

Patient Round Up

2019

February



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

Dear Friends,

Whilst the New Year brings opportunities to start afresh and make positive changes in our lives, not everyone is in a place in their lives to feel so optimistic. For this reason I am keen to highlight just a couple of additional services in this newsletter, designed to help those who are finding life a struggle at the moment and for whom finding the right help quickly is important. The Mix and Staying Safe are two such services and I would encourage you to read more about their important work. Even situations that seem almost impossible to face can feel different, if you remind yourself that feelings don't last forever and you have an idea of what you can do to get through a painful time.

The NHS Long Term Plan has been published. The NHS Long Term Plan is the health service's plan to make sure it is fit for the future. It aims to give everyone the best start in life, will deliver world-class care for major health problems such as cancer and mental health, and will help people age well.

The plan, backed by extra investment, has been developed by people who know the NHS best – frontline health and care staff, patients and their families, and other experts – who will continue to shape how it is implemented across the country.

Now that the NHS Long-term plan has been published, it is the right time for us to talk with our communities about what the areas are that we need to focus on to ensure services remain sustainable and right for patients. These discussions will build on what we have already heard through our "Big Health and Care Conversation" across the area, and help us think about how we use the available money for health and care in the best

possible way: “*We can do anything, but not everything*”.

We would like to invite you to a discussion on the future for health and care services, and to help us prioritise changes and improvements that need to be made to ensure our populations continue to have the best possible care.

Our discussions will be focused on the **FUTURE** of health and care:

Facing up to our challenges

Understanding Need

Transforming services

Unwarranted variation – ensuring this does not happen

Resources and how we use them most effectively

Equality of access and care for our diverse population

To book a place at our discussion, please follow the links below:

14th February: Baptist Church, Reigate 2-4 pm

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-reigate-tickets-53991129923>

I hope to see as many of you as possible on the 14th.

As always there are a number of different ways that you can have your say, please take time to have a look at the “**Get Involved**” section at the end of this newsletter, and help us to design services that truly meet our local need.

Finally it is with the greatest of pleasure that I can announce that Surrey and Sussex Healthcare NHS Trust (SASH) - our local hospital trust, has been awarded an **Outstanding** rating for by the Care Quality Commission. I am delighted that we now have 2 of our main care providers (SASH and First Community Health and Care) recognised as delivering outstanding care for our patients. Well done and a big thank you to all concerned.



With all good wishes,

Dr Elango Vijaykumar



NHS Long Term Plan

On 18th June the Prime Minister set out a funding settlement for the NHS in England for the next five years. In return, the NHS was asked to set out a long term plan for the future of the service, setting out our ambitions for improvement over the next decade, and our plans to meet them over the five years of the funding settlement.

Since then we have been engaging extensively with local and national health and care leaders, staff and clinical experts, patients, the public and a range of other stakeholders to develop policy proposals for inclusion in the plan.

The product of that engagement: The NHS Long Term Plan, has now been published and sets out how we will support patients throughout their lives. The full document can be read here: www.longtermplan.nhs.uk

A blue-tinted photograph of NHS staff in a clinical setting. A woman in the foreground is smiling, wearing a blue uniform with 'AMBULANCE' on the chest. The NHS logo is in the top right corner. A dark blue diagonal banner at the bottom contains white text.

The NHS Long Term Plan
is published today

Read our vision for how we will make the
NHS fit for the future

#NHSLongTermPlan

www.longtermplan.nhs.uk



“Outstanding” rating for Surrey and Sussex Healthcare NHS Trust (SASH) by the Care Quality Commission

Patient care at SASH has been rated Outstanding by the Care Quality Commission and awarded the highest rating given by the independent health regulator.

“I am absolutely thrilled that all the hard work and commitment of everyone at SASH to making patient care the best it can be has been recognised and rated as Outstanding,” said Michael Wilson CBE, chief executive of SASH.

“Every day our people care for thousands of patients and I am so proud that their fantastic commitment and hard work has been recognised.”

A team of CQC inspectors, who recently visited SASH, inspected five core areas of patient care at SASH in five key domains and rated Caring; Responsive and Well-led as Outstanding and Safe and Effective as Good. In addition, following a detailed assessment, NHS Improvement rated SASH’s use of resources as Outstanding.

These high ratings resulted in the successful overall rating of Outstanding for the organisation and an increase from the previous Good rating given to SASH by the CQC in 2014.

Positive comments from the CQC inspectors’ report include:

- *‘Patients we spoke with, including volunteers and support staff were unwavering in their praise about the ward-based staff of all grades for ‘going the extra mile.’*
- *‘Staff involved patients and those close to them in decisions about their care and treatment.’*
- *‘Patients had been involved in service improvement activities within the department.’*
- *‘Staff told us they felt well supported, valued and that their opinions counted.’*
- *‘Unmistakeable evidence of sustained improvement.’*
- *‘Staff were highly motivated and inspired to offer care that was kind and promoted people’s dignity’*
- *‘We observed many staff in different roles interact with patients in a kind, respectful and considerate way.’*

They also noted that *‘The Trust had a very clear strategy, vision and values, which underpinned an exceptional culture which placed patients at the heart of all they did.’*

Chief Inspector of Hospitals, Professor Edward Baker, said:

“Many congratulations to everyone at the trust for achieving an Outstanding rating. This could not have been accomplished without the commitment and hard work of the staff and leadership of the trust. Well done to everyone.”

Richard Shaw, chair, joined Michael Wilson CBE, chief executive, in thanking staff for their unfailing commitment to patients and also for the care and kindness that they show to each other.

“To be rated Outstanding by the CQC is an absolute credit to our people and to their unfailing focus on getting it right for the thousands of patients that they care for every day.”



The Mix is a UK based charity that provides free, confidential support for young people under 25 via online, social and mobile

CRISIS TEXT LINE |

The crisis text line could help with urgent issues such as:

- Suicidal thoughts
- Abuse or assault
- Self-harm
- Bullying
- Relationship breakdown

Crisis Messenger

Do you need help now? The crisis messenger text service provides free, 24/7 crisis support across the UK. If you're aged 25 or under, and are experiencing any painful emotion or are in crisis, you can text **THEMIX to 85258**.

We know that finding the right support is important, especially if you need someone to talk to right now. The aim is to connect every texter to a trained volunteer in less than five minutes to provide crisis help. They will listen to you and help you think more clearly, enabling you to know that you can take the next step to feeling better.

How does it work?

The trained volunteer will introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place. You might be provided with some signposting to other services offered by The Mix or partner organisations, so that you can continue to get support.

You can text free and anonymously from EE, O2, Vodafone 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus. If you are texting from a Samsung Galaxy handset, you might receive a notification that you will be charged. If you're with one of the networks above, ignore this – you won't be charged.

<https://www.themix.org.uk/get-support>

Staying Safe from suicidal thoughts

If you're struggling and you're not sure if you want to live or die, can you, just for now hold off making this decision and keep reading and watching the videos for some ideas about how to get through. There may be things that you - and other people - can do to make things better.

You may have found yourself wishing that you were dead, or perhaps thinking that the people who you care about would be better off without you but with support you can choose to live.

Even situations that seem almost impossible to face can feel different if you remind yourself that feelings don't last forever and you have an idea of what you can do to get through this painful time. Please share our hope that you can find a way forward.

<http://www.stayingsafe.net/>



Surrey and Borders Partnership
NHS Foundation Trust

New single point of access to mental health service from April 2019

Surrey and Borders Partnership NHS Foundation Trust is currently mobilising to launch a new single point of access for the mental health service in April 2019, which will include their crisis mental health helpline. It will provide quicker, smoother access to urgent mental health support in Surrey and north east Hampshire, especially during evenings and weekends, and will include:

- A free phone crisis helpline, available 24 hours
- One contact centre to receive and triage referrals for all our community adult mental health services
- A same day call-out for a home-based assessment in some instances
- Open to all – to individuals and carers as well as relevant professionals.

For more information about the proposals for the new service, please read their project [newsletters](#).



Winter campaign urges residents to 'Help Us Help You Know What To Do'

The latest phase of the national Public Health England winter campaign aims to raise awareness of the NHS 111 online service and increasing the number of people accessing the NHS 111 service, via phone or online, when they have an urgent, but non-life-threatening medical need, so that they can be directed to the most appropriate local service.

Click here for more information on NHS 111 Online <https://digital.nhs.uk/about-nhs-digital/our-work/transforming-health-and-care-through-technology/urgent-and-emergency-care-domain-b/nhs-111-online>

Take someone on a trip down memory lane with new themed

Reminiscence boxes

Have you heard about the Reminiscence Collection? Surrey libraries have a great service where you can borrow books, games, DVDs and more to help someone with dementia, memory loss or memory impairment.

Over the last year, Surrey libraries have been busy revamping the collection, making it more accessible and user friendly. There are now 10 new themed Reminiscence boxes that contain a variety of items relating to a specific theme such as the seaside, 1950s and more. Simply choose your box online and then pick it up from your local library. To find out more, either visit the Reminiscence Collection webpage <https://www.surreycc.gov.uk/libraries/borrow-or-renew/collections-and-reading-lists/reminiscence-collection> , speak with a member of staff at your local library or contact the library information service on 01483 543599 or email libraries@surreycc.gov.uk



Reminiscence-Catalogue-Dec-2018-ilovepr

Community Cash Fund – Applications still welcome (closes 18th February)



Healthwatch Surrey are pleased to announce the return of the Community Cash Fund. This will be their 4th year running and they hope it is the biggest one yet! The aim of this fund is to help small groups start projects which improve health and wellbeing in their local community.

They will be awarding grants of up to £1,500 per successful applicant for community projects that promote Surrey's community vision for wellbeing in one or more of the following ways:

- *Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing*
- *Everyone gets health and social care support and information they need at the right*

time and place

- Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

If you are interested in applying, you can sign up and get an alert when the community cash fund launches in January, by emailing; sarah.browne@healthwatchesurrey.co.uk or you can call enquiries on 0303 303 0023, text 07592 787533.

If you or anyone you know needs funding for a community project then please spread the word.

<https://www.healthwatchesurrey.co.uk/our-work/community-cash-fund/>

Get involved – Your opportunity to have your say



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We have a number of opportunities to join our discussions in person, and we will also be producing an online survey, in order to hear from as many people as we can.

To book a place at any of our discussions, please follow the links below:

14th February: Baptist Church, Reigate 2-4 pm

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-reigate-tickets-53991129923>

5th February: Clair Hall, Haywards Health 2-4 pm

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-tickets-53990891209>

6th February: Brixthelm Church and Community Centre, Brighton 9.30 – 11.30 am

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-brighton-tickets-53991052692>

13th February: Uckfield Civic Centre, 9.30 – 11.30 am

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-uckfield-tickets-53992110857>

20th February: Charis Centre, Crawley 10 am – 12 midday

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-crawley-tickets-53991388697>

To find out more, please email : csesca.engagement@nhs.net

Please feel free to pass this invitation on to anyone else that you feel would be interested.

2019 GP Patient Survey

The 2019 GP patient survey opened on 2 January.

Fieldwork has now begun as more than two million questionnaires go out to a sample of people registered with over 7000 GP practices across England. Findings for the survey are published in the summer.

We are keen to get as many as possible completed and returned. The survey's findings help local primary care staff to improve local services, help local commissioners to understand what's working well and what needs to improve, and helps inform national policy and funding priorities.

If you get a questionnaire, please take part as it provides vital information to help improve local services and inform national decisions. You can help by encouraging other people you know to complete it, if they're invited. Look up last year's results for your local practices and [find out more](#) about the survey.

It is important for GP practices and for the wider NHS to find out what is working well and what needs improvement, so we can ensure that services keep getting better and are meeting the needs of patients. This is why NHS England carries out the GP Patient Survey every year. The survey provides unique information about patients' experiences, and is used alongside other important data sources to better understand the performance of the primary care system in England. The survey fieldwork runs from January until the end of March 2019. Individuals are eligible to be sent a survey if they are aged 16 years or over and have been registered at a GP practice in England for six months or more.

The survey is an extremely important source of patient insight about general practice and how the changes implemented by the GP Forward view, such as extended access, are being experienced locally. It is important that as many patients as possible feed-back about their care.



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Patient and Public Engagement Improvement and Assessment Framework

As you may be aware, the CCG is assessed on its engagement by our regulators NHS England, and last year the CCG was rated as '**Requires Improvement**' overall.

The assurance process for this financial year has been launched and this time we are

able to submit evidence in the form of our own assessment against set domains, as well as then an external review of our website taking place by NHS England to verify what we have submitted.

Whilst we could do this internally, we would really like your insight and experience as part of the Patient Reference Group this year to help us to complete our assessment.

If you would like to work with us on this, it will involve a face to face meeting here at our offices (Diablo meeting room) on Tuesday 19th February 2019, 12 midday– 2pm. We will complete a draft version of the assessment and share this before we come together over a working lunch so you can see what we have proposed as evidence. We will work through the domains in turn together to agree if there are any amendments, additions or action that needs to be taken.

I do hope you can join us for this and be part of our assessment, and hopefully a positive rating for this year- please do let me know, emailing your reply if you are happy to be involved.

Carol Rowley, Patient Experience Lead East Surrey CCG

Email Address: carol.rowley4@nhs.net

Direct Dial: 01883 772800

Mobile: 0782 7253 111

East Surrey CCG Patient Reference Group

The role of the Patient Reference Group (PRG) is to help the Governing Body of NHS East Surrey Clinical Commissioning Group (ESCCG) make decisions about the services they commission and to ensure that these services meet the health needs of the local population.

The PRG are there to ensure that the voice of patients, their Carers and the East Surrey public is embedded within the business of ESCCG.

Membership is drawn from the Patient Participation Groups of the East Surrey GP Practices and the next **Patient Reference Group Meeting** is Thursday 28 February 2019 (7.00-9.30pm)

All meetings held at Nutfield Lodge, Nutfield Road, Redhill, Surrey RH1 4ED

Invitation for volunteers to support the purchase and roll out of a new online NHS service

NHSE have provided funding for each GP practice in the country to introduce Online Consultations by March 2020. An “online consultation” service could be as simple as the opportunity for patients to contact the practice using an online form or as advanced as a skype style consultation with your GP practice; there are many different services available.

The online consultation project team are working across the Alliance (formed of East Surrey CCG, Crawley CCG, Horsham Mid Sussex CCG, Brighton and Hove CCG and High Weald Lewes Havens CCG) to find the best possible service that will fit the needs of our patients and our practices. They have completed some in-depth engagement and the full report can be viewed at :

<https://www.highwealdleweshavensccg.nhs.uk/our-programmes/consult-online/> under Online Consultation Inception Output report.

The online consultation project is about to enter the procurement phase and the team are forming a working group that will support the procurement and implementation of the new online consultation service. Included in the working group will be GPs, Practice Managers, IT, Finance, Information Governance and patient representatives. The group will meet for up to **2 hours** on a **monthly** basis for several months. Patient representatives will not need any expertise in healthcare, but an interest in internet services is a must. Volunteers will be reimbursed for their time and travel. The team feel strongly that there should be representation from across the Alliance and would like to ask for any interested parties to contact the online consultation team via CSESCA.onlineconsultation@nhs.net for further information as soon as possible.

If you have any questions about the project to date please feel free to email the team.

Health, well-being and self-care

Surrey Heartlands Health & Care Partnership is undertaking some research into health, well-being and self-care. The purpose is to understand whether people manage their own health and wellbeing and how they do this; to what extent they prioritise it, what the barriers are, and what additional support could be offered.

The survey will take approximately 10 mins to complete and the results will be anonymised. It is aimed at anyone living or working in Surrey and is live until Monday 18th February: <https://wh.snapsurveys.com/s.asp?k=154772105806>

