



WRSO Newsletter

WOLVERHAMPTON RHEUMATOLOGY SUPPORT GROUP

Charity No 1041181

CARING IS SHARING

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Monday 12th June 2017

(Health Watch)

**Update on Health Issues in
Wolverhampton**

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10 30 till 12 30pm
(Doors open 10 20am)

Linden House
211 Tettenhall Road
Wolverhampton
WV6 0DD

Coffee Mornings

Monday 8th May 2017

John Chapple 'Lawyer'

(Power of Attorney)

10 30 till 12 30pm
(Doors Open 10 20am)

Linden House
211 Tettenhall Road
Wolverhampton
WV6 0DD

**If you have any queries regarding the
coffee mornings please ring:**

Jan Simpson

Home: 01902 835248

Mobile: 07904503806

Email: jansimpson03@yahoo.co.uk

(Please note dates for coffee mornings
to take account of Bank Holidays)

Outings

Southport
Wednesday 24th May 2017

Mary Allen has organised a day out at the sea side for our members. We are delighted to announce that this trip is subsidised by the WRSB for members only. Therefore the cost of the outing is only £5.

There are four places available for members for this outing.



The coach will be leaving as follows:

Bilston 9am
Falkland Street coach park 9 15am

(Any Queries regarding the outing please contact Mary Allen.

Tele: 01902 685683

Strawberry Tea
Strawberry Cream Tea
(Tuesday 18th July 2017)

130pm till 4pm

Gunstone Hall
Whitehouse Lane
Codsall WV8 1QQ



An afternoon for WRSB members to relax and be waited upon with a strawberry cream tea to celebrate the WRSB's 23rd birthday courtesy of Pat and Les Jones who open up their beautiful home and gardens to our members.

(Names are still been taken for this event. Please contact Mary Allen if you would like to come along. **01902 685683** There is no charge for this event but you might need to bring your own garden chair!)

Auntie Brenda's Christmas Tale

Tuesday 21st November 2017

I know it's a long time till Christmas but Mary needs to know how many members will be interested in a day out for Christmas at Wicksteed Park, Kettering, Northhamtonshire.

Cost of the outing is £36. The day includes a Christmas lunch and a festive afternoon tea.

Entertainment is provided with a show 'Aunty Brenda's Christmas Tale'

The cast will take you on a nostalgic trip down memory lane, back to the good old days.



Baby Oliver (The WRSG's Youngest Member)

Congratulations to Sheila Fardoe on the birth of her 8 weeks old Grandson Oliver who delighted everyone with his attendance at our last coffee morning.

(Oliver informed me that he really enjoyed coming to our coffee morning and found the talk from Trading Standards very interesting.)

News Update

Musculoskeletal Services in Wolverhampton

Members will remember that during 2016 the Wolverhampton Clinical Commissioning Group (CCG) held a number of consultation forums on the delivery of Musculoskeletal (MSK) services in Wolverhampton and Cannock.

The WRSG members were involved in the consultation last year and were able to give their views on the MSK services. Since this consultation the MSK contract went through the procurement process and in December 2016 the contract was awarded to Connect Health who have taken over the delivery of MSK services in April 2017.

We have invited an Operational Manager from Connect Health to visit our September 2017 coffee morning where members will be able to learn more about the service and to ask questions about their own experiences and treatment.

The report below is taken from the Wolverhampton Clinical Commissioning group's web site to give you more insight into the MSK services.

Wolverhampton Clinical Commissioning Group (WCCG) commissions (buys) Musculoskeletal (MSK) services on behalf of the population of Wolverhampton. MSK services diagnose, treat and care for conditions or injuries that affect muscles, tendons, ligaments, bones, joints and associated tissues for example arthritis, back pain, and osteoporosis. Such services can include treatment by a physiotherapist, rheumatologist or orthopaedic surgeon.

Background

Following a review in 2014/15 of the local MSK services, WCCG agreed to procure a Community Integrated MSK Service. The aim being for the service to provide a more streamlined, efficient, high quality service for patients, in a local community setting, also providing value for money for WCCG. A robust stakeholder consultation was held (https://wolverhamptonccg.nhs.uk/images/docs/MSK_consultation_evaluation_report_FINAL.pdf) and the feedback used to design the new service, thus ensuring that the views of patients and the public helped to shape the service development. In addition, a patient representative was engaged in the procurement process and supported the evaluation panel in evaluating the patient engagement approach by bidders.

New MSK service contract awarded to Connect Physical Health Centres Ltd

Following a robust procurement process, WCCG Governing Body approved the award of the Integrated MSK Service to Connect Physical Health Centres Ltd in November 2016.

The new service will deliver an integrated service model with the overall aim of providing a multi-disciplinary team approach for the non-surgical care of people with a musculoskeletal condition, which must ensure that high quality, safe

and sustainable services are delivered for patients. It will be:

- Accessed via a single point of access via your GP
- Delivered locally, based within existing community settings
- Integrated using a 'one stop shop' model
- Consultant led with multidisciplinary teams to deliver care
- Promoting effective communication with other persons/organisations also involved with the patient, throughout the patients journey

What will the new service look like?

The service will be available to all adults aged 18 or over who are registered with a GP in Wolverhampton and meet the referral criteria. The service **will provide assessment and treatment**, for; Orthopaedic conditions (bones, skeleton), Rheumatology conditions (such as arthritis), Pain management, Physiotherapy and Orthotics (supports, braces, or splints used to support, align, prevent, or correct the function of movable parts of the body).

The service **will not include** patients who are not registered with a Wolverhampton CCG GP, any patients under the age of 18 years and does not include any emergency treatment.

How can I access this service and when will it start?

Your GP will advise you and refer you if you have a suitable condition for this service. The service is expected to go live in April 2017.

March 2017 Coffee Morning

At the March Coffee Morning we were reminded by Jit (CCG) 'How to keep well in winter' he spoke about the article which was printed in the last Newsletter, he quite rightly said it is not just winter we need to take care of ourselves all year round.

Everyone should make more use of our local pharmacy especially for non-emergency issues. The pharmacist is almost on par with your GP and if you use the same chemist regularly, they will have knowledge of the medication you take so can advise should you wish to purchase home medications such as cough mixture. If you have any questions he will either answer or direct you to your GP, walk in centre or even hospital. You can have your cholesterol, diabetes, high blood pressure checked at most chemists, which can help cut down on doctor appointments.

We are asked to only ring 999 or go to Accident & Emergency for life threatening problems. Stroke, fall and cannot get up, if someone loses consciousness. However if you are in any doubt about how serious your condition is, you will not be turned away.

If you are well enough ring 111 first, they ask questions for a reason, it helps to decide if you need to be seen

by a doctor, a nurse, or if they think you need to go to hospital they will send an ambulance.

Try to eat your 5 a day fruit and veg, even if in liquid form. Keep as active as possible, any activity counts as movement, walking, gardening, hoovering and house work. Finally, check your first aid kit, make sure everything is in date. Out of date medicines can make you ill.

Angie also came along in March, she told us how, in her experience, copper can help relieve pain and aids movement for people with arthritis. Angie's own mom has experienced an improvement with her hands since she has worn a copper ring Angie made for her.

The more copper that is in contact with skin the better it seems to work. So rings, bracelets etc should be a snug fit. Also Angie suggests that rings are worn even when washing yourself as copper is antibacterial. She made an interesting point that when hospitals had old copper pipes there was no MRI.

Angie bought along some of her copper jewellery and altered thing to fit on the day. All in all we had a busy interesting morning.

Angie has a website where you can view her jewellery;

April 2017 Coffee Morning

In April we welcomed back Suzanne Hill from Trading Standards and her

colleague Heather Dunn, from Consumer Rights, Wolverhampton Council.



Heather spoke about the changes in consumer law.

Goods purchased in a shop. (Your Rights)

Up to 30 days, if faulty you are entitled to a refund.

Up to 6 months, if the faulty item cannot be repaired or replaced you are entitled to a full refund in most cases.

Up to 6 years, if the item is expected to last up to 6 years you may be entitled to a repair, replacement, in some cases you have be entitled to some money back.

You are not entitled to a refund / replacement just because you have changed your mind on the purchase.

Goods bought at home / door sale / online;

Up to 14 days after receiving your goods, in most cases you can change your mind and get a full refund.

Goods must be fit for purpose, as described and satisfactory quality. During the expected life you're entitled to the same rights as items purchased in a shop.

Work done on your home;

Always ask for a written quotation and time the work will take on letter headed paper. Be aware of reviews on internet may not be real or in some cases doctored. Word of mouth is always a good thing. Never pay in advance, in some cases stage payments are okay for materials, but only pay full amount on completion of work, if satisfied. Three quotes are advisable, ask for portfolio or speak to customers. Contracts should be easy to read in plain language, there should be no small print or hidden rules.

Credit Cards;

Although many people do not like credit cards if used correctly they can be useful. For instance if you book a holiday with a credit card and the company goes bankrupt, you are able to claim from the credit card

Scams

Suzanne advised that if you are ever a victim of a scam, tell as many people as you can. The more people that are aware of the type of scams circulating, the less likely they are to be successful. Most scams work because

you are not expecting it. Scams do not work if we say 'No'.

Do not put your phone number on a form when making a purchase. Never put name and address, phone etc on any forms, there is simply no need.

Unless you are asking for a delivery.

Prize Draws; These are more believable if you are lonely, or isolated. No- one wins these, many ask for £5 to be sent with entry form. Do not reply or send money, all that will happen is that you will receive more and more of these scams because they pass around your details. If you donate to a charity always tick the box that says

'Do not share my details' If you would like to speak to Suzanne about scams and how to report them, contact Jan Simpson, 01902 835 248.
Jansimpson03@yahoo.co.uk

If you have any queries about consumer rights contact Wolverhampton Council. 01902 55 11 55 and ask for Heather Dunn in Trading Standards.

Since our coffee morning Suzanne has forwarded details from Action Fraud about a scam circulating personal and business emails addresses;

Fraudsters are sending emails advising they have been sent your personal details and they think it may be because your account has been compromised. He will quote your address and send a 'dot' file with your surname on, asking you to open the

file and check the information he has been sent about you.

DO NOT OPEN THE FILE. This attachment is thought to contain the Banking Trojan Ursniff/Gozi, hidden within an image in the document. The Ursniff Banking Trojan attempts to obtain sensitive data from victims, such as banking credentials and passwords. The data is subsequently used by criminals for monetary gain.



The big event is hosted by Motability at the Event City Manchester on the 5th and 6th of May 2017. This is a fantastic opportunity for you to discover and see first-hand vehicles available on the Motability scheme. Should you feel like taking a test drive remember to take your driving licence with you and National Insurance Number to the test drive booking desk.

Whichever mode of transport you're using, rail, or road will bring you within minutes of Event City. Plus there are 3000 free parking spaces on site.

For Sat Navs, use post code M17 8AS

“I’m Fine Thank You”

There is nothing the matter with me
I’m as healthy as can be
I have Arthritis in my knees
I talk with a wheeze
My pulse is weak and my blood is thin
But I’m awfully well for the shape I’m
in.

Sleep is denied me every night
but in the morning I find I’m alright.
My memory is failing, my heads in a
spin
But I’m awfully well for the shape I’m
in.

Old age is golden, I’ve heard it said
But sometimes I wonder as I get into
bed
My ears in a drawer, my teeth in a cup
My eyes on the table till I wake up.
The moral is this as my tale I unfold
That you and me who are growing old
It’s better to say “I’m fine” with a grin
Than to let folks know the shape we
are in.

(Annette O’Donoghue)

**I look forward to seeing you at the
next coffee morning Monday 8th
May 2017**

Liz Walker (Chairperson WRSG)

The views expressed in this
Newsletter are taken in good faith and
are not necessarily endorsed by the
editor of the WRSG.