

# December 2017 Heads Up



This is our last Heads Up for 2017 ... so we wish you a Merry Christmas and ask you to take a few minutes to look at [#HelpMyNHS](#)

Make sure you are prepared this winter - see our [top tips](#) on getting the most out of a visit to the GP

## Spotlight on Pulborough, Petworth and Midhurst



A month on, and we've carried out the last of our **22 engagement activities** and have **spoken to over 650 people** during our Listening Tour.

A massive thank you to the local people who took the time to talk to us and to all the local organisations that enabled this to happen.

We will continue to share, though [Facebook](#), some of the insight we have gained during the tour.

We will be reviewing all the local information and insight we have gained from listening to local people living in Pulborough, Petworth and Midhurst, and will be publishing a report in early 2018.

## Patient Transport Services - Where are we now?

First undertaken in May 2017, the independent Patient Transport Services (PTS) survey (being carried out by all Sussex Healthwatch) is being re-run this December, as agreed with the Clinical Commissioning Group (CCG). Evidence to date indicates that improvements are emerging but we're keen to listen to the views of as many passengers as possible.



Don't rely on others telling us about your transport experience to a health appointment. We want you to have your voice heard. Visit our [Facebook](#) page or share your experience [online](#) or call 0300 012 0122 to talk to our team.

Find out more about our work and activities at  
[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)



## Get involved ... helping to shape 111 and Out-of-Hours services



We've independently been speaking to local people throughout November to learn about their experiences and views on 111 and Out-of-Hours services, to make sure more communities in West Sussex have the chance to influence any changes.

Interestingly, by giving some context before asking local people if they would be happy for NHS 111 to effectively become the number to call if you needed a same day appointment, we found a difference in how people answered this question.

Previously people had responded negatively to this idea - those we spoke too were more in favour of this.

It's not too late to get involved ... if this is a subject you are keen to influence call us on 0300 012 0122.

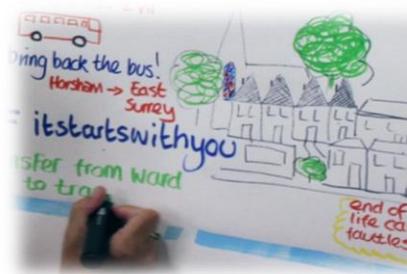
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## Working together on the challenges older people face...



Following the collaborative [report](#) showing the challenges older Horsham District residents' experience visiting or staying in hospital, we're planning a workshop to find solutions.

**19 December - will see key people, who work in Horsham District, coming together to think through solutions to some of these challenges.**



In the New Year, we'll be looking to work with people who live in Horsham District and can offer ideas and time to make changes that work for older residents. If this is you, please email [Katrina.broadhill@healthwatchwestsussex.co.uk](mailto:Katrina.broadhill@healthwatchwestsussex.co.uk)

## What should Healthwatch be working on?

With the NHS and social care facing an unprecedented demand for health and care support and many organisations struggling to find the right skilled staff and resources to meet this demand, there are many changes be discussed and thought through.

It is vital we focus our limited resources in the right way. In the New Year we will be asking you to help us decide how best to prioritise what we will be working on in the coming year.

## Three articles you might have missed

- [New Care Models Point to a Better Future for Patients and Staff](#) Kings Fund blog, 17 November 2017
- [Remove earwax if a build-up is causing hearing loss problems NICE tells primary care](#) National Institute for Health and Care Excellence (NICE), 27 November 2017
- [Government proposals on children and young peoples mental health](#) Green Paper and consultation published, 4 December 2017

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