



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences



## Spotlight on Rustington, East Preston, Angmering, and Littlehampton REAL Patient Group

REAL Patient Group (RPG), which covers Rustington, East Preston, Angmering & Littlehampton, supports patients to discuss matters relating to their GP practice and local healthcare providers that are important to them.

On Saturday 20th October 2018, over 200 people attended a Public Meeting at the Windmill Theatre, Littlehampton. The meeting began with the NHS 70th Birthday video. Dr Lee (Willow Green), Dr Pledger (Fitzalan), Dr Kimber (Park) were part of the panel discussion with questions provided by attendees. The event was an opportunity for residents to meet their GP's, ask questions and learn about the services provided and discuss any planned changes to services. Also, part of the panel discussion was Arun District County Council Wellbeing Manager and IPC Ltd.

Several community groups also spoke about the services they provide: Katie Glover, CEO MIND Coastal West Sussex, talked about mental health focussing on the work of Pathfinder. Cheryl Berry, Healthwatch West Sussex, talked about how our work enables change as #itStartsWithYou.

Freedom Leisure talked about their referral scheme. West Sussex Carers Support talked about the services they provide.

 <b>'Your voice in the local NHS'</b> 	
<b>Public Meeting</b>	
<b>Saturday 20 October 2018</b>	
Doors open 9.30am – Meeting starts at 10am Windmill Theatre, Littlehampton BN17 5LH	
<b>Rustington</b> Copple/Angmering Medical Centre <b>East Preston</b> Fitzalan Medical Group The Lawns Surgery <b>Angmering</b> The Park Surgery Westcourt Medical Centre <b>Littlehampton</b> Willow Green Surgery	<b>Come and meet GPs &amp; patients from the area</b> <b>Hear about new GP extended access</b> <b>Learn about local MIND projects</b> <b>Question &amp; Answer session</b>
Contact: <a href="mailto:realpatientsgroup@gmail.com">realpatientsgroup@gmail.com</a> 07736 575651 @PatientsREAL Please let us know if you need wheelchair access	

**The questions asked covered a range of topics, with the key topics being:**

- Accessing and time allocation of GP and hospital appointments
  - Discussion about extended hours
  - Discussion about fining people who do not attend an appointment
  - Loss of home visits
- Communication with health care professionals
  - Discussion on the maze that is the NHS
- Repeat prescription and medication reviews
  - Could prescriptions be limited to shorter time frames 3-6 months
- The particular issues of Fitzalan GP surgery was also discussed
- Access to medical records
- Health service capacity to cope with new housing in the area.
- How are the needs of those with learning disabilities supported?
- New ways of working such as SKYPE

The insight from this event and individual insight given to our Community Engagement Workers was collated and anonymised and forms part of the insight and evidence that Healthwatch gather to identify common themes around what works and doesn't work for local people. This insight is used to influence services development and can feed into: West Sussex Health and Wellbeing Board, HASC - Health and Adult Social Care Select Committee, WSCC Joint Strategic Needs Assessment, Safeguarding Adult Board and NHS Sustainability Transformation Partnership workstreams (Sussex & East Surrey).

In this way, the REAL Patient Group voices help to influence the ongoing development of Health and Social Care in our County.

Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk),

Website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk).

**healthwatch**  
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

Twitter [@healthwatchws](https://twitter.com/healthwatchws)

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Contact details for RPG - email: [realpatientsgroup@gmail.com](mailto:realpatientsgroup@gmail.com)

Phone: **07736 575651** Twitter: [@PatientsREAL](https://twitter.com/PatientsREAL)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Co-ordinator, email: [cheryl.berry@healthwatchwestsussex.co.uk](mailto:cheryl.berry@healthwatchwestsussex.co.uk)