

newsletter.

Summer
2015

New plans for Crawley NHS



Our clear focus as your NHS purchaser of local health services is for more services in the community, serving people closer to their homes. This initiative is called the 5 Communities Plan: making better use of our NHS resources across

Crawley, Horsham, Haywards Heath, Burgess Hill and East Grinstead.

Community hospitals are a key part of this and I'm delighted that plans are being developed to expand the Urgent Treatment Centre (UTC) at Crawley Hospital, subject to final approval. This initiative incorporates public feedback on which services you want to see provided in Crawley.

People should see real, tangible benefits if we get the green light. The out of hours GP service is already on site and this service will run alongside urgent care provision, along with an improved mental health resource. This will be supported by a larger reception area and waiting room.

The CCG's plans include a new treatment area for children, enabling many more patients to be treated closer to home, rather than travelling to the Children's Assessment Unit at East Surrey Hospital. The clinical assessment unit will increase from two beds to six, enabling staff to treat more patients locally with a broader range of conditions.

A new ward is also being planned at Crawley Hospital, again subject to approval, to treat patients who have care needs that do not require a stay, or continued stay, in a major hospital. Those patients waiting for transport home will be able to wait in the new discharge lounge within the clinical assessment unit. All of the developments will be dementia-friendly and be accessible to all.

Another key part of the 5 Communities Plan is strengthening our relationship with GP surgeries, working in partnership to improve community health care for our patients.

Dr Ketan Kansagra
Chair of Clinical Reference Group

**Thank
you!**

Your priorities for future Stroke Services

Nearly 200 members of the public at venues across the region answered a face to face survey telling us their priorities for future stroke services, which are having a major review in West Sussex. We also held focus groups where stroke patients and carers used their experience to tell us what matters most to them. Your feedback will directly influence the



options for improving health services and better outcomes for patients experiencing a stroke. You can find out more and get updates on this vital work at:

www.sussexcollaborative-nhs.uk/stroke

A new approach to cancer commissioning

The World Health Organisation has predicted that by 2035 the state of cancer care globally will reach a crisis point if health and social care systems do not take action now. The UK has poorer cancer survival rates than many comparable European countries. Now, NHS Crawley CCG and NHS Horsham and Mid Sussex CCG - supported by the Strategic Clinical Network - are working together and developing their approach to the commissioning of cancer services and the long-term effects of cancer treatment, including the effect on other health conditions such as diabetes.

NHS Crawley CCG Cancer Lead, Dr Jude Gunasegaram, said: "We want to raise the profile of cancer care within the whole of the health and wellbeing sector. For example, instead of a standalone specialist clinic focusing



on only one disease, you would have a chronic disease clinic which could assess the whole patient, holistically".

The CCGs are calling for all public and community partners to consider ensuring that their services are 'cancer aware' and that they understand the part they can play in delivering services for people living with cancer.

Speeding up diagnosis for lung cancer patients

Diagnosis for lung cancer across Crawley CCG and Horsham and Mid Sussex CCG areas could be sped up thanks to their participation in a new national scheme.

Under the new guidelines, patients with suspected lung cancer being treated at East Surrey Hospital, at Brighton and Sussex University Hospitals Trust and at Queen Victoria Hospital, would be referred immediately for CT scan if their chest x-ray raises concern. This will speed up their diagnostic tests and ensure that the results are there if they need to go on and have an appointment with a specialist.

NHS Horsham and Mid Sussex CCG Cancer Lead, Dr Tina George, explained: "It is hoped this streamlined process will eliminate potential delays and reduce the anxiety and burden on patients.

"Lung cancer is the most common cause of cancer death in the UK, with 22% of all cancer deaths from lung cancer – more than from breast, prostate and colorectal cancer combined. This is mainly due to diagnosis not being made until the late stages of the disease in 75% of cases."

In the coming months the CCGs will be looking for patients and carers with experience of NHS lung cancer services to help us develop this new way of working. As well as a planned focus group to discuss the changes and how it may affect patients - including the level of information they would prefer to receive and at what stage - we will be talking to patients at radiology departments in local hospitals and seeking patient feedback from those who have experienced the new way of working.

The national project will be evaluated Spring 2016 to see if confirmed cases of lung cancer have been treated more promptly due to earlier diagnosis.

Patients' Voice

For various reasons, some minority groups can be harder to reach. Some racial groups have a higher than average incidence of particular health conditions, like diabetes in Asian and African communities.

Also there is a need to encourage early access to services such as mental health, due to the stigma attached to it in some minority communities.

A 'Minorities Health & Social Care Group' (MH&ScG) has been set-up by NHS Crawley CCG and West Sussex County Council adults services, to support all stake holders to:

- Establish health and social care needs
- Achieve better health and social care outcomes
- Improve the experience of patients and carers.

The sign of a caring and well developed society is that it treats all individuals with respect, equity and compassion. For more information contact the CCG's Health Network on 01293 600300 ext. 3965.

Iyad Daoud – Chair of MH&ScG and Crawley Commissioning Patient Reference Group member



AGM and Star Awards

NHS Crawley and NHS Horsham and Mid Sussex Clinical Commissioning Groups (CCGs) hosted their annual general meeting and Star Awards 2015 on 11 June at Crawley Crowne Plaza - celebrating the achievements of staff, volunteers, members and partners who have gone above and beyond the call of duty.

CCG Clinical Chief Officer, Dr Amit Bhargava, said: "There have been many high points over the last year. Proactive care teams have been awarded nationally for their work to help people self-manage their health conditions at home, with the right expertise placed around the patient, reducing the need for hospital admission. We have also improved the way our nursing homes receive care from GPs and the CCG's work to create dementia friendly communities won a national award."

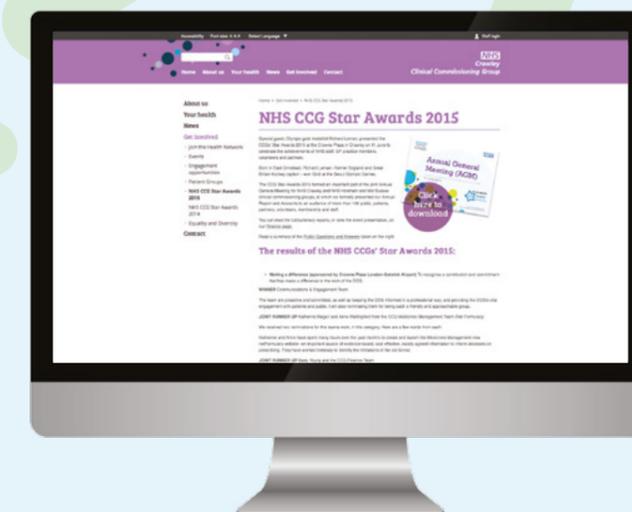
Guest speaker was Richard Leman, from East Grinstead, who earned 228 caps for England and Great Britain in hockey, winning gold at the 1988 Seoul Olympic Games.

Richard presented the Health and Wellbeing Champion trophy to the Children and Young People's Pathfinder Project, a Crawley-based team that works with 13-18 year olds who have emotional wellbeing issues, including self-harm.

Leacroft Medical Practice Patient Participation Group (PPG) won the category – Putting patients at the heart - by helping to keep the surgery functioning after a storm ripped the surgery's roof off in December 2013.



View all the award winners on our website under the Get Involved tab: www.crawleyccg.nhs.uk



Working with you

Navigating Comments and Complaints in the NHS

Following a suggestion from the CCG's patient group, we have now published a handy, short guide to understanding the NHS comments, compliments and complaints system. Feedback from patients is really valuable to ensure we can continue to improve NHS services. Your real life experiences and insightful suggestions can help us shape our local NHS service and we would be pleased to hear from you if you wish to send us your comments or compliments.

You can view/download the leaflet now at www.crawleyccg.nhs.uk/contact/comments-and-complaints or contact us on the details on the right hand side for a hard copy. Make sure your voice is heard.

Patient transport service update

We have been talking to local people about the NHS Patient Transport Service (PTS), which helps patients to access healthcare appointments across Sussex, providing some 25,000 journeys per month. We needed your views to inform a future patient-focused, high quality and responsive service.

Key themes include contacting the service; waiting times; online booking system and more. A Patient and Carer Forum has now been created to assist with choosing a new provider and overseeing the implementation of the new service.



NHS Clinical Commissioning Groups (CCG)

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01293 600300 extension **4255**

CCCG.Contactus-crawleyccg@nhs.net



Plans to simplify access to Crawley walk-in services approved

Plans to simplify access to local walk-in services in Crawley have been approved. From October 2015, the walk in service currently provided at Crawley Health Centre will be relocated to Crawley Hospital within the Urgent Treatment Centre. Thank you to the hundreds of local people who contributed their views and feedback to the proposals. The decision follows a three-month public engagement process. Independent analysis of the feedback we received has been published at www.england.nhs.uk (search 'Crawley').

Crawley Hospital Urgent Treatment Centre (UTC) offers services for a range of minor illnesses and injuries 24 hours a day, seven days a week.

Introducing our new CCG

Engagement Officer

My name is Agnieszka and I am very pleased to confirm that from 1 June 2015 I became a member of the CCG Engagement Team. I have been a Crawley resident since 2004 and I have always been interested in matters that affect local communities.

I believe that at some point in our life we all need health related services; therefore I look forward to ensuring that the patient's voice is being heard and their active involvement in shaping health related services is honestly considered.

