

# newsletter.

Winter  
2015/16



## Our plans and priorities for the New Year

I would like to take the opportunity to introduce myself as the new Accountable Officer, having taken over the position from Sue Braysher on 1st November 2015.

I strongly believe we need to join up our health and social care systems and focus on what people at the centre of our services really want - rather than giving them what we think they need.

Therefore the direction for the NHS as set out in the Five Year Forward View chimes completely with these principles. The next set of strategic commissioning plans we are required to produce in the New Year will focus on these priorities:

- how we will radically upgrade our approach to prevention
- redesign care around individuals' own needs
- better joined up care across organisations, delivering better health benefit
- make best use of increasingly scarce resources within the NHS and wider public sector.

This is the challenge facing every CCG over the coming months and I look forward to working alongside you in turning our aspirations into clear commissioning plans and programmes of work.

I joined the NHS in 1990 as a researcher within a public health team focusing initially on the emerging HIV and AIDS epidemic. Those early years laid the groundwork for a strongly held belief that rather than just tackling ill-health the NHS should equally be helping people to keep well and supporting them to managing their own health conditions more effectively.

Finding ways to do this better has to be done in partnership with our patients and the public.

We will share information about how to get involved and how to comment on our emerging plans over the coming months (see the back of this newsletter for details).

I wish you all a very happy and healthy 2016.

**Geraldine Hoban**  
*Accountable Officer*

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inside

### Care Coordinators

Find out about a scheme that is helping elderly patients who are most at risk

Primary care

Wellbeing hub

Social care

## Care Coordination

A pilot scheme is helping elderly patients who are most at risk of hospital admission to stay well for longer in their home.

The Care Coordination pilot is aimed at the over 75s registered with most GP practices across Horsham and Mid Sussex. Care Co-ordinators help people access the right support in the community, not just from NHS services, but health and wellbeing hubs, voluntary and charity sectors, as well as social and primary care (GP and nursing care).

Maria Stack, based at Park Surgery, Horsham, explained the role: "When we first make contact with a patient we look at what is already in place, whether they have a good support network. Many people with long term conditions, and their carers, don't realise the support available in the community. Age UK and the Red Cross offer help with light household duties and transport to appointments. The Prevention Assessment Team is also hugely supportive, offering services to help people remain independent.

"If the patient is coming out of hospital they are often vulnerable and sometimes unclear as to what is expected of

them. They may need help to book appointments, amend their medications and be anxious about coping with reduced mobility. Care coordinators give reassurance, they can arrange appointments, help clarify medication differences and make referrals to Occupational Therapists and Physiotherapists, making the patient safer in their own home.

**Ask your GP surgery about Care Coordinators – they might be able to help you.**

## Putting Patients in Control

Crucial to the success of our review of diabetes care was to really understand what matters most to patients. We invited patients and carers to a series of workshop events to get their views on:

- What is important to you in how you receive information about your diabetes?
- What more could your GP practice do to help you in managing your condition?
- What support would you need outside of the GP practice to help you gain confidence in dealing with the challenges of diabetes?

They recognised that people with long term health conditions (specifically diabetes) have a responsibility to manage themselves, but felt that they couldn't do it without the right support and information at the right time.

Local GP and the CCG's Planned Care lead, Dr Karen Eastman, said: "When people feel more empowered to take control they do many things differently - they are more likely to quit smoking, take more exercise, lose weight and take their medication regularly. They also know when to seek help, which in return improves their health, by lowering their blood pressure/cholesterol, improving their sugar control, for example, alongside enhancing their sense of wellbeing."

The CCG will use patient and carer feedback to ensure people with long term conditions feel more supported and confident in managing their conditions.

## Patients' Voice

This year the CCG has been busy designing new services, checking existing services are functioning as they should and also ensuring any not performing have the issues identified and addressed. This year the budget looks to be just holding but the challenge for the future will be how to deliver more services to our growing and aging population whilst having tight budget constraints.

It has been shown that providing good quality care at home or in local facilities like GP surgeries really helps patients, particularly those with long term conditions to manage their health better.

The CCG is currently looking at how future services can be delivered and what facilities we need to do this, whether it be an ultrasound machine in a local GP practice or a Specialist Doctor holding clinics in a local facility. Having local services allows many more patients to be seen without the problems of having to make the journey to a major hospital, which can be a challenge at any age but even more so if you are frail or caring for a family member.

In the New Year the CCG will be looking to engage with the public on what services and facilities are required locally.

**Simon Chandler**, Lay Member for Public and Patient Engagement



## Sussex stroke services review update

"Having a stroke is like walking into a brick wall. You are going on with your life and suddenly everything stops."

Words spoken by a focus group member of a Sussex-wide review to transform stroke services aimed at saving more lives and boosting recovery. Over 500 patients, carers and members of the public shared their views through face to face interviews, surveys and focus groups.

We asked what they want to see from their services – from prevention, admission, assessment and treatment through to recovery and rehabilitation.

Dr Minesh Patel is Clinical Chair of the clinical reference group leading the Sussex Collaborative Stroke Review.

"We have seen from the redesign of stroke services in London that by focusing on a hyper acute stroke unit (HASU) you not only save more lives, but also improve the quality and speed of recovery for stroke patients and most importantly their outcomes," Dr Patel said.

"Our services have improved somewhat over the last couple of years, but they cannot necessarily sustain those achievements in the long-term in the way they are

configured. They need redesigning to transform patient care to a level that matches or surpasses standards set elsewhere in the country.

"The best way to deliver the highest quality stroke care is to have the patient at a centre with the best equipment, the most highly trained clinicians with the best expertise, early in their treatment. This will reduce their time spent in a hospital unit and get them back to their home with support earlier, or into a rehabilitation centre depending on their circumstances.

"The evidence shows that the patient's outcome is greatly improved, even though the actual journey time by ambulance maybe slightly longer – there is a critical balance to be struck here and this is a major consideration for the review to get right."

Options for improvements will be reviewed by an independent panel against criteria, including feedback from patients, carers and the public about what matters most to them. Following this review, the clinical reference group will make recommendations to the CCGs.

**View our full engagement report, the review options and the Sussex-wide report through our website: [www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk) – click the 'Get Involved' tab, select 'Stroke Services'.**

## Tailored Health Coaching

Crawley CCG and Horsham and Mid Sussex CCG are one of only five areas in the country running a pilot aimed at transforming the care of people living with a long term health condition.

The NHS Tailored Health Coaching Service is a new way of working to help you to achieve lifestyle changes - putting you in control.

Health Coaches work with the patient and health, social care and wellbeing professionals to create joined-up care and help people to develop the knowledge,

skills and confidence to manage their own health conditions.

CCG Clinical Director, Dr Karen Eastman, said: "Coaching helps people identify what's important to them, not what we think is important for them. The Coach then works with that person to identify goals, whether they're directly related to health, or to someone's psychological, housing, financial or carer support needs, into readily achievable plans which nourishes that person's success in self-management.

**Find out more on our website: [www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk) 'Your health' tab, select 'Health Coaches'.**



# Working with you

## Reaching into rural areas

We have been fortunate enough to work alongside Mid Sussex Older People's Council (MSOPC), attending various groups in more rural areas such as Cuckfield, Turners Hill, Staplefield and Hassocks to inform people about the work of the CCG. These were opportunities to tell local people how they can become involved, influence their local healthcare services and learn about new projects. Working with the public in this way proves extremely valuable to the CCG as it was members of the MSOPC who previously suggested the need for the NHS Comments, Compliments and Complaints leaflet we produced.



## Work to improve access to services

Locally Commissioned Services - The CCG is reviewing its Locally Commissioned Services which include services provided in GP surgeries, pharmacies and optometry. An example of this is Deep Vein Thrombosis (DV) which we are looking to improve access to via GP surgeries.

At present the majority of patients are both diagnosed and treated within a hospital setting with the exception of some patients, who have been treated at their own GP Surgery. We are really keen to speak with patients who have been treated in either hospital or primary care settings, to find out what worked well and what can be improved. If you are one of those patients and would be willing to spare 5 minutes to tell us about your experience please call one of the Engagement Team.

We look forward to keeping you up to date on further involvement opportunities in the New Year.

## Value for money

We have recently set up a Primary Care Commissioning Committee to enable the CCG to transparently manage any conflicts of interest where GPs are potential providers of services. Having such a mechanism in place gives confidence to local people, both as patients and taxpayers, that CCG commissioning decisions are robust, fair, and offer value for money. People are welcome to attend. For more information please contact: Sam Achagra via e-mail [Sam.Achagra@nhs.net](mailto:Sam.Achagra@nhs.net) or call: 01293 600300 ext: 3955.

## New partnerships with Neighbourhood Forums

To increase the involvement of local residents in developing health services we are building links with local Neighbourhood Forums. Our engagement team is set to extend links with these important community groups into Mid Sussex and Horsham in 2016. This follows successful meetings with forums across Crawley.

Our newly recruited engagement officer, Agnieszka Tworkowska, said: "I am really excited about this project to raise awareness about the CCG and learn from forum members about the important health issues affecting their communities. Following the initiative across Crawley I look forward to adopting similar links across the Horsham and Mid Sussex area."

To receive updates or get involved in projects, join our Health Network via the contacts below or online:  
[www.horshamandmidsussexccg.nhs.uk](http://www.horshamandmidsussexccg.nhs.uk) – under the Get Involved tab, 'Join the health network'

Email us at  
[HSCCG.Contactus-horshamandmidsussexccg@nhs.net](mailto:HSCCG.Contactus-horshamandmidsussexccg@nhs.net)

Visit the Get Involved pages of our website at  
[horshamandmidsussexccg.nhs.uk](http://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.

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