



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

Welcome to the December edition of the Patient Roundup.

Dear Friends,

As I have reported in previous newsletters NHS Horsham and Mid Sussex Clinical Commissioning Group (CCG), NHS Crawley CCG and NHS Coastal West Sussex CCG will be merging to form one West Sussex CCG. This will happen formerly from April 2020 but you will see some changes happening in the New Year.

For example, the Patient Roundup will mirror the new CCG area and will feature news and information from across the whole county. As well as the Health Network in Crawley and Horsham & Mid Sussex there are similar schemes (called the ePanel) which will all come together from January to form one West Sussex patient membership scheme.

To reflect the changes we will be asking the Health Networks and ePanel members to **suggest a new name** for the combined Health Network so get your thinking caps on as there will be more details in the January newsletter. If there is anything you would like to see included in future newsletters **please get in touch**.

In the meantime, I would like to remind you to order your regular repeat prescriptions before the Christmas bank holiday. GP surgeries will be closed on Wednesday 25 and Thursday 26 December 2019. A GP-led out-of-hours service will be available during this busy period for those who need **urgent medical care**, but you can help relieve some of the pressure on this service by **being prepared** and only calling if

your need is urgent. I would encourage you to make sure any **repeat prescriptions** are ordered by Tuesday 17 December.

With all good wishes,



Dr Laura Hill

Health & Clinical Commissioning Group (CCG) Updates

Governing Body Date

The next Governing Body meeting for the Crawley CCG and Horsham and Mid Sussex CCG will be on **Thursday 30 January 2020**.

Venue: Broadfield Stadium, Crawley Winfield Way, RH11 9RX.

For further details, please visit our website at:
www.crawleyccg.nhs.uk/about-us/meetings-in-public/

Prescribing of medicines to treat minor illnesses is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

How is it changing?



Medicines which are available to buy may no longer be routinely prescribed for the following:

Acute sore throat	Conjunctivitis	Colds, coughs & nasal congestion	Mild irritant dermatitis
Cradle cap	Dandruff	Diarrhea (adults)	Mouth ulcers
Dry eyes/sore tired eyes	Earwax	Excessive sweating	Oral thrush
Hemorrhoids	Head lice	Indigestion & heartburn	Sunburn
Infant colic	Infrequent cold sores	Infrequent constipation	Threadworms
Infrequent migraine	Insect bites and stings	Mild acne	Mild/moderate hay fever
Minor burns and scalds	Mild cystitis	Mild dry skin	Nappy rash
Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)	Warts and verrucae	Travel sickness	Prevention of tooth decay
	Teething/mild toothache	Ringworm/athletes foot	Sun protection

Why is it changing?

These common conditions can be treated at home with items that can be bought from pharmacies, supermarkets and other stores.

As you will not need an appointment at your GP surgery to obtain a prescription this will save you time. It will also free up appointments for patients with more serious health conditions.

If your condition needs the further attention your pharmacist will recognize this and recommend you make an appointment.

Plan Ahead for Repeat Prescriptions

#HelpUsHelpYou #StayWellThisWinter

This festive season, plan ahead and order any repeat prescriptions for you and your family in good time, preferably by 14 December. The Christmas and New Year period will be a busy time right across the NHS. You can help us by ordering your prescription in good time and making sure you have enough medication to last. Thank-you.



Be winter ready

As we wake up to more and more frosty mornings it is a sure sign that winter is here. It is important to make sure that you **keep yourself fit and healthy** as the cold weather can be bad for your health. The NHS have a dedicated website to help you **stay well this winter** with a number of useful sections including:

- **If you are living with a long term health condition**
- **If you are over the age of 65**
- **If you are a carer**



Warm - keep your house warm

Immunisations - get your flu jab

Neighbours - keep an eye on elderly or vulnerable family and neighbours

Timely - seek advice from a pharmacist at the first sign of illness

Enough - make sure you are stocked up with repeat medications for when your GP is closed

Restock - make sure you have enough food and over-the-counter remedies

Audio and sign language versions of the information are also available on the website along with **easy-read** and **large print**.

Changes to the CCG Patient Round-Up newsletter



As we have reported in previous newsletters, NHS Horsham and Mid Sussex Clinical Commissioning Group (CCG), NHS Crawley CCG and NHS Coastal West Sussex CCG will be merging to form **one West Sussex CCG**. This will happen formerly from April 2020 but you will see some changes happening in the New Year.

For example the Patient-Round Up newsletter will mirror the new CCG area and will feature news and information from **across the whole county**. As well as the patient round-up newsletter, there are similar schemes in Coastal West Sussex CCG (called the e-panel) which will all come together from January to form **one West Sussex patient membership scheme**.

Get in touch to suggest a new name!!

To reflect the changes we will be asking the ePanel, patient round-up and Health Networks members to **suggest a new name** for the combined panel so get your thinking caps on as there will be more details in the January newsletter.

In the meantime if there is anything you would like to see included in future newsletters **please get in touch**. We hope you are happy to continue receiving **news and information** from the CCG but if you wish to you can unsubscribe by letting us know at any time by emailing Vicky.smart1@nhs.net.

See a GP without leaving your own home, through newly launched video consultations

Patients in Crawley, Horsham and Mid Sussex can now access video appointments with healthcare professionals. Even at the weekend.

Patients can speak to a GP or other care professional such as a nurse, through a pre-booked appointment via video connection.

Get medical advice, prescriptions and referrals on the same day – even at weekends.

The service is provided free on the NHS. You can download the LIVI app to your mobile phone or tablet, at the [App Store](#) or [Google Play](#). Or visit the [Livi website](#) for more information.

LIVI GPs are all GMC-registered NHS GPs, who (with your consent) will be able to access your medical records and give you a considered, in-depth diagnosis based on your medical history.

Dr Laura Hill, local GP and Clinical Chair of NHS Crawley and NHS Horsham and Mid Sussex Clinical Commissioning Groups (CCGs), said:

“We want to make it easier for people to see a GP when they need to. Video consultations will benefit a huge range of people, from those with mobility or mental health concerns which may make it more difficult for them to get the GP Practice.

Or even those people who work during normal practice opening hours and have other commitments in the evenings such as caring responsibilities which means it’s difficult to leave the house.”

Local GP practices have already been working closely together across Crawley Horsham and Mid Sussex to offer their patients better access to GP appointments.

For the past year, you can see a GP or practice nurse or other health professional in person at a time that is most convenient for you - up to 8pm at night and weekends. To arrange a face to face appointment with a GP in the evening or at a weekend, speak to your GP Practice receptionist or member of the practice team during normal opening hours

When your GP surgery is closed, call the NHS 111 helpline or go online at 111.nhs.uk to get advice on the best place to be seen.

NHS 111 can help if you have an urgent medical problem and you’re not sure what to do. Always call or go online first to make sure you get the right care in the right place, at the right time. NHS 111 is available 24 hours a day, 7 days a week.

Help Us Help You... Know what to do. Call or go online.

West Sussex has been awarded more than £340,000 to help rough sleepers get vital access to health services

A grant of £345,529 from the Department of Health and Social Care has been awarded to a **partnership in West Sussex**. This follows an application to Public Health England (PHE) by the Clinical Commissioning Groups (CCGs), County Council and District and Boroughs in the county.

The money is part of the £1.9 million which has been allocated by PHE to be used on projects that will **improve access** to health services for people with **mental ill health and substance misuse problems** who are currently, or at risk of returning to, sleeping rough. People who experience rough sleeping have much **poorer health** than the general population.

In West Sussex there will be a particular focus to support people away from local hospital A&E departments and instead **accessing more appropriate and suitable healthcare services**. The initiative will be co-ordinated by Stonepillow, one of the county's homelessness services, on behalf of a number of homelessness support organisations. The project will start next February and run for 12 months.

The funding will help to **improve the links between hospitals and homeless services** and reduce the number of hospital admissions of homeless people in West Sussex. A nurse and outreach worker, who will be located across various homelessness services, will help ensure that rough sleepers do not miss out on vital health services.

Learning from this project will **help to inform national policy and local commissioning** of health and support services.

Volunteers sought for the Surrey and Sussex Cancer

Alliance patient and public involvement group

Help improve cancer care and the quality of life of people with cancer

Do you have experience of living with cancer, or do you care for someone with cancer? Would you like to help improve cancer treatment and care so the people of Surrey and Sussex have a better, all-round experience?

Surrey and Sussex Cancer Alliance is looking for people of all backgrounds and abilities to join its new patient and public participation group – all you need is enthusiasm, ideas and commitment. Volunteer your time to attend a small number of meetings a year and you'll get to meet some great people and influence how we care for people with cancer.

For more information contact Fay Scott at rsch.sscaadmin@nhs.net, (Patient and Public Participation Project Lead, Surrey and Sussex Cancer Alliance).



Surrey and Sussex
Cancer Alliance

The Alzheimers Society Christmas Concerts

The Alzheimers Society are ho-ho-holding a number of Christmas concerts which are **open to everyone**. All of the events are being led by people **affected by dementia**.

- **Friday 13 December at 3.30pm**

Holy Trinity Church, Church Street, Cuckfield, RH17 5JZ

Further information 01403 213017

- **Thursday 19 December at 3.30pm**

St Margarets Church, Ifield, Crawley, RH11 0NN

Further information 01403 213017

Each of the concerts will be followed by a 'Christmas Cafe' serving **festive refreshments** so jingle your way to one of the events.





NHS111

If you have an urgent but not life threatening health need, dial 111 or go online 111.nhs.uk

NHS 111 is available 24 hours a day, 7 days a week.

Contact 111 if:

- 1.You need health help today but it's not a 999 emergency
- 2.You have an urgent health problem and you're not sure what to do
- 3.You need health information or reassurance about what to do next.

NHS111 will direct you to the right person to give you the right care

If you have urgent but not life threatening symptoms, contact NHS 111.

If you have a dental emergency contact NHS 111

Local centres providing help with minor illnesses and injuries

Minor Injuries Unit (over 1 year and adults)

Queen Victoria Hospital, East Grinstead. RH19 3DZ. Open 8:00am –8:00pm every day

Telephone: (01342) 414000

Minor injuries unit (All ages) – Injuries only

Horsham Hospital, Horsham. RH12 2DR. Open Monday - Friday 9am –5pm excluding bank holidays

Telephone: (01403) 227000 ext. 7202

Urgent Treatment Centre (All ages)

Crawley Hospital, Crawley. RH11 7DH. Open every day, 24 hours

Telephone: (01293) 600300 ext 4141

Don't forget your pharmacy services – find a local pharmacy at

<https://beta.nhs.uk/find-a-pharmacy/>

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

