

December 2018 Heads Up



Season's Greetings

As Christmas is fast approaching we'd encourage you to add to your festive preparation list a reminder to make sure you get your repeat prescription in plenty of time and if travelling to pack all the medication you may need. Running out of medication can be a problem, particularly if you are away from home. It also puts avoidable pressure on the NHS during a very busy time.

Having visited most of the community pharmacies in West Sussex we're confident they can offer good advice on what to do or take before an illness gets serious. Remember your community pharmacy is the most accessible place to get quick advice on health matters over the festive period. Don't forget to ask to use their consulting room if you want a private chat.

Hearing from our communities



The County Council are currently consulting on a **Draft Vision and Strategy for Adult Social Care (2019-2021)** and you can read our formal feedback to this [here](#).

Have your say by completing the [survey](#) which closes on 14 December.

We'll have a meeting with WSCC officers so we can discuss the plans for involving local people in the development of any adult social care strategy towards the end of January.

Today, Frances Russell our Chair attends the [Health and Social Care Select Committee](#) which is meeting to discuss various proposals that are likely to effect some of our most vulnerable residents. Frances will be raising several concerns which we have observed and noted, throughout the consultation period. You can read one example [Minimum Income Guarantee](#).

What's coming up...

- **Adult Mental Health In-patient beds**

We will be part of an *Independent Panel* set to review the work of Sussex Partnership NHS Foundation Trust's redesign of mental health in-patient beds in West Sussex. The Trust has been working with Coastal West Sussex Clinical Commissioning Group (CCG) on how to realise its ambition for its hospitals to have only single sex wards, whilst recognising the challenges of some of its existing estates. Given the proposed changes there is likely to be a public consultation on this next year.

We've recently taken part in a review of the **Transport analysis** element of the WSCC West Sussex Redesign and challenged on some of the assumptions and contributed to possible solutions, whilst recognising the need for harnessing the ideas that West Sussex residents may be able to offer.

- **Midhurst Community Hospital** - Since the announcement of the temporary closure of the hospital due to unsafe staffing levels (arising from difficulties in recruiting in the area), we've been part of a group looking at options for reopening. This has involved visiting another region, to see what is working well and to listen to what was changed to make this happen. Plans are under way to create opportunities for local people to hear what has been explored and to have their say on the future of health services in Midhurst. We will make sure these are well advertised locally.

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



- We're eagerly awaiting the Governments **NHS's Long-Term Plan** which is due out shortly. Healthwatch England has secured some extra money to enable us to raise awareness of this plan and to engage with people about this. If you'd like us to visit your group/community please email helpdesk@healthwatchwestsussex.co.uk
- Through our community partnership we are sponsoring the following projects.

Community Group	Project
Juno Project	Capturing young girls experiences of mental health project
Phoenix Stroke Club	Raising awareness and capturing members experiences
UK Harvest	Raising awareness and capturing experiences from those who attend 'surplus suppers'.
Sunbeam Swimming Club	Raising awareness and capturing members experiences from members.
Age UK East Grinstead	Raising awareness and capturing experiences from those attending Armchair Exercise classes.
Cognitive Stimulation Therapy Group	Raising awareness and capturing experiences from attendees.
Crawley Indian Heritage Society	Raising awareness and capturing experiences from those attending a specific event
HOPE Charity Project & Sparkle Groups	Raising awareness and capturing members experiences



Helping you to find the answers -0300 012 0122

- **Rights and responsibilities - raising awareness around Care Home selection**

Choosing a care home can be stressful and confusing. It can be very difficult to find the information you need to help you make important decisions about the future.

The Competition and Markets Authority has produced [new guidance](#) to help residents in care homes and their representatives better understand their rights under consumer law.

Healthwatch England has further [details](#) around choosing a home and what should happen if you are being asked to leave a home, or what you can if something goes wrong.



- **Serious Incidents** Through our *Independent Health Complaints Advocacy Service (IHCAS)* we've identified an information gap for patients and family/friend carers where a *Serious Incident* investigation is being carried out.

We are delaying writing a guide as Healthwatch is expecting the situation around this will be changing, following a consultation about the process this year. Originally new guidance was expected by the end of the year. We understand this is now set for Spring 2019. You can read more about this [here](#). Some of our concerns are covered in [the responses](#).

- **New guide to person-centred care in hospitals** The Royal College of Physicians has published a '[Top tips for person-centred care](#)' guide, developed in partnership with their Patient and Carer Network. The guide aims to help physicians in a hospital setting to improve their communication, help patients identify priorities and concerns, involve patients in care and treatment planning, and assess patient experience.

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