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North East Review newsletter

DECEMBER 2009

Introduction

Health services in the north east area of West Sussex are changing.

The North East Review was set up by West Sussex Primary Care Trust in May 2008 to assess local health services. The independent North East Review Panel, chaired by Sir Graeme Catto, presented 45 recommendations to the PCT Board in January 2009 relating to all areas of NHS work, from children's services to mental health provision.

Work is now well underway to turn the Panel's thinking into better services for patients. This is the final newsletter to provide updates on the developments which matter to you, but as this bulletin will make clear there is still much more work going on.

NEW ENDOSCOPY SERVICE IN CRAWLEY

In line with Recommendation 33 from the Panel, a new endoscopy service based at Crawley Hospital was opened at the end of November. The new unit will mean that local people will be able to have the diagnostic test - which involves a tiny camera being inserted inside the body - closer to home rather than having to travel to Surrey and Sussex Healthcare NHS Trust (SaSH) in Redhill. NHS West Sussex has now commissioned SaSH to deliver

the service in Crawley, and the start-up cost of about £1.5m came from West Sussex Health, the provider of community NHS services in the county. Clare Loft, Head of Community Hospitals, North, said: "This is a terrific example of the NHS working together to bring a state-of-the-art service closer to home for people in Crawley, Horsham and the surrounding areas. It is the latest in a line of great services to come to Crawley in the last 12 months."

Implementation updates

CHILDREN'S SERVICES

A new centralised children's centre at Crawley Hospital should be in operation this spring, in line with Recommendation 19 from the Panel.

The Child Development Centre will bring services for young people together at the hospital for the first time. There is also real progress towards the same goal in Horsham, with invitations to tender already having been sent out.

In Crawley youngsters will benefit from better surroundings, more child-friendly waiting areas, space for mental health services, and a dedicated area for a sexual assault referral centre.

Clare Loft, Head of Community Hospitals, North, said: "Until now these services have not necessarily been located in places which were

designed with children in mind, but now we will have a purpose-built Child Development Centre for the first time."





NEW END OF LIFE CO-ORDINATOR READY TO START

In line with Recommendation 28 from the Panel, NHS West Sussex has now appointed an End of Life Care Co-ordinator to cover the north east area. There is a great deal of good work already going on to help patients in their final days, and to support their loved ones, but it was decided that there needed to be someone to ensure all the separate elements worked together. The new member of staff is expected to start work on 11th January, and their task will be to ensure that everyone in the area has access to high quality end of life care which maximises their comfort and dignity, whether they are being cared for by acute hospitals, community hospitals, hospices, care homes or in their own homes.

PERSONAL HEALTH BUDGETS

At the start of December NHS West Sussex was chosen by the Department of Health to be a trial site for personal health budgets – giving some patients a direct say in how NHS funds are spent to support them. There is £10,000 of government money to help set up the scheme, and some of this money will be used to help the trust respond to Recommendation 42 from the Panel, which focused on supporting carers. One of the personal budget trials will involve

working with some carers of people with dementia in the Crawley area.

RADIOTHERAPY

Work is underway to implement Recommendation 35 from the Panel, which is to provide access to at least one radiotherapy machine locally. Improving access to radiotherapy is also a strategic goal for NHS West Sussex. Such a major, long-term investment decision clearly cannot be made in isolation and so the trust is working closely with the local Cancer Networks covering West Sussex, Hampshire and Surrey. These networks are seeking to boost radiotherapy capacity, with the local priority areas identified as the North East area of West Sussex, and East Surrey. An option appraisal is currently underway, with one of the most significant questions being whether the service must be located at an existing major hospital, or whether it could be set up at a community location instead. Both clinicians and the public are being involved in this important process.

NORTH EAST PARTNERSHIP FOR HEALTH BOARD

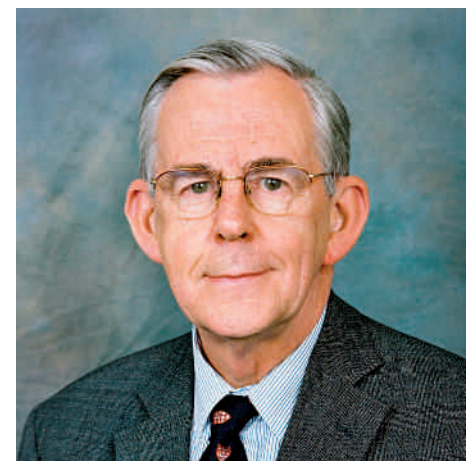
The North East Partnership for Health Board met for the first time on 15th October in Burgess Hill, beginning the work of providing the public with assurance that progress is made implementing the Panel's recommendations. There were 23

senior representatives present, drawn from NHS West Sussex, other NHS trusts, West Sussex County Council, district councils, primary care, the voluntary sector, and patient groups. The subjects covered included radiotherapy and dialysis capacity, population projections, and hospital capacity.

The chairman was Cllr Chris Snowling, who said: "We have come a long way. My feeling is that we have moved from an almost confrontational situation during the review itself to a position where we are now much more working in partnership." The Board will next meet in Horsham on 21st April.

"We have moved from an almost confrontational situation to more working in partnership."

Cllr Snowling



Cllr Chris Snowling

HOSPITAL CAPACITY

The North East Review Panel concluded that hospital inpatient bed capacity was a major issue in the area, but that there was currently no justification for building an entirely new hospital. A further report looked at ways of easing pressure on beds, and NHS West Sussex is now committed to implementing 17 recommendations including: reviewing pressure on beds every three months; improving bed occupancy rates, examining delayed transfers of care and the possibility of introducing seven-

day working into some community health and social care roles. All these tasks have been allocated to directorates, and each have an individual director responsible for delivery.

STAKEHOLDER FORUM

The North East Review Stakeholder Forum has now finished its work. On 4th November the forum met in Horsham to consider transport issues, and the final meeting, held in East Grinstead on 17th November, looked at children's services, carer support, the urgent treatment centre in Crawley, and the question of hospital bed capacity.

"All views, from the grassroots to a senior level, have been represented." *Stuart Henderson*

Stuart Henderson was chairman of the forum, which was made up of more than 100 individuals or organisations. Mr Henderson said: "This has been a very unusual exercise, and a model I think which could be used again. The forum has involved such a wide range of people, from the grass roots to a senior level, that all views have been represented."

TRANSPORT

A 'transport summit' was held on 20th November, chaired by West Sussex County Council leader Henry Smith and bringing together representatives from local councils



West Sussex County Council Leader
Cllr Henry Smith



and the NHS. NHS West Sussex is committed both to developing transport options to help people get to health services, and to moving services into the community and nearer to people's homes. Cllr Smith praised some 'good progress' but added: "More needs to be done and some of the solutions require all of us to make a contribution. Getting the organisations together has been an essential first step for this." He cited the example of the new Crawley Community Transport initiative that started on 23 November 2009, taking people with mobility problems to hospital in Redhill, and is being developed with funding from NHS West Sussex, West Sussex County Council and Crawley Borough Council.

"The NHS knows that access to health care is important, but it is not a problem we can solve alone." *Mike Harris, Chairman, NHS West Sussex*

MENTAL HEALTH

Real progress is being made in the drive to make improvements to primary care mental health services. NHS West Sussex is introducing a range of psychological therapies

and support for people with mild to moderate mental health problems. These services include expert telephone support, Overcoming Anxiety and Depression, and Mood Management courses, individual counselling, and cognitive behavioural therapy. A major element of the scheme is a recruitment drive to employ more than 100 community-based 'talking therapists' throughout the county, and this process was started in the North East in April before being extended to the west of the county in October. There are already 30 trained staff, and a further 50 trainees, and plans are in place to fill another 40 posts in the coming months. These people will predominantly be based in GP surgeries. The service will take some time to reach its full potential because of the time needed to ensure that therapists are recruited and trained, but progress has so far been good.

OVERVIEW AND SCRUTINY

Members of the Health Overview and Scrutiny Committee have been involved at every stage of the process, and will meet again early in 2010 to assess how well NHS West Sussex has responded to the series of recommendations they made in February 2009.

The councillors on the committee made several suggestions for improving the process which have been taken on board by NHS West Sussex, including the desirability of working closely with elected members to use their well-established networks to help inform and advise the public.

Committee members also commended several examples of good practice that were in evidence during the North East Review process - including the Stakeholder Forum model, and the way it engaged so many people and organisations - and suggested that they may be applied during other consultations and reviews in the future.



THE NORTH EAST REVIEW PANEL

The 10-strong North East Review Panel was set up to assess the health of the population of the area, and to look at local access to healthcare. The Panel operated independently of NHS West Sussex, and considered data, gathered expert opinions, and listened to the public before producing 45 recommendations for the Trust in January 2009. The Panel, which was chaired by the President of the General Medical Council Sir Graeme Catto, consisted of people bringing a range of expertise and insight. The members were: Sara Weech, Director of Operations - Health, at West Sussex County Council; Dr Ann Corkery, Public Health Consultant; Sue Cart, Representative of the Director of Adult and Children's Services, at West Sussex County Council; Taff Davies, Lay representative; Dr Tim Fooks, GP representative of the Professional Executive Committee; Chris McKrill, Nurse representative of the Professional Executive Committee; Dr Amit Bhargava and Dr Minesh Patel, GP Practice Based Commissioning representatives, and Neil Ferrelly, Finance Director at NHS West Sussex.

THE HIGHLIGHTS SO FAR

This publication has brought you news of the developments in the North East in recent months. There have been many improvements in a short space of time, and the highlights include:

- Beginning the recruitment of specialist children's nurses at Crawley
- A new system of personal health budgets for some carers of people with dementia
- A major investment in mental health services locally to recruit dozens of 'talking therapists' to work in the community
- More than £850,000 for a new community-based stroke rehabilitation team working in the area, and many more significant developments for the area.

THANKS

A huge number of people have been involved in the North East Review process to date, too many to thank individually here. However, gratitude is certainly due to Sir Graeme Catto and his colleagues on the Panel, the members of the Steering Group, all the people who attended public meetings and submitted

their views, Stuart Henderson and the members of the Stakeholder Forum, Cllr Chris Snowling for chairing the first Partnership for Health Board, members of the Health Overview and Scrutiny Committee, and Brian Hughes and Moira Bremner for supporting the programme.

THE WORK GOES ON

This is the final edition of North East Review News, but not the end of the story. Work to improve health services does not stop, and NHS West Sussex has given a commitment to implement the Panel's recommendations, keep local services under review, and to make improvements wherever possible.

There are many more changes already in the pipeline – next year will bring new dermatology services being delivered closer to people's homes, 'one stop' gynaecology clinics, more diagnostics services in the community, and improved rheumatology, urology and ophthalmology services.

The recommendations have now been made part of NHS West Sussex's standard day-to-day business by including them in the trust's annual business plan, but that does not mean they will disappear from view. The establishment of the North East Partnership for Health Board is specifically designed to ensure that the improvements continue, and that this process goes on in public. The central way in which this work will be taken forward from this point will be in partnership with GPs, in particular through the Practice Based Commissioning groups covering Crawley, Horsham and Mid Sussex.

Find out more

To see the full report of the North East Review Panel, go to the 'About Us' section at www.westsussex.nhs.uk. Visit <http://www.westsussex.nhs.uk/about-us/north-east-review/> to see previous newsletters or to find out more about progress being made by NHS West Sussex implementing the Panel's recommendations.