

newsletter.

Spring
2017



NHS SOS: We all have a part to play

As commissioners, with our key purpose to improve the health and wellbeing of our communities using planning, contracting and monitoring as our tools, there is much to do. We don't stop getting sick or needing care just because there is less resource, in fact vulnerable people like the old, the frail and the disabled are likely to get more sick. So our responsibilities become greater and our efforts and focus needs to redouble now and in the future, at the same time to appreciate how much we have achieved together and how hard teams have worked in an increasingly difficult environment.

The needs of the population, the change in demographic, workforce problems as well as financial difficulties are among the contributing factors that make effecting positive change incredibly hard.

We are all hearing, reading and beginning to understand that the challenges facing those responsible for provision of health and care services are unprecedented. Like many CCGs, Crawley is facing a significant deficit beyond end of year forecasts. We are devising plans setting out how we can recover, whilst simultaneously ensuring good, safe and accessible health services continue to be provided; we're

also working to meet our sustainability and transformation commitments to reform health services locally and create a new model of care for the future.

The direction of travel and the model of care that we have chosen, with our partners, is to create Multi-speciality Community Providers. This is the beginning of the journey, to deliver better connected out-of-hospital care, with integration of health and social care and a big push on prevention. We have been doing this incrementally, so there is no big change in direction of travel, but we are modifying our design based on our new circumstances and we now need even more drive, pace and focus.

All parts of the NHS, from GPs, hospitals, community nurses, voluntary and charity services and mental health services, are all pulling together with community based services and council-run social care services. We also need the support of the people of Crawley; there is much we can all do to help ease the pressure including asking ourselves:

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NHS SOS: We all have a part to play

- Are we doing all that we can do to remain healthy through our lifestyle, avoiding illness by taking simple precautions and seeking advice on what to do for common illnesses like viral infections?
- Are we making the most of our local pharmacists? By consulting them for early assistance with non-urgent illnesses, this could free up GPs and hospitals to help seriously ill people more quickly.
- Is that prescription really necessary and are we taking medications as prescribed? Things like paracetamol and ibuprofen can be bought over the counter, saving the NHS time and money.
- If the ailment or injury is urgent but not life-threatening, remember the Urgent Care Centre at Crawley Hospital is open 24/7 and closer than A&E. You will also likely be seen much quicker.



We all have a part to play to keep our NHS providing the best care it can, that is safe, effective and timely, to all the people who need it, free at the point of delivery.

Amit Bhargava

Clinical Chief Officer, Crawley CCG

Horsham dementia care proposals

Iris Ward, which provides care for older people with dementia at Horsham Hospital, is moving.

Hospitals must provide separate sleeping and bathroom areas for men and women in order to protect their dignity and privacy. Due to the layout of Iris Ward it is not possible for Sussex Partnership NHS Foundation Trust, which runs the ward, to make the changes necessary to meet these requirements.

The plan is to move care from Iris Ward to Dove Ward at Crawley Hospital, where all rooms are ensuite. The new facilities will offer the same number of beds and will provide patients with a better experience on the ward. It's hoped that this will happen in early autumn.

When timeframes for the move are agreed Sussex Partnership will share further details with staff, patients and partner organisations but if you have any comments or questions in the meantime please contact Margaret Bracey, General Manager Dementia Services, on 01243 791859.

Transforming health and care

Last issue we talked about our Place Based Plan for Central Sussex and East Surrey (if you missed it you can catch up via our website crawleyccg.nhs.uk/get-involved/newsletters). This local plan describes the detail that fits into the larger, regional plan called the Sussex and East Surrey Sustainability and Transformation Plan (STP).

The NHS is under pressure like never before and we can all agree that our health and care services need to change and adapt in response to increasing demand.

The STP is the NHS and county council's joint proposal for developing health and care. With services feeling the strain, collaboration between all organisations will give nurses, doctors and care staff the best chance of success. It aims to make practical improvements – like making it easier to see a GP, speeding up the diagnosis of cancer, and offering help faster to people with mental health illnesses. It also aims to encourage the public to take more responsibility for their own health and wellbeing.

The team working on the STP are currently analysing data about how, why and where patients are treated in our hospitals to understand in what way the NHS and social care throughout Sussex and East Surrey could work better together to meet the huge demand from a growing population living with increasingly complex health and care needs. We need to do this local analysis to ensure our proposals are based on the priorities and challenges of our local communities.

We are at a very early stage in the planning process and still establishing the clinical leadership required to drive the STP forward. When this is in place, it will be time to work alongside you – our patients, the public and NHS staff – to develop and shape our NHS. No final decisions have been made about any services and will not be made without our patients and public being given the opportunity to be involved and voice their opinions.

Don't miss out on the latest updates from the STP, join your CCG Health Network by visiting www.crawleyccg.nhs.uk/get-involved and click on Join the Health Network.

What is an STP?

STP stands for Sustainability and Transformation Plan. These are local plans that aim to improve health and care.

Produced collaboratively by local NHS organisations and local councils, they set out practical ways for the local NHS to improve NHS services and health outcomes for people in every part of England.

They aim to help meet a 'triple challenge' set out in the NHS Five Year Forward View – better health, transformed quality of care delivery, and sustainable finances.

New and expanded Clinical Assessment Unit and Piper Ward opens at Crawley Hospital

The new Clinical Assessment Unit (CAU) and Piper Ward at Crawley Hospital opened in January as part of NHS Crawley Clinical Commissioning Group's plan to transform urgent care in Crawley.

The new CAU, provided by Sussex Community NHS Foundation Trust (SCFT), offers rapid assessment and treatment for a number of conditions which do not need admission to an acute hospital, including chest infections, breathing problems, asthma attacks, falls, severe headaches, urinary tract infections and non-passing of urine, stomach pains, diarrhoea, vomiting, deep venous thrombosis (DVT) and cellulitis.

All those attending CAU will have been referred by either their GP or another healthcare professional e.g. Paramedic,

or referred by clinical staff in the Urgent Care Centre (formerly Urgent Treatment Centre) at Crawley Hospital. **Please note: The CAU is NOT a self-refer/walk in service.**

The CAU provides care closer to home and is expected to relieve demand at the A&E Department at East Surrey Hospital.

Piper Ward

This new, dementia-friendly, SCFT-run inpatient unit provides step up beds from referrals received from the new and expanded CAU, as well as referrals for patients who need extra nursing and rehabilitation care but do not need an admission to East Surrey Hospital. Piper Ward is staffed by a Matron, Doctors, Ward Manager, Nurses, Therapists and Healthcare Assistants.



Dr Amit Bhargava, Clinical Chief Officer, NHS Crawley Clinical Commissioning Group said: "I am very pleased and proud that Crawley CCG and our partners have opened our new and improved Clinical Assessment Unit in Crawley Hospital. This will create much needed capacity in a modern, pleasant and clinical environment."

'Improvement works to Crawley's Urgent Care Centre are expected to be completed early this summer.'

Awards season for Leacroft Medical Practice

Staff at Leacroft Medical Practice are celebrating after their recent win in the national PACE Setter awards, a unique quality improvement programme for primary healthcare services to children and young people (CYP), their families and carers.

Leacroft Medical Practice is the first practice in Crawley to engage in the PACE Setter Award, which has been rolled out across Surrey and Sussex. GP Clinical Lead for Child and Maternity services at Crawley CCG, Dr Patience Okorie says: "As a clinician and a GP practice we have grappled for a number of years with the issues presented by the culturally diverse population whom we serve, where language can and does form a barrier to good communication. As a result, understanding the course and severity of some illnesses can be difficult for some of our patients. This means that they often either present inappropriately with self-limiting illnesses like cough and cold and diarrhoea and vomiting or at the other extreme do not realise the severity of the conditions their children have, so present quite late."

Leacroft were also finalists in the PEN National Awards 2016 (Patient Experience Network) for their achievements in patient communication.

Better care after stroke

NHS organisations have been working together to improve stroke services for local people. As a result of this review, begun in 2014, clinicians have recommended that East Surrey Hospital, run by Surrey and Sussex Healthcare NHS Foundation Trust (SASH), continues to provide emergency stroke care as well as care for those who have been stabilised after stroke. Work is on-going to further improve the quality of care that patients receive, including access to stroke rehabilitation.

Also part of the review are recommendations to centralise emergency stroke services in Brighton – rather than at Princess Royal Hospital in Haywards Heath (although specialist inpatient stroke rehabilitation would continue to be provided at the Sussex Rehabilitation Centre at the site). The proposal has been further scrutinised by local stroke groups, patients, carers and the public recently. For more on why clinicians recommended the changes and to read the significant public and patient input throughout the review, see

www.crawleyccg.nhs.uk/get-involved/stroke-services. The changes now need to be formally signed off by NHS England, as well as the CCG and BSUH boards. If they are approved, they would be fully implemented within a year.

Call 999 at any sign of a stroke

Act FAST. Make the Call. Dial 999.

F.A.S.T. teaches people what to look out for in themselves and in others:

- **Face** – has their face fallen on one side? Can they smile?
- **Arms** – can they raise both arms and keep them there?
- **Speech** – is their speech slurred?
- **Time** to call 999

Patients' Voice

Leacroft Patient Support Group

Leacroft Medical Practice invited Subhash Suthar and Peter Bower of the International Glaucoma Association to their surgery to talk about glaucoma in September. This proved to be a very successful first forum/presentation.

The turnout was extremely good; the session attracted 31 patients and their carers which was well above the average attendance for this type of event. We also prepared a questionnaire for this session and the response was very positive.

Subhash provided an excellent slide show presentation and went into some depth to explain the symptoms of glaucoma and the problems associated with this complaint. He also gave a demonstration on how to apply the drops, the importance of the correct application of the drops, and the variety of aids available to assist with the process, of particular importance if you live alone. Subhash also emphasised the importance of inserting the drops at the same time each day.

This event, which was the first time the Association had ever spoken to a surgery, was extremely well received by our patients and the majority indicated they would be happy to attend other events of this nature.

This presentation has now been repeated in other local Practices. The Leacroft Patient Group was very proud to participate in this very forward thinking forum.

Pat Champion

Chair, Leacroft Patient Support Group

Join our next Governing Body meeting / AGM

Our Governing Body oversees the decisions that the CCG makes about local health services, ensuring our activities meet the best standards of quality for the local population.

All meetings are held 1.00pm - 4.00pm with meet and greet members at 12.45pm.

Held as joint meetings with Horsham and Mid Sussex CCG:

- **4 July 2017** – Broadfield Stadium, Winfield Way, Crawley, West Sussex RH11 9RX
- **21 September 2017** – The Martlets Shopping Centre, Civic Way, Burgess Hill RH15 9NN*
- **14 December 2017** – Broadfield Stadium, Winfield Way, Crawley, West Sussex RH11 9RX

If you have a question for the Governing Body, please submit it in writing at least two working days ahead of the meeting to **CCCG.Contactus-crawleyccg@nhs.net**

***The Governing Body meeting on 21 September will also include the Annual General Meeting of the CCGs for 2017. Members of the public are invited to attend and submit questions.**

Ambulance service feedback

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. It will shortly be inspecting services provided by South East Coast Ambulance Service NHS Foundation Trust and would be interested to hear any feedback on the quality of care. Share your experience (you don't have to give your name) online at **www.cqc.org.uk/tellus** or by telephoning **03000 616161**.



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:

CrawleyCCG **NHSCrawleyCCG**

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.