

# November 2018 Heads Up



INSIGHT &  
EVIDENCE

Our latest [Insight and Evidence Report](#) is now available.

CQC have written to 84 Local Authorities to highlight concerns over the financial position of [Allied Healthcare](#).

The County Council has stated, 'we acknowledge the provider's financial situation may improve and are keen to work with them. In the meantime, we are looking at how we can keep customers in West Sussex and their families informed of any developments and the options open to them. The CQC has stressed that the failure of the business is not inevitable and Allied Healthcare's financial position may improve. The wellbeing of our residents is our number one priority.'

**If you have any concerns, particularly if you are funding your care yourself, please call us on 0300 012 0122.**



## Hearing from our communities

- **Amplifying local voices in NHS England re-commissioning of high street and specialist community dental services**

NHS England commission specialist dental services to support people, who might struggle to access a high street dentist, which may be for a variety of reasons. Also, emergency out of hours dental services are commissioned by NHS England, and these services provide dental care where examinations and treatment is urgently needed, and when high street services are closed.

To inform this commissioning process, NHS England is working with national organisations to understand peoples' needs and experiences of using such services. We have shared a written briefing with NHS England's regional team, that has **over 50 anonymised experiences** our residents shared with us about [Dental Services](#) between [May 2017 - October 2018](#).

Themes from this insight are detailed in a [short report](#).

- **Supporting local hospitals in delivering good food and nutrition to patients**

One of our authorised representatives was invited to take part in the selection process for the next supplier of patient food for Brighton and Sussex Hospitals NHS Foundation Trust, which operates Princess Royal Hospital in Hayward Heath and Royal Sussex Hospital in Brighton. From the presentations and tastings, we have offered the following learning points to the Trust and other organisations looking at this type of provision:

- Potential suppliers should be asked to prepare meals against a predetermined menu, so those evaluating the meals can compare like for like
- Potential suppliers can then be asked what they would change about this menu and why, if anything?
- All potential suppliers should, at the start of the tendering process forward a list of existing customers, so these can be verified to avoid time wasting or risk of unreliability.
- The next steps in the process should be made clear and simple to everyone involved.

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



## What's coming up...

- **Listening to Burgess Hill residents and services**

We were delighted to be able to meet and speak to a diverse range of residents during our Burgess Hill Listening Tour. With our final few engagement events due to complete shortly, we are starting to look at the insight shared.

We will report on some of the unique aspects we found and showcase some of the support available in the area, as well as put a spotlight on some of the challenges people experienced when seeking support with their health and care needs.



Helping you to find the answers -0300 012 0122

### My Stroke Guide - Support for anyone affected by stroke

Around 80,000 people a year are admitted to hospital with a [stroke](#), and there are over 1 million stroke survivors in England.

Linked to World Stroke Day, which took place on 29 October 2018 we are sharing links to the Stroke Association [support resources and services](#), including the recently updated [My Stroke Guide](#). To find out about what NHS England is doing to improve stroke identification, care and treatment visit the [NHS England](#) website.

Locally, Jeremy Gardner one of our Non-Executive Directors is part of a task and finish group looking at Stroke services for coastal West Sussex residents.



### Cannabis-based products for medicinal use

Following the Government's announcement to reschedule certain cannabis-based products for medicinal use from 1 November 2018, NHS England has provided [guidance](#) to clinicians for safe use. Many cannabis-based products are available to buy online, but their quality and content is not known plus they may be illegal and potentially dangerous.

Medical cannabis can be prescribed in some cases to help children with rare, severe forms of epilepsy or adults with vomiting or nausea caused by chemotherapy. Information for patients and the public explaining what the changes mean is available on the [NHS website](#).

### Have you thought about asking your pharmacist?

Ask Your Pharmacist (AYP) week ran from 5 - 12th November 2018 and the theme for this year was 'Let's talk about medicine safety'. If you have any queries about your medicines or have been prescribed a new drug and need to know more about it and any possible side-effects, your local pharmacist can help and advise you about safe use.

**New research shows that many people underestimate the risks of taking medicines inappropriately. And with winter fast approaching, your pharmacist can help with all the usual ailments this season brings.**

## Recent articles you may have missed

- [NICE say double check patients with penicillin allergy to avoid increased MRSA risk](#), 24 September
- [New Counselling Service for young-people in West Sussex](#), 8 November
- [NHS set to save 150 million by switching to new versions of most costly drug](#), 16 October

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