



*The Newsletter of the Patient Participation Group
of the Riverside Surgery*

Issue 7: Summer/Autumn 2018 Editor: David Phillips

Welcome to the seventh issue of LINK, the newsletter of Riverside Surgery Patient Participation Group.

As you may well have heard many of England's Clinical Commissioning Groups (the regional organisations that commission health services on the behalf of the public) are in financial difficulty. Indeed our own Horsham and Mid Sussex CCG (HMSCCG) had a deficit of some £39 million in 2017/18. This not so much due to HMSCCG's poor financial management but rather because of increasingly high levels of activity at acute hospitals (A & E and admissions) and a growth in the cost of care at the hospitals. As people live longer, so there are a growing number of patients with complex needs which puts pressure on the system all round, not least on our GPs. However, our CCG along with Crawley, High Weald Lewes Havens, Brighton and Hove and East Surrey have formed an Alliance and if collectively they can save £50 million in 18/19 and limit their combined deficit to £65 million, they will receive a matching £65 million of additional support from NHS England.

Such a scenario means nonetheless that cuts will have to be implemented by all CCGs and they are currently working on proposals to determine where these might be achieved. The good news is that they are not doing this in isolation and HMSCCG has set up an Engagement and Equality Overview Group comprising patient and Healthwatch representatives as well as the voluntary sector. Its focus will not be on advising the CCG where cuts might be implemented but rather on highlighting to them the various impacts of the cuts they are proposing. In my capacity as Lay Representative for Horsham at the CCG I have become a member of the group and will keep you informed through the pages of LINK.

The second issue I want to mention in this issue concerns proposals that have been floated for GP practices to provide diagnosis and treatment online. You will find more detailed information about this topic and a mechanism for expressing your views in a separate article. In viewing these proposals there are a number of points to be considered. On the face of it online consultations will be potentially beneficial to certain groups of patients, not least commuters, those working full time and younger people. Against this it would be a service that many older patients couldn't use as they don't have access to a computer. My other concern is the practicability of the idea. GPs are already under pressure working long days, seeing patients, analysing test results and dealing with the more bureaucratic aspects of the modern practice. So one has to ask what the impact on them will be if they have to deal with online consultations and respond to possibly protracted email exchanges as well. The proposals may well be implemented in some form after the responses to the consultation have been considered but in my view this should only be done if the GP practices themselves are onside and feel able to draw up relevant procedures that don't merely add to the pressures on them.

In this issue Dr Phin Patel provides advice on how to deal with the health challenges that autumn will bring. Not least of these will of course be the onset of the 'flu season. So if you qualify for a 'flu' jab do liaise with the practice in mid-September about the dates on which these will be available.

If you're reading this and want to be kept informed about activities at our practice do visit the website regularly: <http://www.riversidesurgeryhorsham.co.uk>

David Phillips: Editor of LINK - Riverside Patient Participation Group

NB The above views are specifically those of the Editor and not of Riverside Practice



Surgery News

- Dr Sarah Bruce is now on maternity leave
- We should like to welcome Dr Miriam Dias who joined the surgery on 9 July and Sue Chantrill who took up the post of Reception Manager on 3 August
- The surgery are currently recruiting for additional GPs to help further strengthen the clinical team
- This year's flu season is nearly upon us! There will be a difference this year as two flu vaccinations will be available to patients according to their age. Following guidance by Public Health England, patients aged 65 and over will be offered a trivalent vaccine (TIV) and patients aged 18 - under 65 years in an 'at risk' group will be offered a quadrivalent vaccine (QIV). The surgery is planning to hold Saturday flu clinics as in previous years as these have proved to be very popular with our patients.

NHS Choices

Please visit the NHS Choices website to post your views on our surgery. We strive to provide excellent care and access and your feedback will help us to achieve and maintain this.

See: <https://www.nhs.uk/pages/home.aspx>

Vikash Malde: Practice & Business Manager



Health Hints for Autumn from Dr Patel

Following an extremely hot summer autumn will undoubtedly bring us a comfortable drop in temperature and some much needed rainfall. Along with this we will also see our gardens filling with falling leaves, so do use this opportunity to engage in outdoor activities rather than falling into a comfort zone of 'hibernation'. Leaf raking is an excellent fitness exercise and works several muscle groups at once. Apart from losing a few pounds you'll also have a model autumn garden!

Darker days can also start to affect our mood and behaviour. There is a well-known phenomenon called 'SAD' (Seasonal Affective Disorder). As the name suggests it is a form of depressed mood due to the time of year thought to be exacerbated by shorter days with more dark hours. If you are already diagnosed with generalised depression, be vigilant that there may be a blip in your currently well controlled mental health. Do speak to your GP if you have any concerns. If you think you are suffering from SAD, there are excellent online resources on NHS Choices with further information and guidance: <https://www.nhs.uk/conditions/seasonal-affective-disorder-sad>

This summer will have worked wonders for our vitamin D levels; however, if you know you are prone to deficiency in this vitamin in autumn/winter, then it may be worth taking an over the counter vitamin D supplement during this period

As October approaches, the surgery will be rolling out the annual flu vaccinations. We are as always planning to invite eligible groups into the surgery for planned flu clinics in due course. However please also take the opportunity when you are in seeing a GP or nurse for a consultation to have your flu jab too. If you think you are entitled and have not been invited to have this vaccine by November, please do contact our surgery reception and we can look into this for you. The same applies for parents with children who are eligible for the flu nasal spray.

Dr Phinal Patel

Survey of Riverside Services

Unfortunately there has been a delay in the external analysis of the 2018 Riverside Patient Survey returns but we will report the findings in LINK as soon as we can.

Cost of Patient Non-Attendance at Riverside

During July this year 47 Riverside patients did not turn up for booked appointments with doctors and there were a further 39 no-shows for appointments with nurses. This equates to 22 hours of lost/ wasted clinical time.

The impact of non-attendances means an increase in the waiting times for appointments, frustration for both staff and patients and a waste of resources. So to be fair to our doctors, nurses and your fellow-patients, if you know you will not be able to make an appointment please have the courtesy to inform the practice as soon as possible by phoning 01403 274700 to cancel or reschedule. You can also do this online if you are registered for that service.

Horsham's Big Health and Care Conversation

The Horsham Big Health and Care Conversation organised by our CCG duly took place at WSCC offices on Parkside in Horsham on Thursday 26 July. The purpose of the seminar was to solicit patient and voluntary sector views on a number of topics to help plan future services in the face of the challenges the NHS is currently facing.

Proceedings were opened by a presentation from WSCC's Director of Health who gave a profile of health overall in the county and outlined five key objectives: Supporting a good start in life, improving the health and wellbeing of working people, preventing the development of long-term conditions, improving health outcomes for people with long-term conditions and empowering citizens to remain independent in their own homes. Delegates were then asked to participate in three of the eight workshops offered: Staying healthy and helping people manage their conditions, using primary and urgent care services, referral for hospital or specialist care, caring for the frail and keeping people out of hospital, mental wellbeing, using medicines appropriately, finances and the Sustainability and Transformation Partnership. The views expressed in the seminar and the priorities established will help shape future service provision in Horsham, Mid-Sussex and Crawley.

If you have a question or specific feedback for the CCG on any aspect of health and social care services, please email: HorshamAndMidSussexCCG@nhs.net or call them on 01293 600300 ext. 4053

Extended Access to Horsham GP Practices

Many Riverside patients will be aware that the Dept. of Health wants GP surgeries in England to create greater access to appointments by extending the hours when these are offered. To that end there is a requirement to have revised arrangements in place by October 1st this year. Following the success of the existing in-hours Hub facility in Horsham, whereby patients have been able to see a GP at Village Surgery in Southwater should their own practice not be able to offer an appointment, extended service provision is being planned in time to meet the October deadline. From the beginning of that month it is proposed that the Hub for both extra in-hour and extended hours appointments will be offered by Park Surgery on Mondays, by Village on Tuesdays and Wednesdays and by Courtyard on Thursdays and Fridays. Weekend appointments, for which there is currently little demand, will be available in Crawley. Confirmation of the new arrangements

will be forthcoming shortly, so watch out for publicised details in your own practice or on the CCG website:

HorshamAndMidSussexCCG@nhs.net

Patient Consultation on Online Services

The Central Sussex and East Surrey Commissioning Alliance along with other CCGs nationwide is looking to create a new service for patients to access their GP practices online as an alternative to the usual methods. They want the service to be created based on the feedback from their patients.

This service would allow patients to provide their symptoms digitally to their GP practice who would forward the information to the appropriate healthcare service (GP, nurse, or alternative healthcare professional) who in turn would respond to the patient directly via an internet platform (email, web chat etc.). It is also possible that the patient may be redirected to another service i.e. pharmacy/ Urgent Care Centre or self-care depending on the individual case. **This service will not replace telephone bookings or face to face appointments with GPs.** It is designed to be another way to access primary care which will potentially be more convenient for digitally engaged patients.

The Alliance is attempting to reach as many patients as possible across Sussex and East Surrey to find out their thoughts on how the service should run. So if you have any views or queries please email Antonia Bennett at CSESCA.onlineconsultation@nhs.net

Dementia Framework Review

In 2014 there were around 13,000 people in West Sussex living with dementia; in 2017 it was estimated the number had grown to 14,400, with a projected to rise to 22,000 people by 2030 (a 60 per cent increase!). In response a Dementia Framework was launched in 2014, developed by WSCC in conjunction with the county's three Clinical Commissioning Groups. It is based on views of local people with dementia and their families and carers to provide a clear vision in terms of Dementia care for the future to include: Improving health and wellbeing, supporting people with dementia to stay independent for longer, providing high quality, compassionate support, early diagnosis, good information and advice, supportive communities.

As a result of the work which has taken place since 2014, more people are getting diagnosed, there is more support following diagnosis and help in a crisis, there is support for family and friends carers, 'Dementia Friendly Communities' have been developed and there is support for people in hospital. The Framework is due to end 2019 but with more people being diagnosed with dementia because of an ageing population WSCC is conducting a number of initiatives to gain patient/carer feedback. If you would like to give the council your views, please do so using the following on-line survey:

https://haveyoursay.westsussex.gov.uk/legal-democratic-services/dementia_survey/

Verbal Abuse at Hospital Phlebotomy Unit

During the course of 2018 there have been a number of incidents at Horsham Hospital's Phlebotomy Unit of verbal abuse of NHS staff by patients awaiting blood tests. The cause of such abuse has invariably been waiting times at the Unit. Such abuse is totally unacceptable and demotivating for the staff actually carrying out the tests. Those planning the service are striving constantly to improve the way it is run and to even out waiting times. Indeed opening hours were increased from 08.00 to 15.45 on weekdays earlier this year. So do please be patient if you need to use the service at particularly busy times. Arriving for a test first thing in the morning is not always advisable.

Alternatives to A and E

As has been well documented the increase in the number of visits to A & E nationwide, often by patients who don't need to be there, is putting huge additional pressure on the NHS both in financial and staffing terms. That being the case it's as well to remind ourselves of the alternatives for Horsham residents to an often lengthy trip to East Surrey Hospital A & E in Redhill. Please use the following services where possible as an alternative.

Alternatives to A and E (ctd)

Minor Injuries Unit (MIU) at Horsham Hospital: Walk in. Open 9-5 Mon-Fri excluding Bank Holidays.

The MIU can diagnose and treat a wide range of minor injuries and ailments for both adults and children over one year old: (e.g. minor head injuries with no loss of consciousness; minor burns and scalds; limb injuries; simple eye infections i.e. conjunctivitis; cuts and grazes; bites and stings; ear and throat infections; skin infections).

See www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16407

Urgent Care Centre (UCC) at Crawley Hospital: Walk in. Open 24 hours a day, seven days a week.

The UCC can treat most injuries or illnesses that are urgent but not life threatening: e.g. chest infections, sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings. You do not need to book an appointment - just turn up and you will be seen promptly by either a doctor or nurse.

See www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16408



Keep Yourself Informed:

There are many ways in which you can keep informed about health matters. Below you'll find details of two organisations which actively encourage you to participate and which will regularly update you on their particular health & well-being activities.

Horsham Wellbeing: www.horshamdistrictwellbeing.org.uk is a FREE service offering friendly information and advice about a range of health and well-being issues for people living or working in the Horsham district. Wellbeing advisors can provide one-to-one support and help and advice on: losing weight, stopping smoking, healthy eating, being more active and emotional wellbeing.

NHS England - In Touch is voice for patients and the public. NHS England distributes a twice-monthly patient bulletin, In Touch, updating readers on what is happening within the NHS, highlighting events which you can attend and identifying research projects you can participate in if you are interested. To receive these monthly bulletins please go the website below and enter 'In Touch' in the search box: [NHS England <bulletins@england.nhs.uk](mailto:bulletins@england.nhs.uk)

Your Guide to Acronyms and Abbreviations:

BCF: Better Care Fund. A programme spanning both the NHS and local government, which seeks to join up health and care services, so that people can manage their own health and wellbeing.

LTC: Long-term Condition. An LTC is defined as a condition that cannot as yet be cured but which can be controlled by medication and other therapies.

Riverside Ribaldry



'Old doctors never die; they just lose their patience'