



Hello! The aim of this newsletter is to provide you with information on new and developing health matters relating to your surgery and the NHS in general. It is available online at www.friendsofcdhc.co.uk where you can register to receive it by email. Please contact (see last page) us if you would like printed versions of any of the documents mentioned in this newsletter.

2019 AGM June 4th Members of the public are welcome to attend. Please contact us to let us know (see over) if you plan to attend.

Fund Raising and Results We continue to engage in fund raising for 2 reasons; a) the running costs of this Patient Participation Group including the cost of producing and distributing this newsletter, and b) to purchase items that aim to help patients even though they are outside the practice resources paid for by the NHS.

This is a continuation of previous activities and since the last newsletter we have achieved the following:

Coffee morning in November at Auchinleck Court (£252.05) thanks to Peggy and Dave Close for organising and many that helped.

Waitrose Community Matters (£160) thank you Peter Dodds for initiating this.

Mobile phone recycling (see last page)

Table Top sales at The Haven Centre in March (£56.24) thanks to Peggy and Dave Close for organising this.

All of these outcomes have been made possible through tireless efforts of our committee members and friends. Our thanks go to everyone involved.

More events are being planned - including taking part in the Village Fayre in September.

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 \(NAPP\)](http://www.napp.org.uk). Since 2013 [The Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/17) became law and it aims to introduce 'real patient choice' into how health care is administered. As a group, we believe that two-way communication is best so please let us have your comments via the suggestion box situated in the surgery waiting area or at www.friendsofcdhc.co.uk.

What was purchased?

1. A sample fridge. A specialist item which means that the noon deadline is gone for providing test specimens. Less missed tests and more convenience for patients.
2. Three patient information leaflet display stands: Information is now much easier to find and accessible in the Reception waiting area.

Surgery Update, what is the Modality Partnership? You may or not be aware that on 1st April our practice has merged with three other practices to be part of a nationwide group, Modality Partnership. We asked Dr. Jefferies for some more details and he has kindly written the following article for us:

I suspect questions about this merger would include Why? Who with? Is this NHS privatisation? and How does it affect us - the patients?

Why? is an important question. General Practice has been struggling nationally particularly over the last 5-10 yrs. Underfunding is a chronic problem compounded by further demands on our service without appropriate funds. The recruitment crisis is a real problem too, particularly for Doctors but also Nursing and admin roles. Our current Doctor shortage equates to 4 days of Doctor time every week and it is no surprise that appointments are scarce! Job adverts will often fail to result in any applications at all from prospective doctors. Such a surprise considering Crawley Down is a fantastic practice in a lovely part of England.

The merger helps us in many ways - economies of scale means each practice doesn't have to have its own accountants or human resources support - which immediately cuts costs. Payroll, holidays can all be managed centrally - not at each and every individual practice as it is now. Having a group of practices means that if new services are requested of us, a protocol (for example), can be developed, not by each individual practice but only by one and then simply applied across the organisation - immediately reducing administrative load. Where there is greater expertise or skills within a practice this could be utilised across the whole group which benefits the whole group as a result - not just one practice as it would do now.

In summary the merger provides us with greater resilience, efficiency and abilities to adapt.

Who with? Our merger also includes the practices of Ship street and Judges Close in East Grinstead and Park View in Burgess Hill. Together we form the Mid Sussex division within the Modality Partnership. The division may change over time with new practices joining if they share the same ethos and satisfy our entry requirements. This is something we would encourage with the same reasoning I mentioned earlier with regard to 'Why' we have merged in the first place.

How does this affect us, the patients? In some respects, this is the most important question. In a lot of respects, from day to day you probably won't notice a great deal of difference apart from the signs outside and the lanyards the staff wear. **BUT**, the greater resilience that merged practices will have means that practices will survive and continue to provide medical services to their patients. Being part of a bigger organisation should improve recruitment of all types of staff and also the possibility of cross cover if there are acute staff shortages at a particular site for one reason or another. The capability to develop new services across the group and exploit new resources more efficiently will always have a benefit on the practice populations (previously services could have been ignored as there simply wasn't the time or expertise to develop them within each practice).

Looking further into the future the division could develop new services utilising the skills of the staff within the group such as outpatient services. This has already happened with great success within the Birmingham group, the founding practices of Modality.

Is this NHS Privatisation? It is very important at this stage to say that this merger is not a 'takeover' or 'privatisation'. Modality partnership is run by 130 GP partners and one non-clinical partner who is the CEO. Each of the divisions of Modality are run by a board only made up of GP partners and who are, in turn, represented at the national board by each division's Executive partner.

In essence, the final question is; Could Crawley Down Health Centre have survived and continued to strive to provide top quality health care without the merger? The realistic answer is NO. By merging, the answer is YES.

Dr. Dan Jefferies

More details can be found at the Modality Partnership web site: www.modalitypartnership.nhs.uk/ and in the Friends Of Crawley Down Health Centre web site here: <http://www.friendsofcdhc.co.uk/2019/03/important-announcement-from-the-surgery-partners/>

Missed Appointments

We continue to face challenges where, even though they are scarce, many appointments are being missed. **We are seeing year on year increases around 10%.** This is a big waste of resources. While there are a small number of genuine cases, many are not. Please log-in or ring to cancel appointments if you do not need them. If you have a mobile please let the surgery have details and permission to text you reminders.



Home Visiting Pilot For some months now patients in the Crawley Down and East Grinstead area have been part of an exciting project called the 'Home Visiting Pilot.' This scheme attaches a Paramedic Practitioner to the four practices who do some of the urgent home visits that are requested every day.

The Paramedic visits only with patients consent and will have their medical history. The Paramedic reports back to the patient's GP after their assessment and their training ensures that a thorough assessment is undertaken - helped by a strict limit on the number of patients they see each day. Patients are carefully selected by their practice and excludes patients with complex needs who are best assessed by their own GP.

This service is not meant to take over from GP visiting - but more to help the already stretched GP community and free them up to continue with the never ending in-practice tasks required of them. An assessment will be made whether it will continue dependant on its effectiveness and availability of future funding.

Mobile Phone Recycling If you have been to the surgery in the last two years or more may have spotted a large silver barrel covered in "Wanted" Stickers and topped by a cardboard mobile phone, this was an idea from the Friends of Crawley Down Health Centre requesting any unwanted mobile phones to re-sell in order to raise some funds for the running costs for the group and printing these newsletters which are distributed to the homes of Crawley Down along with the Church and Village News.

This project has been extremely successful and up to date we have raised £629.90. We would like to thank those of you who have donated to this scheme with one exception - the person that put the stolen phone in the barrel! This phone took two photos of me and I am still waiting for the police to knock on my door M.

At one time we were given more phones than chargers and a local cab firm and hotel came to our rescue so many thanks to them.

The barrel is currently resting but it may return soon so please hang on to those phones (and chargers!).

Dave Close

COPD Self Management App Self management of medical conditions is becoming more acceptable in medical care. It has been shown to improve compliance and outcomes in a wide range of conditions.

In our modern world self management can be aided by electronic Apps using mobile phones and tablets.

NHS England has purchased for the mid Sussex and Horsham area a number of licences for a COPD (Chronic Obstructive Pulmonary Disease) App called **myCOPD**.

This app includes educational material about the condition and the many different inhalers, it includes numerous instructional videos which include pulmonary rehabilitation and inhaler usage. An important aspect is self monitoring and management which even includes weather and pollution forecasts.

Reassuringly its also very easy to use - if you can use a phone then you can use this!

Not all of our COPD patients will be suitable to have one. We would suggest discussing with the practice COPD team at the time of a review appointment.

Whilst currently there may be a limited number of licences it is worth mentioning that if you miss out a life time licence for this product can be purchased from the company direct for only £20. Looking forwards, this particular company also does Apps for asthma, diabetes and heart disease. So for those patients who want more knowledge of their condition and greater self management the future is looking very exciting.

Contact Us

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