

newsletter.

Summer
2016



Communities of Practice What does it mean?

There is a new piece of NHS terminology currently doing the rounds: 'Communities of Practice'.

It refers to community services, for example, district nursing. It's a bit easier to understand if you turn the phrase around the other way; it means changing the focus of our practice (the way we work) onto the community that is served rather than the team that is delivering the care.

It sounds obvious but over recent years, as attempts have been made to improve efficiency by putting staff into teams based on their roles, the provision of care has unfortunately become fragmented. Separate organisations took on community nursing and mental health, for example, and organised them over large areas. In community services, nurses became more specialised and could be asked to move from one area to another if needed. This seemed sensible, but missed the important effect that continuity and familiarity can have on the quality and cost-effectiveness of care. Individual patients would see a nurse, but not necessarily a nurse who knew them. The specialist nurse would deal with one area of need very well but, having become less of a generalist, would need to call other practitioners to cater for other areas of need. New teams evolved to cover these different needs, but the skills that defined what they could do also defined what they could not. Unfortunately the system did not encourage the teams to blur those boundaries.

The aim of Communities of Practice is to retrieve some of the benefits of basing care on the community served while keeping those of larger teams sharing expertise. Initially this will concentrate on district nurses becoming a more integrated part of the practice multi-disciplinary team, but this is a wider project that could develop to include other community services including social care. Eventually, wherever possible and for most of the care the service delivers, one population will have one team. There will be one route for patients to gain access to the full range of community services. Patients will not have to tell their story to several different people, and the team will work more effectively together. The project is very much in its early stages, and inevitably some rare and specialised services will need to cover a larger area, but we should start seeing the changes coming into play in the next few months.

Dr Stephen Bellamy

*Clinical Director
Chair - Mid Sussex Locality*

See
inside

Redevelopment works
at Crawley Hospital
on page 2.

Celebrating our
achievements
on page 3.

Green fingers at
Horsham Hospital on
the back page.

Redevelopment works begin on Urgent Care Centre

Highly anticipated building work commenced **8 August** on the Urgent Care Centre, formerly known as the Urgent Treatment Centre, at Crawley Hospital, which will see an enlarged Clinical Assessment Unit, improved Paediatrics treatment rooms and an open plan waiting area.

The new, improved Clinical Assessment Unit - scheduled to open Autumn 2016 - will boast more beds, greatly increasing capacity and scope of services provided by Sussex Community NHS Foundation Trust. A new treatment area for children and a larger reception area will ensure the best possible experience for patients across the Crawley, Horsham and Mid Sussex locale.

The Urgent Care Centre is open 24 hours a day, 365 days a year to treat most injuries or illnesses that are not life threatening, including sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries. It will remain fully operational during the improvement works, which are scheduled to be completed early 2017.

The multi-million pound project is a major initiative driven by Crawley, Horsham and Mid Sussex Clinical Commissioning Groups and will be constructed by Morgan Sindall, under operational direction from Community Solutions Partnership Services Limited.

Commenting on behalf of NHS Crawley Clinical Commissioning Group, Clinical Chief Officer, Dr Amit Bhargava said: "The planned improvements will help save hundreds of patients each year from travelling to hospitals further afield.

"Public feedback has been clear, that you want to see more services provided closer to the communities they serve."


Nicki Leighton, Head of Service, Sussex Community NHS Foundation Trust said, "This is great news for the local community of Crawley and the surrounding area, for Crawley Hospital and for our staff. Once the building works are complete in the Urgent Care Centre, we will have an enlarged and modernised reception area. There will be separate waiting areas for young children and for teenagers. Works will also start on enlarging the Clinical Assessment Unit to accommodate more assessment beds and a new ambulatory area, which will greatly increase capacity and scope of the service."

Patients requiring mental health support will be seen in a separate, dedicated area at the Urgent Care Centre by clinicians from Sussex Partnership NHS Foundation Trust. Service Manager for Acute Care in North West Sussex, Clare Stoneman, added: "By providing this increased level of privacy and a more welcoming environment, our team at the centre will be able to offer the care that people need in a place that is local and convenient for them."

The investment into the Urgent Care Centre forms part of the CCGs' 5 Communities Plan, designed to bring services closer to the communities they serve, namely Crawley, Horsham, East Grinstead, Burgess Hill and Haywards Heath.

In addition to the Urgent Care Centre development is the construction of a 26-bed sub-acute ward on the sixth floor for patients no longer in need of care services of an acute hospital such as East Surrey Hospital. The ward will include an art therapy unit, gymnasium and assisted kitchen facilities to help prepare patients for the transition back home.

Look out for the 'Bigger, Better, Brand New' campaign onsite and around Crawley, Horsham and Mid Sussex featuring actual NHS clinicians, support staff and building contractors. Need urgent care that's #NotAnEmergency? Visit the Urgent Care Centre at Crawley Hospital 24/7.

 **Take a virtual tour of the Urgent Care Centre on this YouTube clip:**
bit.ly/BiggerBetterBrandNew



Patients' Voice



A significant challenge for the NHS is how to encourage us to take more responsibility for our health, improve our lifestyles and help us avoid developing complex and incapacitating health conditions. It is not about saving the cost of treatment if help is needed; it's more about how to make our lives much healthier for longer.

An analogy I like to think of is maintaining a car or looking after a pet. Treated well, they will give you years of faithful companionship but if you neglect their needs, the chances of unexpected breakdowns or other catastrophes will soon arise. Taking an overweight and unhealthy pet dog for walks and cutting down on treats will dramatically improve its mood and health – taking it to the vet is unlikely to be effective – and very costly!

Well, it's the same with our bodies. If we look after ourselves then the chances are that we will have less problems and live a longer, healthier life. It's certainly not easy to take control even if you are generally fit. It's even harder if you have developed a long-term condition, but don't be put off.

Research has shown that people who take control of their health and self-manage their conditions have much better outcomes. Exercise and weight loss and following recommendations from your GP or Physio will pay dividends. Eating more healthily will make a huge difference. A small increase in exercise or loss of a few pounds of weight can dramatically improve your current physical and mental health and significantly reduce your chances of developing a long-term illness such as diabetes and cancer.

So, to help you improve your health look out for initiatives from your local council, sports centre, NHS and health charities. Overcoming your natural reticence or embarrassment to get involved is not easy but doing it with others can make it far easier to start and help you to reach your personal goals much quicker.

Simon Chandler
Chairman, Commissioning Patient Reference Group (CPRG)

Celebrating the achievements of individuals and teams



Crawley, Horsham and Mid Sussex Clinical Commissioning Groups hosted their annual general meeting and Star Awards 2016 on 23 June at The Felbridge Hotel, East Grinstead - celebrating the achievements of staff, volunteers, members and partners who have gone above and beyond the call of duty.

CCG Chair, Dr Minesh Patel, said: "The leadership of both the CCGs and the member practices appreciate the work our colleagues are doing on behalf of the patients to improve the health and wellbeing of the population.

"There have been many challenges facing health commissioners. Waiting times at A&E units across the country are well documented and we are working hard to address this locally. GPs are located at Princess Royal Hospital A&E to assess and treat those that do not require specialist A&E support or admission in order to improve patient care.

"East Grinstead was chosen as one of 15 national test sites for the Primary Care Home initiative. It aims to deliver a truly joined up, accessible healthcare service by working as a partnership with Queen Victoria Hospital, community and mental health services, the CCG, the four practices and other statutory and voluntary sector organisations."

Special guest, Commonwealth Games medallist, Jade Lally, from Horsham presented the Star Awards. Jade said: "The AGM and Star Awards event was a positive experience for me to see. It's important not just to praise people, but to keep the general public informed about what is happening to improve NHS services and that things are being actioned."

For more about the CCG's work over the last year go to our website: www.horshamandmidsussexccg.nhs.uk and select the 'Get Involved' tab, 'NHS CCG Star Awards 2016'. On this page you can find all the award recipients, the AGM presentation and our annual report.

Green fingered volunteers help out at Horsham Hospital

Volunteers have been keeping Horsham Hospital gardens in trim, as Lilian Bold, member of Horsham and Mid Sussex Commissioning Patient Reference Group (CPRG), comments: "I would like to focus on how the local community of Horsham are actively involved in supporting Horsham Hospital and how they are tidying up for the Queen in 2016, making the gardens and the hospital look nice for the patients, staff and visitors.

"We have had the 3rd Horsham Brownies fill hanging baskets for the front of the hospital, and we have had two sets of Volunteers from Royal Sun Alliance Insurance Company taking part in their Volunteers Week scheme doing some gardening and re-staining furniture.

"We also welcome the refurbishment of parts of the hospital that NHS Property Services have been responsible for and express our thanks to the Sussex Community Foundation Trust Facilitation team for their support. The tidying up is being funded by the League of Friends."



Contact us



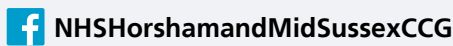
Email us at HSCCG.Contactus-horshamandmidsussexccg@nhs.net

Visit the Get Involved pages of our website at horshamandmidsussexccg.nhs.uk

Write to our postal address at:
**Engagement Team, Horsham and Mid Sussex CCG,
Lower Ground Floor, Crawley Hospital,
West Green Drive, Crawley RH11 7DH**

Telephone us on **01293 600300** ext 4255

You can even join the conversation and share your thoughts and experiences of local care and services direct with us.



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