

newsletter.

Spring
2016

Creating sustainable GP practices

“Why can’t I get an appointment with my GP?” is a familiar question to a number of us in our communities.



Many surgeries were originally designed and staffed to look after far fewer patients than they have now.

Historically, the buildings have been modified and extended and GP, nursing and supporting staff numbers have also grown to cope with increasing demand. But there are real limits to expanding in this way.

At a national level over the last decade, hospital services have seen a large level of inward investment with an increase in specialist doctor numbers, albeit that in some specialities there are significant shortfalls.

However, the overall investment in general practice has proportionately fallen from around 10% of the NHS budget in 1948 to under 8% (or about £135 average per patient per year today). Yet there has been a significant shift of care from hospitals to general practice.

At the same time, we are now in the midst of a significant recruitment crises in general practice affecting doctors and nurses. Some expert predictions estimate this shortfall in GP numbers to be around 20-50% across the country over the next

few years. The nurse shortfall is likely to be worse. In some parts of the country GP practices are closing down because there are no GPs left.

With rapidly rising demand coming from both an ageing and expanding population with more expectations of their NHS, we face an unprecedented challenge in meeting these expectations and needs. No doctor or nurse goes to work to do a bad job.

NHS England has recently published a set of ambitions for general practice called the GP Forward View. We hope that the ambitions set out are translated into reality. Only time will tell but we can only truly rely on our own actions locally, working with our other local partners and communities.

Horsham and Mid Sussex CCG is therefore working with our member GP practices to look at how we can find a way of developing general practice that is sustainable with all the challenges we face.

General practice really looks little like it did 25 years ago and won't look like it does now in another 25 years.

Dr Minessh Patel
Clinical Chair

See
inside

NHS 111 campaign

Dom Joly enlisted to promote NHS 111 across Sussex

Atrial Fibrillation

New service aims to prevent strokes caused by Atrial Fibrillation

Street Triage

Integrating police with the NHS

Serious message behind light-hearted NHS 111 campaign

TV prankster Dom Joly has swapped his “I’m on the phone” catchphrase for “call 111” in support of a new campaign across Sussex to raise public awareness of when to use the 24-hour NHS 111 helpline.

Best known for his giant-phone-carrying character from ‘Trigger Happy TV’, Dom recently took time out from rehearsing for a new project in the area to create a ‘not QUITE an emergency’ campaign film for the local NHS, using his trademark style of comedy and an undercover film crew.

Shot in and around Horsham and Mid Sussex, the film shows a heavily disguised Dom blighted by various minor ailments that he refuses to accept aren’t worthy of being considered a medical emergency. Hidden cameras capture him seeking support from unsuspecting members of the public, before pretend paramedics arrive on the scene and NHS staff dressed as giant blue 1s appear walking about in the background.

While the film has been made to make online audiences smile, there’s a serious message behind the pranking, as Dom Joly explains: “We used real-life examples of non-emergency conditions people have gone to A&E or called 999 for – a toothache, a blister, an insect bite and even a hangover. While it was obvious the people I spoke to didn’t think my plight was a 999 emergency, hardly anyone suggested calling 111 instead. One chap even suggested calling 999 to find out the right number to call – he knew a non-emergency NHS number existed but couldn’t remember what it was.”

Dr Minesh Patel, Clinical Chair of Horsham and Mid Sussex CCG explains: “Patients waiting in local A&E departments with minor conditions often don’t want to be in hospital - but they don’t know where else to go. NHS 111 can help refer people on to alternative services like walk-in clinics, pharmacies and out-of-hours GP services. Many people think NHS111 is just an advice line when in fact can refer patients on for urgent prescriptions at their local pharmacy, telephone and face-to-face consultations with a GP, and even a home visit by a doctor or nurse.

To watch the video, search ‘Horsham and Mid Sussex CCG’ on YouTube or key in this link to your browser: bit.ly/1Qi3jxC



Winner of the communications category, Health Service Journal Value Awards 2016

Horsham carer helps raise awareness of dementia by supporting CCGs’ media campaign

Roland Gumm cares for wife, Janet, who was diagnosed with Parkinson’s Dementia in 2012, which affects her memory and speech. He said: “If you are worried that a loved one might have dementia, take it seriously and don’t put your head in the sand. Go to your GP who can refer a person to the memory assessment service.

“There is support out there through the NHS, the Alzheimer’s Society and other charities, as well as social groups and facilities like Dementia Cafes.”



Every person with dementia is different, so if you are concerned, talk to your GP or contact the Alzheimer’s Society for information and support on **0300 222 1122**

Read the full story on our website at: bit.ly/1PzLS1Y

Special report: New service aims to prevent strokes

Dr Simon Dean, Chair of Horsham locality at the CCG reports:

We knew we had a problem. In 2014 we had 222 patients admitted to hospital with a stroke and out of this group 58 had a condition called Atrial Fibrillation, or AF for short.

AF is the commonest cause of an irregular heart beat and gets more common as we get older. It can’t easily be stopped from happening – it has to be controlled and managed in order to prevent complications. It can cause blood clots to build up inside the heart which can, in some cases, break up and get lodged in the arteries in the brain – causing a stroke.

These strokes tend to be bigger and more devastating than others, but many can be prevented by anticoagulating (‘thinning the blood’) of the patients known to have AF. A stroke starves the brain of oxygen, causing paralysis and sometimes death.

Deborah Fox, 49, from Horsham, was diagnosed with AF in 2015: “When my heart goes out of rhythm and it’s in fast atrial fibrillation it feels like my heart is hitting my ribcage. Then it misses a beat and I’m waiting but nothing is happening, it’s a scary feeling. I get breathless and then feel cold. Sometimes these episodes last one to three hours and can recur during the day.

“I was probably quite lucky,” Deborah added. “If I hadn’t been diagnosed I would have been at higher risk of a stroke and could have had an accident while driving. So it’s important to get checked out by your doctor.”

We had all the guidelines, software and tools needed to implement the new service for our known AF patients but we needed to be clear about how the work was going to be done in General Practice.

With the skill of our management team, clinicians and practice managers we have described a properly funded service which went live in April 2016. We have included educational sessions, management and clinical reviews, computerised reporting arrangements (to simplify patient outcome monitoring) and a date for a complete review of the new service at nine months.

We are one of the first CCGs in England to undertake this work. Our Patient Participation Group has been very supportive and this work fits well with the South East Coast stroke prevention agenda.

We estimate that the full year effect of this work should prevent 44 strokes related to AF in Horsham and Mid Sussex each year. And when we have completed this work, which will involve full reviews on 1500 patients over the next 12 months, we will have a General Practice workforce who have become very skilled at AF management – something that we can build on for the future.

Patients’ Voice

Horsham and Mid Sussex CCG has been doing a huge amount of work to bring improved health services closer to home in order to avoid the need for people to go to hospital. As part of the process, the Commissioning Patient Reference Group (CPRG) has been actively involved in reviewing commissioning proposals. The CPRG is made up of lay members of the public. It has looked at subjects as diverse as designing and revising an improved lung cancer diagnostic pathway and reviewing how the new Muscular Skeletal service is working.

It has also reviewed numerous day-to-day services operating locally to make life easier for patients. The many useful suggestions made by the group have been invaluable in ensuring these services and facilities are properly focused on patient needs.

At a wider level, however, we must involve more members of the public in our work by developing local Patient Participation Group networks and reaching out further into our communities. Looking forward to 2020, more local services that are joined up

more efficiently will be key to delivering required efficiencies and will be areas where patient involvement will be crucial. Patients have to be closely involved in process design and have the opportunity to influence and challenge proposed pathways.

Simon Chandler
Chairman, Commissioning Patient Reference Group (CPRG)



Street Triage

Street Triage is where a mental health nurse accompanies a police officer to scenes where vulnerable people may be in crisis.

Initially launched as a pilot project in 2014, it was so successful the CCG continued funding the mental health nurse element, with Sussex Police providing a police officer and unmarked car.

From April-December 2015 the number of people held in police custody with a mental health issue (under section 136 of the Mental Health Act) across North West Sussex was 38, compared to 115 in the same period in 2014 – a drop of 67%. If people do require detaining it is far more appropriate that they are taken to a purpose built place of safety, in a hospital, staffed by mental health practitioners, than being taken into police custody.

Police Constable Dave Harwood said: "Street Triage strikes the perfect balance between the authority of a uniformed police officer and the expertise of a mental health nurse – the best of both worlds."

Section 136 of the Mental Health Act gives police officers the power to arrest someone if they believe that a person's state of mind puts them at risk of harming the public or themselves.

Lesley Constant, from Sussex Partnership NHS Foundation Trust, has 40 years' experience working in mental health. As a Street Triage Practitioner she explained how the project quickly evolved: "In the early stages you would have an officer thinking about a section 136 to enable them to take a person to a place of safety. My response would be to assess them and if I don't think that a 136 is feasible or warranted I will refer onto other services to support that person."

Prior to starting their shifts mental health nurses also hold briefings with officers on conditions they frequently come across on patrol, including bipolar and personality disorders.

See Street Triage in action on YouTube, web address: bit.ly/StreetTriage



Stronger links forged with Young Horsham District Forum

Engagement Officer Agnieszka Tworkowska and Kieran Diamond, Vice Chair for Commissioning Patient Reference Group (CPRG) attended the Young Horsham District Forum. This enabled them to provide information on what the CCG does, highlight the role of the CPRG, promote the Health Network and newsletter.

As a result, if required for future engagement the CCG now has an opportunity to access these groups through targeted communications either directly or via third party professionals that work with young people. The group currently meets quarterly and has strong links with other youth groups, for example Horsham Matters Community Youth Work.

The Health Network is the CCG's public membership which enables people to receive regular bulletins about the work we are doing and an opportunity to take part in events and to have your say. See details opposite for details about how to join.

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](https://twitter.com/HorshMidSusxCCG)

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