

newsletter.

Autumn
2017

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



#HELPMYNHS

Improving care and delivering efficient services

As I'm sure you are aware, it has been a challenging few months for the NHS generally and for us specifically in Horsham, Mid Sussex and Crawley.

We all know that our NHS – both locally and nationally – is facing huge challenges. Health and care services are under pressure and need to change and adapt in response to the continuously increasing demand. Our populations continue to grow and people are living longer with more complex health conditions. Alongside all of this, the amount of money we have to spend on services is limited.

Primarily because of our deteriorating financial position, NHS England decided to place both Horsham and Mid Sussex CCG and Crawley CCG into special measures. Special measures provide a bespoke support package to enable improvement and a higher level of monitoring and oversight to ensure improvement plans are delivering. While CCGs in special measures are performing at a level lower than required, it does not mean there have been failings in quality and safety. NHS England did in fact acknowledge many areas of strength and good practice, but our financial challenges are significant.

To address our financial sustainability we have implemented an ambitious recovery plan to improve your care journey

and deliver more cost efficient services. We continue to work proactively with our commissioning colleagues and our partners in the Sussex and East Surrey Sustainability and Transformation Partnership (STP).

Our aim is to have seamless health and social care which promotes positive health and wellbeing and supports people to manage their own care, wherever possible.

If you're asking if there's anything you can do to help, first of all – thank you, secondly – there is. You can support our campaign #HelpMyNHS which has opened a public conversation about the challenges facing the NHS and has seen a huge number of people, both public and NHS staff, pledging ways in which they can help. If we all strive to do our bit to #HelpMyNHS – be it making good on our ambitious financial recovery plan or by simply seeing a pharmacist instead of a GP when appropriate, or taking qualified advice about living healthy and well – then we can continue to provide health and care services for those who really do need it.

Geraldine Hoban

Accountable Officer, Horsham and Mid Sussex CCG and Interim Accountable Officer, Crawley CCG

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Diagnosis and treatment on your doorstep for when it's **#NotAnEmergency**



Urgent Treatment Centre transformation

The Urgent Treatment Centre (UTC) at Crawley Hospital has been transformed as part of our plan to provide care for patients closer to home.

The refurbishment and upgrade includes:

- A larger, modern adult waiting area
- An open plan reception desk to improve communications
- Separate waiting areas for young children and for teenagers, to give greater privacy
- A baby change room in the children's waiting area
- Two sets of doors to improve access
- A drop down point at the reception desk for wheelchair users

Speaking at the event Dr Ketan Kansagra, NHS Crawley CCG's lead for the redevelopment and local GP, said: "We want to offer the best services we can from Crawley Hospital so it was important to invest in the UTC and create a welcoming environment for our population. We are proud of the unit and hope residents will be proud and that it helps their healthcare in the future."

The UTC, run by Sussex Community NHS Foundation Trust (SCFT), is a walk-in service, open 24/7 365 days a year which treats injuries or illnesses that are urgent but not life threatening, e.g. chest infections, sprains and strains, broken bones,



Mayor of Crawley Brian Quinn, his wife Sue and Dr Ketan Kansagra

minor burns and scalds, minor head and eye injuries, bites and stings. There is also a primary care walk-in service open 8am till 8pm every day.

Further information about the Urgent Treatment Centre is available online: www.sussexcommunity.nhs.uk/utc

Minor Injuries Units (MIUs):

If you need help urgently for an injury or illness that's not life threatening, you can seek help from your local Minor Injuries Unit (MIU). No appointment necessary. Onsite x-ray facility available daily (at selected times).

- **MIU at Queen Victoria Hospital** in East Grinstead, open 8am-7.30pm, 365 days a year qvh.nhs.uk/minor-injuries-unit
- **MIU at Horsham Hospital**, open 9am and 5pm, Monday to Friday excluding bank holidays www.bit.ly/HorshamMIU

When the MIUs are closed, you can seek help from the Urgent Treatment Centre at Crawley Hospital, 24 hours a day, 7 days a week.

Self care to **#HelpMyNHS**

Our health and care services are under pressure and need to change and adapt in response to the continuously increasing demand. We are asking everyone across Burgess Hill, Crawley, East Grinstead, Haywards Heath, Horsham and the surrounding villages – to do something small to #HelpMyNHS. It can be anything from using NHS 111, to visiting your local pharmacy for advice regarding minor ailments, or not asking for prescriptions for medicines you can buy over the counter. 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 you, the people it was set up to serve, to do their bit by helping ease pressures off our health service. Read more about the #HelpMyNHS campaign in the *Get Involved* sections on our websites.

Do you know what to do if your child has a head injury?

Updated advice has been issued for parents and carers of children and young people who sustain a head injury?.

Working in partnership with West Sussex County Council, we have published updated information following a national review of guidance.

Dr Patience Okorie, local GP and CCG clinical lead for children and young people, said: "The leaflet advises parents and other carers on how best to care for a child who has a bump or injury to the head. It divides the advice in three easy sections, ranging from green to red, depending on the severity of the injury and symptoms. Most children can be managed according to the 'green' guidance, especially if they are alert and interacting with you.

"We hope this guidance leaflet will help children to get the best care possible and support carers to do the right thing – whether that is caring for the child at home or after discharge from hospital."

A whole series of advice sheets for parents, schools and health professionals can be found on our websites under the Your Health sections.

NHS Crawley CCG lead GP retires

Dr Amit Bhargava has resigned from his role of Chief Clinical Officer at Crawley CCG after four years at the helm. He will continue to practice as a GP in Crawley with Southgate Medical Group.

In his resignation letter, Dr Bhargava said: "It has been a wonderful privilege for me to serve the people of Crawley and to have had the opportunity to improve the health services for our population, working towards the best possible health and wellbeing. We have been well served by a dedicated team of clinicians and management colleagues to achieve our many successes.

"The NHS faces big challenges, with the need for new partnerships and collaborations, and it is right that the leadership is also new and takes charge of its destiny to create a great future. I know we will continue to form a positive vision for health and care services for the people of Crawley –

we have great talent, experience and ambition within our town."

Thanking Dr Bhargava for his time leading the CCG, the interim CCG Chair, Peter Nicolson, said: "Dr Bhargava has led the CCG and its predecessor organisations with distinction and has pioneered work that has achieved national recognition and success. He has been instrumental in championing ways of helping people live well with dementia; assisting those who suffer mental health crises and has done much to help the homeless and tackle the causes of social isolation."

Geraldine Hoban, Accountable Officer for NHS Horsham and Mid Sussex CCG, is the new Acting Accountable Officer for Crawley CCG, while we work with NHS England on recruiting a replacement.



AGM

We hosted our AGM on 21 September, looking back on some of the successes and challenges of the past year as well as discussing future plans for our NHS.

Dr Minesh Patel, NHS Horsham and Mid Sussex CCG Clinical Chair, said: "Patients are at the heart of everything we do, so it's great that local residents came along to find out more about their local NHS. Attending the meeting was a chance to understand what we have been up to over the last year and what our plans were for the future."

The meeting agenda and papers can be viewed on our website, on the public meetings page under the *About Us* section.

What's next for 2017-18

Financial recovery

- Continued working to improve both CCGs' financial situations.
- Continuing the #HelpMyNHS campaign.

#HELPMYNHS

Geraldine Hoban, Accountable Officer, Horsham and Mid Sussex CCG and Interim Accountable Officer, Crawley CCG, looks to the year ahead at the AGM.

Protect your children – protect the entire family – with the free flu vaccine

Children aged two, three and four, or in school years 1, 2 and 3, are all eligible for the flu vaccination on the NHS. The child-friendly nasal spray means children can avoid having an injection and instead have a quick, painless, squirt into each nostril.

Flu is highly contagious and even though a healthy child is unlikely to develop a serious illness, they could pass on the virus to other members of the family such as siblings or grandparents who are more vulnerable.

Children aged two to four years old can visit their GP for the nasal spray vaccination; while school nurses will be running clinics for children in years one, two and three. Children of all ages with a health condition that puts them at greater risk of flu are also eligible for the flu vaccine.

It is important to get children vaccinated even if they had the flu vaccination last year. The flu vaccine provides protection against the strains of flu that are likely to circulate this year and which may be different from last year.

Remember, the flu vaccine is available for free on the NHS for anyone over the age of 65, pregnant women, children and adults with an underlying health condition (particularly long-term heart or lung disease) and children and adults with weakened immune systems.

Patients' Voice

Why be a volunteer?

Having served as director for various volunteer charities, I have seen at first hand the real difference which helpers can bring to an organisation. Given something worthwhile to do, volunteers will flourish but individuals need to know that they are making a valuable contribution to an organisation and should be told so regularly.

A good example of volunteering is the Social Prescribing Project (Prescription Plus); currently operating in Crawley but which we are keen to expand across Sussex. It is designed to provide non-medical support to lonely and isolated patients and to improve the individual's health and wellbeing. It is proving to be hugely successful.

Providing non-medical interventions for patients frees up surgery time, is cost-effective and cuts down on unnecessary hospital admissions.

With the help of the right volunteers, expansion of Prescription Plus can be achieved. There are people in the local communities who would be willing to volunteer; it is just a matter of reaching out to them.

Volunteers can and do make a big difference, so please, wherever you are, if you can assist do get in touch with us or Horsham and Mid Sussex Voluntary Action.

Peter Mansfield-Clark MBE

Chief Executive, Crawley Community and Voluntary Service



PPG Corner

Creating a Healthy Horsham

Horsham Locality Patient Group (H LPG), founded last January to link up patient participation groups (PPG) representatives, has organised a 'Creating a Healthy Horsham' seminar, which takes place as this newsletter goes to print.

Supported by the CCG, Horsham District Council and the West Sussex Association of Local Councils, the event will have looked at future plans for health provision in the town and the contribution that initiatives are making to improving health and wellbeing.

H LPG has so far met three times this year, mostly in Southwater courtesy of the parish council. Topics discussed have included the role of Healthwatch, the function of GP Practice care coordinators, extended access to GP Practice services, self-referral to physiotherapy, Dementia Friends training, phlebotomy services and support for PPGs.

David Phillips MBE

Chair, Horsham Locality Patient Group

Join our next Governing Body meeting

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 sessions are held 1.00pm - 4.00pm with a meet and greet the members at 12.45pm.

Held as a meeting in common between Crawley and Horsham and Mid Sussex CCGs, the next dates are:

- **14 December 2017** – Broadfield Stadium, Winfield Way, Crawley RH11 9RX
- **15 March 2018** – The Holbrook Club, North Heath Lane, Horsham RH12 5PJ

If you have a question for the Governing Body, please submit it to us in writing at least two working days ahead of the meeting.

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:

 **CrawleyCCG / HorshMidSusxCCG**

 **NHSCrawley CCG / NHSHorshamandMidSussexCCG**

New NHS 111 Service

Thank you to everyone who took part in our survey about the Sussex NHS 111 service.

Over the summer we asked local people what they want the Sussex NHS 111 to do – giving us a better idea about what we need to procure, with the money available.

111 is the non-emergency number for the NHS; a fast, easy and free way to speak to a highly trained adviser and healthcare professional 24 hours a day, 365 days a year. The service is vital not only in terms of providing advice and support for people with urgent, but not life-threatening health concerns, but it also plays a central role in managing demands on other parts of the local health service – especially A&E and GP surgeries.

The survey has now ended and work is going on behind the scenes to review the feedback we were given and better understand what our local communities want.

The re-procurement for the service will start in 2018, with the new service going live in April 2019.

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.