

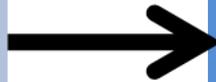
Patient stories – you said, we did

Lucy's story – living with a severe mental illness



You said...

- Mental health diagnoses can take a long time
- Mental health illness is not treated as fairly as physical health and is often stigmatized.



We did...

- **Applied for funding to provide a primary care mental health service.** The aim is to diagnose patients earlier before damaging consequences impact on their lives.
- CCG is committed to delivery of Mental Health Five Year Forward View and has committed to **value mental health equally with physical health** – this is known as 'parity of esteem'.
- Lucy has worked with us to raise awareness of mental illness and reduce stigma. **Lucy showcased her own work at a recent CCG 'Celebration of Mental Health' event at Sale Waterside Arts Centre**



Patient stories – you said, we did

George and Cheryl's story – experiences of a child with severe learning disabilities and how a Personal Health Budget supported his family

You said...

- Public have limited knowledge of Personal Health Budgets
- Impact on family life

We did...

- Working with Healthwatch Trafford to promote further.
- Aiming to increase numbers of PHBs in complex child cases.

Malcolm and Kate's story – living with and beyond cancer

You said...

- Need to raise greater awareness of less obvious symptoms of bowel cancer
- Patient support groups are important to patient and their families

We did...

- Rolling out online GP training on diagnosing bowel cancer. Cancer champions recruited.
- Cancer Local Implementation Groups reviewing how to utilise support groups/services in supporting patients living with and beyond cancer

Patient stories – you said, we did

Patient experiences using Neuro development pathway

You said...

- There is criteria and waiting list confusion for patients, staff and families.
- Families do not understand term 'pathway'
- Diagnosis takes a very long time



We did...

- Full review of service being undertaken.
- Neuro development pathway being closely monitored.
- Aim to reduce waiting time

Seb's story – Being trans in Trafford

- GPs don't always understand needs of transgender patients
- Long waiting times for access to Gender Identity Clinics, GPs need to support patients whilst they are waiting



- Arranged for LGBT Foundation to present at GP Education clinical session
- Free 'Pride in Practice' training promoted with GPs.
- Local Medical Committee to work with LGBT