

The Friends of Crawley Down Health Centre Website

www.friendsofcdhc.co.uk

For those who have access to the internet why not try using our dedicated website? We believe the design of the website is unique amongst all other PPG sites in the country because:

It is interactive with you the patient. In other words it is not just a repository of information which you can look up about the Surgery, our CCG or NHS matters of national interest but:

- It provides you with the ability to comment upon any posted articles.
- Or just raise a query with us via the website.
- Also, if you register on it you will automatically receive an email every time a new article is posted alerting you to the subject matter involved. Then just click and read.

Any query raised is automatically emailed back to us. We will then acknowledge receipt, review it and answer it if we can but if not refer it on to the surgery for them to respond. Also, when raising a comment you can decide whether or not you would like your comment to be published on the website either anonymously or otherwise. However, we will, of course, never publish anything of a personal or medical nature.

Recently the CCG have been issuing a 'Weekly Round Up of Patient News.' We publish these newsletters on the website and they contain a wealth of information of current NHS services in our area.

So, why not log on to the website (quoted above), go to the bottom of the right hand column on the main page and under **META** register? Or, if you don't want to register just have a good browse around.

Missed Appointments for 2016 and the first 6 months 2017!

<u>Year</u>	<u>Months</u>	<u>Appointments missed</u>
2016	Jan - March	126
2016	April - June	160
2016	July - Sept	187
2016	Oct - Dec	245
2017	Jan - March	178
2017	April - June	231

These latest figures are terrible and equivalent to a total of 38.5 lost clinical hours!

"Friends of" Contacts for those with/without computers

Co-Chairs: Peter Dodds (acting) 01342 713046 / Glynn Roche 07966 222 111

Secretary WANTED; Treasurer Peggy Close;

Donations/Fund Raising Mollie Tavani 01342 712022 or mrpat@talktalk.net

Newsletter Editor Peter Dodds

For those with computers wanting to contact us or raise questions go to:

www.friendsofcdhc.co.uk

Friends of Crawley Down Health Centre

Newsletter
No 9
Sept 2017



Welcome to our 9th. Newsletter

Our aim is to bring news to you regarding new and developing health matters relating to the surgery and in general under the NHS.

About us

Our volunteer group is made up of patients registered with the Crawley Down Health Centre. We are affiliated with the [National Association for Patient Participation \(NAPP\)](#). From the 1st April 2013 [The Health and Social Care Act 2012](#) became law and it aims to introduce 'real patient choice' into how health care is administered. As a group, we firmly believe that two-way communication is the best way forward so please let us have your comments via the suggestion box situated in the surgery waiting area or by using our patient dedicated website. (see back page for more details).

Would you like to get more involved in our group?

We are always keen to have new people join us on the committee. In order to promote this and give patients a more direct connection to us we staff a table two Wednesday mornings a month in the surgery waiting area. Please do come and talk to us. Peter Dodds, (Co-Chair), stood down at the AGM in June 2016 but is carrying on in the capacity of 'Acting' Co-Chair until a replacement is found. Currently we are **in need of a Secretary for the Committee**. If interested please contact Peter Dodds, Glynn Roche or (see end of newsletter for contact details).

Fund Raising Projects

The Friends of Crawley Down Health Centre undertakes fundraising projects to provide equipment that the NHS does not provide to GPs under their contractual terms.

This year we have raised over £2000.00 which is being used to purchase a new ECG machine for the surgery. At the time of writing a suitable new machine has been identified and ordered so by the time you read this it should already be in use. Needless to say the surgery staff are thrilled to be able to have the use of a state of the art piece of equipment.

We only started raising funds for this project in February and the fact that we were able to reach our target so quickly is due to some incredibly generous individual donations plus some well supported fund raising events like, coffee mornings and afternoon teas organised by your committee members. Some local businesses have also helped out namely: Stoneman Funeral Services, Lovingly Made (Antique & Vintage Boutique in Feldbridge) and the Deli in the Village.

Horsham and Mid Sussex and Crawley CCG's are put into 'Special Measures'

Many of you will have heard of the above, disturbing piece of news, and probably wondered what it could mean for you as a patient.

The main reason this has occurred is to do with the fact that at April 2017 Horsham and Mid Sussex, (which is our CCG), ended the financial year £14.9m over budget. Crawley had the same problem but a smaller deficit.

So, it is not so much to do with the health care being provided by our CCG but rather the financial planning associated with delivering it.

To read the statement issued by the CCG or to contact them for more information concerning the situation look at this website <http://www.horshamandmidsussexccg.nhs.uk/news/ccg-annual-assessment-for-2016-2017/>

Also, David King, our CCG Director of Joint Commissioning and Partnerships, addressed the CPRGs (Commissioning Patients Reference Groups) for both Horsham and Crawley to explain in more detail what steps were being taken to rectify the situation.

Log on to our website (www.friendsofdhc.co.uk) to see the headline points Mr. King made and click on [CPRG Update DK presentation 15-08-2017 v1](#)

Location of Defibrillators in Crawley Down, Turners Hill & Copthorne

Crawley Down: Post Office (open until 9.00pm)
Crawley Down: Denture Care Centre
Crawley Down: Crawley Down Health Centre
Crawley Down: The Haven (in the adjoining Football Club)
Turners Hill: The Ark
Copthorne: The Hub
Copthorne: Copthorne Golf Club

They are supposed to be pretty much fool proof to use but for more information on this aspect go to The St John Ambulance advice/instructions website at <http://www.sja.org.uk/sja/first-aid-advice/first-aid-techniques/using-a-defibrillator-aed.aspx>

S.O.S. for Mobile Phone Chargers

Many of you have been very helpful in donating your old mobile phones so that we can sell them and raise some cash for the surgery equipment projects and our running costs. **BUT**, we desperately need **chargers** for the phones as without them we can't trade them in. At the moment we have 40 phones and only 2 chargers so please have another look in those drawers and see what you can find. Don't worry if you can't be sure which phone they belong to, we may be able to match them up ourselves.

Same day appointments for 5 year Olds and under in the East Grinstead Area

Did you know all children aged 0-5 years and who are registered with an East Grinstead Area GP can access same day appointments?

If you are concerned about your child's health and need urgent but not emergency help or advice, contact your local East Grinstead GP. If registered with one of the four practices, they can provide your child (aged five years and under) with a same day appointment.

Dr Stephen Bellamy, East Grinstead GP and Clinical Commissioning Group (CCG) locality lead for Mid Sussex, said: "As part of our [#GPnotA&E Campaign](#) we want to ensure parents receive the right care in the right place and don't spend time waiting in A&E or elsewhere, when they don't need to. Children can receive the care they need right here in our local community. See our web page for more information :<http://www.horshamandmidsussexccg.nhs.uk/news/gpnotae-in-east-grinstead/>.

The four practices that offer same day appointments for registered children aged 0-5 are; **Moatfield Surgery, Judges Close Surgery, Ship Street Surgery and Crawley Down Health Centre.**

Other Emergency Treatment Information

- Late-night East Grinstead pharmacy: Lloyds Pharmacy Inside Sainsbury's, Brooklands Way, RH19 1DD. Tel: 01342 302295.
- NHS Helpline, call 111.
- Out of hours GP service (evenings, weekends and bank holidays) call 111
- Calls to 111 are free from mobiles and landlines.
- Minor Injuries Unit at Queen Victoria Hospital, East Grinstead (open 8am-7:30pm daily).
- The Urgent Treatment Centre at Crawley Hospital (open 24 hours, seven days a week). Just walk in, no appointment needed.

Join the Health Network

The Health Network enables Horsham and Mid Sussex CCG, patients and the public to work together to get a better understanding of how to shape local health services for our communities.

Its aims are to give you the chance to: a) Have your say and debate issues b) Access up to date information about your CCG c) Help us improve health services d) Learn more about your areas of interest Log on at: www.horshamandmidsussexccg.nhs.uk/get-involved/join-the-health-network/