

newsletter.

Winter
2015/16



Our plans and priorities for 2016

NHS Crawley Clinical Commissioning Group (CCG) has always promised to work towards creating more local, better joined up, health and social care services - this is essential if we are to solve the conundrum of finite money to serve increasing demand, while maintaining the highest standards of care that we expect from the NHS. This is because the people of Crawley have been very clear with us that they would want as many health and wellbeing services provided locally that are safe, easy to access and provide high patient satisfaction - our commissioning plans and intentions have always reflected this ambition.

A planned increase in urgent care beds and service expansion at Crawley Hospital, subject to approval, will help save hundreds of patients each year from travelling to hospitals much further afield.

Healthcare is now more local for Ifield West residents thanks to a joint project between Crawley Council and Langley Corner Surgery, supported by our CCG. The modified part of Ifield West Community Centre has been treating patients since it opened in July 2015.

We've made encouraging progress in support of mental health projects through the Youth Emotional Support (YES), a joint initiative with the County Council aimed at 11-18 year-olds offering tailored, confidential advice on matters affecting young people, such as bullying, stress at home and sexual health worries. The Street Triage programme has seen a mental health nurse accompany police and this has led to a more appropriate route of care for those with a mental health issue.

There is a major review of stroke services underway across Sussex and our CCG has been into your communities asking nearly 150 of you - patients, carers, members of the public - what your views and priorities are for a future service that aims to improve survival and speed of recovery. These insights are invaluable and thank you to everyone who took the time to share their views.

The challenge for 2016 will be to take this work, along with many other projects, including improved support for those with diabetes, and make it deliver real benefits to patients. We are living longer, that's the good news. Now we must continue to design services that deliver the highest quality of care for a population with increased health complexity, within the available funds.

Dr Amit Bhargava

Clinical Chief Officer, NHS Crawley CCG

See
inside

Our plans for urgent care

Find out about our plans that aim to transform urgent care for patients at Crawley UTC



Putting Patients in Control

Crucial to the success of our review of diabetes care was to really understand what matters most to patients. We invited patients and carers to a series of workshop events to get their views on:

- What is important to you in how you receive information about your diabetes?
- What more could your GP practice do to help you in managing your condition?
- What support would you need outside of the GP practice to help you gain confidence in dealing with the challenges of diabetes?

Patients and carers recognised that people with long term health conditions (specifically diabetes) have a responsibility to manage themselves, but felt that they couldn't do it without the right support and information at the right time.

Local GP and Clinical Director for Crawley CCG, Dr Laura Hill, said: "When people are in the right frame of mind to take control of their health, they behave differently. This could be the motivation to quit smoking, go to the gym, eat a more balanced diet or take the medication they may need at the right time. They are also more likely to seek support before things worsen because they are taking an active role in their own health."

The CCG will use patient and carer feedback to ensure people with long term conditions feel more supported and confident in managing their conditions.

Tailored Health Coaching

Crawley CCG and Horsham and Mid Sussex CCG are one of only five areas in the country running a pilot aimed at transforming the care of people living with a long term health condition.

The NHS Tailored Health Coaching Service is a new way of working to help you to achieve lifestyle changes - putting you in control.

Health Coaches will work with the patient and health, social care and wellbeing professionals to create joined-up care and help people to develop the knowledge, skills and confidence to manage their own health conditions.

CCG Clinical Director, Dr Laura Hill, said: "Coaching helps people identify what's important to them, not what we think is important for them. The Coach then works with that person to identify goals, whether they're directly related to health, or to someone's psychological, housing, financial or carer support needs, into readily achievable plans which nourishes that person's success in self-management."

Find out more via the Your Health tab of our website: www.crawleyccg.nhs.uk and select Health Coaches.



Patients' Voice



Winter is the time of year when, traditionally, we tend to feel at a low ebb. It is also the time when we get more colds and flu and seek instant cures for our ailments.

Doctors' surgeries get overrun, A&E attendances soar yet in many cases the symptoms remain. Why? Recent research about the use of antibiotics should make us all pause for thought.

Antibiotics will not work against colds or flu caused by viruses, while over-prescription can cause resistance and lead to the creation of superbugs that are difficult to treat.

So what can we do to help ourselves? Keeping warm and dry and taking sensible precautions against being exposed to germs are obvious solutions but there are more steps we can take to alleviate the pressures. Rather than dash to A&E or fill up the GP appointments system, try popping in to your local pharmacy, telephoning your GP practice or phoning the NHS 111 number for advice. These expert resources can quickly identify if you need a doctor's appointment or emergency treatment. The NHS is a fantastic resource but we all need to use it responsibly and wisely.

Stay well and have a healthy winter!

Peter Nicolson, Chairman, Commissioning Patient Reference Group (CPRG)

Urgent care open day

Plans were unveiled at an Open Day in December 2015 that aim to transform urgent care for patients at Crawley Hospital's Urgent Treatment Centre (UTC).

Visitors were then given a tour of the UTC by operational staff at Sussex Community NHS Trust, which provides the bulk of services at the centre, to see how the designs would work in practice. The centre is open 24 hours a day, 365 days a year, to treat most injuries or illnesses that are not life threatening including sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries.

The plans are subject to final approval and include refurbishment of the Urgent Treatment Centre, an extended Clinical Assessment Unit, expanded area for treating children, and a larger reception area to ensure the best possible experience for local patients.



Silvia Morant of Coachmans Medical Practice Patient Participation Group, said: "I liked all the proposals, enlarging the waiting areas is



important. It's a huge improvement, the fact a lot of the facilities will be dual-purpose makes the best use of space."

The plans include a new ward with 26 beds for people who need hospital care but are not so unwell they need treatment at a bigger, acute hospital such as East Surrey. The ward includes art therapy unit, gymnasium and assisted kitchen facilities.



Take a virtual of the plans via our website: www.crawleyccg.nhs.uk – under the Get Involved tab, select Transforming Urgent Care.

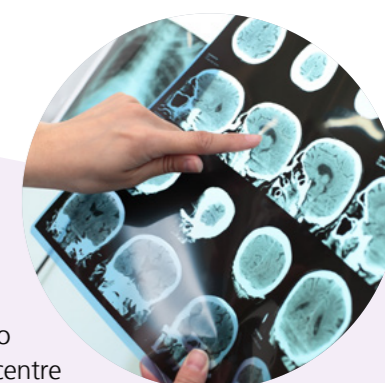
Sussex stroke services review update

"Having a stroke is like walking into a brick wall. You are going on with your life and suddenly everything stops."

Words spoken by a focus group member of a Sussex-wide review to transform stroke services aimed at saving more lives and boosting recovery. Over 500 patients, carers and members of the public shared their views through face to face interviews, surveys and focus groups.

We asked what they want to see from their services – from prevention, admission, assessment and treatment through to recovery and rehabilitation.

Clinical Chair of the clinical reference group leading the Sussex Collaborative Stroke Review, Dr Minesh Patel, said:



"The best way to deliver the highest quality stroke care is to have the patient at a centre with the best equipment, the most highly trained clinicians with the best expertise, early in their treatment. This will reduce their time spent in a hospital unit and get them back to their home with support earlier, or into a rehabilitation centre depending on their circumstances."

An independent panel will review options for improvements. Following this review, the clinical reference group will make recommendations to the CCGs.

View our full engagement report, the review options and the Sussex-wide report online: www.crawleyccg.nhs.uk – click the 'Get Involved' tab, select 'Stroke services'.

Working with you

New partnerships with Neighbourhood Forums

To increase the involvement of local residents in developing health services we are building ties with local neighbourhood forums. Our engagement team has met with neighbourhood forums in Tilgate and Langley Green. Over the coming months they plan to attend forums from Three Bridges, Southgate, West Green and Broadfield.

Our engagement officer, Agnieszka Tworkowska, said: "I am really excited about this project to raise awareness about the CCG and learn from forum members about the important health issues affecting their communities. Following this local initiative I hope to implement it across the Horsham and Mid Sussex area."

Value for money

We have recently set up a Primary Care Commissioning Committee to enable the CCG to transparently manage any conflicts of interest where GPs are potential providers of services. Having such a mechanism in place gives confidence to local people, both as patients and taxpayers, that CCG commissioning decisions are robust, fair, and offer value for money. People are welcome to attend. For more information please contact: Sam Achagra via e-mail Sam.Achagra@nhs.net or call: 01293 600300 ext: 3955



Work to improve access to services

The CCG is reviewing its Locally Commissioned Services which include services provided in GP surgeries, pharmacies and optometry. An example of this is Deep Vein Thrombosis (DVT) which we are looking to improve access to via GP surgeries.

At present the majority of patients are both diagnosed and treated within a hospital setting with the exception of some patients, who have been treated at their own GP surgery. We are really keen to speak with patients who have been treated in either hospital or at their practice, to find out what worked well and what can be improved. If you are one of those patients and would be willing to spare five minutes to tell us about your experience please call one of the Engagement Team.

We look forward to keeping you up to date on further involvement opportunities in the New Year.

To receive updates or get involved in projects, join our Health Network via the contacts below or online: www.crawleyccg.nhs.uk – under the Get Involved tab, 'Join the health network'

Email us at
HSCCG.Contactus-crawleyccg@nhs.net

Visit the Get Involved pages of our website at
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.

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facebook.com/NHSCrawleyCCG

