

## EAST SUSSEX LINK

The County's Local Involvement Network in Health and Social Care

Newsletter Edition 20 (January 2010)



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**Website:** [www.thecountylink.net](http://www.thecountylink.net)  
You can also find us on **Facebook & Twitter**

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## LINK News

### Maternity Matters



You will recall from previous reports, the way forward to continue the delivery of safe and sustainable maternity services across East Sussex has been the focus of the Maternity Services Development Panel for the last year. The completed Strategy has been before the East Sussex Downs and Weald and Hastings and Rother Primary Care Trust Boards, together with a presentation to East Sussex Health Overview and Scrutiny Committee. This has resulted in much debate across the professionals and with the lay people who continue to be involved and make their views reflected in the strategy. It has become clear some revisions need to be made, including the approach to geographical working within the community, ensuring the choices women make for themselves and their families, can be achieved in a fair and equitable way.

It is proposed that on the publication of the revised strategy, an Implementation Group is formed as successor to the Maternity Services Development Panel and the LINK expects to be part of this work together with other members of the public. Indeed, we would like to see public involvement strengthened. The Health Over-

view and Scrutiny Committee has indicated it will be monitoring the implementation plans. We would like to hear from you and, if you have any views/comments or observations on Maternity Services, please get in touch with us using the contact details above.

*Maureen Lawrence, the LINK Representative involved in this work comments, "the commitment of the Primary Care Trusts and East Sussex Health Trust to improving maternity services in today's challenging environment is welcome and look forward to continuing participation in the implementation plans".*

## Commissioning Focus Group

The World Class and Practice Based Commissioning agenda is becoming embedded within health care whilst local authorities are also moving further towards, "delivering value for money," through commissioning and outsourcing a wider range of services. A common denominator in looking at best practice in all settings should be the involvement of the public, patients and service users in the processes.

In this context the challenge for East Sussex LINK is to ensure we are, to use the jargon, fit for purpose in engaging with those commissioning services and that we are able to develop East Sussex LINK's capacity to respond to involvement in commissioning through ensuring we have access to relevant information, knowledge and training.

The Commissioning Focus group has been established to take forward the above through:

- Developing an understanding of the various commissioning processes and their relationship to the objectives of East Sussex LINK.
- Reviewing the need for representation and involvement in various aspects and stages of commissioning.
- Ensuring there is support for East Sussex LINK participants involved in commissioning work.
- Recommending to East Sussex LINK a strategy for future involvement in the commissioning process for Health and Social Care.

Involvement in the commissioning side of Social and Health Care will allow East Sussex LINK to have a more rounded approach to the design, procurement and delivery of services. This will be particularly important as elements of service are contracted out and we will need to get to know new and different providers.

## Review on Nutrition and Feeding in Hospitals



The Health Overview and Scrutiny Committee review board is commissioning East Sussex LINK to undertake visits and surveys around meal times at acute hospitals serving East Sussex residents, i.e. Eastbourne District General Hospital and the Conquest Hospital, Hastings. Maureen Lawrence is acting as lead for the LINK on this project with Val Young from the Host team. Brighton & Hove and West Sussex LINKs have also been commissioned and will be covering Royal Sussex County Hospital and Princess Royal Hospital, Haywards Heath. The LINK is working closely with Brighton & Hove and West Sussex LINKs and should be in a position to commence these visits by the end of March.

## Delivering Same Sex Accommodation

The LINK was approached to undertake a Joint Visit to the Gravesham Hospital. Margaret Stanton, a member of the Core group, undertook this visit on behalf of the LINK. She writes:  
"My visit to the Gravesham hospital was a completely new experience for me. The purpose was to join a team from other "services" for a peer review –to seek assurances in relation to "Delivering same sex accommodation" This could never have been in doubt as the Hospital was purpose built for 22 patients with neurological disorders. One could not fault the accommodation provided. *Individual rooms with TV-Incoming Telephone calls-no charge-wet rooms, moveable sinks-wheelchair access etc.*  
The accommodation compared well with any private hospital I have visited. I was particularly impressed with the multi-faith room.  
However I would have liked to have had the opportunity to speak with the patients. It would be wonderful if all NHS Hospitals had such excellent same sex accommodation."

# LINK Update

## Meetings In Public

Due to the snowy weather in January the Meeting in Public was rescheduled.

This will now take place on **Thursday 25th February**. The venue remains **The Village Hall, Robertsbridge**. There are 2 sessions: the morning session will cover Mental Health and the afternoon is looking at Putting People First. Following on from the meetings held in Eastbourne, Lewes and Hastings we are looking forward to hearing about the concerns, comments and experiences of people living in rural areas.

The final Meeting in Public in this series is on **Thursday 11th March** in the Wealden area (venue to be confirmed)



## Rural Roadshow

Action in  
rural Sussex

As part of development and outreach work, Val and Jan have been working in partnership with the Navigator Services (part of Anchor Staying Put) to run a series of "Rural Roadshows" for older people across the county. These road shows will offer an opportunity to provide the local community with information on health and social care initiatives and will be held during existing local afternoon and lunch clubs. The first of these is taking place on 5<sup>th</sup> February at Maresfield Village Hall from 10.30, then Frant on 24<sup>th</sup> February (venue & Time to be confirmed). These will be followed by "Roadshows" at Forest Row, Hurst Green, Staplecross, Ashburnham and Bodle Street.

## Pilot Visits to Day Opportunities Centres

Working with Adult Social Care, East Sussex LINK are piloting 3 visits to Older People's Day Opportunities. Following the visits a report will be available and members of the community, including the voluntary sector, will be able to see how LINK can address concerns raised. The dates of the visits are 8th February, The Uckfield Club; 15th February, The Phoenix Centre, Lewes; 23rd February, The Moreton Centre, St Leonards.

## Induction Workshops

Do you want to find out more about the LINK? Who we are? What we do?

Do you want to get more involved?

Then come along to one of our induction workshops.

We have 3 confirmed for this year so far:

Thursday 4th February in Eastbourne

Friday 7th May in Uckfield

Tuesday 22nd June in Hastings.

More are planned and details will be in the newsletter and on our website as soon as they are confirmed. Contact the office to book your place.

## Breast Screening



We have been informed that some women are waiting for a long time to receive an appointment for breast screening in East Sussex. We would really like to know if you have any experiences of this service, good or bad. You can leave a comment on our website, or contact the office.

The Regional LINKs Summit is taking place in Guildford on 11th February. There are no places available but if you have any comments that you would like one of our 4 delegates to take forward please let the office know.

## LINK Training

On Monday 1st March LINK are running 2 workshops on Cultural Awareness and Equality & Diversity. There may be places available please contact the office for more information.

## Other Local News



### **PAY-ON-EXIT PARKING SET TO START AT HOSPITALS**

A pay-on-exit barrier controlled parking system will replace the current pay-on-arrival system in the main visitor car parks at both Conquest and Eastbourne District General Hospitals.

The new system will become operational at Eastbourne DGH by mid-February and Conquest by the end of February.

The Trust has decided to implement the new system to replace the current pay and display ticket scheme after listening to suggestions and feedback from patients and visitors.

The key point to note is that visitors will be charged for the time they spend in the car park, with the first 30 minutes being free.

Stuart Barnhill, Assistant Director of Estates and Facilities, said: "We wish to make it fairer, easier and more convenient for visitors to come to our hospital and conduct their business without having an added worry about getting back to their car on time. "

Barriers have been installed to control entry and exit to the car parks. A ticket will be issued to motorists on entry and should be retained to allow payment and exit from the car park.

Payment is made as you return to your vehicle after your visit to the hospital in a number payment machines positioned in the main foyer, out-patients and emergency entrances. All pay machines accept bank notes and dispense change. Cash point machines are also available in each of the main entrances.

A limited number of pay-and-display areas will continue in some car parks around the hospital.

## Training & Development for You and Your Personal Assistants

I would like to introduce myself and I hope I will be meeting many of you in the near future. I have just started working with A4e with the support of East Sussex County Council to help you with your training needs. This may be training for you to manage staff, Health & Safety training or perhaps a very particular course for you and your personal assistant/s to attend together.

Did you know that East Sussex County Council offers a variety of free training for people working in a support role as well as management development?

For your Personal Assistants they offer:

- First Aid
- Food Hygiene
- Moving and Handling
- Care and Control of Medicines
- And many more specialised courses

For you as an employer they offer:

- Supervision and Appraisals
- Assertiveness
- Managing Relationships
- Employment Practice
- Many more

These free courses are held on a variety of dates and venues around the county.

I realise everyone has different requirements and there is no one size fits all package of training and it may not be through East Sussex. That is why I am here to help you access the training you need and to look at how we could cover any costs for that training. This could be for a one off bespoke course right up to a full NVQ for your staff. Training should be easy to find and accessible to everyone and this is why we are offering this service to you.

Please feel free to give me a call or email me and we can arrange an initial meeting at a time and place convenient to you. I have a laptop with access to the internet so that we can look at and discuss training options for you and your Personal Assistant/s in more detail. I hope to be meeting you soon.

Renee Jasper-Griffiths  
Training and Development Consultant  
Self Directed Support  
6th Floor St Mary's House  
Eastbourne  
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Phone: (01323) 464109  
Mobile: 07919 298474  
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Training and Development for you and your Personal Assistants



improving people's lives



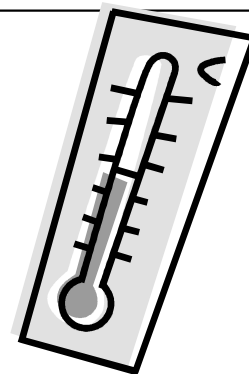
**Renee will be speaking at the Meeting in Public on 11th March**

## Do You Care for someone whose life is affected by Substance misuse?

Would you like more information & support?

Find out more about the carers' support group run by Care for the Carers meeting on the 3rd Wednesday each month at Activ 8, 6 Trinity Street, Hastings, TN34 1HG Telephone 01424 442435

## Feeling unwell? Make the right choices this winter



Self care - Have some every-day medicines and first-aid materials at home.

Ask your local pharmacist what kind of things you need

Pharmacies (chemists) - Check in your local paper or pharmacy window for opening times

NHS Direct 0845 46 47

For expert health advice and information, 24 hours a day [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

GP surgery - Call your surgery for advice including out of hours arrangements

Eastbourne Station Health Centre 01323 726650 8am to 8pm 7 days a week, including bank holidays.

Appointments available to everyone; you don't have to be registered. Terminus Road, Eastbourne, BN21 3QJ

Minor Injuries Units (open 8am to 8pm, 7 days a week except during the following times)

Lewes Victoria Hospital, Nevill Road, BN7 1PE 01273 402504

Closed Christmas Day, open Boxing Day 10am to 4pm.

Uckfield Community Hospital, Framfield Road, TN22 5AW 01825 745030

Open as usual including Christmas Day and Boxing Day.

Crowborough War Memorial Hospital Southview Road, TN6 1HB 01892 603602

Closed Christmas Day and Boxing Day, please use Uckfield.

National Pandemic Flu Service

Information 0800 1 513 513

Treatment 0800 1 513 100

Samaritans 08457 90 90 90

Sussex Mental Healthline (support and information) 0300 5000 101

Monday to Friday 5pm - 9am, and 24 hours at weekends and bank holidays.

Emergency contraception

Call NHS Direct (no. above) or for advice, contact a family planning clinic, minor injury unit, pharmacy or your GP.

Dentist - Looking for an NHS dentist? 0300 1000 899

Emergency, as above (8.30am- 5pm Mon-Fri for appointments. Out of hours (including bank holidays):

Hailsham 01323 449170 Hastings 01424 850792 Lewes 01273 486444

Care Services, Adult Social Care Direct 0345 60 80 191

Out of hours emergencies (Mon - Fri, 5pm to 8.30am, weekends, bank holidays) 07699 391462

Ambulance 999

If you think someone is suffering from one of the following call an ambulance:

- heart attack (eg chest pain for more than 15 minutes)
- sudden unexplained shortness of breath
- heavy bleeding
- unconsciousness (even if the patient has regained consciousness)
- traumatic back/spinal/neck pain.

24-hour Accident & Emergency:

A&E is for life threatening conditions and emergencies

Eastbourne 01323 417400 Eastbourne District General Hospital, King's Drive, BN21 2UD

Brighton 01273 696955 The Royal Sussex County Hospital, Eastern Road, BN2 5BE

Hastings 01424 755255 The Conquest Hospital, The Ridge, Hastings, TN37 7RD

Haywards Heath 01444 441881 Princess Royal Hospital, Lewes Road, RH16 4EX

Tunbridge Wells 01892 526111 Kent and Sussex Hospital, Mount Ephraim, TN4 8AT

NHS East Sussex Downs and Weald [www.esdw.nhs.uk](http://www.esdw.nhs.uk)

## Bowel Screening

Men and women in Sussex are being invited to take part in a national bowel screening programme to combat bowel cancer.

Those aged between 60 and 69 and registered with a GP in the area will be sent a letter of invitation as they reach the ages targeted by the campaign.

This will include a leaflet called 'Bowel Cancer Screening - The Facts', to help them make an informed choice about whether or not to take up the opportunity of screening.

They will then be sent a free test kit, which is simple to use in the privacy of their own home.

This includes step-by-step instructions for completing the test and further support is available from the freephone helpline on 0800 707 60 60.

A specially-designed, pre-paid envelope is provided to return the kit for analysis at the screening programme's laboratory in Guildford.

The test does not diagnose bowel cancer but shows whether further investigations are needed.

As not everyone in the target age range will receive a test kit immediately, it is important to be clear that invitations will go out over the next two years in a rolling programme based on age and starting with those aged 69 years.

People aged 70 and above can request a home testing kit by phoning a freephone helpline on 0800 7076060, with plans in place to extend the overall programme to people aged 70-75 years old in the next two years.

The Clinical Director for the Sussex Bowel Cancer Screening Centre, Dr Stuart Cairns, Consultant Gastroenterologist at the Brighton and Sussex University Hospitals NHS Trust said:

"This new service is a lifesaver and I am delighted that we are going to be offering men and women across Sussex the opportunity to be screened for bowel cancer.

Many people are embarrassed to talk about their bowels and this unique screening programme means that they can now access screening without leaving home."

Bowel cancer is the third most common cancer in the UK and the second leading cause of cancer deaths in the UK. 16,000 people die of it every year and around 80% of bowel cancers appear in people who are over 60.

Although bowel cancer affects more than one in 20 people, figures show that 90 per cent can be successfully treated and survive if it is caught early.

You can reduce your risk of bowel cancer by eating a healthy diet, (that is high in fibre and fruit and vegetables and low in red meat and saturated fat) and by taking regular exercise, not smoking, and reducing alcohol intake.

If you experience any symptoms such as change in bowel habit, blood in faeces or weight loss speak to your GP, even if you have had a negative screening result.

Further information can be found at <http://www.cancerscreening.nhs.uk/bowel/>

## Public Consultation from Sussex Partnership NHS Foundation Trust

There is a consultation from Sussex Partnership NHS Foundation Trust about the proposed improvements to secure and forensic services at Hellingly. The purpose of this consultation is to share information about the proposed development with staff, people using the service, local people and organisations and to seek their views. Wealden District Council will have to give planning permission for the developments described in this document and they will be able to see the results of this consultation before they make up their minds. Consultation runs until Monday 15 February, 2009. To find out more or to request a briefing, please contact the Communications Team who can be reached on: Tel 01273 403550 or E-mail: [joel.hufford@esdwpct.nhs.uk](mailto:joel.hufford@esdwpct.nhs.uk) Post: Joel Hufford, Communications Manager, Improving mental health services consultation, Freepost SEA 2474, BN8 2ZZ.

## **EAST SUSSEX HEALTHY HOMES**



**East  
Sussex  
Healthy  
Homes**

East Sussex Healthy Homes is a dynamic partnership programme working with local councils across East Sussex to help local residents stay warmer and healthier in their own homes.

**This project aims to raise awareness of fuel poverty, the connection between a warmer home and better health, and provide energy efficiency solutions and advice to fuel poor, vulnerable groups living in deprived areas within Eastbourne, Lewes, Hastings, Wealden and Rother.**

**Vulnerable groups, which can benefit are those over 60; long term ill, disabled, with children under 16 and on income related benefits.**

**Grants are available to cover a range of energy efficiency options, including free loft and cavity wall insulation (subject to eligibility) and renewable energy measures.**

**East Sussex Healthy Homes can offer professionals the following:**

- \* Free Fuel Poverty training lasting 30 minutes suitable for team meetings**
- \* Signposting to fuel debt, income maximisation and fuel switching advice**
- \* Talks to local residents**
- \* Attendance at events to provide advice and free low energy lightbulbs**
- \* Project Manager based in the area**
- \* Free, easy referral process**

**For further information on the scheme contact:**

## **South East Coast Ambulance Consent & Capacity Workshop**

Consent - and capacity to consent – are important considerations in the care and treatment that South East Coast Ambulance staff provide, and SECAmb is therefore developing a consent and capacity policy. In order to ensure we get this right, we would like the involvement of patients, the public and stakeholders, and are holding a small workshop in Crawley on Monday 15 February, from around 9.30am – 3pm (a detailed agenda will be sent out nearer the date). We hope to discuss the pertinent issues with you, listen to your views and feedback and incorporate them where appropriate, all helping us to deliver better outcomes for patients, their carers and relatives.

Places are limited and we will be endeavouring to ensure that the group is representative in terms of patients, public, stakeholders and geographical area, so not everyone will be able to attend. Those with a particular interest in mental health and capacity issues are therefore encouraged to respond ASAP; we will then get back to you as soon as we can to confirm whether or not you have a place at the workshop.

Reasonable travel expenses will be reimbursed and lunch and refreshments will be provided (the venue is Crawley Baptist Church, RH11 7HJ, where parking is free and plentiful).

Louise Hutchinson, Head of Patient Experience South East Coast Ambulance Service NHS Trust  
40-42 Friars Walk, Lewes, East Sussex BN7 2XW Telephone 01273 897805 or 0790 999 2664  
Email [Louise.Hutchinson@secamb.nhs.uk](mailto:Louise.Hutchinson@secamb.nhs.uk)

## Connecting People....Who Care for the Elderly

24th February 2010 4.30 –7.30 the winter Garden, Eastbourne.  
East Sussex Fire and Rescue Service have joined up with 3VA (formerly EAVS & SDCVS) to bring you this event. The intention is to bring together all agencies who go into elderly people's homes to share information and contact details so that we can help each other to help our clients and meet all of their needs. If you, or your organisation, work with elderly people in their homes, please come along to this free networking event to share your knowledge and learn from others in similar situations. Refreshments will be served at the start and mid-way through the evening. We believe this evening will be very popular . There are only 100 places available, therefore we need to ask for your absolute commitment to this event. Please only book a place if you intend to come. Thank you for your understanding. To request a place at the event, please contact:  
Amanda Steer on 01323 419788 giving your name, address, organisation, e-mail and telephone number . Or you can send the same information by e-mail to: [amanda.steer@3va.org.uk](mailto:amanda.steer@3va.org.uk) or by post to: Amanda Steer , 3VA, 8 Saffrons Road, Eastbourne, BN21 1DG.

## Other National News



### NHS 2010 – 2015

Health Secretary Andy Burnham is quoted as saying 'The NHS today is better funded, more resilient, has more capacity and provides better care than ever before. It is ready to take on the new challenge of getting more out of what we have and moving from good to great.' He has set out his strategy for the NHS to put patients first and improve the quality of care as it enters an unprecedented era of reform. The strategy, 'NHS 2010-2015: from good to great. Preventative, people-centred, productive,' published recently by the Department of Health, explains the need to accelerate the pace of NHS reform to make the system more productive and hasten improvements in quality of care – protecting patients, supporting staff, shifting resources to the frontline and slashing back office waste and bureaucracy.

### Contacting emergency ambulance services by SMS - Your views please

The pilot emergency SMS service, which allows you to contact the UK emergency services by text from your mobile, was launched in September and already nearly 3,000 of you have registered to use it. If you have yet to register, please visit [www.emergencysms.org.uk](http://www.emergencysms.org.uk) to find out more.

The main purpose of this trial is to determine how well the service works and if it meets the needs of people with a hearing loss - and we need your help with this. If you, a friend or family member used the service for a real emergency call, please tell us how it went.

Send your feedback to [technology@rnid.org.uk](mailto:technology@rnid.org.uk)

### NHS Car Parking: Consultation on improving access for patients

This consultation seeks views on the implementation of free NHS hospital car parking for inpatients. Deadline date: 23 February 2010

[www.info4local.gov.uk/documents/consultations/1422866](http://www.info4local.gov.uk/documents/consultations/1422866)

## Your views invited on new rights for patients

A national consultation is underway on the introduction of new patient rights into the NHS Constitution.

The key proposals – to begin from April 2010 - are new entitlements around minimum waiting times to start consultant-led treatment within 18 weeks of referral by a GP, or to be seen by a cancer specialist within two weeks of a GP referral.

The consultation also proposes health checks for people aged 40 to 70 to assess their risk of heart disease, stroke, diabetes, and kidney disease.

There's more information and a link to an online response form at [http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_108012](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_108012).

The consultation closes on 5 February 2010.

The Health Act 2009, which received Royal Assent in November, contains the legislation for the NHS Constitution. This sets out the principles and values that guide how the NHS should act and make decisions. It also explains the rights and responsibilities of staff, patients and the public, and pledges to them.

The act places a duty on all NHS organisations, private sector and third sector providers of NHS services to have regard to the NHS Constitution.

Information about the constitution can be found on the Department of Health's website at [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_099887](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_099887)



## Sir Roger Singleton's check leads to Scheme changes

Government accepts all recommendations on Vetting & Barring.

Two million fewer adults required to register

Foreign exchanges & international events will not be covered

Following a review of aspects of the new Vetting & Barring Scheme (VBS) the Government has accepted all of Sir Roger Singleton's recommendations to make sure that the Scheme protects vulnerable groups without getting involved in private arrangements between parents and friends.

Responding to Sir Roger's report *Drawing the Line*, published on 14 December, the Government pledged to make the necessary adjustments to the rules of the Scheme to ensure it strikes the right balance between protecting children and vulnerable adults without being unnecessarily burdensome.

Sir Roger Singleton, the Chief Adviser on the Safety of Children and Chair of the Independent Safeguarding Authority (ISA), was asked by DCSF Secretary of State Ed Balls in September to check that the Government had drawn the line in the right place in relation to those who have to register with the Scheme because of the frequent or intensive nature of their contact with vulnerable groups.

Sir Roger recommended that private arrangements between parents and friends should continue to remain outside the Scheme, but where an organisation makes the decisions on which adults should work with their children then the requirement to register will apply.

For full details of Sir Roger's report and the Government response please visit [www.isa.homeoffice.gov.uk](http://www.isa.homeoffice.gov.uk).

## Consultation on Personal Care at Home

Consultation is currently underway on the Personal Care at Home Bill. The final date for a formal response is 23 February—full details can be found on the Department of Health Website.