

newsletter.

Winter
2017



Working around the 10 minute conundrum

I'm not ordinarily a fan of Dr Who but more and more these days I could do with my consulting room conferring time expanding properties like the TARDIS.

A 10 minute consultation countdown is barely enough time to sort medical issues let alone start to peel back more complex problems. Then there is the person themselves: more often than not it's a person's social circumstances that impact on their health and their ability to take a more active role in their own recovery, health and wellbeing.

The NHS might not be able to bend time (even in Crawley!) but we are developing ways to support clinicians to support those with complex conditions. We've started to develop a range of tools to help health professionals make those connections that are not immediately apparent within a brief consultation.

On a population level, we are looking at how we can identify patients with complex health issues earlier using a 'risk' tool. In addition to important health information, we are developing a way of earlier identification of those at risk of falls or social isolation, which can have a huge impact on someone's physical and mental health but might not be obvious in a pressured 10 minute GP consultation. This is hoped to further enable clinicians to connect more patients to prevention services and community support.

While we continue to make these more technological advances, we want to support a more practical social movement away from a purely medical way of treating patients. We know that people who have the right social support are more likely to take the right medicines, regular exercise and boost their mental wellbeing.

The key is to keep things simple: we are making it easier for people in our communities to access support by nurturing and growing the support that is already there. In October 2016 we launched a 'Social Prescribing' pilot project to give people with long term conditions non-medical support within the community, funded by Crawley Borough Council and run by Crawley Community and Voluntary Service. This is the just the start of a new network between the NHS, councils and third sector that aims to improve people's quality of life through better health and wellbeing, and by tackling social isolation. We hope it will increase psychological wellbeing and empower patients to improved self management – it might even start to reduce the burden on primary care...and expand time!

To the TARDIS!

Dr Laura Hill
Clinical Director,
Crawley CCG

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Get help fast and Stay Well This Winter

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GPs are urging people to get the right care – when and where they need it – from the NHS this winter, when it's #NotAnEmergency.

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The winter months can be challenging across the NHS for both patients and those working hard to care for people in need – especially in an emergency.

If you need help fast, but it's #NotAnEmergency, Crawley Urgent Care Centre (open 24/7), or the minor injuries units in East Grinstead and Horsham treat most injuries that are urgent but not life threatening – including minor burns and scalds, limb injuries, cuts, grazes and more.

This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

If you have a lung disease; kidney or heart disease; diabetes; another long term health condition or suffer from breathlessness, cold weather can make you more likely to catch a winter illness that could become very serious. So even if it's just a cough or a cold – seek advice from your pharmacist.



Dr Ketan Kansagra, CCG clinical lead for urgent care, said: "The key to a healthy winter is to get help early, before your condition worsens. Your local pharmacist can help with much more than you may think and there's a number of late night pharmacies in our area, so you can get help when you need it."

£2.1m revamp for Crawley and Horsham hospitals' muscle, bone and joint clinics

The musculoskeletal (MSK) departments at Crawley and Horsham Hospitals have undergone extensive refurbishment to allow patients to see a wider range of specialists and get a diagnosis and treatment more quickly and closer to home, in one visit.

The MSK service treats people with a wide range of muscle, bone and joint conditions, such as arthritis, back pain and sports injuries.

Across the two hospitals, 22 new treatment rooms have been created and an existing 23 refurbished along with other facilities.

In addition, a new bone density scanner has also been installed in the Crawley clinic. Patients no longer have to travel to Redhill for these scans, which are often used to diagnose osteoporosis. A new rheumatology infusion suite is also being opened at Horsham Hospital for patients who need treatment for arthritis, supported by the League of Friends.



Patients' Voice

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Have you ever become frustrated that you need help but have no idea how to identify or access the services you require? This dilemma is an increasing challenge for people living in the community with complex conditions who deserve extra support to stay well but who don't know where to turn to. Timely advice and signposting to the wide range of services available (some medical, some social, some psychological) can make a huge difference to a patient's sense of wellbeing and give an individual confidence to stay healthy, independent and well.

In Crawley, we have recognised this challenge and have recently started several initiatives to see whether patients can benefit from getting more focussed assistance. In one trial, people with long term conditions who have been known to visit hospital frequently have been looked at to see whether more timely care can make a real difference. The initial results are encouraging. Identifying the causes and providing a little bit of extra assistance quickly has been shown to result in increased patient confidence and sense of wellbeing, which in turn has resulted in a reduction in hospital admissions.

In yet another Crawley initiative, mentioned by Dr Hill on the front page, steps are being taken to more closely align the many voluntary and local government sector services with the traditional healthcare ones to provide better holistic care for patients. A 'Social Prescribing' caseworker has been assigned to three GP practices to help patients who need access to a wide range of social services. It's early days, but again the results of this pilot project look hugely promising.

Wrapping services around the needs of the patient is so important and is a welcome step in preventing unnecessary illness.

Peter Nicolson

Chair, Commissioning Patient Reference Group



Understanding the Place-Based Plan for Central Sussex and East Surrey

In November 2016 the Place-Based Plan for the Central Sussex and East Surrey Alliance (CSESA) was shared with patients and stakeholders. The plan represents one third of the total Sustainability and Transformation Plan footprint for the whole of Sussex and East Surrey; the other two plans within the region are Coastal Care for West Sussex and East Sussex Better Together.

What is it?

An accessible version of the plan is being produced to help people make more sense of what is being proposed. In essence it describes a new person-centred model of care with integration at its heart, one that provides better care and services out of the hospital setting and closer to home. This will be led by GP practices, which builds on the good work already in progress, promoting collaboration across health and social care. It is a five year strategy which speaks

to our local Five Communities Plan, designed to deliver services at scale using the resources and budgets we already have in the most efficient way. See link in the section below for more information.

We believe that the Multi-Speciality Community Provider (MCP) model is best placed to deliver that in our area. No-one would choose to recreate from scratch a divided NHS – the existing boundaries between GP services, community care, mental health, social care and acute hospitals make it harder to provide joined-up care that is preventative, high quality and efficient. The MCP model dissolves those boundaries. It is about redesigning care around the health of the population and creating a whole new system of care delivery. To be developed in close consultation with clinicians, the MCP(s) will incorporate the 20 existing care hubs across the patch arranged around a strongly connected network of hospitals.

What joined-up care looks like in Crawley

Social Prescribing – empowering people to look after themselves better

A major part of our prevention and education agenda, ‘Prescription Plus – Community connections for a healthier me,’ is a pilot project funded through Crawley Borough Council running at Southgate, Langley Corner and Leacroft surgeries until June 2017.

The social prescribing initiative links patients with non-medical support providers to improve physical and mental wellbeing. GPs will be able to refer people who have one or more long term conditions and a non-medical need, who frequently visit their GP surgery. Referrals go to a Community Support Coordinator from Crawley Community and Voluntary Service who can assess their need, be it money worries or relationship difficulties through to counselling and social groups to tackle isolation. The type of support varies widely, from social support for people with a hearing disability, for example, to ‘walking football’ sessions at Crawley Town football club.

“The project has the potential to reduce urgent care admissions in hospital and reduce the number of GP visits

but, most importantly, to improve the health and wellbeing of participants,” said Malcolm Bray, the project lead for Crawley CCG at the launch in October.

Have your say

Efforts to engage clinicians and the public across the CSESA footprint around the over-arching aims of the Sustainability and Transformation Plan (STP) and the Place-Based Plan are well underway and include presentations at our patient representative groups along with specific events where attendees can hear about the work in progress and have their say on how we move forward.

To read the complete plan, the STP, and a list of Frequently Asked Questions please visit our website:

www.crawleyccg.nhs.uk/about-us/sustainability-and-transformation

Comments can also be directed to the CSESA Communications Lead, Caroline Sargent (carolinesargent@nhs.net) T: **01293 600300** ext 3578, or via Healthwatch West Sussex on **0300 012 0122** www.healthwatchwestsussex.co.uk

1.2m people
£1.6bn annual healthcare spend
117 general practices
5 CCGs
4 local authorities
7 district councils
3 acute trusts
5 acute hospitals
3 hospices
5 community hospitals
2 community health trusts
2 mental health trusts
1 ambulance trust

ALL WORKING TOGETHER

The care hubs within the new MCP will focus on four clinical priority areas which will reduce demand for hospital based care:

- Prevention and education
- Better access to urgent care
- Long term conditions management in the community
- Coordinated care for frail and complex patients

Why join a PPG (Patient Participation Group)?

From April 2016, it has been a contractual requirement for all GP practices in England to form a patient participation group (PPG) and to make reasonable efforts for this to be representative of the practice population.

Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, they meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

PPGs can play a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice

The beauty of PPGs is that there is no set way in which they work – the aims and work of each group entirely depends on local needs – but they have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

Across Crawley, Horsham and Mid Sussex there are 35 GP practices. Speak to your local surgery and ask for details of your PPG group to make a difference to your local community.

You can find more information on how to get involved on our website:

- www.crawleyccg.nhs.uk/get-involved

Contact us

Email us at CCCG.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:

[Twitter](#) **CrawleyCCG** [Facebook](#) **NHSCrawleyCCG**



Improving your Stroke services

NHS organisations have been working together to review and improve stroke services for local people.

Clinicians have now recommended Brighton and Sussex University Hospitals NHS Trust (BSUH) centralise its emergency stroke services to a single location. This means that emergency stroke services would no longer be provided at the Princess Royal Hospital (PRH) in Haywards Heath, but at the Royal Sussex County Hospital (RSCH) in Brighton.

Evidence shows that centralising emergency stroke services in this way saves lives and improves patients' chances of making a full recovery. Patients will benefit from a higher level of expertise at any time of the day or night and have access to highly-specialised services which include the treatment of brain injury/trauma.

Before making a final decision on the recommendation, the CCGs are considering any further feedback from patients, carers and the public.

More detail about the improvements and why they have been recommended is set out in the review document, *Improving Your Stroke Services*, available on our website: see the Stroke Services section under the Get Involved tab, or by contacting our Engagement Team.

Make a difference – Cancer Action Group

The Cancer Action Group is looking for an additional patient/family member representative to attend regular meetings every six weeks for 90 minutes in Crawley.

The group offers a forum for discussions around the treatment and care of people with cancer and after care, along with strategic direction around prevention. If you have used these services or are a family member of someone who has used services, please bring your voice to these discussions as we raise the profile and develop services. You have an opportunity to shape decisions and talk with those who commission and provide services. If you are interested or have any questions about this opportunity please contact Alison Hunter on **01293 600 300** ext 3549 or email alison.hunter14@nhs.net

Governing Body dates

Meetings are held in public, (1pm-4.30pm) **31 January 2017, 23 March 2017**. Meet and greet the members from 12.45pm. Location to be confirmed. To submit questions see contact info adjacent.

If you require this document to be translated into another language or would like an alternative format such as large print, Braille, audio or BSL, please contact the Communications & Engagement Team who will be happy to assist.