



Scrutiny & Overview Committee

Interim Report of the Health
Provision Working Group

Interim Report of the Health Provision Working Group
January 2014

Interim Report of the Health Provision Working Group

1. Introduction

The Health Provision Working Group met for the first time on 10th December 2012.

Horsham Hospital has provided services to the residents of Horsham and surrounding district since early 20th century. These services included a maternity unit, surgical wards, emergency care and paediatric care, as well as outpatient clinics and diagnostics.

The maternity unit closed in the 1980s and surgery is no longer performed. The minor injuries unit is restricted to week day opening.

The expansion of Horsham, with increasing demand for medical services, has accentuated the need for a vibrant community hospital capable of providing a high standard of care and broad range of services, which are in need of publicity.

The Working Group focused on forthcoming plans of the main Clinical Commissioning Group (CCG) and the providers, Sussex Community Trust (SCT) and Surrey and Sussex Healthcare (SASH). The process of planning of the delivering care is a rapid one in the NHS and the recent changes made by the Government have taken some time to be achieved. The long term goal must be to improve the patient experience, and Horsham Hospital is an important part in this process.

2. Membership

Councillors: David Skipp (Chairman) Frances Haigh, Liz Kitchen, Kate Rowbottom, Tricia Youtan

3. Objectives of the Review

The Working Group would specifically examine the current services provided at Horsham Hospital and consider whether other services could also be provided.

The Working Group felt that there would be benefits in increasing the services on offer at Horsham Hospital.

There was also a lack of good public transport links to East Surrey Hospital which was another reason to support the use of Horsham Hospital and to seek an expansion of its services.

Members were aware of the disadvantage and discomfort to patients by not providing local health services.

Terms of Reference

1. The present health provision at Horsham Hospital including acute services, outpatient services and inpatient facilities.
2. Access to services at Horsham Hospital.
3. Future plans by the Surrey and Sussex Healthcare Trust, the Sussex Community Trust, other Trusts and providers, and the Clinical Commissioning Groups for the use of Horsham Hospital and the benefits of these plans to the residents of the District.
4. Future role of Horsham Hospital

4. Summary of the Research Undertaken

The Health Provision Working Group invited a number of key organisations to its meetings in order to gather evidence on the present services at Horsham Hospital and the future plans.

Sussex Community NHS Trust

Representatives:

Sarah Eggleton: Head of Adult Services (North Locality) Sussex Community NHS Trust

Evelyn Prodger: Matron Horizon Unit, Horsham Hospital and Kleinwort Centre (Intermediate Care Mid Sussex)

The Sussex Community NHS Trust (SCT) provided the majority of services at Horsham Hospital, they explained that there was not a hospital manager or administrator but Heads of Department did meet to discuss matters of common interest. The reception area was managed by the Facilities Department. Each health service provider owned the equipment within their department and each provider had its own IT system.

Any proposal seeking to add health services at Horsham Hospital would require the Clinical Commissioning Group (CCG) to evaluate the public need and benefit, devise a business case and costings, and present that to PropCo, the NHS Property Company, specifically set up to run the NHS buildings, in relation to renting space at the hospital, before going out to tender to find a provider to run the service. An expansion of an existing service might be a simpler process than the provision of a new service.

SCT might request further investment from the CCG to resource further work such as intravenous therapy nursing.

One existing unit at Horsham was the Horizon Unit, there were 38 beds and received patients from three acute units. Patients usually did not have to wait long to transfer to the Horizon Unit and most arrived on the same day or within 24 hours of a request.

SCT suggested that mental health was an area where additional resources would be welcome to provide care and support for those patients who had a degree of dementia. SCT staff did receive some informal support from the mental health registered nurses on Iris Ward but SCT recognised the benefits that could be derived from better access to a psychiatrist who could make a diagnosis in relation to patients with dementia.

SCT had been seeking more resources to assist those people who would require care within the community in winter and receive support in their homes and they would focus on community care provision. The Working Group suggested that with an ageing population SCT may also need to consider additional beds at the Unit. The SCT representatives highlighted how the confidence of elderly patients could be compromised if they spent too long a stay in hospital and how physiotherapy could be provided in people's homes. Greater integration of health and social care would provide benefits and Horsham Hospital would be the hub for many of those support services.

On average a SCT elderly patient stayed at Horsham Hospital for 22 days. The SCT wished to see greater integration with Adult Social Care services; that was likely to develop but no timetable had been settled.

SCT was not experiencing any difficulties in hiring and retaining staff at the Minor Injuries Unit.

Members had commented that the Unit may not be as well used as it could be, perhaps because it was only open between the hours of 9:00 a.m. and 5:00 p.m, however the SCT stated that it would be willing to consider extending the Unit's opening hours on weekdays until 7:00 p.m. The Unit shared accommodation with Harmoni which provided the out of hours service as from 7:00 p.m.

SCT agreed to provide data about where Horsham-based patients were receiving treatments (other than at Horsham Hospital) including figures for those who used the Crawley Hospital Urgent Treatment Centre.

SCT agreed to check the number of home and hospital physiotherapists and the waiting times to access that service.

SCT reported that its services resulted in less than 5% of its patients being admitted to hospital.

The SCT has recently responded to the queries raised by the Working Group at its meeting with the representatives, please see appendix two.

Horsham and Mid Sussex Clinical Commissioning Group

Representatives:

Dr. Simon Dean: Horsham Locality Chairman

Alison Hempstead: Head of Planning and Governance

Steve Williams: External Consultant

The Clinical Commissioning Group (CCG) wanted to provide the best pathways to health provision.

The integration of services would be developed to provide a multi-disciplinary care team with input from Adult Social Care, mental health and nursing teams, the Health and Wellbeing hub and others; it was hoped that result in some health issues being addressed before they arose or became serious.

The Working Group asked whether the CCG representatives were satisfied with the integration of social care and adult social care services for patients based at Horsham Hospital. Dr. Simon Dean explained that sometimes this did not happen as smoothly or as quickly as it could; additional resources and staffing might assist.

Steve Williams outlined his brief. He was preparing a strategic blueprint with regards to healthcare and the CCG, Horsham Hospital is part of this, for the CCG to consider.

There was further scope for consultants to come to Horsham Hospital rather than patients having to travel to them; for example the consultant for the community care for the elderly service was based at the hospital one day a week, this was an example of what could be achieved in other service areas.

Three potential roles for Horsham Hospital were identified – to host a wide range of outpatient services, to act as a rehabilitation centre for patients being transferred from acute hospitals, and to develop its diagnostics and provide therapeutic care.

The CCG representatives stated that they were in the process of considering the level of use of at Horsham Hospital

The Working Group asked the CCG representatives whether Horsham Hospital might provide some minor surgery, they stated that there would have to be a sufficient volume of work to justify such surgery, an upgrade of theatre facilities would be required, and a provider that wished to undertake such work would have to submit a convincing business case.

Increasingly health services were being provided outside of acute hospitals.

CCGs did not possess any capital money; sources of capital would have to be determined whether it be publicly financed by HM Treasury, a Private Finance Initiative, a third party developer, or NHS Property Services in partnership with a developer.

Since the meeting the CCG have advised that Steve Williams has been brought back into the CCG on an interim basis to complete and update the existing documents. The timescale for this is to be finalised by the end of April. At that stage the Programme Board will be determining how it wants to share the finalised material and obviously the request from the Working Group will be addressed at that point.

The CCG will keep the Working Group informed of progress.

Surrey and Sussex Trust

Representatives:

Michael Wilson: Chief Executive

Michael Wilson, Chief Executive, Surrey and Sussex Healthcare NHS Trust (SASH), to the meeting was welcomed to the meeting, he explained that SASH provided emergency and non-emergency services to the residents of East Surrey, north-east West Sussex, and South Croydon, including Crawley, Horsham, Reigate and Redhill.

The Working Group noted the schedule which detailed the SASH clinics at Horsham Hospital and the total number of appointments per specialty for each month between September 2012 and August 2013 (Appendix One).

SASH was guided by its principles of providing services that were safe for patients, a quality experience, and which achieved good clinical outcomes. SASH now delivered all of the national quality and safety standards and, in August 2012, had been classed as performing across all elements of the NHS Performance Framework for the first time.

Clinical Commissioning Groups now commissioned the majority of NHS services via the clinically-led local CCGs and decided how much of the NHS budget was spent in their areas. The local CCG would decide which services to commission. SASH, when commissioned, would have to consider whether it could supply a quality health service and the cost of that.

The Working Group's explained to Mr. Wilson its wish to support, develop, and promote services at Horsham Hospital and made the following suggestions. The Minor Injuries Unit could be developed and use of telemedicine introduced, Horsham Hospital could be a rehabilitation centre and allow patients to be treated closer to home and supported by relatives, could develop its imaging and diagnostics, and help provide an integrated community model of care.

Mr Wilson reported that A&E at East Surrey Hospital was experiencing an increase in public visits and significant numbers of ambulance conveyances. Any upgrade of the Minor Injuries Unit at Horsham Hospital and the Urgent Treatment Centre at Crawley could assist by dealing with the less acute cases and relieving demand on A&E.

The Working Group suggested that SASH should clearly communicate its successes to the public and explain the new CCG-led commissioning environment within which it worked. SASH hoped to become a Foundation Trust by October 2014 and would be seeking public members and governors to help shape its plans for the future.

Mr Wilson emphasised that SASH supported a community-led model of care.

NHS Trust health providers were not members of the West Sussex Health and Wellbeing Board, as this was not a requirement of the Board; the Working Group suggested that this could be reviewed. The Health and Wellbeing Board led on improving the co-ordination of commissioning across NHS, social care and public health services and formulating a local Health Plan.

Horsham and Mid Sussex Clinical Commissioning Group

Representatives:

Dr Simon Dean: Horsham Locality Chairman

Sue Braysher: Chief Officer of Horsham and Mid Sussex Clinical Commissioning Group

The Clinical Commissioning Group (CCG) were invited to talk to the Working Group again to follow up on the first meeting and following the visit of the Chief Executive of Surrey and Sussex Trust, the Working Group was hoping for more details of the strategy blue print, but there was nothing conclusive at this stage. However the CCG provided an update for the Members.

The CCG was in the process of reviewing the services required at Horsham Hospital, trying to bring into line the delivery of healthcare to meet the local needs of the District.

The CCG was working with NHS England, property services at Horsham Hospital, and with Crawley's CCG.

New clinics were already up and running, for example the Venous Leg Ulcer Clinic and the procurement process was also underway to bring the Muscular Skeletal Clinic to Horsham as well.

The CCG explained that by bringing innovative services to Horsham, this would attract suitable professionals to the Hospital.

It was agreed by all that better publicity of the services offered at Horsham Hospital was essential, as often the public were unaware to what was available.

The CCG explained that outpatient facilities would be enhanced at Horsham Hospital

The Working Group also raised concerns regarding the planned number of beds at Horsham Hospital over the winter period; but Members were assured that there would be increased support for people at home through community care, as well as extra support in the nursing homes.

The CCG was responsible for bringing service providers to Horsham, however required the administrative side to be organised by the owners of the Hospital.

There would be no changes to the Minor Injuries Unit for the time being.

The CCG asked for the support of the Working Group for its integrated care and patient care, support for the utilisation of Horsham Hospital at the centre of the community, improving communication regarding the access to services and the improvement of health and wellbeing services.

6. Chairman's Conclusions

This has been a positive Working Group, developing relationships with important health providers and commissioning groups. The importance of the input by the District Council can not be emphasised enough, and hopefully will increase with time.

The Working Group acknowledged SASH's willingness to provide services at Horsham Hospital and the suggestion that telemedicine could be offered and used in MIU with clinical support for East Surrey.

The Members acknowledged that SASH and the CCG recognised the importance of Horsham Community Hospital and encouraged them to enter into meaningful dialogue to improve services for the residents of Horsham and the District.

The Group await the strategic blueprint with regards to healthcare and the CCG, as Horsham Hospital is part of this.

There has been a long delay since the Group met Mr Williams, which is perhaps an indication of the slow decision making process in the NHS.

Horsham Hospital is a vital part of the community in the Horsham District and it was agreed by the Scrutiny and Overview Committee that the Working Group continue to function with a visit to the hospital planned in the near future and further contact with the health professionals on the agenda.

My thanks go to the Scrutiny and Committee Support Officer for her help in organising this report.

7. Recommendations to the Scrutiny and Overview Committee

1. Support the Clinical Commissioning Group with its integrated care and patient care
2. Support for the utilisation of Horsham Hospital at the centre of the community
3. Help to improve communication about access to services and the improvement of health and wellbeing services at Horsham Hospital
4. Support the Clinical Commissioning Group with its focus on bringing service to Horsham which were achievable; otherwise it ran the risk of losing them
5. Continue to liaise with the CCG to understand the strategy for the development of Horsham Hospital
6. To press for more Outpatients Department services to prevent unnecessary travelling to hospitals outside the area
7. To continue to press for an overall administrator or manager to organise the hospital
8. Encourage dialogue between the CCG and providers such as SASH.

Appendix	Title	Page No
1	Services Provided at Horsham Hospital	11
2	Letter from the Sussex Community NHS Trust	29

Councillor David Skipp
Chairman of the Health Provision Working Group
February 2014

Services provided at Horsham Hospital

Please note that SCT provide the Facilities function at the hospital

Key

SCT = Sussex Community Trust

SASH = Surrey and Sussex Healthcare Trust

Surrey = Either of the two Surrey based community services providers

WSHT = Western Sussex Hospitals Trust (Worthing and St Richards)

Sussex Dermatology = Consultant led community dermatology Service

Harmoni = GP out of Hours service provider

BSUHT = Brighton and Sussex University Hospitals Trust

SPFT – Sussex Partnership Foundation Trust

SERVICE:	PROVIDED BY
Abdominal Aortic Aneurism Service	SCT
Ante Natal	SASH/WSHT
Audiology	Surrey
Blood Tests	SASH
Child Development	SCT
Community Stroke Rehab Team	SCT
Community Nurses Includes specialist nurses and smoking cessation	SCT
Dentistry - (Community and Emergency)	SCT
Dermatology	Sussex Dermatology
Diagnostic Imaging	SASH
Dietitians	Surrey
Falls Service	SCT
Family Planning	WSHT
Harmoni Out of Hours GP Service	HARMONI
Health Visitors and School Nurses	SCT
Community based MSK (musculoskeletal)	SCT
In Patient Services: rehab/intermediate care Horizon Unit	SCT
Minor Injuries Unit	SCT
Occupational Therapy	SCT
Older Person's Mental Health (Iris Ward)	SPFT
Orthotics	Surrey
Outpatients	SASH
Paediatric Physiotherapy included within Child Development Centre	SCT
Physiotherapy	SCT
Podiatry	SCT
Primary Care Mental Health Team	SPFT
Retinal Eye Screening (Diabetic)	BSUHT
Social Services	WSCC
Speech & Language Therapy	SCT
Wheelchair Service	SCT

Councillor David Skipp
Horsham District Council
Park North
North Street
Horsham
West Sussex
RH12 1RL

John Rosser, Service Director
Sussex Partnership NHS Foundation Trust
Aldrington House
35 New Church Road
Hove
BN3 4AG
john.rosser@sussexpartnership.nhs.uk

22nd January 2013

Dear Councillor Skipp

Your letter requesting details of the services we provide at Horsham was passed to me to respond to. I have tried to list the services that are provided to the people of Horsham and surrounding areas along with details of the contact points on the attached sheet. Whilst not all the services listed have a base in Horsham, they are provided to your population.

Your letter requested specific information about the use of Horsham Hospital. You will see from the attached that the only mental health services provided at the hospital is Iris Ward - Assessment Unit for Dementia. There are no plans to change this service but as I am sure you will understand, these services are subject to ongoing review.

As requested I have included information on the level and type of activity where this is meaningful. I trust this is the information that you required. If you need further or I can assist in any way, please do not hesitate in contacting me.

Yours sincerely



John Rosser
Service Director
Adult Mental Health Services

Sussex Partnership NHS Foundation Trust - Services in Horsham

Service Name	Service Type	Service Details	Service Location	Address	Telephone
In's Ward	Dementia acute admission assessment unit.	12 bedded acute admission ward for people with with dementia.	Horsham Hospital	Hurst Road Horsham West Sussex RH12 2DR	01403 227000
Learning Disability Services	Community Team for People with a Learning Disability	This service is provided by health and social care staff and comprises psychiatrist, community nurses, speech and language therapists, psychology, physiotherapy staff who work alongside social care staff. The service will be integrated in April 2013. The Challenging Behaviours Support service is an integrated team which works with people with more challenging behaviour. Inpatient care and treatment is provided at the Selden Centre in Worthing.			
Specialist Services	Specialist Services - Complex Trauma, Eating Disorders, Mother and Baby, Attention Deficit Hyperactivity Disorder, Autistic Spectrum Condition, Transgender assessments.	These services are provide over a larger area by highly specialised staff. (In the case of Mother and Baby and Eating Disorders, inpatient care is provided outside of West Sussex)			
Adult community mental health services	Mental Health Liaison Practitioners, Horsham and Chantombury Community Mental Health Team, Assertive Outreach Team	The Adult Mental Health Services at New Park House have ~1000 people on the caseload. The service is provided as a multi disciplinary team comprising 10 individuals who deliver a variety of assessment and out-patient clinics, a comprehensive therapy programme and support and care for people with complex needs under that care programme approach via the Wellbeing and Recovery Team. New Park House is also the base for the Mental Health Liaison Practitioners. These staff mainly operate within GP practices. The MHLPs provide advice, support, assessments and hold a case load for people who need specialist interventions but who can be managed by the GP with support. A number of MHLPs have a base in GP surgeries.			
Early Intervention in Psychosis	Early Intervention in Psychosis West Sussex	This small team works with individuals between the ages of 14 and 25 who experience the first episode of psychosis. The service is designed in such a way that it is culturally acceptable to younger people and uses least restrictive interventions. Individuals remain in the service for up to two years after which time many will be discharged from mainstream services or transfer to adult services.	New Park House (15 Clinic Rooms)	North Street Horsham West Sussex RH12 1RJ	01403 223200
Children and young people's services	Primary Care Mental Healthcare, Assessment and Treatment Service	- Clinical Staff: 2 x Psychiatrists, 2 x Psychologists, 2 x Nurses, 4 x Social Workers, 1 x Art Psychotherapist - Patient Numbers vary from week to week. The Psychiatrists see between 6 to 9 people per day, the rest of the clinical workers see ~3 per day.			

Service Name	Service Type	Service Details	Service Location	Address	Telephone
Dementia and later life services	Memory Assessment Service, Care Home Inreach, Dementia Crisis Service, Living Well with Dementia Service	<p>The Memory Assessment Service provides specialist assessment and diagnosis clinics each day and sees on average 25 people per week. Dementia Crisis Service is a small group of staff and receive between 10 and 15 referrals a week. Their primary objective is to provide safe and effective alternatives to admission to both mental health and acute hospital unscheduled care admissions. The service also supports and facilitates discharge from hospital. The Care Home In-reach team works mainly with the staff in residential and nursing homes. The Living Well with Dementia team is a multi disciplinary team comprising 7 members of staff that provide mainly domiciliary care to people with complex dementias and challenging behaviour. The team will see on average 15 people a week in outpatient clinics and up to 50 home visits a week.</p>			
Adult Acute Mental Health Services	Crisis Resolution and Home Treatment Team, Acute Inpatient Services- Adults and Older People, Psychiatric Intensive Care Unit,	<p>Langley Green Hospital comprises three 19 bed wards for acute inpatient assessment for adults with acute mental health needs and a 12 bed Psychiatric Intensive Care Unit. One of the 19 bed wards is an integrated ward, providing integrated working age and older people's services. Another of the 19 bed wards is comprised of 12 beds which are commissioned for patients from East Surrey. The Crisis Resolution and Home Treatment Team is based at the hospital. The team provides a safe alternative to hospital for people in crisis who would otherwise need hospital admission. It provides a gate-keeping function and will support service users through their discharge from hospital. The Hospital also provides an acute day hospital for people in crisis but who do not need to be in a hospital bed. The day hospital works closely with the crisis team. The hospital is also base to Occupational Therapists (OT), Psychologists and OT Technicians who provide specific therapeutic activities and interventions for the users of the services at Langley Green.</p>	Langley Green Hospital	Martyrs Avenue, Crawley	01293 590400
Secure and Forensic Services	Health and Criminal Justice Service, Community Forensic Services, Inpatient Medium and Low Secure Services	<p>The criminal justice liaison service works in partnership with police and probation and provides specialist assessment into the police custody suites and Courts diverting people out of the criminal justice system into mental health care where appropriate. The Community Forensic service is a small specialist team comprising psychiatrist, community forensic nurses, psychology and social workers who work closely with partners in the criminal justice system with mentally disordered offenders. Medium secure services are provided at the Hellingly Centre in Hailsham - East Sussex and Low Secure services are provided at the Chichester centre in Chichester.</p>	Health and Criminal Justice Liaison Service Community Forensic Team	Chandonbury Building, Swandean Hospital, Worthing	01903 843940



Sussex Community Dermatology Service

Administration Office

13 New Church Road

Hove

East Sussex

BN3 4AA

28 December 2012

Councillor David Skipp
Chairman
Health Provision Working Group
Horsham District Council
Park North
North Street
Horsham
West Sussex RH12 1RL

Practice Direct Hotline: 01273 764255

Patient Helpline: 01273 764253

Fax: 01273 760178

Dear Councillor Skipp

Re: Community Skin Services at Horsham Community Hospital

Many thanks for your letter with regards to provision of healthcare services at Horsham Hospital. I can confirm that we provide three to four clinics per week for patients with inflammatory skin disease and skin cancer.

Having access to Horsham Hospital is fantastic for patients because it gives them local ability to see specialist teams without going to East Surrey Hospital or the Princess Royal Hospital or even down to Worthing and Southlands Hospital. The facilities at Horsham Hospital have been excellent for use of our clinical service and are well received by patients. We have been running services here for almost three years and have many thank-you letters from patients. I am sure the local GP community also appreciate having a local hospital to provide services for their patients as well.

With Best Wishes

Yours sincerely,

Dr Russell Emerson FRCP DM MB ChB
Consultant Dermatologist & Dermatological Surgeon
Sussex Community Dermatology Service

Cc

The Clinical Services Group at Horsham and Mid-Sussex
Kim Rickard, Programme Director Horsham and Mid-Sussex CCG

Improving patient access to high quality NHS skin care throughout West Sussex

www.sussexcds.co.uk

Clinical Directors: Dr Russell Emerson & Dr Sandeep Cliff

Services commissioned by NHS West Sussex and provided by Sussex Community Dermatology Service

Cllr David Skipp
Chairman, Health Provision Working Group
Horsham District Council
Park North, North Street
Horsham
West Sussex
RH12 1RL

www.sussexcommunity.nhs.uk

21/01/2013

Dear David

SERVICES PROVIDED BY SUSSEX COMMUNITY NHS TRUST

Thank you for your letter dated 20 December 2012 requesting further information about the services we provide, and in particular, questions raised about the Minor Injuries Unit at Horsham Hospital.

Who we are

Sussex Community NHS Trust is the main provider of community NHS healthcare across West Sussex and Brighton & Hove.

What we do

We provide a wide range of medical, nursing, therapeutic care to over 8,000 people a day. We work to help people plan, manage and adapt to changes in their health, to prevent avoidable admission to hospital and to minimise hospital stay. We provide services for children with life-limiting illness, to the frail elderly, people with long-term conditions and those patients requiring additional support to avoid an unnecessary admission to hospital.

Services provided in Horsham

Please find attached APPENDIX A which provides an overview of services we provide in Horsham. The majority of our services are provided in the community; in patients own homes, and some at Horsham Hospital. A comprehensive service listing is available from our website: www.sussexcommunity.nhs.uk/services. You can filter your search by service name or location i.e. Horsham.

Horsham MIU

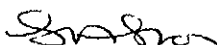
APPENDIX B provides a description of the Minor Injuries Unit (MIU) at Horsham Hospital and confirms what we are commissioned to provide. The commissioners are NHS Sussex/Horsham & Mid Sussex Clinical Commissioning Group (CCG). They are responsible for commissioning additional activity/resource at the MIU.

I can confirm that we are not experiencing any difficulties in hiring and retaining staff. Activity figures i.e. the number of episodes/patients we see has remained constant at 9,000 visits per year for the past few years. Service development plans are regularly reviewed and any development of the service i.e. opening longer hours would need to be agreed with the commissioners.

I hope that this letter and supporting information provides you with a clear description of who we are, what we do, the services we provide in the community in Horsham, and answers specific questions in relation to Horsham MIU.

I also enclose a copy of our latest annual report with more detailed information about the trust. Further information is also available from our website: www.sussexcommunity.nhs.uk

Yours sincerely



Sue Aston
Clinical Services Manager – Urgent Treatment Centre and Minor Injuries Unit

Services provided in Horsham

- In the community i.e. in patients homes and at other locations
- At Horsham Hospital

Services provided in the community

Click on each service below to view further information:

Breastfeeding - MILK Infant Feeding Team (West Sussex)

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16343>

Child Development Centre, Crawley Hospital

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16281>

Children's Audiology (Crawley and Horsham)

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16334>

Children's Community Nursing (West Sussex)

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16348>

Children's Continence Team (West Sussex)

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16286>

Clinical Assessment Unit

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16384>

Community Nursing (West Sussex)

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16361>

Diabetes Education and Self Management for Ongoing and Newly Diagnosed (Desmond) Courses

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16350>

Falls and Fracture Prevention Service

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16307>

Horsham Minor Injuries Unit

How the team is structured

Horsham Minor Injuries Unit (MIU) is a well established nurse-led unit staffed by emergency nurse practitioners, sisters, staff nurses and support staff. The team is supported by a clinical services manager and specialist consultant in urgent care based at Crawley Hospital.

All emergency nurse practitioners (ENP) are very experienced, having worked a number of years in emergency departments and urgent care centres (UCC). The ENPs have undertaken additional training to enable them to assess and manage a wide range of minor injuries autonomously, including interpreting of X-rays and the administration of specific, appropriate medications.

Additional medical support

The team is supported by medical staff at Crawley Urgent Treatment Centre, based at Crawley Hospital. They provide additional advice where required. This service is also provided by Sussex Community NHS Trust.

ENPs also liaise with specialists at East Surrey Hospital, provided by Surrey and Sussex Healthcare NHS Trust (SASH), and Queen Victoria Hospital, East Grinstead, provided by Queen Victoria Hospital NHS Foundation Trust (QVH), when necessary.

Patients who use the service

Every patient who visits the MIU is assessed by a trained nurse. Following assessment, if a patient is not appropriate to be dealt with by a nurse/ENP, they may be referred onto the Urgent Treatment Centre at Crawley or the Accident and Emergency department (for more serious conditions). If it is a primary care condition they will be advised to make a routine appointment with an appropriate primary care provider i.e. general practitioner (GP).

Patients requiring follow up

After injury, patients may be brought back to a review clinic to be seen by a senior doctor, alternatively, they may be given an appointment with the fracture clinic at either the Horsham Fracture Clinic (provided by SASH), East Surrey Hospital (SASH), Worthing Hospital (provided by Western Sussex Hospitals NHS Trust) or with specialists at QVH.

Conditions/symptoms the MIU deal with

Horsham MIU is suitable for those patients presenting with:

- Wounds.
- Minor burns and scalds.
- Animal bites.
- Insect bites and stings.
- Removal of superficial foreign bodies.
- Minor extremity fractures i.e. arm/hand/fingers and lower leg/ankle/toes
- Dislocations of fingers (not shoulder dislocations).
- Soft tissue injuries – sprains and strains.
- Uncomplicated head injuries.

Please note this list is to be used as a guide. It is not exhaustive.

Exclusions

The MIU is not suitable for those with minor ailments e.g. coughs, colds, sore throats, rashes. Nor is it appropriate for patients who are experiencing chronic pain not caused by recent injury.

Care for babies

Babies under 1 year cannot be discharged by the ENPs but will be referred onto a doctor (be it Crawley UTC, East Surrey Emergency Department (SASH) or their own GP) following initial assessment.

Opening times

The MIU is open Monday to Friday from 9.00-17.00 (excluding bank holidays).

Information about Horsham MIU is available from our website:

<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16407>

Tinney, Raymond

From: Hempstead Alison (WEST SUSSEX PCT) [alison.hempstead@nhs.net]
Sent: 11 January 2013 11:22
To: Tinney, Raymond
Cc: Dean Simon (WEST SUSSEX PCT); BRAYSHER Sue (WEST SUSSEX PCT)
Subject: Data for HDC Scrutiny
Attachments: HorshamDistCouncilSummaryV2 AH Jan 13.xls

Hi Raymond

Further to your request from information I attach the data that we have been able to gather so far.

I had a conversation with Dr Skipp this morning and explained why the staffing levels data is not available to us.

I also discussed with Dr Skipp the fact that this might not yet be the final picture as the councillors may want to discuss this with us and we can refine further to meet their needs.

In the analysis of what happens on the East Surrey site I have included as a context marker the activity taking place at other hospitals so that you can see the kind of proportion of activity that is going elsewhere. The particular geography of Horsham District does mean we must keep in mind that our patients are in fact going to a very wide variety of providers.

Please let me know if you have any queries on what has been provided. In the meantime we are still trying to confirm the meeting date. I have noted Dr Skipp's preference for the 7 Feb and we are just trying to confirm that with our attendees now.

Alison Hempstead
 Planning Governance and Assurance Manager

Crawley CCG
Horsham & Mid Sussex CCG
 Crawley Hospital
 Tel: 01293 600300 x4276
 Mob: 07879 668089
 Email: alison.hempstead@nhs.net
 Web: www.westsussex.nhs.uk

CCG professional website www.nwsgp.org.uk

From: Tinney, Raymond [mailto:Raymond.Tinney@horsham.gov.uk]
Sent: 07 January 2013 14:59
To: Hempstead Alison (WEST SUSSEX PCT)
Subject:

Hello Alison

It has been proposed to hold a joint meeting of the Horsham District Council Health Provision Working Group and Health & Wellbeing Advisory Group in early 2013. I understand you are liaising with the CCG representatives that will attend the meeting.

The proposed dates and times are listed below. (Note: Tuesday 5 Feb. was not a suitable date for our Councillors)

Thursday 7 Feb at 6:00 p.m.
 Thursday 14 February at 5:30 p.m.
 Tuesday 26 February at 5:30 p.m.
 Thursday 28 February at 5:30 p.m.
 Thursday 7 March at 5:30 p.m.

Please can you let me know which dates are most convenient for your representatives.

Thank you.

Regards

Raymond Tinney

Scrutiny & Committee Support Officer

Tel. 01403 215138

IMPORTANT NOTICE

This e-mail might contain privileged and/or confidential information. If you have received this e-mail in error, please notify the sender and delete the e-mail immediately; you may not use or pass it to anyone else. Whilst every care has been taken to check this outgoing e-mail for viruses, it is your responsibility to carry out checks upon receipt. Horsham District Council does not accept liability for any damage caused. E-mail transmission cannot guarantee to be secure or error free.

This e-mail does not create any legal relations, contractual or otherwise. Any views or opinions expressed are personal to the author and do not necessarily represent those of Horsham District Council. This Council does not accept liability for any unauthorised/unlawful statement made by an employee.

28/01/2013

Horsham Hospital

Q1. How many beds are available?

38 adult plus 13 elderly. Total of 51 operational beds

Sussex community Trust manage 38 beds on Horizon Unit short term rehabilitation for patients aged over 18,
<http://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16311>

Sussex Partnership Tounadation Trust manage 13 Beds on Irls Ward
<http://www.cqc.org.uk/directory/rx2c8>

Q2. Which Outpatient services are provided?

Sussex Community Trust

MSK - Foot and Ankle

MSK - Lower Limb

MSK - Session

MSK - Upper Limb

Adult Physiotherapy

Minor Injuries Unit

Surrey and Sussex Healthcare Trust

Cardiology

Dermatology

Endocrinology

Gastro-Enterology

General Surgery (Minor Operations)

Geriatrics

Obstetrics and Gynaecology (Ante-natal clinics)

Ophthalmology

Orthopaedics

Ear Nose and Throat

Respiratory Medicine

Rheumatology

Urology →

Vascular Surgery

<http://www.nhs.uk/Services/hospitals/Services/DefaultView.aspx?id=28782>

Queen Victoria Hospital

Oral and Maxillo-Facial Surgery

Sussex Partnership Foundation Trust

Older Persons Mental Health Service

Dementia Diagnostic and/or screening services, Mental health conditions, Caring for adults over 65

Q3. What are the staffing levels?

Unknown because this is not a reporting requirement under current NHS commissioning arrangements.

Q4. Is there any scope to increase the provision of minor surgery?

Would be very happy to discuss this further. Would need full clinical input

Q5. What are the numbers of Horsham residents that access health services at East Surrey Hospital?

Outpatient Services at East Surrey Hospital site
 Patients registered to Horsham and Chancetonbury GP Practices
 Top ten treatment functions (at East Surrey)

Average monthly Attendances and Admissions (SUS for OPN E. Surrey site, TR for the rest)

	East Surrey Hospital			Other Acute Hospitals		
	Initial consult	Follow up	Total	Initial cons	Follow up	Total
Trauma and Orthopaedics	79	107	186	503	749	1,252
Ophthalmology	48	112	160	334	1,224	1,558
Cardiology	41	31	72	140	461	601
Gynaecology	35	36	71	197	168	366
Urology	26	37	62	137	286	423
Paediatrics	20	17	38	84	122	207
General Medicine	16	16	32	103	98	202
Midwife	13	16	29	252	497	750
ENT	13	14	27	167	255	422
Oncology (Cancer)	7	18	25	43	221	265

	Elective Admissions		
	E.Surrey	Other	
Gastroenterology	102	150	
Colorectal Surgery	73	157	
Urology	57	122	
Ophthalmology	51	100	
T&O	48	64	
Gynaecology	29	77	
Cardiology	17	69	
Clinical Haematology	17	63	
General Surgery	32	30	
ENT	23	38	

Narrative of A&E and UTC services used by Horsham and Chancetonbury

Urgently accessible care

Patients registered to Horsham GPs

Approximately 73 thousand people are registered to Horsham GP Practices.

There are ~700 A&E attendances per month, at East Surrey, PRH, Brighton or Worthing (Horsham Patients).

Most are at East Surrey ~60% or ~400 per month.

An additional ~400 attendances per month are at Crawley Urgent Treatment Centre (UTC) by Horsham GP registered patients.

And an additional ~600 attendances per month are at Horsham Minor Injuries Unit (MIU) by Horsham GP registered patients.

Patients registered to Chancetonbury GPs

(*Main surgeries in Steyning, Billingshurst, Henfield, Pullborough and Storrington*)

Approximately 45 thousand people are registered to Chancetonbury GP Practices.

There are ~600 A&E attendances per month, at East Surrey, PRH, Brighton or Worthing (Chancetonbury Patients).

Only about 3% of these are at East Surrey.

The majority (77%) ~480 A&E attendances per month at Worthing Hospital (Chancetonbury Patients).

An additional ~40 attendances per month are at Crawley Urgent Treatment Centre (UTC) by Chancetonbury GP registered patients.

And an additional ~80 attendances per month are at Horsham Minor Injuries Unit (MIU) by Chancetonbury GP registered patients.

Cllr David Skipp
Chairman, Health Provision Working Group
Horsham District Council
Park North, North Street
Horsham
West Sussex
RH12 1RL

www.sussexcommunity.nhs.uk

12/02/2014

Dear David

Outstanding Questions – Meeting 30th April 2013

I am replying to you in response to Daniela Smith, Scrutiny & Committee Support Officer's email, addressed to Sarah Eggleton and Evelyn Prodger, sent 4 February 2014. I am replying to you as interim head of adult services – north locality. I am aware that Sarah and Evelyn gave a presentation about SCT to the committee on 30th April 2013. I apologise it appears that some of your questions have yet to be answered but please find below our response:

Q1. On average a SCT elderly patient stayed at Horsham Hospital for 22 days. SCT wished to see greater integration with Adult Social Care services; that was likely to develop but no timetable had been settled. Is there a timetable available now?

This is not a question that we can solely answer as it involves both commissioners (Crawley Clinical Commissioning Group (CCG), Horsham and Mid Sussex CCG, West Sussex County Council (WSCC)) and providers including SCT, private providers, WSCC and other NHS trusts, particularly acute hospitals.

But we do work collaboratively on a number of services e.g. proactive care where health and social care are working together with a cohort of patients with long term conditions to ensure they get the right care, at the right time, by the right professional to avoid deterioration in their health and avoid unnecessary admissions to hospital. Further information about proactive care is available from the clinical commissioning groups' websites: [Crawley CCG](#) and [Horsham & Mid Sussex CCG](#).

Q2. SCT agreed to provide data about where Horsham-based patients were receiving treatments (other than at Horsham Hospital) including figures for those who used the Crawley Hospital Urgent Treatment Centre.

This is a much wider question which will include acute (hospital NHS trusts), GPs, private and other providers. As a provider we submit our performance data to the commissioners who commission/pay for the services we provide. Therefore we recommend the committee should make direct contact with local commissioners to get a full and balanced picture.

3. SCT agreed to check the number of home and hospital physiotherapists and the waiting times to access that service.

Again, this is a much wider question. Different types of physiotherapy are provided by various providers including hospital trusts including Brighton and Sussex University Hospitals NHS Trust (BSUH), Surrey and Sussex Hospitals Trust (SASH) and SCT. To get an overall picture, we would recommend that you contact the local commissioners.

4. Members have also since enquired about the cost of keeping a patient in a bed at the Horizon Unit, can you also provide this information?

The cost of keeping patients in a bed at our Horizon Unit at Horsham Hospital varies per patient based on their individual medical conditions, their needs, their goals and the rehabilitation programme we work together on. We work closely with patients when they are admitted and put in place a discharge plan, which also ensures they have appropriate health and social care support, if needed, when they return home. Our aim is to get people back home as soon as possible, when it is safe to do so, and to ensure they have the appropriate package of care in place, so they can live healthy and as independent as possible.

I hope that this letter with our response to the committees' questions is helpful and I thank the committee for allowing us to present at the April 2013 meeting.

We are more than happy to answer specific questions that relate directly to the services we provide and hope you understand that we are not in a position to provide a wider, local health economy collective response.

Please do keep in touch with what we are doing at the Trust via our website: www.sussexcommunity.nhs.uk. These following links may also be helpful:

- [Latest news.](#)
- [A to Z of services we provide.](#)

Yours sincerely



Pam Hall
Interim Head of Adult Services – North Locality
Sussex Community NHS Trust
4th Floor, Crawley Hospital
West Green Drive
Crawley
West Sussex
RH11 7DH
Email: pamhall@nhs.net
Tel: 07793 269605 / 01293 600300 ext. 3998