

# newsletter.

Summer  
2016

## Improving Deep Vein

## Thrombosis care for patients



We have had a busy summer working on the Urgent Care Centre at Crawley Hospital and the new ward on the sixth floor, which you can read about in the next few pages.

The other big piece of work has been to bring the Deep Vein Thrombosis (DVT) diagnosis service back to Crawley Hospital. As many of you may be aware, the service had been running on Comet ward until Autumn 2015, and since then patients have had to go up to East Surrey Hospital.

We have been busy creating a new care pathway, where the patient can be seen in the Clinical Assessment Unit at Crawley Hospital or in their own GP practice. This will be much more convenient for patients and will avoid travelling up to East Surrey Hospital. We will also clarify which patients will need follow-up investigations, and in collaboration with East Surrey Hospital we have created a DVT follow-up clinic.

Thanks to new oral anti-coagulation medication, most of these patients do not need warfarin and can now be given tablets which do not need regular monitoring blood tests. This will help make the process of DVT care more efficient and make dosing much easier and more convenient. We are aiming to get the whole service ready and working in the next few months.

We are hoping that GPs will soon be able to refer patients into the Clinical Assessment Unit for investigations and treatment, bringing more clinical care back to Crawley. This should make the range of local services better for all of us, and enhance the patient experience.

### ***Ketan Kansagra***

*Clinical Director*

*Chair, Clinical Reference Group*

*NHS Crawley CCG*

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# Redevelopment works begin on Urgent Care Centre

Highly anticipated building work commenced **8 August** on the Urgent Care Centre, formerly known as the Urgent Treatment Centre, at Crawley Hospital, which will see an enlarged Clinical Assessment Unit, improved Paediatrics treatment rooms and an open plan waiting area.

The new, improved Clinical Assessment Unit - scheduled to open Autumn 2016 - will boast more beds, greatly increasing capacity and scope of services provided by Sussex Community NHS Foundation Trust. A new treatment area for children and a larger reception area will ensure the best possible experience for patients across the Crawley, Horsham and Mid Sussex locale.

The Urgent Care 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. It will remain fully operational during the improvement works, which are scheduled to be completed early 2017.

The multi-million pound project is a major initiative driven by Crawley, Horsham and Mid Sussex Clinical Commissioning Groups and will be constructed by Morgan Sindall, under operational direction from Community Solutions Partnership Services Limited.

Commenting on behalf of NHS Crawley Clinical Commissioning Group, Clinical Chief Officer, Dr Amit Bhargava said: "The planned improvements will help save hundreds of patients each year from travelling to hospitals further afield.

"Public feedback has been clear, that you want to see more services provided closer to the communities they serve."

Nicki Leighton, Head of Service, Sussex Community NHS Foundation Trust said, "This is great news for the local community of Crawley and the surrounding area, for Crawley Hospital and for our staff. Once the building works are complete in the Urgent Care Centre, we will have an enlarged and modernised reception area. There will be separate waiting areas for young children and for teenagers. Works will also start on enlarging the Clinical Assessment Unit to accommodate more assessment beds and a new ambulatory area, which will greatly increase capacity and scope of the service."

Patients requiring mental health support will be seen in a separate, dedicated area at the Urgent Care Centre by clinicians from Sussex Partnership NHS Foundation Trust. Service Manager for Acute Care in North West Sussex, Clare Stoneman, added: "By providing this increased level of privacy and a more welcoming environment, our team at the centre will be able to offer the care that people need in a place that is local and convenient for them."

The investment into the Urgent Care Centre forms part of the CCGs' 5 Communities Plan, designed to bring services closer to the communities they serve, namely Crawley, Horsham, East Grinstead, Burgess Hill and Haywards Heath.

In addition to the Urgent Care Centre development is the construction of a 26-bed sub-acute ward on the sixth floor for patients no longer in need of care services of an acute hospital such as East Surrey Hospital. The ward will include an art therapy unit, gymnasium and assisted kitchen facilities to help prepare patients for the transition back home.

**Look out for the 'Bigger, Better, Brand New' campaign onsite and around Crawley, Horsham and Mid Sussex featuring actual NHS clinicians, support staff and building contractors. Need urgent care that's #NotAnEmergency? Visit the Urgent Care Centre at Crawley Hospital 24/7.**

Take a virtual tour of the Urgent Care Centre on this YouTube clip: [bit.ly/BiggerBetterBrandNew](http://bit.ly/BiggerBetterBrandNew)



# Celebrating the achievements of individuals and teams

Crawley, Horsham and Mid Sussex Clinical Commissioning Groups hosted their annual general meeting and Star Awards 2016 on 23 June at The Felbridge Hotel, East Grinstead - celebrating the achievements of staff, volunteers, members and partners who have gone above and beyond the call of duty.

Clinical Chief Officer for NHS Crawley CCG, local GP Dr Amit Bhargava said: "The leadership of both the CCGs and the member practices appreciate the work our colleagues are doing on behalf of the patients to improve the health and wellbeing of the population. It is a team effort between the commissioners and the providers, General Practices and third sector.

"There have been many challenges facing health commissioners locally, one being people with a dual diagnosis of mental health and substance misuse problems who were being passed from pillar to post. Over the last year the CCG has been working with local government, police, mental health services and substance misuse services to provide connected care for these patients.

## Patients' Voice

The Commissioning Patient Reference Group (CPRG) is closely involved in ways to get people more involved in their own health. Its work to support the CCG's wellbeing projects saw its membership - all from the public - awarded 'runner up' in June at the CCG Star Awards in the Health and Wellbeing Champion category. The reasons why this focus on prevention and wellbeing is vital are touched on below.

It's fair to say that people's expectations of medical services today are radically different from the old models of care provided either by a GP or a hospital. Patients want greater flexibility in obtaining services quickly and locally and the CPRG has been closely involved in examining new care models which bring together services within the local community to wrap medical, mental and social care services around the needs of the individual.

But providing more holistic care to those in need is only one aspect of modern healthcare provision. One key feature of the new models is a desire to encourage patients to take more responsibility for their own health and improve their



Special guest, Commonwealth Games medallist, Jade Lally, from Horsham presented the Star Awards. Jade said: "The AGM and Star Awards event was a positive experience for me to see. It's important not just to praise people, but to keep the general public informed about what is happening to improve NHS services and that things are being actioned."

For more about the CCG's work over the last year go to our website: [www.crawleyccg.nhs.uk](http://www.crawleyccg.nhs.uk) and select the 'Get Involved' tab, 'NHS CCG Star Awards 2016'. On this page you can find all the award recipients, the AGM presentation and our annual report.

*We would like to thank those that attended. Further engagement will continue.*



lifestyles. Prevention of illness is far better than finding new ways of treating it. Research has shown that those who take control of their health and self-manage their conditions have much better outcomes than those who do not.

Exercise, weight loss and altering your diet can make a huge difference and pay dividends. Just the loss of a few pounds of weight can dramatically improve a patient's current physical and mental health and significantly reduce the chances of developing long-term illnesses such as diabetes and cancer.

**Peter Nicolson,**

*Chairman, Commissioning Patient Reference Group (CPRG)*

# Mini DVT Guide

## What is DVT?

Deep vein thrombosis (DVT) is a blood clot that develops within a deep vein in the body, usually in the leg.

## What can it cause?

- It can lead to complications such as pulmonary embolism. This is a serious condition that occurs when a piece of blood clot breaks off into the bloodstream and blocks one of the blood vessels in the lungs
- Breathlessness: which may come on gradually or suddenly
- Chest pain: which may become worse when you breathe in
- Sudden collapse

## What are the symptoms?

In some cases, there may be no symptoms of DVT. If symptoms do occur they can include:

- pain, swelling and tenderness in one of your legs (usually your calf)
- a heavy ache in the affected area
- warm skin in the area of the clot
- red skin, particularly at the back of your leg below the knee
- DVT usually (although not always) affects one leg. The pain may be worse when you bend your foot upward towards your knee.

## What should I do if I'm worried I might have it?

- Both DVT and pulmonary embolism require urgent investigation and treatment.
- Seek immediate medical attention if you have pain, swelling and tenderness in your leg and you develop breathlessness and chest pain.

# Tuberculosis screening being rolled out

The CCG received new NHS funding to help roll out a national Latent Tuberculosis Infection (LTBI) screening programme among Crawley GP practices.

Between 2010 and 2014 there were 92 cases of active TB among residents from Crawley CCG with an average rate of 21.5 per 100,000 population per year. Over 50% of these cases had pulmonary TB (potentially contagious and requiring robust follow-up of close contacts).

Tuberculosis (TB) rates in England remain high and are associated with significant morbidity, mortality and costs.

CCG Clinical Chief Officer, Dr Amit Bhargava, said: "The onset of TB can be insidious and difficult to detect with

significant diagnostic delays. Late diagnoses are associated with worse outcomes for the individual and in the case of pulmonary TB, with a transmission risk to the public.

"The majority of people with TB living in Crawley are born abroad. Of these, the age group with the highest number of cases is 15-34 years old. Both of these factors made Crawley an eligible candidate for rolling out a national Latent Tuberculosis Infection (LTBI) screening programme."

Southgate Medical Group has already implemented a pilot project aiming at LTBI screening. The CCG aims to develop positive working relationships with other Crawley surgeries throughout the summer and autumn, supported through work by the Commissioning Patient Reference Group (CPRG). The CPRG draws its membership from the public and one of its key roles is to ensure our work meets the needs of local communities.

## Contact us



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

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You can even join the conversation and share your thoughts and experiences of local care and services direct with us:

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