to help us engage with communities and get the Happy, Healthy, at Home messages out to the localities. One of our 70 Community Ambassadors Diane Martin, gives us an insight into her experience of volunteering with the CCG.**

"I have been very encouraged by North East Hampshire and Farnham Happy, Healthy, at Home programme, in engaging with the public and through Ambassadors to find sustainable ways of joint working to the betterment of our local communities. The role of Ambassador is a shared responsibility and as we know now, we can be engaged in what personally suits us best in improving the lives within the community. My motivation came from wanting to help in whichever way I could with the continuing health needs of our community, having worked and volunteered at Farnham Hospital.

"I was therefore delighted to be asked to engage with day and night staff at Farnham Hospital and Centre for Health, helping to explain the proposed options contained within a public engagement document for the future model of community beds. I have attended a Farnham GP waiting room encouraging and helping patients to fill in a questionnaire, and I have also



attended a Rotary Group lunch meeting and helped deliver the Integrated Care project. The friendly and lively interaction with group members at the question and answer session proved to me that the work being undertaken locally is more than worthwhile and one which will take us forward together for the future."

For more information about how you can use Community Ambassadors to help in your work please contact Caroline Martinez [caroline.martinez@nhs.net](mailto:caroline.martinez@nhs.net)

Picture shows Diane (far right) volunteering with Farnham Hospital Friends Committee Members and Community Matron Sue Deane.

The Happy, Healthy, at Home programme's vision is that local people are supported to improve their own health and wellbeing, and that when people are ill or need help, they receive the best possible joined up care.

#### Funding Announcement 2017/18

We are delighted that people in North East Hampshire and Farnham are to benefit from a further £4.9m of national funding to continue to transform the way health and care is delivered.



# Integrated care teams making a difference for patients

A key goal of Happy, Healthy, at Home is to keep patients well and out of hospital where appropriate. Health and social care partners have developed a new way of working together to meet this goal.

Integrated care teams are groups of specialist health and social care professionals who ensure patients receive joined up care, especially those who are vulnerable or have complex needs.

As an example recently, one team supported a man called John who has multiple chronic conditions, including breathing problems, diabetes and anxiety. His anxiety escalated as his health conditions grew worse, and he began to require nursing visits multiple times per week.

John was referred to his local integrated care team, where his case was discussed and the group worked together to provide him with tailored support.

I can help John with ways to manage his anxiety.

**Mental Health Practitioner**

I can help John find medication to manage his diabetes better.

**GP**

I can help John learn to prepare some new healthy recipes.

**Dietitian**

I can help John with some simple exercises to improve his mobility.

**Physiotherapist**

As a result of working with the integrated care team, John now feels better and that his life has really improved through working with the team's professionals. He has lost weight and his anxiety has decreased. Coordinating all of his care needs through an integrated team means John has been able to receive treatments and services in the ways that best fit his needs.

Working with my integrated care team has given me huge benefits. Not only am I feeling better, but now I can look after my family better because I can look after myself.

**John,  
integrated care team patient**

## Primary care survey update

Thank you to everyone that helped us to shape our recent Primary care Survey which asked for people's views on some of the key points from the Primary Care Strategy, (approved by our Governing Body in September 2016).

The survey closed having received nearly 500 responses and this valuable insight will be fed into the next stages of our locality primary care Happy, Healthy at Home programme. Community Ambassador's continued support will be key to the success of the on-going locality engagement.

