


newsletter.

Spring
2015

Exciting challenges for Crawley NHS



Providing better care, easy to access in our community, with improved support for families remains the focus of NHS Crawley CCG, just as much as finding ways to better help patients living with complex medical conditions who may need support from many different organisations.

Developing different and new ways to provide NHS care can be daunting, but here in Crawley we are fortunate to have skilled and knowledgeable teams of GPs, nurses, clinicians and expert managers to guide us. We also have a very forthright public who aren't shy about telling us where things need to improve or where they are working well.

So for me, 2014 has been a year during which we have lots to celebrate. It started with local communities sharing their views for our future through public meetings and patient surveys, working in partnership with our sister CCG in Horsham and Mid Sussex to develop the 5 Communities Plan. This plan sets out our ambition for the coming years and can best be described as exciting, challenging and new.

Our communities have clearly told us that they want more high quality services which are safe and locally available. Sometimes this will mean strengthening services we already have, while on other occasions we will need to develop new services as an alternative to hospital admission.

Already we can see these changes happening. Crawley hospital now has access to a mobile MRI scanner for the first time to help patients who are living with joint, bone and muscle pain. We have also improved the support for patients through the redesign of the local weight management services, which now include psychological support. Alongside this we continue to improve the care and support available to families living with dementia (read more inside). Dementia diagnosis rates are much improved, helping to ensure that the right support is made available early.

There is much more to do, I know, but with continued support from the public, our partners and local clinicians I expect Crawley to continue to shine.

Alan Kennedy
NHS Crawley CCG Chairman

Join us in celebrating the achievements of staff, members and volunteers who have gone above and beyond the call of duty

You are warmly invited to nominate clinical, non-clinical or lay representatives of the CCG, including local GP Practices.

The six categories are Putting patients at the heart; Health and Wellbeing champion; Working together (partnership work); Making a difference; Living our values; Above and beyond.

To nominate an individual or team for an award, visit the Get Involved pages of our website and download the form to tell us about what makes this person or team stand out from the crowd. The deadline is 4 May and shortlisted

nominees will be invited to attend the awards evening at

- Crawley Crowne Plaza
- Thursday 11 June at 5pm

The event forms an important part of our Annual General Meeting (AGM), at which we will formally present

our Annual Report and Accounts. Members of the public are invited to attend. To register, please email marie.shelton@nhs.net or phone **01293 600300** ext. **3965**.



Patient Voice

I first contacted the Maidenbower Mums and Babies Group in August 2013 in my CCG role as a patient representative for Saxonbrook Medical. Since then, I have joined their Monday meetings, approximately monthly, to listen to their concerns on an informal basis. First aid training for mums and babies was organised and the group was invited to test the **Health Help Now** app that helps users find the right NHS care based on their symptoms.

Many mums can be isolated from other family members so postnatal depression is not uncommon and they feel more able to share their experiences within the group than, perhaps, with medical professionals.

My online contact is via email as I have no wish to compromise the integrity of the Facebook group. They now number 580+ Crawley-wide with a continuously evolving membership. Started by new mums Sam, Michelle and Katherine in October 2012 to fill a gap in

local provision, the continuing growth of the group demonstrates the need for local service providers to adopt this medium as a means of disseminating information swiftly and effectively to a large community.

When considering the provision of local NHS Children's and Maternity Services, we now have direct access to a large service user group as a result of my initial contact as patient representative.

Janet Boniface
CCG Commissioning Patient Reference Group (CPRG)



Janet receiving a NHS Star Award in 2014 from Paralympic triple gold medallist, Jane Blackburn

Patients In Control

People who have experienced diabetes as a patient or carer have joined up with GPs and health managers to transform diabetes services for thousands of people across Horsham, Mid Sussex and Crawley.

The group is exploring how best to approach changes to planning an individual's care; what is important when it comes to managing your health and wellbeing; and how care and support should be delivered.

Diabetes patient Tony said: "I am a whole person and should be treated as so, not segmented into the multiple health conditions I have."

Diabetes patient Steph added: "Self-management of health conditions is important to stop things getting to an emergency stage - that is bad for me and that is bad for the NHS too."

The group is not simply about patients providing feedback to the CCG. The sessions are about collaborative working, side by side and 'thinking outside the box' to develop ideas - ultimately changing the way we plan locally for diabetes care.

In Crawley there are 6,200 people with either Type 1 or 2 diabetes. Type 2 is the most common, affecting 90 per cent of those with the condition, normally occurring in those aged 40 or over. Type 1 diabetes is normally diagnosed in childhood and is characterised by a shortage of insulin in the blood.

NHS Crawley CCG Clinical Director for long term health conditions, Dr Laura Hill, said: "Each person's experience of diabetes varies hugely, posing differing challenges for patients living day to day. Understanding their personal experience is vital for us in order to design more personalised diabetes care across the community."



Admiral Nurses appointed in Crawley

New specialist dementia nurses will prevent crises and help families manage dementia symptoms more effectively, to stop unnecessary admissions to care homes and hospitals

NHS Crawley Clinical Commissioning Group (CCG) - working in partnership with Dementia UK, NHS Horsham and Mid Sussex CCG, Sussex Partnership NHS Foundation Trust, and West Sussex County Council - has appointed four specialist dementia nurses, called Admiral Nurses.

With their unique clinical and social skills, the Admiral Nurses will work in an integrated manner with other health and social care providers in Crawley - a Dementia Friendly Town since May 2013 - including existing voluntary and community organisations, to ensure a unified service.

Crawley, Horsham and Mid Sussex Admiral Nurse Team Leader, Tracy Coles, added: "For families living with dementia, having the support of the Admiral Nurses - with their unique clinical and social skills - will better enable them to make timely decisions and choices that are right for them. Working in a fully integrated way with other health and social care providers means we can help families manage the ever changing emotional and practical aspects of life."

"It's not only my career but my passion - and my continuing motivation has been to work in dementia services."

The Admiral Nursing service has been established in response to direct patient feedback and the need to improve the quality of care for those living with dementia in the area.

NHS Crawley CCG Clinical Director and Dementia Friendly Crawley lead, Dr Laura Hill, said: "This extra support line for those living with dementia was introduced as part of our long term plans to improve the quality of care for those living with dementia and was endorsed during a patient and carer focussed Governing Body meeting in Crawley. The nurses will ensure that all carers have an opportunity to discuss end-of-life planning, complete a contingency plan and improve health and wellbeing of the whole family."

"It's not only my career but my passion - and my continuing motivation has been to work in dementia services."

Tracy Coles - Admiral Nurses Team Leader

The Admiral Nursing team (L to R) Tina, Nichola, Sarah and Tracy.



Join the network.

Visiting our communities

We have been very busy visiting our communities in Crawley, Horsham and Mid Sussex, talking to many different groups of people; in particular the British Sign Language (BSL) Link for Communication, Independent Lives for people with learning disabilities, Carers Support West Sussex, ethnic minority groups and residents of Crawley Open House.

These meetings enabled us to seek valuable feedback on the following live projects that we are working on in the CCG to improve NHS services of the future:

- A newly designed Patient Transport Service (PTS) for the whole of West Sussex.
- Expansion of services currently provided at Crawley Hospital, including urgent walk in care, children's services and mental health services.
- Working collaboratively with diabetic patients and carers to shape the way in which people are supported to manage their health more effectively, and interact with NHS services in decisions about their care (see inside pages for more on this project so far)
- Seeking patient views on local specialist Urology services, such as bladder ultrasound, prostate scanning and bladder incontinence in community clinics.

We want local NHS services to meet the needs of our patients and our communities. To help us do this we are keen to hear and learn from your experiences and your ideas for how to improve care.

There are a number of ways that our patients and members of the public can get involved to help improve local health services. One of these is our Health Network.

In our last newsletter we spoke about the huge response that we have received from our 5 Communities events. This response has resulted in the Health Network membership increasing from 70 to over 300 - which includes members of the public as well as different organisations.

We need you

We are still interested in hearing the views of all patients and the public, on all of the above projects and if you wish to have your say - or join the Health Network - please contact us.

In the coming months we will be seeking feedback on other services too, such as cardiology, renal and COPD (progressive lung disease). If you are interested in these areas, please do let us know and we will be in touch with more information very soon.



Contact us

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