

Report for Children, Adults, Health and Wellbeing Policy Development and Scrutiny Panel – Monday 9 September 2024

Blood pressure checking outreach clinics underway in B&NES

Bath and North East Somerset, Somerset and Wiltshire Integrated Care Board (BSW ICB) is hosting a series of free blood pressure checks across the local area as part of the national Know Your Numbers Week initiative.

The initiative brings together local health and care organisations to help prevent ill-health and make it easier for people to take control of their own health and well-being.

Events have taken place at the Somerset and Dorset Heritage Railway in Midsomer Norton, Bath Rugby and the Alice Park Youth Music Fest with future events also scheduled at Bath City FC.

The Alice Park Youth Music Festival was also used to carry out some community engagement work to gather views of children and young people about access to local services.

Awareness campaign uses mirrors in leisure centres in B&NES to highlight cancer risks

NHS messages prompting gym-goers to look out for potential signs of cancer will appear in the changing rooms of some leisure centres in B&NES over the coming weeks

The stickers will feature the messages 'Check you out' and 'Know what's normal for you' and remind people that if something in their body doesn't feel right, they should make contact with their GP.

The scheme is part of an ongoing NHS initiative to find cancers at an earlier stage.

Leisure centres taking part in the initiative are Culver Hay Leisure Centre, Odd Down Sports Ground Bath, Bath Sports and Leisure Centre and Keynsham Leisure Centre.

Flu and RSV vaccination programme underway in B&NES

A vaccination programme has started across B&NES to provide vaccines to protect against flu, COVID-19 and respiratory syncytial virus (RSV).

This year the Joint Committee on Vaccination and Immunisation (JCVI) has recommended adults aged 65 and over, residents of care homes for older adults and those with underlying health conditions aged 6 months to 64 years will be eligible for flu and COVID-19 vaccinations.

Flu vaccinations for children will start when the new school year begins in September.

Vaccines for RSV, a common cause of coughs and colds which can be dangerous to older people and young children will be available to those aged 75 to 79 and pregnant women from 28 weeks.

From 3 October, flu and COVID-19 vaccinations will be available for other eligible groups. People can start booking their flu and COVID-19 vaccinations in advance from 23 September, with appointments running until 20 December.

For adults eligible for both Flu and COVID vaccinations, the NHS will make flu and COVID jabs available at the same time, giving the option to get protection from both viruses in one visit.

Official opening of the Dyson Cancer Centre at the Royal United Hospitals Bath

Her Majesty the Queen officially opened the Dyson Cancer Centre at the Royal United Hospitals Bath (RUH) on September 3rd. Patients, staff, supporters and guests from the wider community were on hand to mark the occasion. Her Majesty was given a guided tour of the new purpose-built centre, which brings together many of the RUH's cancer services under one roof, including the RUH's oncology, chemotherapy and radiotherapy services.

The new centre sees around 350 patients a day and is backed by over £40m in government funding as part of the New Hospital Programme.

The Dyson Cancer Centre was also supported by an additional £10m fundraising campaign from RUHX, the hospital's official charity, including a £4m donation from the James Dyson Foundation and £1m by the Medlock Charitable Trust.

BSW ICB Compliments and complaints

BSW ICB is committed to responding to patient needs and encouraging a culture that seeks and uses people's experiences of care to improve the commissioning of services.

Our Patient Advice and Liaison Service (PALS) and Complaints Service offers advice and information if patients have concerns or complaints.

Details about the BSW ICB complaints process can be found at the following link:

- [BSW ICB Compliments, Concerns and Complaints policy](#)
- [ICB's complaints process \(pathway\)](#)

People wishing to make a complaint or raise a concern about the care received from a GP practice, dental surgery, opticians or pharmacy must contact the South West regional complaints team or the healthcare provider directly.

The contact information for the South West regional complaints team is listed below:

- Email: england.complaintssouthwest@nhs.net
- Phone: 0300 561 0250.

People wishing to make a complaint about the RUH can visit the RUH PALS office next to the RUH main entrance, call 01225 825656 / 826319 or email ruh-tr.pals@nhs.net. More information is available at [Patient Experience Matters](#)

BSW ICB will do its best to resolve complaints, however, if members of the public are not satisfied with the way their complaint has been handled, and would like to take it further, they can contact the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints about the NHS in England. The Ombudsman is independent of the Government and the NHS, and their service is confidential and free of charge. Contact details are as follows:

- Tel: 0345 015 4033
- Email: phso.enquiries@ombudsman.org.uk
- Address: The Parliamentary and Health Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Patients can also get free help and support from an Advocacy Service when pursuing complaints. Advocacy services are independent charities which represent the interests of patients. They offer a free, independent and confidential advice and support services for people making a complaint relating to either health or social care. For patients in Bath and North East Somerset may wish to contact POhWER People at PO Box 14043, Birmingham, telephone 0300 456 2370 or email pohwer@pohwer.net.