

August 2017 Heads Up



What happens when our commissioners' backs are against the wall?

Last month, NHS England published the [Annual Assessment Report](#) of Clinical Commissioning Groups (CCGs), e.g. the organisations that plan, buy, quality assure and monitor GPs and hospitals. This ranked West Sussex CCGs as inadequate, and has meant that all three have gone into special measures.

This means our CCGs need to show improvement over a short period of time, in each case, in the area of financial management. They will be provided with tailored support and a higher level of monitoring and oversight, to make sure they deliver against agreed improvement plans.

We are calling for CCGs to be open, transparent and involve local people in their decisions to achieve financial targets and we want to ensure these do not impact on quality or choice. This means making sure any changes are shaped by what people say about their experiences of using local health services and this will mean the most appropriate decisions are taken. To support our CCGs we are challenging hard and providing greater feedback.

We can all help to protect our NHS now and for future generations - find out more [#HelpMyNHS](#)



Medicines wastage

One way to make savings across health is to reduce the amount of medicines wastage. This is being tackled in different ways, from looking at how the processing of prescriptions can be improved, to stopping some ineffective or low value medicines for short-term conditions.

You can join in the conversation by completed [NHS England's consultation](#) which closes on 21 October.

We keen for you to join in this discussion - let us know if you have experienced errors with your medicines, or are concerned how such changes may affect you.



Meeting peoples' communication needs

From October 2017, the Care Quality Commission (CQC) will, under their *equality objectives for 2017-2019*, include in their inspection reports how well organisations are applying the Accessible Information Standard.

There's many [resources](#) to support organisations to improve their communication so everyone can be involved in their own health and care decisions.



Find out more about our work and activities and get involved at www.healthwatchwestsussex.co.uk



Working to make complaining to your GP easier

We have shared our published [report](#) looking at the information on GPs websites around raising a complaint.

As CCGs have a responsibility to improve quality in primary care, we have recommended each CCG seeks to support and monitor their member practices to demonstrate good practices in promoting and encouraging feedback, concerns and complaints.

Using our experience of supporting people to raise health complaints, through our [Independent Health Complaints Advocacy](#) we have produced a [resource](#) to help GPs and the CCG to achieve this.



Understanding challenges older Horsham District residents face

Last month, in collaboration with other organisations, we talked to Horsham District residents to understand their recent hospital experiences.



Along with this valuable insight, we've received 25 completed surveys and will be holding another event on **12 September** to hear from **community leaders, transport and other service providers.**



Horsham District - can you help us?!

We have been listening to older people's experiences, now we want to hear from anyone involved in an organisation or community group who:

- provide transport to Horsham District residents getting to and from hospital?!
- help District residents travel to or from hospital?!
- support local people over 50 to live independently at home?!
- help District residents when they come home from hospital?!
- have knowledge or information of transport to hospital and related issues in your local area?!

We have been talking to residents of Horsham District who are over 50 about their experiences of going into and coming home from hospital in the last 12 months.!

Now we want to talk to local organisations about their experiences supporting those residents, this additional insight is a vital part of the process.!

4.00--6.00pm--12-September-2017!
Lavinia House, Dukes Square, Horsham RH12 1GZ!

Working together with you we can make positive changes!

To book your FREE place!
call or email in info@ageukhorshamdistrict.org.uk

Book your place now 01403 260560!

We keen to hear from you about any of the issues or projects we have mentioned, so please call us on 0300 012 0122.

3 articles you might have missed

- [Patient experience of GP Surgeries](#) - this year's GP survey reflects what most local people, across West Sussex, tell us, e.g. the care once you are in the practice is on the whole good, it's getting in that is increasingly a problem.
- [Healthwatch launches drive to improve social care complaints handling](#) as part of the government's [Quality Matters](#) initiative, 11 July 2017
- [Reports that frequent drinking prevents diabetes inaccurate](#) - NHS Choices, 28 July 2017.

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