NHS
Horsham and Mid Sussex
Clinical Commissioning Group

newsletter.

Spring
2017

There's much we can all do to help ease the pressure on the NHS

We are all hearing, reading and beginning to appreciate that the challenges facing those responsible for provision of health and care services are unprecedented. Like many CCGs, Horsham and Mid Sussex is facing a significant deficit, way beyond end of year forecasts, and needs to devise a plan in accordance with NHS England directions setting out how we can recover, whilst simultaneously meeting our sustainability and transformation commitments to reform health services locally and create a new model of care for the future.

The needs of the population, the change in demographic and workforce problems as well as financial difficulties are among the contributing factors which make effecting positive change incredibly hard.

As commissioners, with our key purpose to improve the health and wellbeing of our communities using planning, contracting and monitoring as our tools, there is much to do. People don't stop getting sick or needing care just because there is less resource, in fact vulnerable people like the old, the frail and the disabled are likely to get more sick. So our responsibilities become greater and our efforts and focus needs to redouble.

The direction of travel and the model of care that we have chosen, with our partners, is to create Multi-speciality Community Providers. This is the beginning of the journey: to deliver better connected out-of-hospital care, with integration of health and social care and a big push on prevention. This is what we have been doing incrementally, so there is no change in direction but it now needs more drive, pace and focus.

All corners of the NHS, from GPs, hospitals and mental health services, are pulling together with community services and council-run social care services but we need the support of local people too. There is much you can do to help ease the pressure including asking ourselves:

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There's much we can all do to help

- Think – do you really need that doctor's appointment or would your local pharmacist be able to help?
- Is that prescription really necessary? Drugs such as paracetamol and ibuprofen can be bought over the counter at a fraction of the price it costs the NHS to provide it on a prescription. **Nearly half of all medicines are not used**.
- Consider – your GP is responsible for your general care and also for using NHS resources effectively. Your GP has been asked to use cost effective evidence-based medicines and use the best value and quality services available within the wider NHS.
- If your ailment or injury is urgent but not life-threatening, instead of A&E take a trip to your local Minor Injuries Unit at Horsham Hospital or Queen Victoria Hospital, or the 24/7 Urgent Care Centre at Crawley Hospital – it's closer and you will get seen quicker.

Everything you can do to keep yourself well and active also counts. While the onus is on CCGs and hospital Trusts to reduce the deficit and keep healthcare services free and available at the point of use, it is down to all of us to manage our wellbeing and that of our dependents.

Minesh Patel

Clinical Chair, HMS CCG

Horsham dementia care proposals

Iris Ward, which provides care for older people with dementia at Horsham Hospital, is moving.

Hospitals must provide separate sleeping and bathroom areas for men and women in order to protect their dignity and privacy. Due to the layout of Iris Ward it is not possible for Sussex Partnership NHS Foundation Trust, which runs the ward, to make the changes necessary to meet these requirements.

The plan is to move care from Iris Ward to Dove Ward at Crawley Hospital, where all rooms are ensuite. The new facilities will offer the same number of beds and will provide patients with a better experience on the ward. It's hoped that this will happen in early autumn.

When timeframes for the move are agreed Sussex Partnership will share further details with staff, patients and partner organisations but if you have any comments or questions in the meantime please contact Margaret Bracey, General Manager Dementia Services, on 01243 791859.

Transforming health and care

Last issue we talked about our Place Based Plan for Central Sussex and East Surrey (if you missed it you can catch up via our website horshamandmidsussexccg.nhs.uk/get-involved/newsletters). This local plan describes the detail that fits into the larger, regional plan called the Sussex and East Surrey Sustainability and Transformation Plan (STP).

The NHS is under pressure like never before and we can all agree that our health and care services need to change and adapt in response to increasing demand.

The STP is the NHS and county council's joint proposal for developing health and care. With services feeling the strain, collaboration between all organisations will give nurses, doctors and care staff the best chance of success. It aims to make practical improvements – like making it easier to see a GP, speeding up the diagnosis of cancer, and offering help faster to people with mental health illnesses. It also aims to encourage the public to take more responsibility for their own health and wellbeing.

The team working on the STP are currently analysing data about how, why and where patients are treated in our hospitals to understand in what way the NHS and social care throughout Sussex and East Surrey could work better together to meet the huge demand from a growing population living with increasingly complex health and care needs. We need to do this local analysis to ensure our proposals are based on the priorities and challenges of our local communities.

We are at a very early stage in the planning process and still establishing the clinical leadership required to drive the STP forward. When this is in place, it will be time to work alongside you – our patients, the public and NHS staff – to develop and shape our NHS. No final decisions have been made about any services and will not be made without our patients and public being given the opportunity to be involved and voice their opinions.

Don't miss out on the latest updates from the STP, join your CCG Health Network by visiting **www.horshamandmidsussexccg.nhs.uk/get-involved** and click on Join the Health Network.

What is an STP?

STP stands for Sustainability and Transformation Plan. These are local plans that aim to improve health and care.

Produced collaboratively by local NHS organisations and local councils, they set out practical ways for the local NHS to improve NHS services and health outcomes for people in every part of England.

They aim to help meet a 'triple challenge' set out in the NHS Five Year Forward View – better health, transformed quality of care delivery, and sustainable finances.

New MSK facilities at Horsham Hospital

The musculoskeletal (MSK) department at Horsham Hospital has been improved so that patients can see a wider range of specialists and be diagnosed and treated more quickly and closer to home.

The service treats people with a wide range of muscle, bone and joint conditions, such as arthritis, back pain and sports injuries.

Fifteen new treatment rooms have been opened and the seven existing rooms, waiting areas and facilities have been refurbished. The improvements mean that patients can see a wide range of specialist doctors and therapists and where possible can receive scans all in one visit. This reduces the need for repeat visits and means patients can be diagnosed and begin treatment sooner.

A new rheumatology infusion suite opening later in the year also means that local people will no longer need to travel to East Surrey Hospital in Redhill for their treatment. The hydrotherapy pool has also been improved, providing aquatic physiotherapy, and the gym has been refitted.

The department has been designed from a patient's perspective. Dementia-friendly colours and signage have been used, with icons and pictures as well as easy to read words, and facilities are fully accessible for people with mobility problems.

Patients can be referred to the service by their GP.

The Sussex MSK Partnership runs all the NHS MSK services across central Sussex. The Horsham Hospital League of Friends also made contributions to the rheumatology infusion suite and new gym equipment for patients.

Get help fast when it's #NotAnEmergency

If you need help fast, but it's #NotAnEmergency, our local Minor Injury Units (MIUs) treat most injuries that are urgent but not life-threatening.

Dr Minesh Patel, NHS Horsham and Mid Sussex CCG clinical lead for urgent care and a Mid Sussex GP, said: "Our minor injuries units are able to see, diagnose and treat a wide range of minor injuries for both adults and children over one year old – such as minor burns and scalds, wounds, limb injuries and cuts and grazes and more. X-Rays and other tests to diagnose can be done on site.

"Using your local MIU will save you a potentially long wait at A&E, and allow staff there to concentrate on people with life-threatening conditions."

Call 111 or visit **www.nhs.uk** to find more services near you.

- **East Grinstead MIU at Queen Victoria Hospital is open 8am-7.30pm every day**
- **Horsham MIU at Horsham Hospital is open 9am and 5pm, Mon-Fri excl. bank holidays**
- **The Urgent Care Centre (at Crawley Hospital) is open 24/7)**

You do not need to book an appointment – just turn up.

Better care after stroke

Recommendations to centralise emergency stroke services in Brighton have been further scrutinised by local stroke groups, patients, carers and the public

NHS organisations have been working together to improve stroke services for local people. As a result of this review (begun in 2014), clinicians recommended Brighton and Sussex University Hospitals NHS Trust (BSUH) no longer provides emergency stroke services at Princess Royal Hospital in Haywards Heath (although specialist inpatient stroke rehabilitation would continue to be provided at the Sussex Rehabilitation Centre at the site).

For more on why clinicians recommended the changes and to read the significant public and patient input throughout the review, see **www.horshamandmidsussexccg.nhs.uk/get-involved/stroke-services**

Brighton and Hove health overview and scrutiny committee (HOSC) and West Sussex Health and Adult Social Care Select Committee (HASC) have both signalled their support for the recommended changes. They now need to be formally signed off by NHS England, as well as the CCG and BSUH boards. If they are approved, the changes would be fully implemented within a year.

Surrey and Sussex Healthcare NHS Foundation Trust (SASH) is also part of the review and recommendations include that East Surrey Hospital continues to provide emergency stroke care as well as care for those who have been stabilised after stroke. Work is on-going to further improve the quality of care that patients receive, including access to stroke rehabilitation.

Call 999 at any sign of a stroke

Act FAST. Make the Call. Dial 999.

F.A.S.T. teaches people what to look out for in themselves and in others:

- **Face** – has their face fallen on one side? Can they smile?
- **Arms** – can they raise both arms and keep them there?
- **Speech** – is their speech slurred?
- **Time** to call 999

Patients' Voice

Does your surgery have a Patient Participation Group (PPG)?

All GP Practices are required to have a PPG or something very similar and their function is typically to inform and educate the surgeries' patients along the following lines:

1. To be familiar with the services offered by the Practice both by personal contact with the Doctors and Management of the Practice.
2. To make constructive suggestions to the Practice of ways of improving the operation of the Practice for the benefit of patients.
3. To give patients a means by which their thoughts and suggestions can be raised and discussed with the Practice Management and to give a timely response to such observations.
4. To communicate with registered the patients by email, text, newsletter or any other means.

So check it out and make contact. You might find it the quickest and easiest way of getting an answer to your question (as long as it is not medical in nature). You can see the wealth of information available via a proactive PPG by viewing our website **www.friendsofcdhc.co.uk**

If you find you don't have a PPG ask your Practice why not and maybe get involved in starting one up yourself with like-minded friends.

Peter Dodds

Acting Co-Chair – Friends of Crawley Down Health Centre

PPG corner

A Locality Patient Group for Horsham has been established to reflect the NHS focus on the provision of more health services in town-based localities.

The CCG's lay representative for Horsham David Phillips, took the lead in forming the group, which comprises of patient reps from each of the seven practices in Horsham. The group met for the first time in January. As well as liaising online, the group plan to meet quarterly and are agreed that it will make sense to organise events and presentations for patients from all seven practices rather than doing this individually.

Contact us

Email us at **HSCCG.Contactus-horshamandmidsussexccg@nhs.net**

Visit the Get Involved pages of our website at **horshamandmidsussexccg.nhs.uk**

Write to our postal address at:
Engagement Team, Horsham and Mid Sussex CCG,
Lower Ground Floor, Crawley Hospital,
West Green Drive, Crawley RH11 7DH
Telephone us on **01293 600300** ext 4255

You can even join the conversation and share your thoughts and experiences of local care and services direct with us:

HorshMidSusxCCG **NHSHorshamandMidSussexCCG**

Join our next Governing Body meeting / AGM

Our Governing Body oversees the decisions that the CCG makes about local health services, ensuring our activities meet the best standards of quality for the local population.

All meetings are held 1.00pm - 4.00pm with meet and greet members at 12.45pm.

Held as joint meetings with Crawley CCG:

- **4 July 2017** – Broadfield Stadium, Winfield Way, Crawley, West Sussex RH11 9RX
- **21 September 2017** – The Martlets Shopping Centre, Civic Way, Burgess Hill RH15 9NN*
- **14 December 2017** – Broadfield Stadium, Winfield Way, Crawley, West Sussex RH11 9RX

If you have a question for the Governing Body, please submit it in writing at least two working days ahead of the meeting to **HSCCG.Contactus-horshamandmidsussexccg@nhs.net**

***The Governing Body meeting on 21 September will also include the Annual General Meeting of the CCGs for 2017. Members of the public are invited to attend and submit questions.**

Ambulance service feedback

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. It will shortly be inspecting services provided by South East Coast Ambulance Service NHS Foundation Trust and would be interested to hear any feedback on the quality of care. Share your experience (you don't have to give your name) online at **www.cqc.org.uk/tellus** or by telephoning **03000 616161**.

If you require this document to be translated into another language or would like an alternative format such as large print, Braille, audio or BSL, please contact the Communications & Engagement Team who will be happy to assist.

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