

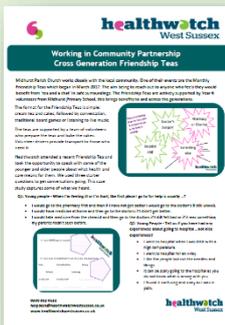
# July 2018 Heads Up



## ADVICE AND INFORMATION

Helping you to find the answers - 0300 012 0122

- **Support those who are lonely:** check out the [guidance](#) from **Independent Age**. This helps people and their families cope with loneliness, as well as tips to improve health and wellbeing.



### Cross generation support

Midhurst Parish Church monthly Friendship Teas provides an opportunity for young and older people to chat to each other (*cross generation conversations*) for mutual benefit. It is a model that fits well with the [Royal College of General Practitioners - Tackling Loneliness - A Community Action Plan](#)

- **Compassion in Dying - Planning Ahead Booklet:** a new free resource, [Planning Ahead: My treatment and care](#) (which can be order via this link), has been launched (which is endorsed by the Royal College of Nursing). This is an easy-to-follow guide, containing the information people need to understand how treatment and care decisions are made, how they can plan ahead to ensure they stay in control of these decisions, and who to talk to and share their wishes with.



## Making it easier to raise a concern to your GP

We've recently supported local GP practices to make it easier for people to know how to raise a concern/complaint. Each of our 80+ practices have received an individual audit report and the findings from this work are shown in an [executive summary](#) and a full report.

The steady stream of positive responses back from practices is showing overall, this work has been well-received and should lead to further improvements in information.

*It is really useful to get feedback from a third party who give us constructive comments to help us improve outcomes for our patients.*

**Nicola Collins, Practice Manager  
Selsey Medical Practice**



## Annual reporting

For the second year running we've condensed our [Annual Report](#) into four informative pages. We hope you'll find this a useful report and we'd welcome feedback and comments on this document, so we can continue to improve it next year.

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



## Hearing from our communities

### What's coming up...

<b>FREE GOODY BAG + JACKET POTATO BUFFET FOR EVERYONE</b>	<b>healthwatch</b> West Sussex 0300 012 0122
<b>Come and talk to us about your health and care experiences.</b> Friday 27th July Worthing Homes Lovett Hub Maybridge Square Worthing, BN12 6HB	<b>4:30 pm - 6:30 pm</b> Friday 27th July
	<b>SHARE YOUR STORY</b> So we can influence improvements

Worthing families are invited to a *free* afternoon of activities and supper, which is centred on **giving people a safe opportunity to explore what is working well locally and what support would help young peoples' wellbeing and mental health.** For more details go to our [Events page](#).



- We're editing the first our short You Tube clips of young actors raising awareness of our Advice and Information service and hope to be rolling out the red carpet soon.
- Our team recently spent a morning talking to Year 10 students at Oathill Community College and we aim to build on this, having planted ideas with these students on how we can together **get others in their community talking and sharing ideas on the future of the NHS and care.**



- The **proposed changes to West Sussex County Council's own services for Adult Services** were presented to Health and Social Care Select Committee for scrutiny, details of which can be found [here](#). Whilst the cabinet member has still to decide on these proposals, **we plan to continue to work with the project leads to make sure those who use these services now and in the future are involved in the process and are supported to understand potential changes and improvements.**



- Discussions are taking place and we will shortly be publishing a report of the challenges people experience with **financial assessments** (this is a process that identifies what people should contribute towards their local authority funded adult social care costs.) We've made **recommendations for improving this service.**
- From listening to people we're aware some residents are unaware they can have **conversations with a pharmacist in private.** We're looking at how we can promote this more widely to help more people to feel safe and comfortable to get health advice at a pharmacy.



We're pleased to have been able to award our first two community chest funds to local groups and we will share more about this work as it progresses.

### Three recent articles you may have missed

- [Care Quality Commission's updated approach to regulating independent healthcare services](#), CQC 28 June 2018
- [HPV testing could be more accurate than smear tests for initial screening for cervical cancer/](#) , NHS Choices 4 July 2018
- [People with dementia should be involved in discussions about their care says NICE](#), NICE 20 June 2018

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