

# Patient Round Up

September 2018

2018



**Dr Elango Vijaykumar**  
**Clinical Chair East Surrey Clinical Commissioning Group**



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

I hope that you have all enjoyed the summer and have made the most of the glorious weather.

Here at NHS East Surrey Clinical Commissioning Group (ESCCG) we have been busy getting out and about, meeting and listening to our communities.

In order to shape a shared vision for the future of local healthcare, ESCCG must listen to, understand and act on what really matters to patients and people in our communities. This is also essential in order to ensure the best use of public funds, to deliver services that respond to patients' needs and offer the best possible experience.

This year our activities will centre around "The Big Health and Care Conversation" and we will be talking to as many people as possible about what matters most to them and the challenges that we face in health and social care.

Our conversations will, at times, be difficult, as we focus on the issues we face and restricted finances, but we will also explore areas that we want to develop too.

Having your say, will help us to plan the best possible and affordable services for people living in East Surrey.

We have already been to summer fun days, meeting families and we have recently hosted a successful event, where members of the public, patients and partners came together to meet NHS Clinical leaders to discuss priorities for local health and care and some of the difficult decisions we will undoubtedly

have to take.

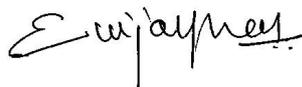
We also have an on-line survey (details below).

In time, we will post all of our findings on our website  
<https://www.eastsurreyccg.nhs.uk/#> so please keep checking in.

If you would like someone from the CCG to come along to one of your groups/meetings, talk about our work or take questions we would be very happy to oblige – just contact Carol Rowley on the dedicated phone line 01883 772817, leave a message and she will return your call as soon as possible. Alternatively email [carol.rowley4@nhs.net](mailto:carol.rowley4@nhs.net) or text 07827253111

Please do spend some time checking out more opportunities to “**Get Involved**” (details at the bottom of this newsletter). We have some wonderful people living in East Surrey and I am constantly amazed at the way in which you give freely of your time in order to help us make a real difference to our communities and services. I personally very grateful, so thank you.

With all good wishes,



Dr Elango Vijaykumar



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### **The Big Health and Care Conversation: Big Talking Points survey - Ends 15<sup>th</sup> October 2018**

This survey is to help us gather ideas and feedback from patients and the public in East Surrey about what matters most to them in health and social care. The topics have been chosen by looking at previous comments from our community and we believe reflect some of the most pressing issues. Please feel free to skip any questions that you don't feel apply to you. Thank you for getting involved in the Big Health and Care Conversation.

<https://www.surveymonkey.co.uk/r/BHCCES>

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## **East Surrey CCG position statement in relation to Freestyle Libre® (flash glucose monitoring)**

NHS East Surrey CCG has considered whether flash glucose monitoring (Freestyle Libre®), sensors should be available to patients through the NHS locally.

We considered the evidence in detail, including recommendations from the Regional Medicines Optimisation Committee and the Prescribing Clinical Network, and decided not to make the product available on prescription due to a lack of robust evidence to demonstrate proven clinical benefit, cost effectiveness and value for money.

The CCG also considered the significant financial implications that Freestyle Libre® could present to the local NHS given the current financial challenges.

Patient experience and quality of life improvements experienced by patients using the product were taken into consideration and noted when reaching this difficult decision.

We will continue to review and reassess this decision in light of any relevant new clinical evidence as it becomes available.

Freestyle Libre® sensors can still be purchased directly from the company or from community pharmacies however, they will not be available on NHS prescriptions from GPs.

If you require further information, please contact the complaints team for NHS East Surrey CCG:

Email: [csesca.complaints@nhs.net](mailto:csesca.complaints@nhs.net)

Tel: 01273 238745 or 01273 403583

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## **NHS England have launched a Type 1 diabetes online resource.**

It contains trusted links and websites to support patients with Type 1 gain the knowledge and confidence to manage their condition.

<https://www.nhs.uk/conditions/type-1-diabetes/>

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## **Living with and beyond cancer**

This year's Cancer Patient Experience Survey brings encouraging findings, with significant improvements across a range of indicators.

91% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment. And 86% said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist.

Alongside that, 89% of respondents said that they were treated with respect and dignity in hospital, and 79% said they were definitely involved as much as they wanted to be in decisions about their care and treatment.

Since NHS strategies stress the importance of "self-management" for people with long term conditions (including living with and beyond cancer) the issue of information-giving is crucial. Differences in the way questions are asked may mean that the Cancer Patient Experience Survey and Adult Inpatient Survey are not directly comparable. But the similarities are striking, and taken together, the surveys seem to be pointing to an area that is ripe for improvement.

You can download the report by clicking on the link below;  
<https://www.patientlibrary.net/tempgen/179338.pdf>

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## **Surrey Disability Register benefits for residents**

Did you know that Surrey County Council runs a voluntary register for residents with a disability aged 18 or over and living in Surrey?

Please encourage residents you come in contact with to join. There are many benefits:

The person will be added to the Vulnerable People's Reporting System. This means in an emergency such as flooding, fire or even a significant power cut. The resident will receive an identity card which can be used to:

- ✓ get discounts where they are offered for disabled customers at places like leisure centres, cinemas and theme parks;
- ✓ get VAT savings on equipment and services purchased in connection with their disability.
- ✓ They will receive a newsletter twice a year. Feedback from members has

shown how valuable the newsletter is, which is available in a range of accessible formats to meet people's needs.

To join, residents can complete the online registration form or request a registration form to be sent to them by emailing [sdr@surreycc.gov.uk](mailto:sdr@surreycc.gov.uk)

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### **New bereavement support service**

The Lucy Rayner Foundation is delivering a new local service to provide practical support, advice and advocacy to people bereaved by suicide.

The service will:

- ✓ In the short term, help the family deal with the immediate situation that the death of their loved one has caused;
- ✓ In the medium term, support the family to begin to grieve. If one to one counselling is needed or family therapy they will support the family to access this;
- ✓ In the long term, ensure that the family is in a position of supporting each other and that they have all the resources they need to help them in the years to come.

For more information contact: [info@SSBS.org.uk](mailto:info@SSBS.org.uk) Tel: 01737 886551; SMS: 07984 358514.

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### **Redhill safe haven now open for young people**

Redhill has become the latest location in a network of safe spaces for young people who are distressed or worried about how they are feeling.

The service runs out of The Annexe at the Redhill Family Centre on Station Road, Redhill, and is open on Wednesdays and Fridays from 4pm to 8:30pm, and on Sundays from 12 to 6pm.

More information about Children and Young People's Havens is available at [www.cyphaven.net](http://www.cyphaven.net)

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## **'Ask for Angela'**

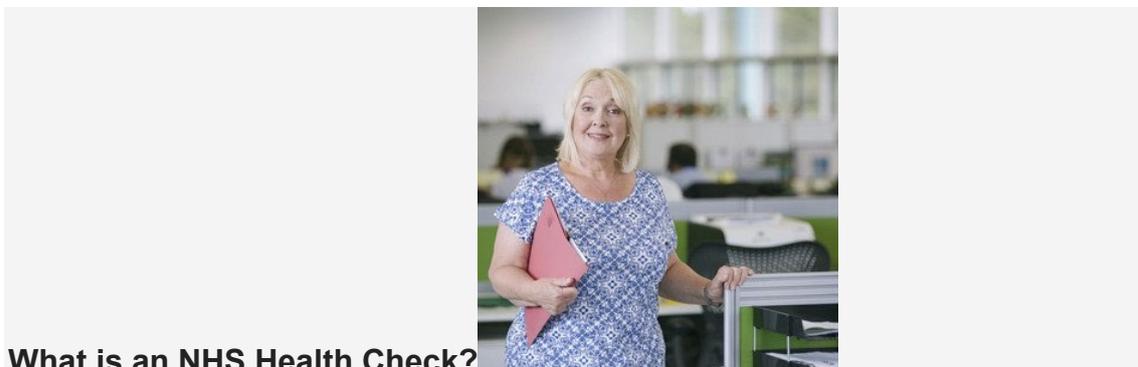
'Ask For Angela' is a relatively new safety campaign, designed to reduce sexual abuse on nights out, where people feeling unsafe on a date can discreetly ask for help using a code-word.



The general idea is that if you are out on a date, or even just on a night out, and you are made to feel uncomfortable, you could ask a member of staff for 'Angela' (a play on the word (guardian) Angel), and they would understand the situation and call for a taxi or help you to leave discreetly.

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## **FREE NHS Health Checks**



### **What is an NHS Health Check?**

If you're aged 40-74 with no pre-existing conditions you can have an NHS

circulatory and vascular systems are healthy. You'll be asked some easy questions and have some simple tests done by a health professional. Most people will find that they're perfectly well but a few people might need to make a few small lifestyle changes to ensure they stay healthy.

### **Why should I get checked?**

As you get older, your risk of having a stroke or developing problems such as kidney disease, type 2 diabetes or heart disease increases. That's why it's important you have an NHS Health Check as it can spot early signs of these illnesses. This means you can take action to prevent them and lower your risk so you can enjoy your life for longer. Why don't you start off by taking the [heart age test](#) to see how healthy your heart is?

### **How do I get an NHS Health Check?**

First of all, [check that you're eligible](#) for an NHS Health Check. Then you'll need to [find your nearest local participating venue](#) and contact them to book a check. Don't forget that even if you're feeling healthy, it's still worth having your check so you can reduce your risk of becoming unwell as you get older.

Ask at any of the participating venues or email [healthchecks@surreycc.gov.uk](mailto:healthchecks@surreycc.gov.uk) to find out more about NHS Health Checks.

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## **2018 GP Patient Survey Results are published**

The GP Patient Survey (GPPS) is an England-wide survey, providing **practice-level data** about patients' experiences of their GP practices.

In NHS EAST SURREY CCG, **4,831** questionnaires were sent out, and **1,950** were returned completed. This represents a response rate of **40%** (which means that the results should be considered to have statistical legitimacy).

The survey does have limitations:

- Sample sizes at practice level are relatively small.
- The survey does not include qualitative data which limits the detail provided by the results.
- The data is provided once a year rather than in real time.

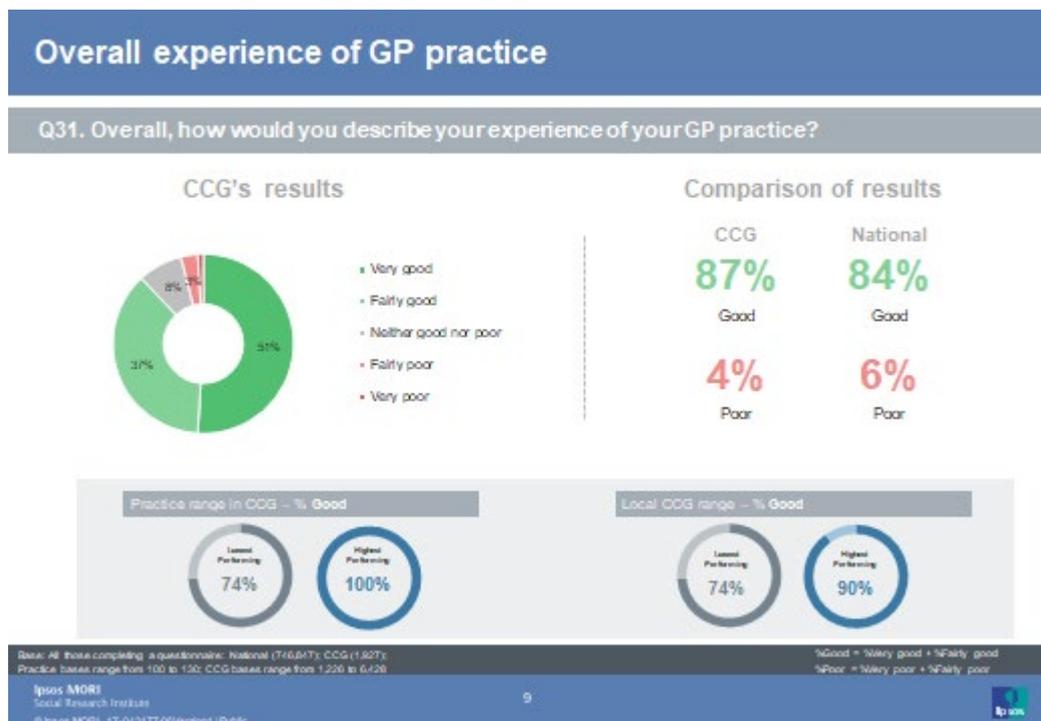
However, given the consistency of the survey across organisations, GPPS can be used as one element of evidence. It can be triangulated with other sources of feedback, such as feedback from Patient Participation Groups, local surveys and the Friends and Family Test, to develop a fuller picture of patient journeys.

Practices and CCGs can then discuss the findings further and cross check them with other data – in order to identify potential improvements and highlight best practice.

The GP Patient Survey measures patients' experiences across a range of topics, including:

- Making appointments
- Perceptions of care at appointments
- Managing health conditions
- Practice opening hours
- Services when GP practices are closed

All subjects are reported by practice and by CCG. The following is an overall summary of the findings;



For full reports which show the National results broken down by CCG and Practice, go to <https://gp-patient.co.uk/surveysandreports> - you can also see previous years' results here.

## **If you struggle with communication... Pegasus makes contact easier.**

What is the Pegasus 'Help Me Help You' scheme?

- Pegasus is a database that helps people with certain disabilities and other vulnerable people contact Surrey Police.
- The database contains details of people with physical and learning disabilities, or mental ill health problems, who have registered because they have difficulty giving their details when making contact.
- When you register with Pegasus you will be issued with a personal identification number (PIN) you can use when calling the Police.
- When you need us, use your Pegasus PIN, we can respond by getting your information from the database.
- This means that you don't have to spend time giving your name and details and you can quickly get on with telling us why you need our help.
- Pegasus is not just about contacting the police by phone, you can also show your card to a police officer, member of police staff or other emergency services staff if you require assistance in person.
- When producing the card to someone in person, this will let the officer or emergency services worker know that you may require additional help and support.

If you think Pegasus could help you or someone you know, then please contact Surrey Police using the contact details below;

- Telephone **Non - emergency** 101
  - Textphone 18001 101 W
  - Write to us Pegasus Surrey Police PO Box 101 Guildford GU1 9PE  
**Email** [101@surrey.pnn.police.uk](mailto:101@surrey.pnn.police.uk)
  - Visit their website [www.surrey.police.uk/contact-us](http://www.surrey.police.uk/contact-us)
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## Get involved

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### Share your experiences of care at home



Healthwatch are keen to hear from individuals, families and carers of those who receive care at home. Their new project is looking at the measures that are in place to ensure care users have a voice and how people feel about giving feedback or making a complaint to their care providers.

**Are you aware of your options and rights when it comes to feedback or complaints?**

**How do you feel about exercising your rights?**

**If you have given feedback or made a complaint what was your experience?**



**Please click here to share your experience online, or contact enquiries  
Tel: 0303 303 0023 / SMS:07592787533.**

<https://www.healthwatchesurrey.co.uk/your-views/share-your-experiences/>

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<https://www.surveymonkey.co.uk/r/BHCCES>



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### **Urgent need for blood donors**

Due to the recent hot weather, stocks of O negative blood have dropped to just three day's supply. There is an urgent need people with **O negative** blood to donate. Other priority groups such as **B negative** are also needed.

Please cascade this message encouraging people to donate.

Appointments can be booked by phone on **0300 123 23 23** or at [www.blood.co.uk](http://www.blood.co.uk)

Find out more about NHS Transfusion and Transplant <https://www.nhsbt.nhs.uk/what-we-do/blood-services/blood-donation/>

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## **Consultation from the Department of Transport**

Please find below a link on a consultation from the Department of Transport on improving the information available on buses for people with sight and hearing loss. <http://tinyurl.com/yb4zxq2m>

The consultation period began on 05 July 2018 and will run **until 16 September 2018**.

If you would like further copies of this consultation document, it can be found at <https://www.gov.uk/dft#consultations>

Or you can contact [caitrona.moore@dft.gov.uk](mailto:caitrona.moore@dft.gov.uk) if you need alternative formats (Braille, audio CD, etc.).

Please send consultation responses to:

Caitriona Moore, Great Minster House, 33 Horseferry Road, London, SW1P 4DR

Mobile: 07966 512 010

Email: [caitrona.moore@dft.gov.uk](mailto:caitrona.moore@dft.gov.uk)

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## **Eye Service survey – ends 9th September**

Crawley, Horsham and Mid Sussex & East Surrey CCGs, as part of an Alliance Initiative, are currently undertaking a transformation of our eye services, in order to ensure that patients receive timely diagnosis, treatment and support at the right place and by the right person. It is really important to us to understand what you, as a service user, think about current services and how they might be improved. This survey is anonymised.

The results of this survey will help us understand your eye health needs so that we can make improvements to community and hospital eye services in your area. Link to survey <https://www.surveymonkey.co.uk/r/EYENP>

**Please note that Questions 27 to 29 are for residents in Crawley, Horsham, Haywards Heath, Burgess Hill, East Grinstead and surrounding areas only.**

For more information or questions /comments contact:

[Katie.chipping@nhs.net](mailto:Katie.chipping@nhs.net) or [HSCCG.ContactUs-PlannedCare@nhs.net](mailto:HSCCG.ContactUs-PlannedCare@nhs.net)

- Requests for paper copies : [HSCCG.ContactUs-PlannedCare@nhs.net](mailto:HSCCG.ContactUs-PlannedCare@nhs.net)
- Please post printed copies to: Katie Chipping, Brighton and Hove Clinical Commissioning Group, Hove Town Hall, Norton Road, Hove, BN3 4AH

## **Revised First Steps Booklet**

Due to popular demand we have updated and revised the First Steps booklet – promoting emotional health and mental wellbeing.

The booklet provides:

- A range of advice, information and self-help techniques to help support emotional and mental well-being
- Details of local and national organisations that provide help and support
- Brief information on common emotional and mental health issues

Public Health would greatly appreciate your opinion on the sizing of the revised First Steps booklet.

Due to Accessibility standards requiring an increase the font size, and several additions requested by staff and the public, the booklet is now significantly longer and thicker than the previous edition.

Specifically we are seeking preferences on whether to:

- A) **Stick to the popular pocket size A6 booklet which will now be double the thickness 142 pages** (versus 70 pages previously) A6 = 10cm x 15cm or 4-1/8 inches x 5-7/8 inches

**OR**

- B) **Increase the size to A5 (which will no longer fit in a pocket), but will be thinner** at approx. 70 pages A5 = 15cm x 21 cm or 5-7/8 inches x 8-1/4 inches

**Please email your preference for size of the booklet to:**  
[public.health@surreycc.gov.uk](mailto:public.health@surreycc.gov.uk)