

# newsletter.

Winter  
2014/15



## Our ambitious plan for Crawley NHS

All communities are different in their history, their populations and their needs. We want to ensure that health and care services are aligned to the needs and wants of our communities.

Our 5 Communities plan for the North West of West Sussex is ambitious and is designed to understand the differences in Crawley, East Grinstead, Burgess Hill, Horsham and Haywards Heath, and working with these communities to find the best solutions and services for them.

Our Clinical Commissioning Groups are determined that health and social care services in our area are designed around the needs of the individual and local communities in which they live. As local GPs, we know our patients; we see them face to face, day in and day out. Now, working alongside expert health managers we are creating a plan for services of the future. But we need to hear from you about the first-hand experiences of what it is like to use NHS services and how they can be improved. Patient and population views are most important to create the right change.

This is why we have begun the conversation about the 5 Communities Plan with you at this very early and very aspirational stage. We have always known that there is immense passion for the NHS locally and the level of detail and practical, constructive feedback and suggestions we have received has been fantastic. We are most grateful for all your contributions, time and interest which will make a real difference to the design of future local NHS services.

Populations, patients and health needs have changed and so must the NHS must change with them. We are all aware of the financially challenged times that we live in and the impact this has had on health and social care. It is in all our interests and responsibility to use our allocated health money most effectively and efficiently. To do this we are also working with our local government, third sector and service providers to ensure we get the most efficiency from partnership working.

You can read a report of each of our event conversations or a full evaluation of the first phase of the project engagement with the public at [www.5communitieswestsussex.nhs.uk](http://www.5communitieswestsussex.nhs.uk) (under the Resources tab).

*Dr Amit Bhargava*  
CCG Clinical Chief Officer and local GP

### In this issue

#### Children's services

Working together to improve NHS services for children and families

Page 2

#### Cancer survivors

Cancer survivors have shared their experiences to help improve local care.

Page 3

#### 5 Communities

A vision for the future of the NHS in our 5 Communities

Page 4

#### Join the network

have your say in the way your local NHS health and care is designed

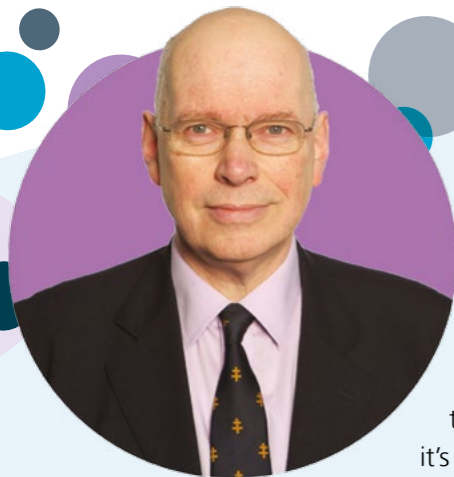
Page 8

## 2 Working together to improve NHS services for children and families

People from more than 25 organisations met to improve the future provision of children's health and wellbeing services. The CCG workshop covered both urgent and community care, including a special focus on transition from children's to adult services.

The 60 delegates came from hospital and community services and included patients, the public and voluntary sector representatives including Young Epilepsy and disabled children's charity, Kangaroos. They were given a powerful presentation by a young diabetes patient, who gave her unique insight into how transition could be developed, including:

- targeting patients aged between 16 and 25
- information/sessions related to the age group e.g. driving, living independently, drinking
- access to young adult Type 1 diabetes mentors, if needed
- opportunities to get involved with other young Type 1 adults to improve psychological wellbeing.



## Your NHS Needs You This Winter

*Peter Nicolson - Lay Member for Public and Patient Engagement*

The NHS is always particularly busy at this time of year so it's even more important to know how and when we can access the care we need.

When we are ill, having help from friends and family makes us feel better, keeps us out of our GP surgeries and hospital and speeds our recovery. Even a short stay in hospital is very stressful for many elderly people. This winter please help by letting elderly relatives and neighbours know they can contact you when they need help, which will put their mind at rest and reduce the number who end up needing emergency treatment.

Elderly relatives with wheezes, coughs or sneezes - that appear to be minor illnesses - can get worse quickly. Help them to understand where to access help.

Visit [www.nhs.uk/asap](http://www.nhs.uk/asap) for quick health advice or use our symptom checker and Crawley services finder at our unique web app [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)



This is an annual event which gave us an important chance to test and refine the CCGs plans for 2015 and beyond.

### Maternity & Early Years Workshop - 29th January 2015

We are expecting around 15 organisations and stakeholder groups to attend from specialist medical services to patients and carers.

The event is an opportunity for all of our stakeholders to gain a greater understanding of the services that we already have, along with an opportunity to test our commissioning intentions for next year. This is a fantastic opportunity not only to network but also to help shape the services for the future.

## 3 Cancer services for the future

Cancer survivors have shared their experiences with the CCG to help improve local care.

Patient views will be used to inform how we commission cancer services now; how we can prepare for the rising incidence of the disease; and how cancer care can be incorporated into our broader work to improve the health and wellbeing of our local communities.

Mother of three, Charlotte Williams, attended a CCG event and said: "It was a very helpful session; I was shocked at the number of women who don't go for breast cancer screening.

"Last year I found a lump in my breast and went to see the GP the same day, not expecting it to be anything bad at all, I thought it was going to be a cyst. The GP referred me straight away and within a week I was in the breast unit for a mammogram and then a biopsy on the same day.

"My named nurse was fantastic, as she listened to my anxieties. Some people are offered counselling, which I didn't get, and I think that would have really helped

if someone saw me once a week to talk about the psychological effects of cancer."

The new cancer framework will include looking at the effects of cancer treatments as long-term health conditions that may co-exist with other health issues including heart disease, stroke or diabetes. These conditions can increase the risk of hospital admissions, but better integration of health, wellbeing and social care services will help to address the longer-term needs of those living with and after cancer. The work also considers the emotional effect of cancer on patients, their families and carers.

The framework will focus on: prevention, awareness of symptoms, speed and point of diagnosis, quality of treatment and end of life care, as well as considering the role of GP services, both now and in the future to ensuring an early diagnosis of cancer and supporting cancer patients.

## Have you or any of your family, friends or colleagues used the new NHS MSK (muscle and joint) service?

Patient views were at the centre of redesigning Musculoskeletal (muscle and joint) care in Crawley, Horsham and Mid Sussex and - together with health experts and clinicians - helped shape the new service launched in October 2014.

Although it is still early days, we want to ensure that we closely monitor the quality of the new service and make any necessary improvements from the outset.

To help achieve this, we are looking for patients who have used the new MSK service (including rheumatology, podiatry, orthopaedics, psychology, pain management and physiotherapy) and can give us real-time feedback on their experience so far.



If you or somebody you know can attend a monthly meeting held on a Wednesday morning (9.30am) at the CCG Office in Crawley Hospital, please contact [dianegilmour@nhs.net](mailto:dianegilmour@nhs.net) or **01293 600300** ext **3076**.

We need to hear what is good about the service and what can be improved to help make our NHS the best it can be.

Deborah from Horsham was recently referred into the new MSK service and physiotherapy department by her GP for spondylocis of the neck, an ongoing painful problem. She said: "It was agreed that a MRI scan should be done on my neck to ascertain the full picture. Just five days later I was given an appointment at the mobile scanning unit at Horsham, this was 13 days from request sent to actual appointment! Very impressed! And they were even able to fit my appointment around my holiday plans."

# A vision for the future of the NHS in our 5 Communities

We spent the summer touring Crawley, Horsham, Haywards Heath, Burgess Hill and East Grinstead talking to patients, health professionals, volunteers, carers, families, young people, older people - and everyone in between - about the future of our local NHS.

We needed your help to plan for providing better access to modern GP and community services of the future and to discuss our early ideas and practical options to transform our NHS over the next 30 years.

At five public meetings, GPs leading the two Clinical Commissioning Groups in the north of West Sussex spoke to more than 300 people and answered more than 100 questions on the draft 5 Communities Plan about anything from patient transport; health and social care services working closer together closer to you; plans to merge or relocate GP Practices and extend the skills of the staff so they can provide more of different types of care; and doing much more closer to home instead of at the bigger acute trusts.

We also hosted many smaller events including information stalls at local leisure centres and supermarkets, as well as group talks with community and voluntary organisations. In addition to the face-to-face work, we also received 299 completed copies of our 5 Communities survey and many more letters sent directly to the CCG or published via local newspapers. All this has made a big difference to the 5 Communities Plan so far – so thank you.

## What were the important issues to consider for our NHS of the future?

Feedback to the proposals under the 5 Communities Plan was mainly consistent across the patch. The big things that we heard from you included (in no particular order):

- We need improved patient transport and better use of existing community and voluntary transport services by the NHS
- We want better information on health and wellbeing support and services from our GP, including healthcare professionals setting goals for patients
- We support the proposed approach to tailor local health services to individual communities, while sharing larger services across wider areas to make the best use of NHS skills, resources and funding (this is called the 'hub and spoke' approach: 'hubs' would provide our core care services and the spokes would provide services specific to that community)

**Q7.** Will services working better, and adopting a hub and spoke approach, improve care in your area?

179 people responded, 120 did not. Of those who responded, 65 percent were positive about the hub and spoke approach and 35 per cent were not.

Figure 12 below, shows the respondents' support for the hub and spoke approach.

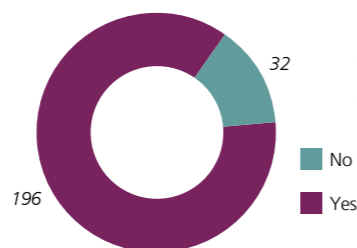


Public responses to the proposals for a 'hub and spoke' approach to health services, submitted via the 5 Communities survey

- The expansion, development or relocation of GP Practices in our 5 communities is necessary, but we're concerned about plans to merge a number of GP Practices on a single site as this could lead to an inaccessible, lesser quality service. Car parking and transport links are critical, as is having core functions in the right place.
- Local GP Practices able to offer more different services is welcome, but it needs to be done in the right way and making use of new technology such as Skype.

**Q2.** Would you like to see GP practices offering a greater range of services?

Figure 3 (left), shows respondents' support for a greater range of services in GP practice.



Public responses to the proposals for our GP Practices to offer wider range of health services, submitted via the 5 Communities survey

- We need to ensure smarter use of our community hospitals in Crawley and Horsham and ensure empty space is put to work for things such as Health and Wellbeing Clinics; specialist services for the young, frail and elderly such as psychiatry, physiotherapy, and cardiovascular; and services provided by the voluntary sector (such as Age UK, MIND etc)

Overall you supported the aspirations for our local NHS as set out in the 5 Communities Plan, with the caveat that services must continue to be of high quality and regularly reviewed. It's also clear that public opinion is in favour of better use of voluntary and community organisations to support the NHS and awareness of such services is key.



## Approval from the public, approval from the NHS board

The 5 Communities Plans and the entirety of the public feedback was presented to the Governing Bodies of both NHS Crawley CCG and NHS Horsham and Mid Sussex CCG at the end of 2014. The boards approved both plans and gave the go ahead for the next steps.

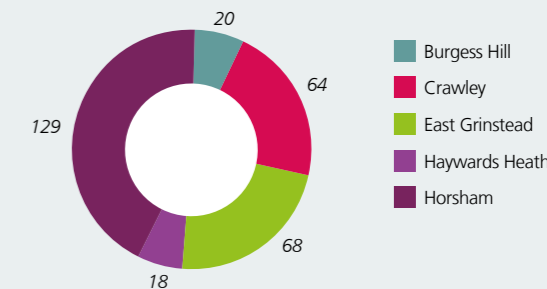
All of your feedback is now being used as part of our ongoing planning process for the future of local NHS services. The next stage of our plans, which will feature more detail on the specific local options, for example on GO services, types of services, locations and budget will be published in the Spring/Summer (2015) for further consideration from the public. Headlines suggest that the NHS will have to take tough decisions about reorganizing how it delivers services so we can continue to provide an NHS for all our needs.

Our 5 Communities Plan should help us to do that and we will be asking for your help to rank what is most important to you as patients when using NHS services, so your views can shape our decisions about the future.

Please look out for more details online or at an event near you. In the meantime, in response to your feedback in phase one, we will be recruiting community and voluntary representatives to join five local working groups focusing on the plans, which will allow us to get to the roots of each of our 5 communities – urban or rural – across the area. And we have already begun work on some of the issues raised, including patient transport and joint and bone services (MSK), read on to find out more and get involved in these projects in the following pages.

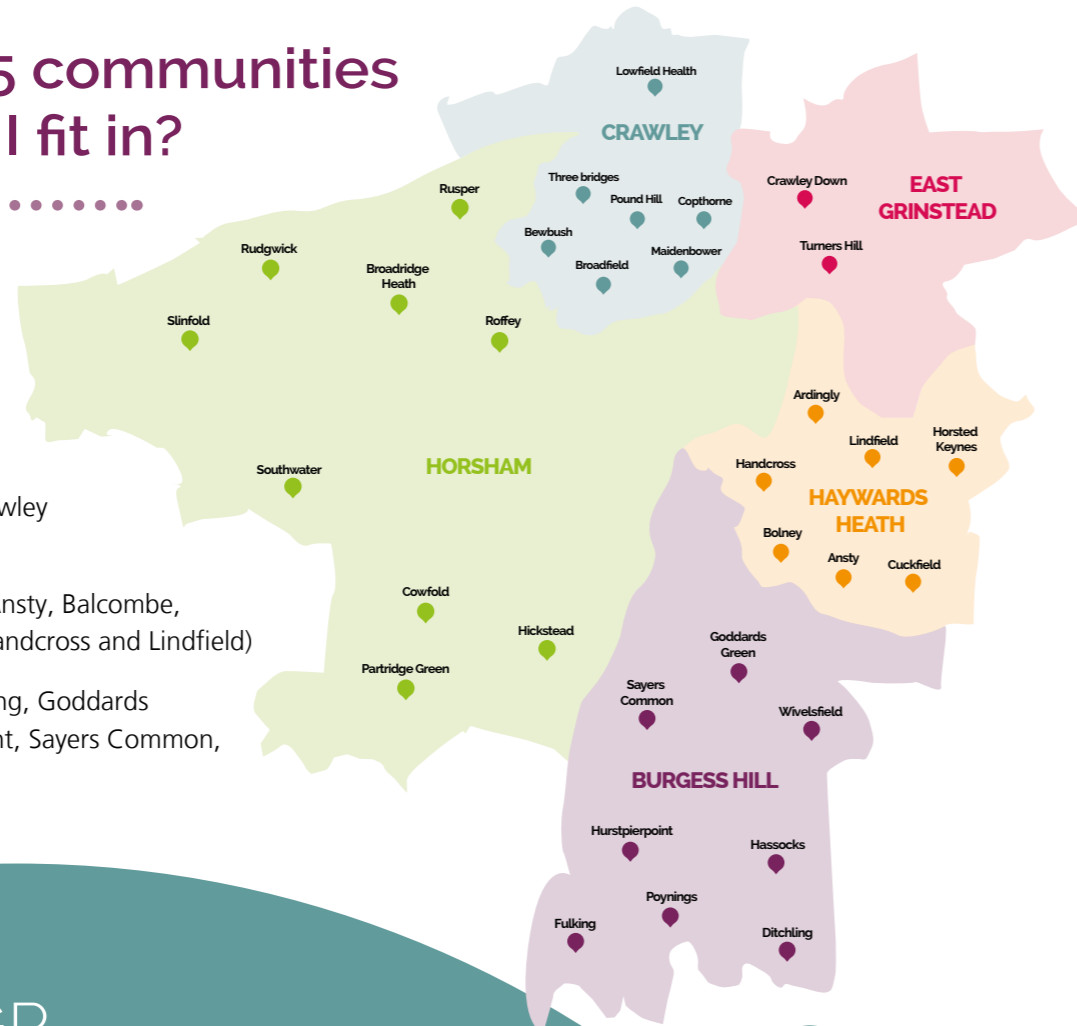
## Survey results at a glance:

A total of 299 people responded from each of the five communities: the strongest level of response was from those areas – Horsham and East Grinstead, that had the highest media coverage featuring proposals for individual projects concerning GP practices, closely followed by Crawley.



## What are the 5 communities and where do I fit in?

- ▶ **Crawley**
- ▶ **Horsham** (including Broadbridge Heath, Rudgewick, Roffey and Southwater,)
- ▶ **East Grinstead** (including Crawley Down and Turners Hill)
- ▶ **Haywards Heath** (including Ansty, Balcombe, Bolney, Cowfold, Cuckfield, Handcross and Lindfield)
- ▶ **Burgess Hill** (including Ditchling, Goddards Green, Hassocks, Hurstpierpoint, Sayers Common, and Wivelsfield).



## Changes to GP services in Crawley

Crawley Health Centre - Existing services are being reviewed as the contract at Cross Keys House in Haslett Avenue comes to an end in September 2015. Recommendations are that the walk-in service should in future be delivered at Crawley Hospital in order to consolidate and improve patient access to local urgent care services.

Patients currently registered at Crawley Health Centre will be supported to re-register at another local GP practice of their choice. The immediate area is well served for GP practices, with 12 other surgeries within around two miles of Crawley Health Centre, the majority of which are ready to welcome new patients and which offer a similar range of services.

Patients are being asked for their views on the proposals and can read more and submit feedback at [www.engage.england.nhs.uk](http://www.engage.england.nhs.uk) by 1 February.



## The Better Care Fund in West Sussex

The Better Care Fund is a new single, shared budget between health (NHS) and social care that is designed to bring about closer working to deliver better services for the population of West Sussex.

The aim is that it will support health and social care to transform local services; to concentrate on providing people with the right care, in the right place, at the right time; care that is planned and tailored to a person's individual needs; and that is delivered in partnership, to the highest possible standards. Read more about the Better Care Fund in our area via the West Sussex Health and Wellbeing Board page at [www.westsussex.gov.uk](http://www.westsussex.gov.uk)

## PROactive care

An innovative project to provide patient-led integrated care was recently shortlisted for a fourth award.

Proactive Care is a way of caring for people with complex health and social care needs that brings together a wide variety of NHS and social care professionals into joined-up teams. They work alongside GPs and ensure that people get the right support all the right time and from the right care professional. The new way of working, introduced in Crawley, Horsham and Mid Sussex during 2013, was designed by a team of clinicians and expert health and social care managers working closely with an integral group of local patient and carer representatives.

The patients' efforts were shortlisted for NHS Patient Champion of the Year in the Kent, Surrey and Sussex NHS Leadership Recognition Awards 2014.

Member of the patient group, Anita Wright, said: "I am really pleased to be involved as a patient representative in developing and implementing this initiative. Proactive Care offers a real step change in the right direction of integrated help and support given to the frail and elderly who are at risk of hospital admission to manage their own health and wellbeing."

This style of integrated, joined-up services will become a feature of community care delivered through our 5 Communities Plan.

## Patient transport

There are proposed changes to NHS patient transport services and we want **YOUR** views on what works well?

What could be better? What would you change?

We want to hear about and use your experiences, comments and feedback to shape a new patient transport service.

Come along to tell us what you think, and hear how you can be involved in developing our plans.

### Join us

**Fri 23 January** 2 - 4pm at East Court, East Grinstead, RH19 3LT

**Wed 28 January** 10 -12pm at Clair Hall, Haywards Heath, RH16 3DN (for car park use BN14 7RY)

**Thurs 5 February** 2 - 4pm at St Andrews Church Hall, 2 Cants Lane, Burgess Hill RH15 0LG

Don't miss this chance to get involved in shaping services.

## The 5 Communities Plan so far, in numbers

Five public meetings have been held in the five community areas that make up the plan: Crawley, Horsham, Haywards Heath, Burgess Hill and East Grinstead.

Our 5 Communities contain more than

**345,000**

**1,750** flyers were handed out to promote the conversation and

**855** invites sent

More than **300** attended our five main events

We answered more than **100** questions from the public



Want to have your say in the way your local NHS health and care is designed for you and your community?

# Join the network.

Following the huge response we have received from our recent 5 Communities Plan events, as detailed in this newsletter, we are approaching some new and exciting projects which include redesigning the NHS Patient Transport Service (PTS) and improving Children's and Maternity services locally.

As patients change the NHS must change too. As we plan, buy and monitor care we need to ensure that the right services are in the right places for you; our growing population. It is important for us to discuss the future shape of NHS services with local people and with your help we can work together to ensure we make the NHS the best it can be for patients.

NHS Crawley CCG warmly invites you to join the Health Network to give you the opportunity to share your views so that together with our strong team of local doctors, nurses and health professionals, we can achieve our objectives of providing the best possible health services.



To join the Crawley Health Network, or simply to get in touch with us, you can:

Email us at [CCCG.Contactus-crawleyccg@nhs.net](mailto:CCCG.Contactus-crawleyccg@nhs.net)

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

Write to our postal address at:

**Engagement Team, Crawley 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.

[twitter.com/CrawleyCCG](https://twitter.com/CrawleyCCG)

[facebook.com/NHSCrawleyCCG](https://facebook.com/NHSCrawleyCCG)

