

Looking for ways of support improvements in hospitals

Our dedicated team of authorised representatives are travelling the length and breadth of West Sussex, carrying out day-long visits to look at the cleanliness, maintenance and catering in our local hospital. This is part of the national Patient Led Assessment of the Care Environment and will be happening throughout April, May and June.

If you follow-us on [Facebook](#) you'll have seen some of the improvements since last year's visits. We'll keep you updated via social media on the impact this work is having.

This is something you can **get involved** in ... doing anything from a single visit to regular hospital visits. Call us to find out more.

Volunteering



Has anything changed for Littlehampton residents?

It's a year since our Littlehampton listening tour, which we [reported](#) on.

We're planning to visit Littlehampton again in May to speak to residents but before this, we're speaking to those who plan, buy and provide health services to understand the changes that have been made.

We were invited to see what partners and staff at The Park Surgery have been doing to support their patients. Sophie, one of our Community Involvement Workers, visited the practice and we will include the changes made in our follow-up report for Littlehampton in June.

They seem to have a real desire to give their patients the best service they can and are always willing to learn and progress.

Tonight (11 April at 7pm) we will be listening to what patients have to say at the Fitzalan Medical Group's meeting where the recently published CQC [report](#) will be discussed. We're keen to learn how the partners and staff will be using this insight to help develop their services. If you are a patient at this practice, and can't make the meeting, you can always share your experiences, views and concerns directly with us. We can anonymise what you tell us and make sure that peoples' experiences help to improve the services being offered.

GPs stop routinely doing ear irrigation (ear wax removal and syringing)

We're been told by a few local people their GP practice has stopped providing ear irrigation. Whilst we're still looking into how local people were involved in practices decisions to stop offering this service, we want to raise awareness that if your GP deems ear wax removal is medical necessary (and we would assume that if you have been regularly receiving this treatment at your GP practice, then it would be medical necessary) and they do not provide it themselves they should make a referral to an alternative NHS service.

Local leaflets on this condition provide information on where you can pay to have this treatment and we have been quoted different rates - so it is worth checking the prices before booking for the treatment. One provider even states 'no wax removal, no fee'.

Three recent articles you may have missed

- [Setting up What Works Centre for Children's Social Care](#) 20 March 2018
- [Claims ibuprofen will wipe out Alzheimer's are misleading](#), NHS Choices, 28 March 2018
- [How is the NHS performing-march-2018](#), Kings Fund, March 2018

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

