

newsletter.

Summer
2017

Crawley Clinical Commissioning Group • Horsham and Mid Sussex Clinical Commissioning Group



#HelpMyNHS Show your support

Underpinning all the work that Clinical Commissioning Groups (CCGs) do, the most important is the commitment to support people to live healthier lives so that they do not access the NHS's services unless they really need to. When needed, we want these services to be easily accessible, providing you with a safe and positive experience of the most affordable quality. We therefore ask people to make effective use of local resources and only seek specialists where necessary. While all the different parts of the NHS – from GPs to hospitals, mental health services to community services and the local council's social care services – are working together to find solutions, the NHS needs us, the people it was set up to serve, to do their bit as well.

To do this we are launching #HelpMyNHS and looking at the local health and social care across our services and asking everyone in our 5 Communities to do something small to #HelpMyNHS. By showing your support you'll be demonstrating your commitment for our local NHS. Visit www.horshamandmidsussexccg.nhs.uk/HelpMyNHS/ www.crawleyccg.nhs.uk/HelpMyNHS/ to find out more, or pick up one of our #HelpMyNHS flyers in your local GP Practice.

You'll read that demand is unprecedented and the scale of the financial challenge is staggering. This is unfortunately true. Up to 30 per cent of people who use Accident and Emergency departments don't really need to attend as they have no serious illness or injury. Then take into consideration the £1.6million wasted across our 5 Communities of Horsham, Crawley, East Grinstead, Haywards Heath and Burgess Hill every year on medicines that are supplied but never used, you can see that it is clear that we need to #HelpMyNHS. If you do want to help you could consider whether a pharmacist could help with your minor illness and only, if it is really necessary, request prescriptions for medications to treat minor ailments, or simply just tell your GP, practice or pharmacy if you no longer need an item.

We need to protect our NHS now and for future generations. While more people than ever before are calling on its services, our NHS is facing the biggest financial challenge it has known. Our health and care services are under pressure and need to change and adapt in response to the increasing demand.

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#HelpMyNHS

Show your support

The two CCGs have reported a combined deficit of £24.2 million and have drawn up a plan to tackle the challenges we face (which you can find out more about on page 3). We will need to deliver the plan at the same time as focusing on achieving our vision for transforming health services locally to 'join up' the many different parts of the NHS that people experience as patients.

Dr Amit Bhargava

Clinical Chief Officer, Crawley CCG

Dr Minesh Patel

Clinical Leader and Chair, Horsham and Mid Sussex CCG

Caring for someone with a disability?

Did you know the person you care for can get extra support when visiting their doctor? Just talk to their doctor's surgery and ask for their name to be added to the GP learning disability register. Once they register they can speak to their doctor about having a free health check every year. There are lots of reasons why they should have their annual health check, if their doctor says they can have one, including getting better treatment – for example new medication, and having more control of their own health and body. Make sure the doctor gives a health action plan after the check – this includes goals for them and their doctor to work towards together.

Dying Matters

We held a small family summer fair in May to get people talking about the difficult subject of death. The aim was to positively change attitudes and behaviour around talking about death and encourage everyone to consider and discuss with their loved ones what their wishes are at the end of life.

The event saw lots of participation in all of the activities with people finding out about the local end of life services on offer. Kids were getting involved too as they were encouraged to think of the different ways death is referred to, it was great to see them joining in. The event really achieved what it was all about - getting everyone talking about death in an open way that will hopefully allow current and future generations to put plans in to place and access local support when they need it.

Five ways you can put your plans in place...

1. Write your will
2. Record your funeral wishes
3. Plan your future care and support
4. Consider registering as an organ donor
5. Tell your loved ones your wishes



Patients' Voice

Everyone knows that looking after yourself and staying healthy is a wonderful idea but putting it into practice can be something of a challenge. So here are a few simple steps I think could help...

Firstly, there are the obvious things to try to avoid – high fat, salty or sugary diets, eating or drinking too much, not taking enough exercise and of course smoking.

If you are a smoker, do try and cut down and get help to stop completely. Smoking is one of the biggest causes of severe (and sometimes terminal) lung disease and taking steps to stop now will pay huge dividends later in life. So too, be aware of fatty, salty or sugary diets. Those takeaways may be very tempting but most are laden with all the things that are bad for you. Just stopping to think about what is in your food will make you realise that there are steps you can take to have a much better diet. Try also to use smaller dinner plates. You will be surprised that you can still feel full after eating less. And if you drink too much, remember you are forcing your liver and kidneys to work overtime. If you don't cut down, the damage may become irreparable.

But perhaps one of the simplest things you can do is to try walking for about 10 minutes a day, slowly increasing your pace. It may be challenging at first but you will soon get used to it and you will quickly feel fitter, healthier and far more alert.

We all know that the NHS is under huge pressure but if we do our bit to stay healthy, there will be far less demand on services and those who really need help will get faster treatment.

Is that not a 'win-win' all round?

Peter Nicolson

Joint Commissioning Patient Reference Group



Heads Up – Graduation Day

We recently held a graduation day to celebrate the end of a 10 step course called Heads Up. The exciting project, funded by NHS Crawley Clinical Commissioning Group and developed in partnership with Crawley Town Community Foundation and local teachers, and offered a free education programme using the popularity of the Premier League that aimed to help improve children’s emotional wellbeing. The graduation day was a celebration that marked a culmination of their achievements during the course, held at Crawley Town. Project manager, Julie Tidbury, from West Sussex County Council Children and Families’ Commissioning Team, said: “It was an inspiring day to mark the graduation of the children involved in Heads Up...we can see the outcomes have been positive and enriching for their wellbeing and it was great to hear about how they found the course and what they will take with them moving forward. We are excited to know there will be more projects to follow during the year.”



Communities of Practice

The NHS is changing the way it works to ensure care is built around patients in our communities, rather than assembled around the teams and organisations that provide that care.

Communities of Practice is all about giving patients a more personalised, consistent relationship with a team of care professionals, while allowing them to work better together and make the most of the range of skills they possess. Before the alignment of health and social care teams into Communities of Practice, a case would have been managed in isolation with a single focus. Extra support would have required additional referrals and could have encountered delays and resulted in fragmented care.

Communities of Practice aims to tackle the workload and workforce challenges in our GP and community care services as well as keeping people out of hospital if they can be cared for well at home.

Financial Recovery

As you may be aware, NHS Crawley Clinical Commissioning Group (CCG) and NHS Horsham and Mid Sussex CCG are both in financial deficit. We ended the year end in 2016/17 with a financial position of -£6.8m and -£17.4m respectively.

Financial recovery, whilst commissioning excellent healthcare for our local population has to be our main priority in the coming year. Both CCGs, because of their financial position will be put into directions by NHS England, which to put simply means we’re going to have our spending significantly reigned in. Although we haven’t received formal notification of this as yet, we anticipate that a robust plan to bring us back to financial stability will be a key requirement.

Therefore we have already developed an initial savings plan which will deliver six per cent (approximately half of the savings we need to recover our financial position) in the coming year.

Our savings plans involve us looking to all areas of discretionary spend, drastically reducing our running costs, accelerating our service transformation plans and implementing more stringent but evident based policies and thresholds for intervention. We are continuing to work and expand on this savings plan so that we can deliver the entire amount of savings required within the shortest timeframe.

Making savings does not necessarily mean cutting services. The greatest area of overspend for us has been in hospital care. We firmly believe that by providing alternative options for people in the community – self-care for minor issues or promoting the use of local Urgent Care Centres or Minor Injury Units as an alternative to A&E – we can provide as good if not better care for people at reduced cost. For example, we’re delighted to have been involved in the complete refurbishment of the Urgent Treatment Centre at Crawley Hospital,

giving patients a bigger, more modern service. The work is almost complete and a full service has carried on throughout the overhaul, making sure that patients and their loved ones were not impacted by the changes. Another example of our transformation plans involves better integration between GPs and community health services. Joining services up around people who are frail or elderly, providing better co-ordinated care in the community is not only a far better experience for patients but also avoids emergency admissions to hospital.

In order to ensure we have the very best chance of delivering our plans this year we have looked to strengthen our internal capability and governance by introducing a greater focus on our finances, contract scrutiny and delivery programmes.

Geraldine Hoban
Accountable Officer, Horsham and Mid Sussex CCG

Being Engaged

On many occasions we have informed our readers about the importance of the patient's perspective whenever considering any commissioning intentions of the CCG. Your involvement has helped us to shape many of services we provide – Stroke, Patients Transport and the Urgent Care Centre in Crawley.

By now we trust that our readers have developed a sufficient awareness of the current constraints in the NHS. Therefore our engagement this time will focus on maintaining the status

quo and ensuring we share a mutual understanding on the approach to in thinking how we can support our local NHS.

To fulfil this agenda, our engagement team, supported by colleagues from the Communications Team will be actively involved in a number of engagement activities over the summer. We aim to meet as many of you as possible during the Crawley Festival at the Memorial Gardens on July 1; Horsham Rotary Charity Day on July 9; Haywards Heath Town

Day at Victoria Park
September 9.

We will be sharing plenty of useful information so please look out for our stall! We would also welcome those of you who have a bit more time to offer as we hope to collect a number of "pledges" as to how the local community is prepared to support and #HelpMyNHS. Information collected during these events will be published on our website in the hope to encourage others to follow your ideas.

Extended Phlebotomy Service

The phlebotomy service at Horsham Hospital has extended its opening hours to 8am-3.45pm Monday-Friday.

This works alongside the East Surrey Hospital service (8am-4.45pm Monday-Friday) and the Crawley Hospital service (8am-4.45pm Monday-Friday). The phlebotomy service at each hospital is a walk-in service for adults, so no appointment is necessary. Please be aware that the busiest times are generally between 8am - 10.30 am. For more information, including details of children's phlebotomy services, please go to the *Phlebotomy Services* page of www.surreyandsussex.nhs.uk, via the 'A-Z of Services' tab.

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 and Horsham and Mid Sussex CCG, the next meetings take place:

- **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

CCCG.Contactus-crawleyccg@nhs.net / 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.**

Contact us



We would love to hear your views on the services we commission so please do get in touch in one of the following ways:

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

Visit the Get Involved pages of our website at **crawleyccg.nhs.uk** or **horshamandmidsussex.nhs.uk**

Write to our postal address at:

**Engagement Team, CCG, Lower Ground Floor,
Crawley Hospital, West Green Drive,
Crawley, West Sussex RH11 7DH**

Tel: **01293 600300** ext 3801

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

Twitter [CrawleyCCG / HorshMidSusxCCG](#)

Facebook [NHSCrawley CCG / NHSHorshamandMidSussexCCG](#)

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 and Engagement Team who will be happy to assist.