

# January 2018 Heads Up



The winter pressure on the NHS has featured nationally. Locally, our hospitals and ambulance service appear to be coping so far with increased demand.

**Talk  
to us...**

We encourage the public to contact us to share their recent experiences to help us to monitor the impact of this increased pressure on services.



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

As a follow up to our collaborative [report](#) showing the challenges older Horsham District residents' experience visiting or staying in hospital, the District Council Health & Wellbeing committee hosted a stakeholder on 19 December. A lot of practical solutions, ideas and commitments came forward from the organisations that attended.

Ways of supporting local people to be prepared for a stay in hospital, how to support hospitals to make changes and how to bring local transport providers together in the future were explored and people committed to taking ideas forward.

We'll be sharing these ideas through social media in the coming weeks.

If you are over 50 and have an idea of what would make local people more prepared for a hospital stay or have experienced something that is invaluable in helping you to be able to go to hospital and return home promptly - we want to hear from you now. Visit our [Facebook](#) page or share your idea [online](#) or call 0300 012 0122.

## Three articles you might have missed

- [NHS Choice 2018 predications for news](#) 29 December
- [Support people to make decisions if they have capacity but find it difficult](#) nice draft guidance, 20 December
- [Experiences of older people using services affected fragmentation across local health care](#), warns CQC, 20 December

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



## Patient Transport Services

Our independent surveying of passengers of the Patient Transport Services (PTS) last month, strengthened the view of an improving service but one facing many challenges.



Local people spoke highly of the staff who escort and drive them to and from their appointments. We also spoke to some of the dedicated co-ordinators working hard to arrange transport for many unplanned journeys that come-up daily through hospital discharges.

What was disappointing to hear from many of the regular passengers we spoke to, was their acceptance that any transport service of this nature would continue to cause them long waits and issues, no matter who provides the service.

### Case Study

A mother living on the outskirts of Horsham was recently taken to Royal Sussex Hospital from a Dialysis Unit. On the day she left hospital the nurses and doctors on the ward all said she could not have free transport home. She was told '*you are still able to walk*'. She spoke to the hospital's Patient Advice and Liaison Service without any success.

In planning for her discharge they had not asked her how she would be getting home and she was so desperate to get home to her children, so ended up spending £65 on a taxi. We then saw this same patient waiting a long time on the day we were surveying for dialysis transport home.

## Exciting opportunity to help us strengthen our Community Partnerships

At a time when our health and care system is "straining at the seams" stakeholders recognise that we need to deliver care and services in a more coordinated way. Our Health and Care services, Local Authorities and the wide range of Community and Voluntary Sector organisations working across the county are all pushed for resources. We are in a time of transformation. Services need to be delivered dramatically differently in the future for them to be affordable. When organisations work in partnership together they can be more innovative.

We have a [vacancy](#) for a Community Partnership Coordinator, who will help us to develop the strategic relationships and partnerships between Healthwatch West Sussex and Community and Voluntary sector organisations whose work touches on aspects of health and social care.

This role will help Community organisations amplify their members' voices and strengthen the insight and evidence available to Healthwatch West Sussex.

Find out more by visiting [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk). Closing date Mon 15 January.

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