



Commissioning Alliance
(North Place)
Crawley CCG
East Surrey CCG
Horsham and Mid Sussex CCG

Dr Laura Hill, Clinical Chair Crawley Clinical Commissioning Group, and Horsham and Mid-Sussex Clinical Commissioning Group

Dear Friends,

This month sees Mental Health Awareness Week. Mental health is just as important as physical health, because you cannot keep your physical health without a healthy mental health. Hosted by the Mental Health Foundation, Mental Health Awareness Week 2019 will take place from **Monday 13 to Sunday 19 May 2019**.

The theme for 2019 is Body Image – how we think and feel about our bodies.

Please see the item under “Get Involved” to find out more about Mental Health Awareness Week or simply click on the link below.

<https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week/get-involved>

This month has seen the start of Ramadan. Ramadan is the month in which Muslims refrain from eating and drinking during the daylight hours from dawn to sunset. This year, the holiest month in the Islamic calendar starts on or around 5 May 2019 and lasts until around 4 June 2019. Muslim adults are required to fast from dawn to sunset, but those in poor health, have diabetes or who have deteriorating health, the very elderly and mothers who are breastfeeding are exempt from doing so.

Ultimately, it is a personal choice whether or not to fast. However, if you do choose to fast, then consult your doctor, pharmacist or healthcare team to make sure that you are able to look after yourself properly. Seeking medical advice from

a healthcare professional is particularly important as there may be a need for a different medicine type or a different medicine schedule.

In Crawley, Horsham and Mid-Sussex we believe that in order to shape a shared vision for the future of local healthcare, we must listen to, understand and act on what really matters to patients and people in our communities. This is essential in order to ensure the best use of public funds, to deliver services that respond to patients' needs and offer the best possible experience.

The NHS and the wider health and social care system are facing a world of increasing complexity. We need a whole system rethink, with a shift in focus to keeping people healthy and reducing the number of different organisations involved in the same episode of ill health.

We would be happy to come out and meet with groups centred in our local community, patients and carers, and especially those less able to speak for themselves. These views and feedback on patient experience are helping to inform and shape future planning. Anyone interested should contact Isabel Costello Isabel.costello1@nhs.net or 07920244988.

With all good wishes,



Dr Laura Hill

NHS Crawley CCG and NHS Horsham and Mid-Sussex CCG Updates

Our Health and Care, Our Future

During the first half of 2019 the eight Clinical Commissioning Groups (CCGs) within Sussex and East Surrey have been engaging with and listening to members of the public, patients and colleagues to gather views and feedback on the [NHS Long Term Plan](#), and our local [Population Health Check](#).



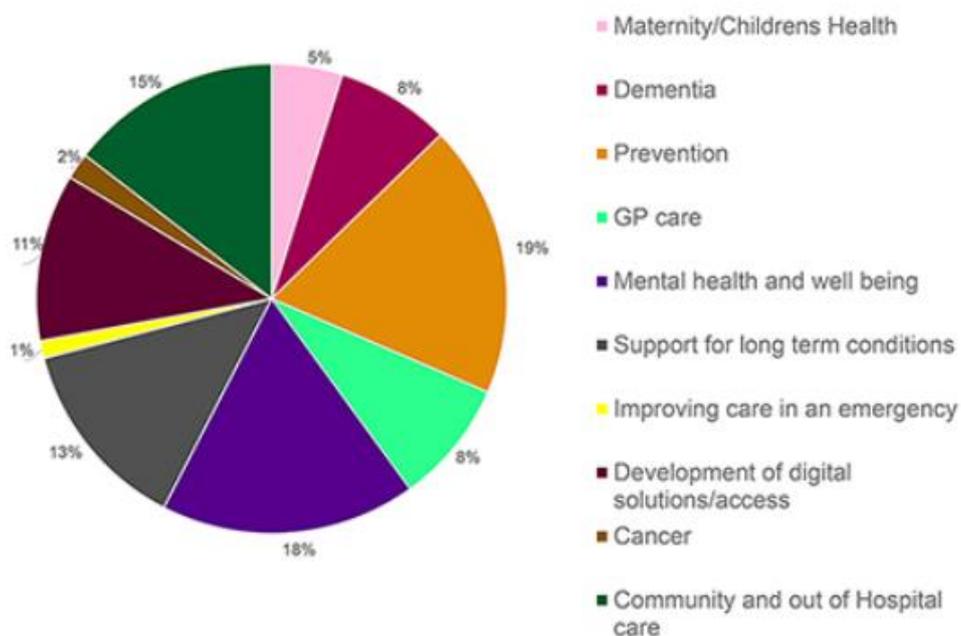
We have held a number of events across Sussex and East Surrey, and we are also going out to speak with groups and communities. Members of the public have

also had the opportunity to voice their views via the Our Health and Care...Our FUTURE surveys, which has now closed.

We have been asking people we engage with to give us their views on priorities for health care, based on the key areas outlined in the NHS Long Term Plan.

The outcomes of this exercise so far are outlined below; note that this is indicative only, and will not be used in isolation to prioritise NHS funding or service delivery.

Our Health and Care...Our FUTURE - Prioritisation Data So Far



We will now be continuing conversations with the community through targeted engagement events. Please contact Isabel Costello (Isabel.costello1@nhs.net) if you would like us to meet with a group or community.

Governing Body Date

The next Governing Body will be on 27 June 2019 at Clair Hall, Haywards Heath.

Big Health and Care Conversation - You Said, We Did

During the second half of 2018 Horsham and Mid-Sussex Clinical Commissioning Group (CCG) and Crawley Clinical Commissioning Group (CCG) carried out joint engagement with and listened to 225 members of the public, patients, voluntary sector organisations, partners and colleagues to find out what matters to them most and to talk about the challenges that we all face in health and social care.



A summary of our findings are available [here](#) or via the CCGs' websites:

<https://www.horshamandmidsussexccg.nhs.uk/get-involved/big-health-and-care-conversation/>

<https://www.crawleyccg.nhs.uk/get-involved/big-health-and-care-conversation/>

Big Health and Care Conversation Updates:

In the April edition of the Patient Round-up, we outlined the impact of the Big Health and Care Conversation engagement on our work on to reduce wastage on expenditure on medicines. In this edition we have included information about the impact of public and patient engagement on the promotion of services to support staying healthy.

1. You Said: How do people access information about staying healthy, self-care and locally available support services?

- We promote information about staying healthy via '[West Sussex Wellbeing](#)' website, through the '[West Sussex Connect to Support](#)' website and '[Change4Life](#)' in the January edition of Patient Roundup.
- We ran a 'Self-Care Week' on 14-20 November 2018 to empower people to stay healthy and well.
- We engage with local communities, groups and employers such as Sussex Police to raise awareness of the local services available to support people's health and wellbeing.
- We are working with Alliance for Better Care GP Federation (ABC) to train receptionists and clerical staff in Horsham and Mid-Sussex CCG and Crawley CCG practices in Active Signposting. When phoning the GP

Practice patients will be asked a few additional questions so they can be signposted to the most appropriate service (right service, first time).

- We will support GP surgeries to increase their use of MJOG – Free Patient Messaging App – to raise awareness of local services available to patients.
- We will continue to publicise the Improved Access Service that has been live since October 2018, which offers patients in Crawley access to bookable weekday evening and weekend appointments.
- We will continue to work with Patient Participation Groups (PPGs), Commissioning Patient Reference Group (CPRG), local communities, groups and employers to raise awareness of staying healthy. For example, we are supporting a Health and Wellbeing event for working people with East Grinstead Rotary Cub on 28 September 2019.
- We will continue to work with Health and Wellbeing teams in the Local Authority to promote information about staying healthy and locally available support services to the wider public, including providing information in GP practices.

Get Involved!

NHS England Consultations

There are currently 8 live consultations with NHS England. You can contribute to the consultations here – <http://bit.do/eCYrY>

World Alzheimer Report Survey: Your Attitudes Around Dementia

Alzheimer's Disease International (ADI) has commissioned the London School of Economics and Political Science (LSE) to create the world's largest survey on people's attitudes around dementia, which will form the basis for the World Alzheimer Report 2019, to be released in September.



ADI's survey is fully anonymous, accessible and available both online and offline in **multiple languages**.

The survey will only take around **10 minutes** of your time but completing it will benefit people with dementia all over the world.

The questions are predominantly multiple choice and targeted to four key sociodemographic groups:

- **the general public**
- **health and care professionals**
- **people living with dementia**
- **carers of people with dementia.**

Complete the survey here: <https://www.alz.co.uk/research/world-report-2019>

Health Updates

Have Your Say On Sexual Health Services

West Sussex County Council's Public Health Team are assessing public awareness of the services on offer in the county and are calling on residents to have their say on the provision of sexual health services.

You can take part in the survey here: <https://haveyoursay.westsussex.gov.uk/public-health/sexual-health-survey/>

Bowel Cancer UK

Every 15 minutes in the UK someone is diagnosed with bowel cancer. Knowing the symptoms of bowel cancer could save your life!



Knowing the symptoms of bowel cancer could save your life

-  Bleeding from your bottom and/or blood in your poo
-  A persistent and unexplained change in bowel habit
-  Unexplained weight loss
-  Extreme tiredness for no obvious reason
-  A pain or lump in your tummy

If you have any concerns or if things just don't feel right, go and see your doctor.

bowelcanceruk.org.uk  @bowelcanceruk  /bowelcanceruk

Registered charity number 207629 (England & Wales) and SC040714 (Scotland)

A Guide to Making General Practice Dementia-Friendly

Alzheimer's Society has produced "A Guide to Making General Practice Dementia-Friendly".

This guide includes a checklist for GP practices to help people with dementia and carers access high quality care and support. People with dementia, carers and staff in GP practices have worked together to co-design, develop and pilot the checklist.

It includes areas such as flexible appointments, information provision and signposting post-diagnosis, personalised care plans, and an accessible environment. Small changes can make a huge difference and many do not require significant time or financial resource.

The checklist covers:

- General practice systems
- General practice culture
- Patient diagnosis and care
- Physical environment

For more information, please contact Julie Kalsi at Crawley Borough Council via email Julie.kalsi@crawley.goc.uk or phone 01293 438163.

The Eve Appeal

The Eve Appeal is the only UK charity raising awareness and funding research in all five gynaecological cancers: womb, ovarian, cervical, vulval and vaginal. They were set up to save women's lives by funding ground-breaking research, which is focused on developing effective methods of risk prediction, earlier detection and screening – the things we know make a difference.



The Eve Appeal has grown and developed in parallel with their core research team, the Department of Women's Cancer at University College London (UCL). The world-leading research that they fund is ambitious and challenging but our vision is simple: a future where fewer women develop and more women survive gynaecological cancers.

The Eve Appeal has provided some tips for talking about gynaecology:

- Know your menstrual cycle - periods are a crucial part of a gynaecology consultation. Know what's normal for you and what isn't. If you are no longer having periods, have the date of your last one to hand.
- Think about how symptoms are affecting your life and what you do / can't do because of them.
- Know the name of your contraceptive pill, HRT and any other medication that you take regularly and remind yourself of how long you've been taking it for.

- Try to be clear in your own mind about when your symptoms started and include all of them. Timeline of symptoms is very important to a doctor when assessing what a condition could be.
- Know when your last cervical screen was.
- Ask for a female doctor if you prefer if you think it will give you more comfort to open up. If it helps you to bring someone to the appointment with you, this is also fine.
- Know when the doctor wants to follow up if things haven't improved. Gynae symptoms that go on and on must be followed up so ask your doctor when to book a review appointment.
- If you can, think ahead about your appointment and what will make you feel more at ease. Don't decline an examination because you've not waxed, shaved or think your vulva doesn't look 'normal' or any other reasons that you may feel are embarrassing. Healthcare professionals don't notice and don't mind and would always rather you have the examination or screening test you need.

West Sussex

Ehlers-Danlos Syndromes Awareness Month

Ehlers-Danlos syndromes (EDS) are a group of rare inherited conditions that affect connective tissue. Connective



The **Ehlers-Danlos** Society™

tissues provide support in skin, tendons, ligaments, blood vessels, internal organs and bones. This month is EDS Awareness Month.

If you have EDS or are a Carer of a person who has EDS, why not join the local EDS group on 19 May 2019 at the Haven Centre in Crawley Down from 2-4pm.

Aspie Trainers: Introduction to Autism

Aspie Trainers are a team of autistic people who deliver autism training from a first-person perspective, specialising in the use of lived experience in order to demonstrate what works when supporting autistic individuals. Our training

sessions aim to engage with non-autistic people in a way which will enable them to feel more confident when working with us or supporting us.

This Introduction to Autism session will outline the difficulties autistic people face including with communication and sensory issues and provide an opportunity to ask questions.

The session takes place on Tuesday 7th May, 12pm-2pm at Roffey Millennium Hall in Horsham. Places are £5 for parent/carers/family members or £11.25 for professionals. For more information, or to book places please visit aspietrainers.co.uk or contact us on 07471 353062.

Expert Patients Programme

A free self-management course for adults living with a long-term health condition. The Living Well course can help you learn new skills to better manage your health condition and symptoms. The course is free and runs over six weekly sessions, each lasting two and a half hours.

Horsham

Venue: Trafalgar Road Baptist Church, Trafalgar Road, Horsham

Dates: Thursday 25th April 2019 – Thursday 30th May 2019

Times: 1.30pm-4pm

Crawley

Venue: Crawley Library, Southgate Avenue, Crawley

Dates: Friday 24th May 2019 – Friday 28th June 2019

Times: 10am-12.30pm

Contact EPP Team via email sc-tr.epp@nhs.net

Relate

relate
the relationship people

Relate North and South West Sussex provides relationship counselling in Crawley, Horsham, East Grinstead and Chichester for all relationships.

Our psychosexual therapy service can help couples and individuals overcome specific sexual difficulties. As the only national provider of sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Our charges are on a sliding scale and no-one is excluded from receiving the support that we can provide. **For more information, please contact us on 01293 657055 or email reception.crawley@relatesussex.org** Patients wishing to use our service need to contact us direct.

West Sussex ADHD Support

West Sussex ADHD Support is a parent-led volunteer team, supporting parents, carers, professionals and families with ADHD.

What we do:

To provide a platform to improve the overall awareness of ADHD in our county. To grow an understanding and awareness to help with everyday challenges whilst recognizing the unique and colourful characteristics ADHD brings to our world.

To support parents, carers and professionals to access information, advice and guidance on any ADHD topic. We currently have support hubs in Crawley and Worthing.

To provide a support network of daytime and evening peer to peer support circle meet ups. We meet the second Tuesday of every month @ The Coffee Lounge, Maidenbower Community Centre. RH10 7QH 11.30-13.30

To offer voluntary training in schools and support professionals, attend meetings and represent the community voice on any related ADHD topic.

To help and support those with or without a diagnosis and help navigate the assessment to diagnosis pathway.

Horsham and Mid-Sussex Community



You are invited to the Annual General Meeting of the West Sussex North Branch of the Motor Neurone Disease Association at Centenary Hall, St Wilfrids Way, Haywards Heath. West Sussex. RH16 3QH on **Sunday 7th April at 3.00pm.**

Parking is available in the Marks and Spencer's Car Park opposite the hall (there is no charge to park on a Sunday). For those with restricted mobility there are some spaces in front of the hall. Please contact Elizabeth Carter if you require directions or help with transport - elizabeth.carter209@btinternet.com

Mid Sussex Older People's Council (MSOPC)



Doing more for older people in Mid Sussex

MSOPC is an independent local charity, run by older people, for the benefit of Mid Sussex older people. MSOPC is managed and run by a Board of six volunteer Trustees and a Management Committee of ten volunteers. They work with voluntary and statutory organisations to ensure that the interests of older people across Mid Sussex are well served. For more information <http://www.msopc.org.uk/> or leave a message on our answer phone helpline 01444242760 or email: chairman@msopc.org.uk

Mid Sussex Voluntary Action (MSVA)



MSVA is an independent charity established to work across Mid Sussex supporting local voluntary organisations and community groups. They offer advice, information and support; and facilitate the sharing of news, knowledge and ideas across the district. They champion the role of local voluntary and community

groups and ensure that their voice is heard. For further information
<https://www.msva.org.uk/about>

Crawley Community

Crawley Community & Voluntary Services (CCVS) – Prescription Plus



Did you know you could volunteer with Prescription Plus to combat loneliness and isolation in Crawley? Prescription Plus, working with local GP surgeries, is looking for compassionate and open minded volunteers to support their clients to access non-medical services and activities as well as helping clients to make friends. To find out more about volunteering with Prescription Plus, contact Kate Valentine on 01293 657157 or at kate.valentine@crawleycvvs.org

Parkrun Practice Initiative

As part of the Royal College of General Practitioners (RCGP) initiative to promote health and wellbeing, GP surgeries are developing closer links with local Parkruns to become Parkrun Practices. Leacroft and Southgate Medical Group has a Parkrun Practice every Saturday at 9 am. Why not join the Leacroft and Southgate Medical Practices on their 5K Parkrun? For more information:
<http://www.parkrun.org.uk/tilgate/>

Crawley Older People's Directory

Crawley wellbeing team are distributing copies around Crawley to surgeries, pharmacies' libraries & community locations. If teams have not received copies please contact wellbeing@crawley.gov.uk

What should you do if you have urgent but not life-threatening symptoms? Dial 111

You should call 111 if:

1. You need medical help fast, but it's not a 999 emergency.
2. You don't know who to call for medical help
3. You think you need to go to A&E or another NHS urgent care service; or
4. You require health information or reassurance about what to do next.

If you have urgent but not life-threatening symptoms, dial 111.

Minor Injuries Unit (Adults and Children) - Horsham Hospital, Horsham, RH12 2DR. Open Monday to Friday, 09:00 am – 5:00 pm. Phone 01403 227000

Minor Injuries Unit (Over 1 years and Adults) - Queen Victoria Hospital, East Grinstead, RH19 3DZ. Open every day, 8:00 am – 8:00 pm. Phone 01342 414141

Minor Injury Unit (Over 18's only) - Caterham Dene Hospital. Open every day, 9:00 am – 8:00 pm. Phone 01883 837500

Urgent Treatment Centre, Crawley Hospital, Crawley RH11 7DH. Open every day, 24 hours. Phone 01293 600300 ext. 4141 or 4142

Find a local dentist <https://www.nhs.uk/Service-Search/Dentists/LocationSearch/3>

If you have a **dental emergency** call **NHS 111**

Don't forget your pharmacy services - find a local pharmacy

<https://beta.nhs.uk/find-a-pharmacy/>

In the event of a life threatening emergency dial 999 and ask for 'AMBULANCE'

