

June 2019



NHS
Commissioning Alliance
(North Place)
Crawley CCG
East Surrey CCG
Horsham and Mid Sussex CCG

Dr Laura Hill, Clinical Chair Crawley Clinical Commissioning Group, and Horsham and Mid-Sussex Clinical Commissioning Group

Dear Friends,

I hope you are all well.

The first piece of news that I must share is about the outline proposals that are being discussed around the future commissioning arrangements for our CCGs.

You may know that the Governing Bodies from the Sussex and East Surrey Commissioning Alliance have been exploring how commissioning can be done more effectively in future to bring greater benefits for our populations. As a result of these discussions, later this month, our Governing Body will consider whether NHS Crawley CCG and NHS Horsham and Mid-Sussex CCG should formally merge with NHS Coastal West Sussex CCG to become one CCG for West Sussex, working across our local authority footprints.

If this proposal is agreed by the Governing Body on Thursday 27 June 2019, recommendations to formally apply to NHS England for approval of the merger will then be discussed with the GP membership.

There are three main reasons why these changes are being considered now:

1. It is widely recognised that individual CCGs are no longer able to operate and commission effectively and efficiently for the changing

needs of our populations. This is due to the relatively small size of our CCGs.

2. Our local health and care system has to respond to the expectations of the NHS Long-Term Plan, which outlines a fundamental shift in how CCGs will work and how future commissioning will be done. This involves the expectation of greater integration with local authorities and other partners.
3. All CCGs across the country are required by NHS England to reduce their running costs by 20% by April 2020. This represents a significant proportion of the running costs for each of our individual CCGs and it is clear they will no longer be able to work as independent organisations in the future. Changing the configurations of the CCGs and streamlining our processes and ways of working will help us achieve the required cost reduction, while also being able to commissioning effectively for our populations.

Our Governing Body recognises that these proposals would not only address the three points above, but also provide the foundation to develop a new model of commissioning that focuses on more integrated work with local authorities to improve population health outcomes and a reduction in health inequalities.

The exploration work that has already taken place has been very positive and we are confident that we will have a clearer picture of how the system can work effectively in the coming months. I will keep you updated, but wanted you to be aware of the proposed changes as early as possible.

We have now collated the responses from the Our Health, Our Care, Our Future campaign – explaining the NHS Long Term Plan and gathering views on our own local plans. The Summary Report can be found on our websites

<https://www.horshamandmidsussexccg.nhs.uk/news/our-health-and-care-future-report/> and <https://www.crawleyccg.nhs.uk/news/our-health-care-summary-report/>, with a full report expected very soon, but essentially what we have heard will contribute to the future development of health and care services in Crawley, Horsham and Mid-Sussex. We will be continuing to speak with our local population over the next coming months. If you would like the CCGs to meet and speak with your

community or group, please contact Isabel Costello
Isabel.costello1@nhs.net.

We have been thinking about how we can improve Patient and Public Engagement locally across all our GP practices, as well as reviewing our Commissioning Patient Reference Group meetings to be more engaging to attract existing and new patients/PPG representatives. With this in mind, we are holding a Commissioning Patient Reference Group Away Morning on **Wednesday 26 June 2019 (10 – 1 pm)** at Crawley Mosque, Broadwood Rise. I would encourage Patient Participation Group (PPG) members (virtual members included), the voluntary sector and community and faith groups to join the Away Morning. We are currently working on an agenda and will welcome any proposals from you and your PPG to maximise attendance. If you have any ideas, questions or would like to attend for the first time please contact Isabel Costello
Isabel.costello1@nhs.net.

With all good wishes,



Dr Laura Hill

NHS Crawley CCG and NHS Horsham and Mid-Sussex CCG Updates

New Deputy Chief Executive and Chief Operating Officer appointed

Karen Breen has been appointed as Deputy Chief Executive and Chief Operating Officer of the Sussex and East Surrey Clinical Commissioning Groups.



Karen has a wealth of experience in the NHS, starting out as a nurse and midwife for many years, and holding senior leadership roles at local, regional and national level. She previously worked as Chief Operating Officer and Deputy Chief Executive at Epsom and St Helier University Hospitals NHS Trust and Croydon Health NHS Trust and was Executive Director of Delivery and Improvement at Barts Health. Karen

worked on national programmes at NHS England, including the integrated care system development programme, and has recently been Programme Director of our STP, Karen will be starting in post on Tuesday 23 April.

Adam Doyle, Chief Executive, said: "I'm delighted Karen is joining our CCGs. She has extensive experience at all levels of the NHS and will really help us to continue the significant progress we have made across the commissioning system."

Horsham Locality Patient Group Organised a Successful Event on Mental Health

Following the success of their 'Creating a Healthy Horsham' seminar in 2017, Horsham Locality Patient Group (HLPG) came together with Horsham and Mid-Sussex Clinical Commissioning Group (HMSCCG) and Horsham District Council to host a second event on mental health. 'Mental Health Matters' took place at Horsham District Council on Thursday 9 May 2019, attracting over 60 participants.

A comprehensive programme on the importance of mental health and wellbeing services was organised, with professionals and services users speaking.

The event was attended by people ranging in age from 20 to 89 years old and included patients, members of the public, professionals working in the NHS, West Sussex County Council and schools, Carers, people living with mental health, physical and sensory disabilities, and people who are serving as well as people who have served in the Armed Forces.



The views and feedback on mental health services shared at the event will be incorporated into the feedback gathered as part of phase 2 engagement on the NHS Long-term plan. This feedback will be invaluable in the development of the Long-term plan for the Sussex and East Surrey Clinical Commissioning Groups (CCGs).

Horsham Locality Patient Group was founded in January 2017 by David Phillips, the Lay (Public) Representative for Horsham at Horsham and Mid Sussex Clinical Commissioning Group (HMSCCG), with the aim of increasing collaboration between patient representatives and GP Surgeries in the locality. The group, which meets quarterly, comprises patient representatives from six of the seven Horsham practices, the CCG's Clinical Director for Horsham, Dr David McKenzie, and their Patient Engagement Officer, Isabel Costello along with a representative from Healthwatch West Sussex.

Further information about Patient Group can be found via the CCGs website <https://www.horshamandmidsussexccg.nhs.uk/get-involved/patient-groups/>

Governing Body Date

The next Governing Body will be on 27 June 2019 at Clair Hall, Haywards Heath.

Big Health and Care Conversation - You Said, We Did

During the second half of 2018 Horsham and Mid-Sussex Clinical Commissioning Group (CCG) and Crawley Clinical Commissioning Group (CCG) carried out joint engagement with and listened to 225 members of the public, patients, voluntary sector organisations, partners and colleagues to find out what matters to them most and to talk about the challenges that we all face in health and social care.



A summary of our findings are available [here](#) or via the CCGs' websites:

<https://www.horshamandmidsussexccg.nhs.uk/get-involved/big-health-and-care-conversation/>

<https://www.crawleyccg.nhs.uk/get-involved/big-health-and-care-conversation/>

Get Involved!

NHS England Consultations

There are currently 11 live consultations with NHS England. You can contribute to the consultations [here](#)

Sussex NHS Hearing Aid Survey

This [survey](#) has been commissioned by Clinical Commissioning Groups (CCGs) across Sussex to find out more about your experience of the assessment and fitting of hearing aids within the NHS. The focus of this survey is the service provided in the community for age related hearing loss.

The [survey](#) intends to assess the needs and expectations of patients and public to enable CCGs to make improvements to the service. Results of this survey will help clinicians and commissioners better support patients to improve hearing aid services in the community.

This online survey can also be provided in a paper format and the CCGs recognise that in some cases, a family member or carer may support the patient in completing this.



The CCGs welcome responses from anyone who has either received an NHS hearing aid or has hearing difficulties but does not yet have a hearing aid.

Paper copies can be requested via Katie.chipping@nhs.net 01273 238730.

Paper copies should be posted to:

Katie Chipping
Lead Manager, Commissioning, Planned Care
Brighton and Hove CCG
Hove Town Hall
Norton Road
Hove BN3 4AH

World Alzheimer Report Survey: Your Attitudes Around Dementia

Alzheimer's Disease International (ADI) has commissioned the London School of Economics and Political Science (LSE) to create the world's largest



survey on people's attitudes around dementia, which will form the basis for the World Alzheimer Report 2019, to be released in September.

ADI's survey is fully anonymous, accessible and available both online and offline in **multiple languages**.

The survey will only take around **10 minutes** of your time but completing it will benefit people with dementia all over the world.

The questions are predominantly multiple choice and targeted to four key sociodemographic groups:

- **the general public**
- **health and care professionals**
- **people living with dementia**
- **carers of people with dementia.**

Complete the survey here: <https://www.alz.co.uk/research/world-report-2019>

Health Updates

NHS 111 online hits one million triages mark

NHS 111 online has been used more than one million times to get people the medical help they need since its launch in December 2017.

The service, which offers fast, free online help to anyone in England with an urgent health concern, completed its one millionth triage on Friday (10 May).

People can access NHS 111 online through the NHS website or the NHS App and by answering simple questions about their symptoms they are directed to the right place to get help.

The triage process usually takes about two minutes, and patients may even be able to book a call from an urgent care service, if necessary.

Patients receive the best advice for them from the full spectrum of services available - from 999 to self-care advice.

Around 13% of all NHS 111 online journeys end with self-care advice, almost half (48%) of all triages direct users to contact primary care and about a quarter (24.7%) of journeys end with instructions to ring 999 or attend A&E. In total 6.8% are advised to seek dental treatment and 7.4% are given other treatment dispositions, including speaking to a pharmacist.

The most common symptoms for which people use NHS 111 online are related to abdominal pain and dental problems.

The data shows the service continues to grow as 73.8% of visitors 'in hours' (weekdays 8am to 6pm) and 70.4% of visitors 'out of hours' (evenings, weekends, bank holidays) are using NHS 111 online for the first time.

Women (68.3%) are also more likely to use the service than men (31.6%), and the average age of a user is 30 years old.

Debbie Floyd, Head of the NHS 111 online programme at NHS Digital, said: "This is a significant milestone for the programme and shows how the service is helping so many patients across England. It's great to see so many people using the service and the different clinical pathways that patients can access."

Healthwatch Listening Tour



We have a simple ambition, at Healthwatch West Sussex to make local health and social care services better for people that use them. We are here to listen, take action and influence positive change for local people living in West Sussex. We play a role at both local and national level and will make sure that the views of local people are taken into account.

Our next Listening Tour will be in Broadbridge Heath, Horsham during late-May and mid-June 2019 and we would like to talk to as many local people about their experiences and views of health and care services and we are keen to visit local groups and organisations.



Please do contact Cheryl telephone 07966 529756 or Email cheryl.berry@healthwatchwestsussex.co.uk

If you have any health or care concerns and challenges, our team can help you to take the next step on your journey, wherever this may take you. This including **free information and guidance**, and free access to **Independent Health Complaints Advocacy** if you need guidance on an NHS complaint or practical support, call 0300 012 0122.

Share your story by using one of the many ways to contact us - You can call 0300 012 0122, Email helpdesk@healthwatchwestsussex.co.uk, or Visit www.healthwatchwestsussex.co.uk. Catch us at events which are listed [here](#) or follow our social media channels to always be updated with the latest in health and social care news across West Sussex: [Facebook](#), [Twitter](#).

Healthwatch is transparent and independent, with the authority to demand action. Together we speak louder.

Healthwatch Library Pop-Ups

We have a simple ambition, at Healthwatch West Sussex to make local health and social care services better for people that use them. We are here to **listen, take action** and **influence positive change** for local people living in West Sussex. We play a role at both local and national level and will make sure that the views of local people are taken into account.

healthwatch
West Sussex



We are being kindly supported by **West Sussex County Council Library Service** to 'Pop-Up' during July and August. Please do come and talk to us at,

- **Bognor Library** on Thursday 11th July and Thursday 8th August from 10am to 1pm
- **Crawley Library** on Friday 12th July and Friday 19th July from 10am to 1pm
- **Haywards Heath Library** on Tuesday 23rd July from 10am to 1pm
- **Littlehampton Library** on Wednesday 17th July from 10am to 1pm
- **Midhurst Library** on Tuesday 30th July from 10am to 1pm

If you have any health or care concerns and challenges, our team can help you to take the next step on your journey, wherever this may take you. This includes **free information and guidance**, and access to **Independent Health Complaints Advocacy** if you need guidance on an NHS complaint or practical support, call 0300 012 0122.

Share your story by using one of the many ways to contact us - You can call **0300 012 0122**, Email helpdesk@healthwatchwestsussex.co.uk, or Visit www.healthwatchwestsussex.co.uk. Or follow our social media channels to always be



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Crawley Dementia Conference

Supporting carers and people with memory issues through physical activity.

Monday 8 July, 2019
The Hawth, Crawley RH10 6YZ
9.30am–3.30pm



Speakers
Kenny Butler (Head of Health and Wellbeing)

Development, UK Active)

Dr Charles Alessi (Senior Advisor for Preventable Dementia, Public Health England)

Plus workshops, lunch and networking.

Early bird offer £5 per delegate

Book now

Enquiries

01293 438163

[dfc@crawley.gov.uk](mailto:dfc@ Crawley.gov.uk)

https://my.crawley.gov.uk/service/Event_booking?event=3

Celebrating general practice: Quality for patients



Cheltenham – Saturday 15 June – 10am to 4:30pm

Fully accessible venue. N.A.P.P. is an inclusive and diverse organisation.

Hear from speakers with different perspectives, network, visit stalls and get a chance to ask questions/learn about the NHS Long Term Plan, Integrated Care, Primary Care Networks and quality in care.

Speakers and facilitators for the day will include:

Sir Denis Pereira Gray

Dr Patricia Wilkie

Prof Ben Bridgewater, Health Innovation

Dr Zoe Norris, GP

Howard Lewis, General Medical Council

Zephan Trent, NHS England & NHS Improvement

Bookings: <https://www.eventbrite.co.uk/e/celebrating-generalpractice-registration-55399154362>

Queries: admin@napp.org.uk or 01932 24235

REBOOT Project Information



Who is REBOOT for: young people aged 11-18 who, without receiving additional support, could be at risk of involvement in serious violence and gang behaviour. The 11 – 14 age range is a priority group. Please see Referral Criteria and risks section of referral form.

What is REBOOT: an early intervention, preventative programme providing personalised, strength based 1:1 support to young people. Young people will also have access to personal budgets to fund resources and activity.

Where does REBOOT cover: pan Sussex service employing nine Youth Coaches. Three coaches serving Brighton and Hove.

Why is REBOOT in place: the project has been commissioned by Sussex Police using Home Office funding released as part of the Government's Serious Violence Strategy.

How to Refer to REBOOT: referrals to REBOOT Project Manager, Tracy Partridge at REBOOT@ymcadlg.org Tracy will triage referrals, confirm suitability and assign to a Youth Coach.

Bowel Cancer UK

Every 15 minutes in the UK someone is diagnosed with bowel cancer. Knowing the symptoms of bowel cancer could save your life!



A Guide to Making General Practice Dementia-Friendly

Alzheimer's Society has produced "A Guide to Making General Practice Dementia-Friendly".

This guide includes a checklist for GP practices to help people with dementia and carers access high quality care and support. People with dementia, carers and staff in GP practices have worked together to co-design, develop and pilot the checklist.

It includes areas such as flexible appointments, information provision and signposting post-diagnosis, personalised care plans, and an accessible environment. Small changes can make a huge difference and many do not require significant time or financial resource.

The checklist covers:

- General practice systems
- General practice culture
- Patient diagnosis and care
- Physical environment

For more information, please contact Julie Kalsi at Crawley Borough Council via email Julie.kalsi@crawley.goc.uk or phone 01293 438163.

The Eve Appeal

The Eve Appeal is the only UK charity raising awareness and funding research in all five gynaecological cancers: womb, ovarian, cervical, vulval and vaginal. They were set up to save women's lives by funding ground-breaking research, which is focused on developing effective methods of risk prediction, earlier detection and screening – the things we know make a difference.



The Eve Appeal has grown and developed in parallel with their core research team, the Department of Women's Cancer at University College London (UCL). The world-leading research that they fund is ambitious and challenging but our vision is simple: a future where fewer women develop and more women survive gynaecological cancers.

The Eve Appeal has provided some tips for talking about gynaecology:

- Know your menstrual cycle - periods are a crucial part of a gynaecology consultation. Know what's normal for you and what isn't. If you are no longer having periods, have the date of your last one to hand.
- Think about how symptoms are affecting your life and what you do / can't do because of them.

- Know the name of your contraceptive pill, HRT and any other medication that you take regularly and remind yourself of how long you've been taking it for.
- Try to be clear in your own mind about when your symptoms started and include all of them. Timeline of symptoms is very important to a doctor when assessing what a condition could be.
- Know when your last cervical screen was.
- Ask for a female doctor if you prefer if you think it will give you more comfort to open up. If it helps you to bring someone to the appointment with you, this is also fine.
- Know when the doctor wants to follow up if things haven't improved. Gynae symptoms that go on and on must be followed up so ask your doctor when to book a review appointment.
- If you can, think ahead about your appointment and what will make you feel more at ease. Don't decline an examination because you've not waxed, shaved or think your vulva doesn't look 'normal' or any other reasons that you may feel are embarrassing. Healthcare professionals don't notice and don't mind and would always rather you have the examination or screening test you need.

West Sussex

Have your say on the SEND and Inclusion Strategy 2019-2024

West Sussex County Council's draft Special Education Needs and Disabilities (SEND) and Inclusion Strategy has been published for comment. To view and comment on the strategy visit www.westsussex.gov.uk/SEND2019

The consultation ends Friday 14 June 2019.

For an Easy Read or paper versions please contact kathryn.kellagher@westsussex.gov.uk.

The draft SEND and Inclusion Strategy has been co-produced during the spring term 2019, with a wide representation of stakeholders – more than 150 people have participated in the development workshops and events. The stakeholders have included parent carers, young people, education providers and other professionals from across social care, health and education. Together, we have identified the key work priority areas which are outlined in the strategy.

This draft strategy is a starting point that will be refined and further developed in response to feedback.

Relate

relate
the relationship people

Relate North and South West Sussex provides relationship counselling in Crawley, Horsham, East Grinstead and Chichester for all relationships.

Our psychosexual therapy service can help couples and individuals overcome specific sexual difficulties. As the only national provider of sex therapy, we also work with people who have problems with their sex lives due to poor health or disability.

Our charges are on a sliding scale and no-one is excluded from receiving the support that we can provide.

For more information, please contact us on 01293 657055 or email reception.crawley@relatesussex.org

Patients wishing to use our service need to contact us direct.

West Sussex ADHD Support

West Sussex ADHD Support is a parent-led volunteer team, supporting parents, carers, professionals and families with ADHD.

What we do:

To provide a platform to improve the overall awareness of ADHD in our county. To grow an understanding and awareness to help with everyday

challenges whilst recognizing the unique and colourful characteristics ADHD brings to our world.

To support parents, carers and professionals to access information, advice and guidance on any ADHD topic. We currently have support hubs in Crawley and Worthing.

To provide a support network of daytime and evening peer to peer support circle meet ups. We meet the second Tuesday of every month @ The Coffee Lounge, Maidenbower Community Centre. RH10 7QH 11.30-13.30

To offer voluntary training in schools and support professionals, attend meetings and represent the community voice on any related ADHD topic.

To help and support those with or without a diagnosis and help navigate the assessment to diagnosis pathway.

Horsham and Mid-Sussex Community

Mid Sussex Older People's Council (MSOPC)



MSOPC is an independent local charity, run by older people, for the benefit of Mid Sussex older people. MSOPC is managed and run by a Board of six volunteer Trustees and a Management Committee of ten volunteers. They work with voluntary and statutory organisations to ensure that the interests of older people across Mid Sussex are well served. For more information <http://www.msopc.org.uk/> or leave a message on our answer phone helpline 01444242760 or email: chairman@msopc.org.uk

Mid Sussex Voluntary Action (MSVA)



MSVA is an independent charity established to work across Mid Sussex supporting local voluntary organisations and community groups. They offer advice, information and support; and facilitate the sharing of news, knowledge and ideas across the district. They champion the role of local voluntary and community groups and ensure that their voice is heard. For further information <https://www.msva.org.uk/about>

Crawley Community

Crawley Community & Voluntary Services (CCVS) – Prescription Plus



Did you know you could volunteer with Prescription Plus to combat loneliness and isolation in Crawley? Prescription Plus, working with local GP surgeries, is looking for compassionate and open minded volunteers to support their clients to access non-medical services and activities as well as helping clients to make friends. To find out more about volunteering with Prescription Plus, contact Kate Valentine on 01293 657157 or at kate.valentine@crawleycvcs.org

Parkrun Practice Initiative

As part of the Royal College of General Practitioners (RCGP) initiative to promote health and wellbeing, GP surgeries are developing closer links with local Parkruns to become Parkrun Practices. Leacroft and Southgate Medical Group has a Parkrun Practice every Saturday at 9 am. Why not join the Leacroft and Southgate Medical

Practices on their 5K Parkrun? For more information:
<http://www.parkrun.org.uk/tilgate/>

Crawley Older People's Directory

Crawley wellbeing team are distributing copies around Crawley to surgeries, pharmacies' libraries & community locations. If teams have not received copies please contact wellbeing@crawley.gov.uk

NHS England Podcast

Teaming up with the voluntary sector to transform care



Partnership working between the voluntary sector, local government and the NHS is crucial to improving care for people and communities. But how can health and care systems make sure they involve local charities and social enterprises in the most effective way?

This new [NHS England podcast](#) explores the answer, featuring a trio of perspectives and a range of examples of how joined-up working is making a difference to patients, communities and staff. With voluntary sector organisations often having an impact well beyond what statutory services alone can achieve, this podcast provides useful insights into how to maximise local assets to transform care. [Listen to the podcast here.](#)

What should you do if you have urgent but not life-threatening symptoms? Dial 111

You should call 111 if:

1. You need medical help fast, but it's not a 999 emergency.
2. You don't know who to call for medical help
3. You think you need to go to A&E or another NHS urgent care service; or
4. You require health information or reassurance about what to do next.

If you have urgent but not life-threatening symptoms, dial 111.

Minor Injuries Unit (Adults and Children) - Horsham Hospital, Horsham, RH12 2DR. Open Monday to Friday, 09:00 am – 5:00 pm. Phone 01403 227000

Minor Injuries Unit (Over 1 years and Adults) - Queen Victoria Hospital, East Grinstead, RH19 3DZ. Open every day, 8:00 am – 8:00 pm. Phone 01342 414141

Minor Injury Unit (Over 18's only) - Caterham Dene Hospital. Open every day, 9:00 am – 8:00 pm. Phone 01883 837500

Urgent Treatment Centre, Crawley Hospital, Crawley RH11 7DH. Open every day, 24 hours. Phone 01293 600300 ext. 4141 or 4142

Find a local dentist <https://www.nhs.uk/Service-Search/Dentists/LocationSearch/3>

If you have a **dental emergency** call **NHS 111**

Don't forget your pharmacy services - find a local pharmacy <https://beta.nhs.uk/find-a-pharmacy/>

**In the event of a life threatening emergency dial 999 and ask for
'AMBULANCE'**



