

# Patient Round Up

18-29th  
December

2017

NHS Crawley CCG and NHS Horsham and Mid Sussex CCG

## Crawley CCG and Horsham and Mid Sussex CCG

### (2) Look at the CCG webs site for updates about :

- Stock up your medicine cabinet for Christmas [Click here](#)
- find details of your nearest pharmacy on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)
- Plans to save the NHS millions of pounds for frontline care [Click Here](#)
- A pooling of resources to be discussed at NHS meeting [Click here](#)
- Let's get you home [Click Here](#)
- Stay Well This Winter, visit the campaign website at [www.nhs.uk/staywell](http://www.nhs.uk/staywell)

## GPnotA&E in East Grinstead

Did you know all children aged 0-5 years and who are registered with an East Grinstead GP can access same day appointments? See our web page for more information [East Grinstead GPnotA&E](#)

## Coastal CCG (2) E-Panel November roundup [Click Here](#)

- Plans to save the NHS millions of pounds for frontline care
- Review of mental health services completed

## NHS England:

### [NHS England announces new specialised treatments for patients. \(1\) \[Click Here\]\(#\)](#)

NHS England has announced the results of the first of two prioritisation rounds to decide which new specialised commissioning treatments and services will be made available for patients for the 2018/19 financial year. An initial three new treatments and services were approved for funding including a treatment for HIV, a new specialised service for adults with primary ciliary dyskinesia, a genetic disorder affecting the respiratory system, and a new specialised service for Stevens-Johnson syndrome, a serious disorder of the skin.

**Help available for coping with eating disorders over Christmas.(1) [Click Here](#)** The NHS has partnered with leading eating disorder charity, Beat, to provide guidance and support to people suffering from eating disorders, over the Christmas season. The festive period can be particularly challenging for people dealing with eating disorders, as a big Christmas dinner and family gatherings put the focus on food and eating habits. Beat and NHS England have gathered testimonies from young people, their parents and clinicians about how families can make the most of the Christmas period whilst helping to manage the condition.

**NHS England consults on freeing up 136 million to boost frontline NHS care by curbing prescription costs. (1) [Click Here](#)** NHS England has today launched a **public consultation on proposals to rein in prescriptions for some 'over the counter' products** such as dandruff shampoo and drops for tired eyes, freeing-up up to £136 million to expand other treatments for major conditions such as cancer and mental health problems. Ending routine prescribing for minor, short-term conditions, many of which will cure themselves or cause no long term effect on health, would free up NHS funds for frontline care.

**Involvement – From NHS Intouch bulletin 60, For more information [Click Here](#) (1)**

**Have your say on the way your local GP services are working – Survey Ends March 2018**

Things are changing at GP practices, with online services, longer opening hours and other new investments rolling out nationally. From January until the end of March 2018, more than two million randomly selected people registered with GP practices will be invited to answer a postal questionnaire about their experiences so if you are selected please do take part. For the first time, 16 and 17 year olds will be included and the survey will cover new questions about recent service changes and topics including mental health. [The survey](#) is carried out securely and information published does not identify individuals. The findings help us to see what's working and what needs to improve.

**Opportunity to be involved in supporting and recognising quality in general practice – Ending January 2018**

Three patient and public reference groups are being set up to help improve the quality of general practice care. The groups, in London, Bristol and Leeds are seeking views on what makes a good quality patient experience at a practice and will consider how the current primary care system could change to recognise the importance of patient experience. If you are interested in getting involved you will need to attend a meeting in January and possibly participate in a further meeting or group telephone call in the spring. To get further information, please visit our [Involvement Hub](#).

**Transforming children and young people's mental health Green Paper launched –**

**Consultation closes 2<sup>nd</sup> March** The Government is seeking views on its newly published consultation focusing on children and young people's mental health. ['Transforming Children and Young People's Mental Health Provision: a Green Paper'](#)

**Help improve patient safety and learning from errors – Survey closes 15<sup>th</sup> January** The NHS system used to collect information about errors and harm to patients is being upgraded so that national lessons can be learned and shared to support safety improvement. The Development of the Patient Safety Incident Management System ([DPSIMS](#)) project wants to hear from you so that the new national patient safety learning service can be built in a way that suits patients, carers and the public. To have your say, please complete the [short survey](#), which will directly influence the new system's design. The survey will be open until 15th January 2018, and is anonymous. You can also sign up to receive updates on the work at the end of the questionnaire.

**Patient and Public Voice Expert Adviser needed for the NHS RightCare Clinical and Improvement Group (CIG) Closes 19<sup>th</sup> January 2018**

The [NHS RightCare Clinical and Improvement Group](#) is looking for one Patient and Public Voice Expert Adviser. The applicant must have a commitment to improving patient experience and to developing excellent public participation, as well as an understanding of national strategy development. The RightCare team are looking for someone that will bring experience, with a strategic healthcare focus, strong intellect, commercial and political astuteness, and a willingness to challenge. Membership of the group is for 12 months initially, at which point membership will be reviewed. For an information pack and details of how to apply please email [christine.geny@nhs.net](mailto:christine.geny@nhs.net). The closing date for applications is 19th January 2018.

**Preventing premature mortality in black, Asian and other minority ethnic groups – consultation closing early January**

[A consultation](#) into the quality standard on promoting health and preventing premature mortality in black, Asian and other minority ethnic groups has been

published by the National Institute for Health and Care Excellence (NICE). The quality standard seeks to ensure that people from black, Asian and other minority ethnic groups have their views represented to help set the priorities and design of health and wellbeing programmes. Responses must be submitted to [QSconsultations@nice.org.uk](mailto:QSconsultations@nice.org.uk) by 5pm on 8 January 2018.

### **News – From NHS Intouch bulletin 60, For more information**

**Child patients have their say on hospital care** The largest survey of the quality of care for under 16s has been published in the Care Quality Commission's [Children and Young People's Inpatient and Day Case Survey 2016](#). More than 34,000 patients and their parents and carers took part in the research. Overall, experiences were mostly positive, 81% of parents/carers rated care at eight out of 10 or better, but findings also identified a number of areas for improvement. These included involving children more in decision-making, being treated on age appropriate wards and having enough things for young people to do whilst they are in hospital.

**How patient feedback led to improved End of Life Care** Patient feedback is a vital part of improving NHS Services. Listening to feedback from patients and their families on End of Life Care has helped deliver a more dignified, compassionate and professional experience at Barking, Havering and Redbridge University Hospital NHS Trust. Staff in the trust, which provides acute healthcare in outer North East London, have redesigned their processes to make sure that the needs of dying patients and their bereaved relatives are at the heart things. This [video](#) shows how patient feedback was used to create a positive change in services.

**Marie Curie Support Line for people living with or caring for someone with a terminal illness** The [Marie Curie Support Line](#) is a free and confidential service for people living with or caring for someone with terminal illness. The service provides practical information and emotional support to anyone that is affected by terminal illness. The service will be available throughout the festive period, including the bank holidays. You can find out more about the support line, including full opening hours, and other support services on the Marie Curie website.

**Items which should not be routinely prescribed in primary care** NHS England has taken action to reduce inappropriate prescribing of 18 medicines which will improve health and save millions of pounds a year. In the majority of cases there are other more effective, safer and/or cheaper alternatives available to the current medicines prescribed. [National guidance on medicines which should no longer be routinely prescribed in primary care](#) has been published to ensure people receive the safest and most effective treatment available, and save the NHS up to £141 million a year.

### **Health Education England, NHS England , Public Health**

**Toolkit to tackle low levels of health literacy (2)** Health Education England, in partnership with Public Health England, NHS England and the Community Health and Learning Foundation, have launched [a practical resources toolkit](#) to help health staff tackle the challenges caused by low levels of health literacy and to help improve health outcomes. **According to the Royal College of General Practitioners, health information is 'too complex' for more than 60% of working age adults to understand**, which means that they are unable to effectively use the information and are more likely to suffer from health inequalities. Further information about the toolkit is also available on the [Health Education England website](#).

**SECamb Winter Newsletter (2)** visit [SECamb](#) for the latest newsletter...

**Sussex Community Trust (2)** The annual Staff Achievement Awards (1) took place on Wednesday 22 November with the Physiotherapy Musculoskeletal Outpatient Teams at Crawley and Horsham Hospitals taking home the Quality Improvement Award for their work on self-referral to physiotherapy in Horsham and Crawley (...) [Click Here](#)

**Time to Talk Health: (2)** can help patients with long term conditions, such as Diabetes, COPD and Cardiac Problems. The service offers talking therapies for people who are finding it difficult to manage these long-term health conditions. Helping with;  
Making and sustaining healthy lifestyle changes.

- Overcoming fears, anxieties or low mood related to living with a long-term health condition.
- Supporting patients to reduce the impact of their condition on their work, family life and other activities

Patients can self-refer: Call: 01273 666480 (8am-8pm Monday to Friday – answerphone available).  
Email: [sc-tr.ltcreferrals@nhs.net](mailto:sc-tr.ltcreferrals@nhs.net) . or apply online : [Click Here](#)

**King's fund** A conversation with the public: could different be better? (2) As part of the King's fund work on the NHS and the Public. The king's fund is publishing a series of blogs providing different perspectives on the relationship between the NHS and the public, and how it has changed over time. Here, Professor Keith Willett, Medical Director for Acute Care, NHS England, considers the conversation around the changing nature of care (...) [Click here](#)

**The Kent, Surrey, Sussex (KSS) Community of Practice local meetings (2):** Treating people with learning disabilities equally and fairly in health services. Mike Le-Surf from Mencap will be attending some of our local meetings in January to unveil plans for Mencap's 'Treat Me Well' campaign which will run in February 2018. The campaign's aim is to ensure that learning disability is high on the agenda with healthcare professionals and health trusts. Mike will be attending on the following dates: Gillingham 8 Jan, Worthing 24 Jan, Crawley 30 Jan and Canterbury 30 Jan. If you would like to attend one of the 2018 events, please let us know you are coming by following the relevant link to book. Please contact Tom Evans at [communications@bild.org.uk](mailto:communications@bild.org.uk) for booking instructions.

### **West Sussex County Council**

### **NICE (The National Institute for Care and Excellence)**

**Health and Social Care Update in West Sussex (2) "Heads Up" Healthwatch E-news** [Click here](#)

- Spotlight on Pulborough, Petworth and Midhurst
- Patient Transport Services – Where are we now?
- Get involved... helping to shape 111 and Out-of-Hours services
- Working together on the challenges older people face
- What should Healthwatch be working on?
- [New Care Models Point to a Better Future for Patients and Staff](#) Kings Fund blog, 17 November 2017
- [Remove earwax if a build-up is causing hearing loss problems](#) NICE tells primary care National Institute for Health and Care Excellence (NICE), 27 November 2017
- [Government proposals on children and young peoples mental health](#) Green Paper and consultation published, 4 December 2017

### **Organisations within the Voluntary Sector**

#### **Macmillan Cancer Support Cancer Awareness Workshop (1) 7<sup>th</sup> Feb 9am to 15:30pm**

Cancer awareness workshops are being offered for all staff and volunteers working in Sussex who provide an advisory, signposting, navigation or support service. This is an opportunity to gain an understanding of cancer and learn more about local and national services and support available for cancer patients. Venue : Charis Centre, Crawley.

To book contact: Sarah Banks via [LondonSELearning@macmillan.org.uk](mailto:LondonSELearning@macmillan.org.uk) or call 01904 756 447.  
For further info contact: Lucy Beach via [lbeach@macmillan.org.uk](mailto:lbeach@macmillan.org.uk) or call 07474 570840

**Carers Support** Autumn/Winter Newsletter (2) visit [CSWS](#) for details of the latest newsletter...

**Asthma-news. [Click here to read about \(2\)](#)**

- How Christmas trees can trigger asthma symptoms
- Colds and Asthma.

**MindOut** (2) Lesbian, Gay, Bisexual, Trans & Queer Mental Health Service. Please do contact us with any enquiries about mental health, we can help you find the support you need. We provide advice & information, advocacy, a peer support group programme, wellbeing activities and events, a peer mentoring service, an out of hours online chat service and a food project. For more information please [Click here](#) Website: <https://www.mindout.org.uk/> Call: 01273 234839

**Safe Haven – Redhill (2)** this service is available for individuals who are experiencing a mental health crisis **or for carers** who know someone who is and need support. There is no need to book a place; individuals can talk as much or as little as they want or just sit and have a drink. The Safe Haven is open 365 days of the year with a professional mental health worker on duty plus two recovery workers. Address: Wingfield Resource Centre, St Annes Drive, Redhill RH1 1AU 6-11pm every day, including weekends and bank holidays. Web: [www.sabp.nhs.uk/savehaven](http://www.sabp.nhs.uk/savehaven)

**AGE UK:**

**Age UK (3)** hosts a number of activities and events in the Mid Sussex area.

For a free taster session at Age UK centers please call:

John Macrae Centre Manager of Haywards Heath on 01444 450248 or

Peter Hornsby for Burgess Hill on 07904 976736 or email

[haywardsheath@ageukwestsussex.org.uk](mailto:haywardsheath@ageukwestsussex.org.uk) / [cherrytreecentre@ageukwestsussex.org.uk](mailto:cherrytreecentre@ageukwestsussex.org.uk)

**See Age UK East Grinstead web site** <https://www.ageuk.org.uk/eastgrinstead/>

**for all information listed below**

- Volunteers required – see web site above
- West Sussex County council: Meals on Wheels service for more information: [Click here](#). For more information call: 0800 090 3258
- Charity quiz night 15<sup>th</sup> January 6:30 / 7pm start. Quiz and 2 course Indian dinner £20 per head (£12 goes to Charities) at Tarana Lingfield Restaurant. For information or to book :
  - call Lana 01342 327046 or email [community@ageukeastgrinstead.org.uk](mailto:community@ageukeastgrinstead.org.uk)
  - call Susan 01342 835190 or email [susanjoy471@hotmail.com](mailto:susanjoy471@hotmail.com)
  - call Tarana 01342 832222
- Men in Sheds. Does East Grinstead want a 'Men in Sheds project'? Age UK East Grinstead is working with other local organisations to start this project. This project will allow men to come together to connect, talk and create, they stay healthier for longer and they have contact in the wider community. For more information see [www.UKMSA.org.uk](http://www.UKMSA.org.uk). If you want to be involved contact Pam Mitchell, Age UK East Grinstead, Swan mead, Queens Rd, East Grinstead RH19 1BE. Contact main number: Phone number: 01342 327046 or email: [enq@ageukeastgrinstead.org.uk](mailto:enq@ageukeastgrinstead.org.uk). See flyer below
- Short breaks for carers – 1<sup>st</sup> and 2<sup>nd</sup> Saturday and last Monday of each month. For those living with dementia or memory loss and for the elderly and frail. Visit main web site or call : 01342 327046 Email: [shortbreaks@ageukeastgrinstead.org.uk](mailto:shortbreaks@ageukeastgrinstead.org.uk)
- Theatre performance WarHorse at The Brighton centre 7<sup>th</sup> February (Matinee) £42.50 per person. Call Lana 01342 327046

Weston-super-Mare Holiday 4th March . Call Lana 01342 327046

**CRAWLEY COMMUNITY**

**Crawley CVS : Would you like to be included in the new Crawley Older People's Directory?**

**(1)** It's time to renew the Crawley Older People's Directory, which is currently over three years old. A short survey (linked below) has been created to update your information or to be included. If you'd like your organisation to be included in this Directory, which makes information about various

services accessible for older members of our community, please click the link and fill out the survey. [Click here to include your information in the new Directory.](#)

**Horsham and Mid Sussex Community**



Horsham District e-newsletter [Click here](#) [Click here](#)  
Horsham District Council : [HorshamDC@public.govdelivery.com](mailto:HorshamDC@public.govdelivery.com)

### **Horsham district older peoples insight in to Hospital admissions – report (3)**

The following report is insightful and helpful about patient and carer experience for Hospital admission and discharge. For more information or to invite a member of the partnership to come and talk about the project contact Judith Packer on 0330222 5613 or email [Judith.packer@westsussex.gov.uk](mailto:Judith.packer@westsussex.gov.uk)

Horsham District partner organizations including Healthwatch West Sussex, community and voluntary sector and local authority partners captured evidence and insight into the experiences of our older residents getting to and from hospital. This work is taken from an insight workshop in July which was attended by Dr Mackenzie from HMS. Hospital Insight Report [Click Here](#)

Topics include:

- Top Tips for local people and service providers; how to make hospital experience easier
- The reasons for the review ; older residents experience of getting to and from hospitals
- Hospital admissions
- Local experience of Hospital admissions and Discharge
- Parking information for Hospitals

