

# Local peoples' views and feedback

## Rural North Chichester Integrated Health Hub



Healthwatch West Sussex supporting wider  
engagement to inform the development of the new  
health hub in rural West Sussex

December 2019

## Introduction

Following on from two public meetings to update and involve local people on proposals for an Integrated Health Hub (the most recent taking place on 8 October 2019), Healthwatch have supported some wider independent engagement at a series of events:

Healthwatch also filmed the Hub lead, Dr Emma Woodcock in order to offer local people an update in a [video](#) giving information on what is suggested and how it is envisaged the hug will improve services for residents.



Our engagement has been framed by the following six questions:

1. What do you believe the services in the Integrated Health Hub will provide?
2. What kind of services would you like to see being part of the Integrated Health Hub - NHS, Social care, Community Services, other?
3. What support from the Integrated Health Hub would help you and your family stay as healthy and independent as possible?
4. We have been told by residents that local transport is an issue. What are the main issues for you? What could make it easier for you to get the most from this community facility?
5. As the Integrated Health Hub will have a wide range of information what types of information would you like to see available there?
6. Do you have any other comments/concerns?

The following insight has been captured from seven events during October 2019. Many of these events were facilitated using the questions as prompts. We engaged with 218 people and captured 228 views, experiences and stories.



## What people think the Health Hub will provide?

People understood this would be a more joined-up service, stating the need for:

- people to have access to the same clinician
- networking for mental health and loneliness
- tests and appointments to be more joined up.

## What people want the Health Hub to provide?

People believe for the hub to be integrated it will **need to offer prompt access to NHS services and social care** - from statutory services and community/voluntary organisations (so people can have support around **adapting** their homes and **equipment** to remain independent at home).

For people living with, or potential for mental ill-health it will **need to provide regular psychologist and mental health trained nurses** - so people can access support after being discharged, if they start to become unwell again.

**Support for carers** - recognising the need for breaks from caring responsibilities.

**Social prescribing** - we heard positive stories of how access to this support helped.



They helped me find furniture from the local charities, so that I could set-up home.

The social prescriber came to see me once, to check all was well. I really appreciated this.



**Access and time with specially trained clinicians**, such as diabetic and COPD nurses.



My late mum had dementia and when she came home from hospital (about 7 years ago), she would be seen by various people. We never saw the dementia team in five years. She needed vitamin B12 and we had to go out and buy them for her. If the Integrated Health Hub means that people get a better service than this, I am for it.





## What people said would help them and their family to stay as healthy and independent as possible?

People spoke more of their personal situation, but key areas was having:

- people to support them to access and for family and friends (often to enable them to access services)
- timely access to support from the NHS, social care and community services
- access to specialists at home, when needed.

## What people told about transport issues

As local residents, people were familiar with transport concerns.



When you get to our age (80) you do not have the same get up and go, as previously. This makes me feel more vulnerable and isolated. When younger I did everything and anything!



People spoke of the stress of having to rely on buses, watching the clock when at an appointment, especially if they are running late.

Others said they would not phone for a taxi, as it costs too much (particularly if living off a pension or low income).

Local voluntary transport services are good but do not have enough drivers.



I have had to use Tandem Transport for the past 10 weeks, as I needed to see the nurse for the changing of dressings. They provide a great service, but do not have enough drivers.

My mum is 90 and housebound. She used to drive but gave up years ago, so has to go everywhere by car. Tandem are currently short of drivers; in fact, they are short of drivers on a regular basis, so you cannot rely on them.





### For getting to Midhurst:

- The distance to Midhurst, for those who can no longer drive, with people recognising there would come a time when they could no longer drive. This was also linked to a fear of being isolated.
- **Two buses** needed - if you miss one there is a long wait for the next. (You can wait up to an hour for a number 1 bus).
- A **long walk from where the bus stops to the hospital** - with some saying they could not do this walk.

“

I could walk from the Midhurst bus stop, but it would take about half an hour and I am younger (43) than a lot of people. I do not know how anyone elderly would get there.

”

- There is **no shelter at the bus stop**.
- Getting from Petworth to Midhurst is a problem, as there are no buses, and when they do run, they are unable to keep running.
- No close parking.



The number 70 bus without any form of covering



The entrance to Midhurst Hospital and Number 70 bus

### For getting to other local areas:

- Patients access to St Richards can be challenging by bus, as appointments do not always match the timetable and you can have a long wait to get home.
- Getting to Pulborough is tricky as local transport gets you to the railway station - then you have to **walk up hill on dangerous roads**.

“

Mum (who is in her 90s) has eye problems and they have moved all eye clinics to Southland Hospital. If we go by car it will take an hour. If we go by public transport it takes 4.5 hours and we need four trains and three buses! How does someone get to appointments?

We really do need more private cars, if we are expected to go from Petworth to Pulborough. The bus stops at the railway station and then you have to walk. We are approaching winter and it is getting darker, the traffic is heavy, so you have to consider safety and the length of walk is too far - about 30 minutes for me. So unsure how someone in their 70-80s will do. It is just not workable. Think again doctors!

”



*The Midhurst central bus station and bus covers*



*Example of bus covering*



## What people said would make it easier to get the most from the Health Hub?

“It is difficult to know how to get the right support now a days. I have a friend and he needs’ 24/7 support. But this has to be provided by his wife and family and things become more difficult for them. When he is in crisis they have nowhere to turn to.

”

People spoke about volunteer driver services and in one case how this works well in the village of Tillington (which currently supports over 500 people).

Other suggestions included:

- I would like to see an **integrated approach so that we do not have to have so many visits.**
- Better joined up working for the medical appointment and for social activities.
- A volunteer driver, who takes people to appointments at Pulborough Medical Group, suggested district nursing come and collect people due to the frailty of some of the passengers, *it can be very difficult to move them from the house to car and car to the surgery.*

Others said they could not use the new hub, as they would not be able to get themselves to Midhurst.

“Before my wife died, she was in Hospital and this is about 20 miles away. I tried to drive there as often as I could, but I am 84 years old, so it has become more difficult. When I did drive there, I found it very difficult to park at the hospital. She was then moved to a care home and this was about 15 miles away.

Again, I did my best to get there often but really feel, due to the distanced and my age, I failed my wife at a time when I should have been there to support her.

It is fine for health to be in centres, but there does not seem to be the support for those who have to support those in hospital. I feel very sad about this.

”



## What information people said they would like to see offered in the Health Hub

People in Petworth were clear they would not wish to travel to Midhurst to get information but were keen to see more material on prevention in the local library.

It was also suggested that there needs to be a support group and more information about local services and groups in Petworth.

## Other comments people made

Here are the comments people made when we engaged with them in the discussion about health and care.

### About the proposal:

- The government has set up the benefits payments... for the system, and not the claimants. It will be the same for this project. Has it really been set-up for patients or the system?  
  
Centralisation can work well for services and for Healthcare Professionals. Especially if you have the experts for oncology and cardiac etc. and then have satellite hospitals that might work well.
- Maybe it needs smaller hubs more geographically based to be able to serve all needs?
- Why do we have to wait until Easter?
- This sounds like a good thing/really good idea.
- I think this will help many people at some point in their lives.
- Some people do not have family left to support them or they are so far away. You do not know the situation of your neighbours until it is too late. We are not the community we used to be.
- Many people have become isolated, especially as their peers pass on.
- This is all too complex for me (80-year-old) - as I do not know what I need until I need it.
- I guess Midhurst is as good as anywhere.





- This update is *really useful thank you for coming today*.
- We have all of this currently at St. Richards Hospitals.
- In 1984 they kept changing and centralising services to Midhurst and now everything is at Midhurst and Petworth has less and less access to services.

#### Other comments:

- I was in hospital just before Christmas (last year), due to an infection. I was there for 8 days and they were *brilliant*. But I should not have been there in the first place, as my GP would not provide me with the right medications *what a waste of money*.
- I called an ambulance, as I was feeling unwell. The ambulance arrived at 8.00pm and then got stuck at Bury Hill at about 11.00pm. I got to the hospital at 2.00am. The back-up arrived but was too small to fit me in.
- The ambulance came and the healthcare profession said *we are about to go off shift, so we are waiting for a new crew to arrive*. They then left us, and we had to wait a further two hours.
- I spent three hours in a corridor at A&E in the cold.
- I am better being at home and independent and doing things.

#### Comments on staffing:

- Staffing will be an issue, as there are always too many administrators. It will need staff for the whole system.
- I think they are unable to get staff and there is no forward planning for staff. It just feels broken. You would not run your own business like this.

#### Appointment concerns:

- I have diabetes and see the diabetes nurse, who is also a prescribing nurse, so I do not have to take-up the GPs time.
- I have diabetes and thyroid tablets and these two pills do not get on well with me and are causing problems with my tummy. I had a colonoscopy and then needed to speak with the doctor but was unable to get an appointment. I spoke with the Chemist, who made more sense than the doctors did.
- I visited Horsham Hospital, as one of my fingers was bent. I turned up and waited an hour. It seems that everyone has to wait an hour. You have 15 minutes at the appointment, but its typically 30 minutes. So, the receptionist said that for each appointment you should allow three hours. I could not wait this time, so have booked another and will have another hour's wait.



- If I (an 80-year-old) had to go to Pulborough doctors for an appointment I could not get there.
- I had to go to the Pulborough doctors this morning and the waiting room was full. They were running 20-30 minutes late. You only have 8-10 minutes with a doctor, yet they think it is OK for you to wait for 30-40 minutes.
- You cannot get an appointment and I was told I had to wait 7 weeks for a blood test. I went to the walk-in at St. Richards.
- Pulborough doctors have staff but you still cannot get an appointment and have to wait 4 days to 3 weeks, or told to go to A&E.
- You are unable to get an appointment currently.

“

I had an x-ray at the hospital and needed to get the results from the GP. I phoned the surgery and was told that *your doctor has to review them*. I asked *who is my doctor?* I was told who it was and asked *can I have an appointment/speak with them to discuss the x-ray*. I was told I could speak with the doctor on (date give). It is disappointing that you have to wait four weeks to get the results.

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### Primary Care Networks (PCNs) concerns:

- How did they come up with the geographical areas for the PCN?
- Why have the PCN's been set-up, and who decided the area?
- I think the service areas are too far apart to make into meaningful hubs. Midhurst and Loxwood are a long way from Pulborough, whereas Billingshurst and Storrington are much nearer.
- I phoned Petworth Surgery and was told my appointment would be at Pulborough doctors. I am unable to get there, so my daughter had to take a day off work to take me there.

### Response to these questions by Dr Emma Woodcock Loxwood Surgery

Practice groups were formed in 2016 in Coastal West Sussex Clinical Commissioning Group, largely decided by the GP surgeries. The Primary Care Networks (PCNs) have been largely based on these original practice groups. They link practices who have similar geography and patient populations.

The PCNs were set up following a new GP Contract from NHS England in April 2019. It is thought that encouraging practices and community services to work more closely together will help improve patient care.

## Other engagement/communication

Information about the video update has been sent by email to:

- Parish Councils
- GP Practice Managers
- Patient Participation Groups
- Social prescribers
- Pulborough Wardens
- West Sussex County Council Communities and Partnership Team
- Housing Associations
- Transport Lead
- Charities and Community Groups.

There will be information appearing in:

- Sussex Local
- Various Parish Magazines
- Milan Cares Newsletter



- Voluntary Action Adur and Chichester Bulletins
- Village Tweet
- Vantage Point
- Midhurst Local.

## Recommendations

- To devise a local transport plan for the North Chichester area that is co-ordinated
- To devise a recruitment campaign for volunteer drivers
  - Support from GP surgeries to actively promote this for people who have given up working to support their local community
  - Support from Social Prescribers to discuss this type of opportunity
  - Devise a 'myth' busting style of promotion about volunteer drivers
- For a specific covered bus stop to be added at Midhurst Hospital.

## Next Steps

- Present this intelligence to the Midhurst Task and Finish Group meeting in December.
- Follow up on recommendations.



## Healthwatch is here to make care better

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.

We also help people find the information they need about services in West Sussex.



Here to help you on the next step of your health and social care journey

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

You can review how we performed and how we report on what we have done by visiting our website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

## Contact us

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