

Your 'pull out and keep'

NHS**West Sussex**

Guide to Local Health Services in West Sussex

This guide aims to tell you more about the healthcare services that are available across West Sussex and who to contact for more information and support. If you are feeling unwell there are a range of NHS services featured in our 'Choose Well' guide that you can use rather than automatically contacting your GP or A&E. There's also a list of useful contacts.



Health & wellbeing, for life

It is the job of NHS West Sussex to help people to live healthily and stay well, and to ensure that everyone living and working in the area has access to high quality health services which meet their needs.

To do this we commission (plan, buy, and check) health services from a range of providers including hospitals, GPs, community services, voluntary organisations and the independent sector, ensuring that the best value for money is obtained.

We also commission services such as flu immunisations, cancer screening and health visiting for the people of West Sussex.

We listen to and learn from everyone who has a view on how NHS services should be provided.



We're here to help you

NHS West Sussex has opened a Customer Service Unit (CSU) which provides a 'one-stop shop' where patients and the general public can ask questions, seek advice or raise concerns about health services.

The unit brings together PALS (Patient Advice and Liaison Service) and complaints and customer services into one central team.

The service is free and confidential.

The unit can help to sort out quickly and informally any concerns or queries about local health services or direct people to appropriate services. They ensure that feedback from patients and the public is noted and used to improve services, and pass compliments on to staff and their managers.

How to contact the Customer Service Unit

Telephone: 0300 100 1821

Text phone: 0780 302 9060

Write to: Customer Service Unit,
1 The Causeway, Goring-by-Sea,
Worthing, West Sussex BN12 6BT

Email: customerservices@westsussexpct.nhs.uk

"We work with partners and local people to create an affordable healthcare system that will deliver good standards of both quality and access to improve health and wellbeing for the people of West Sussex"

As leader of the NHS in West Sussex, we aim to:

- Tackle the causes of ill health
- Treat and support those with ill health
- Make sure that services are safe, high quality, accessible and deliver a good patient experience
- Reduce health inequalities
- Offer patients and users more choice and control over their care or services
- Improve clinical value and productivity

To find out more about what we do, and how you can get involved visit our website www.westsussex.nhs.uk



Feeling unwell? remember to choose well



If you are feeling unwell you want to access health services that can give you the most effective treatment, but do you know all the health services that are available?



There are a range of NHS services that can help you get the right information, support and help, so rather than automatically contacting your GP or Accident & Emergency (A&E), remember to choose well.

Self care can be the best choice for very minor illnesses and injuries, which can be treated at home. Your local pharmacy or Minor Injuries Unit can provide advice on a range of common illnesses and injuries, and NHS Direct features health information, as well as details of local services.

By choosing the most appropriate NHS service if you become unwell, you can receive fast and effective help, information and support to get you on the road to recovery.



Self Care

Many minor illnesses and injuries can be managed at home simply by combining a well-stocked medicine cabinet with plenty of rest. A pharmacist can advise you about over-the-counter remedies and pain relief.

Ask your pharmacist

For medicines advice and minor ailments you should have a chat with your pharmacist. They are qualified to give free, expert advice without an appointment. Opening times are displayed in the pharmacy shop window and some local newspapers, or information can be obtained from **NHS Direct** or www.westsussex.nhs.uk.

NHS Direct 0845 4647

For expert, confidential advice and information, 24 hours a day, every day, you can call the NHS Direct helpline on **0845 4647** or visit www.nhs.uk. You can check your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for most NHS organisations.

GP (family doctor)

Your GP surgery is the right choice for general medical advice and treatment, prescriptions, vaccinations and tests. Anyone who urgently needs to see a doctor or other health professional should be able to do so as quickly as possible. If you require more specialised care they will refer you to a specialist service or hospital. If you're not registered with a GP practice, contact your local surgery. To find your nearest surgery go to www.nhs.uk or contact **NHS Direct**.

GP Out of Hours Service

If you have a serious medical need or an urgent health problem when your surgery is closed, you can contact the Out of Hours Service on **0300 130 1313**. This service is not for repeat prescriptions, test results or routine appointments. You can also contact **NHS Direct** for advice and information.

Emergency Dental Service

If you have a dental emergency the first point of contact should be your local dentist or **NHS Direct**. If you want details of dentists offering NHS services, you can phone the local dental helpline on **0300 1000 899** or visit www.nhs.uk.

Sussex Mental Healthline 0300 5000 101

If you need help, information or support please call **0300 5000 101**. Monday to Friday **5pm to 9am**, 24 hours at weekends and bank holidays.

Visit our website at www.westsussex.nhs.uk

Urgent Treatment Centre and Minor Injuries Units

Before going to Accident and Emergency (A&E) consider if you would get the right treatment at a Minor Injury Unit (MIU) or Urgent Treatment Centre (UTC).

You won't need an appointment and they can help with injuries like cuts, sprains and strains, bruises and fractures, wound infections and minor burns and scalds. MIUs and UTCs cannot treat chest pains, breathing difficulties, major injuries, pregnancy problems, overdoses and conditions likely to require hospital admission.

- **Crawley Hospital Urgent Treatment Centre (UTC) 01293 600300 ext 4141**
Open 24 hours a day, including weekends and bank holidays.
- **Bognor Regis War Memorial Hospital MIU 01243 623564**
Open 9am-5pm, Monday to Friday.
Closed weekends and bank holidays.
- **Horsham Hospital MIU 01293 600300 ext 7202**
Open 9am-5pm, Monday to Friday.
Closed weekends and bank holidays.
- **Queen Victoria Hospital MIU in East Grinstead 01342 414375**
Open 8am-10pm, seven days a week, including bank holidays.
- **Zachary Merton Hospital MIU in Rustington 01903 858100**
Open 9am-4.30pm, Monday to Friday.
Closed weekends and bank holidays.

Accident and Emergency (A&E) and 999 calls

You should only call 999 when you think the patient's illness or injury is life threatening, or they may become worse, or without the skill of the ambulance service or their equipment you may cause further injury.

If you think a patient is suffering from one of the following, you **must dial 999** for 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 or neck pain
- sudden onset of stroke symptoms which include numbness, weakness or paralysis on one side of the body (signs of this may be a drooping arm, leg or lower eyelid, or a dribbling mouth), slurred speech or difficulty finding words or understanding speech, sudden blurred vision or loss of sight, confusion or unsteadiness, a severe headache.

Accident and Emergency services should only be used in a critical or life threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured. The A&E departments are open 24 hours every day.

"It is important people know when to call an ambulance, when to use A&E and when to go to their doctor or pharmacist. If we all use the right treatment at the right time, we keep services free for the people who really need them."



Get involved and make a difference



One of the ways that we can make sure that everyone in West Sussex has the safe, high quality and accessible services they deserve is by working together – people who live in West Sussex, healthcare staff, patients, and local authorities. Our membership scheme, My NHS West Sussex, is just one way you can have your say about local services.

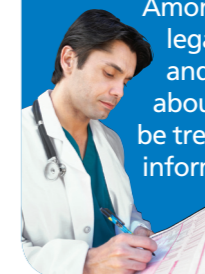
Members will have the chance to talk with each other and share information. They can participate as much or as little as they wish. Whatever the level of their involvement, their views will influence not only our day-to-day work but also the longer-term goals for improving health.

If you would like to become a member, contact **Vinny Hanley on 01903 707408** or email mynhswestsussex@westsussexpct.nhs.uk for further information on the membership scheme.

New legal rights for patients

The NHS Constitution, published in January 2009, sets out patients' rights to NHS services and safeguards the NHS for the future.

Among other things, it gives patients the legal rights to access NHS services; drugs and treatments approved by NICE; choice about where they receive their care; and be treated with dignity and respect. More information about the NHS Constitution can be found at www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm





Useful contacts

NHS West Sussex

www.westsussex.nhs.uk
01903 708400

Customer Service Unit (CSU)

The NHS West Sussex CSU provides a confidential service for anyone who would like advice, information and help, or may have a concern about local health services. Most concerns can be dealt with quickly by discussing them with the health staff treating you or your relative. However, there are times when you need a bit of extra support or information. This is when the Patient Advice and Liaison Service (PALS) and the Complaints Specialists who work in our Customer Service Unit can help you.
0300 100 1821

NHS Choices

The NHS Choices website provides NHS information and services, including information about local health services and hospitals, tips on healthy living and information about conditions and treatment.
www.nhs.uk

NHS Direct

NHS Direct provides expert, confidential health advice, as well as information on local health services.
0845 4647 or www.nhs.uk

Local Hospitals

East Surrey Hospital, Redhill **A&E**
01737 768511

Princess Royal Hospital,
Haywards Heath **A&E**
01444 441881

Queen Victoria Hospital,
East Grinstead **MIU**
01342 414000

Royal Sussex County Hospital,
Brighton **A&E**
01273 696955

Southlands Hospital, Shoreham
01273 455622

St Richard's Hospital,
Chichester **A&E**
01243 788122

Worthing Hospital **A&E**
01903 205111

Community Hospitals

Arundel and District Community Hospital
01903 882543

Bognor Regis War Memorial
Hospital **MIU**
01243 865418

Crawley Hospital **UTC**
01293 600300

Horsham Hospital **MIU**
01403 227000

Kleinwort Centre, Haywards Heath
01444 445600

Midhurst Community Hospital
01730 819100

Salvington Lodge, Worthing
01903 266399

Zachary Merton Hospital,
Rustington **MIU**
01903 858100

Carers Support Service

Help for anyone who is caring for a relative or friend who is ill, disabled or frail.

North and Mid Sussex
01293 657040

Worthing and District
01903 528600

Bognor Regis, Chichester
and Rural
01243 537011

West Sussex Carers

www.westsussexcarers.org.uk

Mental Healthline

Support and information is available, Monday to Friday 5pm to 9am, 24 hours at weekends and bank holidays, for anyone experiencing mental health problems and their carers.
0300 5000 101

Mind Information Line

0845 766 0163

Samaritans

08457 90 90 90

Stop Smoking Support

If you want to stop smoking call the Smoking Helpline.
0300 100 1823

Sexual Health Helpline

Free and confidential service, available 24 hours every day.
0800 567 123

Sexual Health Services

All West Sussex services for Sexually Transmitted Infections and Community Contraception.
0845 111 3456

Age Concern Information Line

Information and advice for older people, their relatives, friends and carers.
0800 009966

Childline

24 Hour helpline for children
0800 1111

ICIS: Information for Life

A friendly 'information bank' helping people in West Sussex find information to help them through difficult or challenging circumstances, and enabling people to find care, support or advice services.

Enquiry Line: Voice and text
0800 859929 (freephone)
www.icis-info4life.org.uk

If you would like a copy of this supplement in another format such as large print, taped version or in another language please contact us on 01903 708440

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1 The Causeway
Goring-by-Sea
Worthing
West Sussex
BN12 6BT

Tel: **01903 708400**

Web: **www.westsussex.nhs.uk**



Health & wellbeing, for life

Despite West Sussex having one of the healthiest and wealthiest populations in England, within our county there are areas of deprivation, with some groups of people suffering far greater ill health and earlier death than others.

We have clear plans to try and change this. Over the next five years we will be offering you more choice and control over your care and services. As well as treating people with ill health, we will be tackling the causes of ill health. You will see us focusing more on smoking and alcohol and investing in reducing childhood obesity. We will also be improving services for people who have had a stroke, have cancer or heart problems and investing in services for children and mums-to-be.

Find out more about our vision for health services on our website at:
www.westsussex.nhs.uk/about-us/strategic-commissioning-plan



Tackling the causes of ill health

We want to help people enjoy lifelong health and wellbeing. To do this we must tackle the causes of ill health such as smoking, a lack of physical activity, poor diet, and drinking too much alcohol.

One in five of us in West Sussex are over a healthy weight, increasing the risk of serious health problems in the future. We take such issues very seriously and in the last year we supported thousands of you to lose weight through schemes including Cook and Eat courses, Green Gyms and exercise referral schemes.



Julie Kalsi knows how it feels to turn her life around. She lost almost eight stones in weight in two years, and now works with the NHS in Crawley to help others to follow in her footsteps. Julie said 'Small changes to your lifestyle can make a big difference. For the last year we have been running *'Weight Off Workshops'* for people referred by their GP to lose weight. We offer food and diet advice, although we don't put anyone on a diet! We also encourage everyone to start doing light exercise. Hopefully people make changes for the rest of their lives. 'Making the decision to get to a healthier weight is the best thing I have done. I eat better, move more, and feel so much better - I would encourage everyone to do the same!'

To find out how we can help you to lose weight call 01293 600300 ext 4232 or visit www.westsussex.nhs.uk/i-want-to-lose-weight

More choice about your care

Giving you the choice and control to decide what health care you want and when you want it is very important to us.

Your family doctor is usually the first person you want to see if you become ill, but sometimes things can get in the way. We recognise this and have been working hard to make sure you have a choice on when you can get medical help. Work is going well and more than eight out of ten GP practices now offer early morning, evening or Saturday appointments.

One patient these extended hours has helped is Neil Sparks, a freelance graphic designer from Worthing. Neil works in Brighton and says it is difficult for him to get out of work to go to his local GP practice. 'I couldn't afford to take time off work to visit my GP as it would mean I would lose two hours of my day. If I'm not producing work, I'm not earning money so longer opening hours is really useful.'

In addition, you now have more control over where you go for treatment. If you are referred to see a specialist by your GP, you can choose to go to any hospital in England which provides the service, including many private and independent sector hospitals.* You can choose the hospital with the best reputation or shortest waiting times, or simply the one that is most convenient for you.

For more information about your healthcare choices ask your GP practice or visit www.nhs.uk/choices.

*You may not be given a choice when referred to mental health services or where speed is important, such as suspected stroke, heart attack or cancer.

Promoting healthy lifestyles

Stopping smoking is the single most important thing that you can do for your health and wellbeing – and that of your family.

Each year the NHS helps thousands of you to go smokefree, making that life-changing decision to give you and your family a healthier life. You can get support from your GP, your local pharmacist, or at sessions in local community centres – or all three. NHS Stop Smoking support can also offer you nicotine replacement products to help you through your quit attempt.

Sandy and Ray Emery made their quit attempt a family affair when they got their son Mark and daughter Carol to join them. Between them they had smoked for 139 years but stopped last November with help from the NHS. Sandy said 'Our local Stop Smoking advisor has been invaluable. She knows how hard it is and has been really supportive. She's given us all the advice we needed and helped us all to give up. We could not have done it without her. I am breathing and moving better, and we will all be healthier and have more money!'

Whatever your reason for wanting to stop smoking, you are four times more likely to succeed with support from your local Stop Smoking service.

To find out what support is on offer call 0300 100 1823.

NHS West Sussex is responsible for commissioning (planning, buying and checking) healthcare for the population of some 780,000 people living in the county.

To do this the trust works with a wide range of healthcare providers to help everyone to live as healthily as possible.

Within the 782 square miles of West Sussex there are 94 general practices, 178 dentists, 152 pharmacies and 99 opticians, and we work with all of them to ensure that people can access high quality primary care.

It is also our job to make sure that you can access the right hospital services should you need them. That means working with hospitals – both in West Sussex and beyond the county boundary – to make sure you get the treatment you need, whatever your condition. And NHS West Sussex also commissions all of your NHS community services, whether they are delivered in health centres, in community hospitals, or in your own home.



"By choosing the most appropriate NHS service if you become unwell, you can receive fast and effective help, information and support to get you on the road to recovery."

How are we doing?

The Care Quality Commission (CQC), the national, independent watchdog for the health service, assesses NHS West Sussex and every other NHS organisation against a range of standards each year to show the public how their local NHS is performing.

Each organisation gets overall ratings: one for its use of resources and the other for quality of services. The ratings are given as one of four categories: excellent, good, fair or weak.

The annual health check for 2008/2009 rated NHS West Sussex as 'good' for the management of our £1 billion-plus budget. This is the second year running we have achieved this positive rating, providing a sound financial basis for improving healthcare and services for patients.

We were rated as 'fair' for the quality of services we commission for people in West Sussex. We are pleased to have achieved this assessment, but clearly our intention is to move to a 'good' and eventually 'excellent' rating in future. Areas where we scored well include tackling childhood obesity, keeping down waiting times for



hospital treatment, taking into account the views of patients, carers and others in designing, planning, delivering and improving healthcare services, and being prepared for emergencies.

Of course, there are also areas where we know improvements can be made. For example, we need to help more people to stop smoking, ensure nobody waits too long for outpatient appointments, and increase the numbers of diabetes patients having their eyes tested for disease. We also have ambitious plans for promoting lifelong health and wellbeing for everyone in West Sussex, including developing cancer services and improving access to services for stroke patients.

How we spend your money

We have around one billion pounds to spend each year on health services for local people – that's more than £1,500 for every person in West Sussex. We are committed to using this money to improve your health and to provide safe, high quality services; we should always be working to prevent you from falling ill as well as making you better.

Last year we spent £1,099 million on your health services.

Hospital services – £554m

All hospital services including ambulance, specialist, maternity and accident and emergency.

Primary care – £156m

GPs, dental and optical services.

Medicines – £134m

Prescriptions for medicines issued by GPs.

Community health services – £57m

Community hospitals and community based care including nurses, health visitors and therapists.

Mental health services – £95m

Hospital and community based mental health services.

Learning difficulties – £32m

Services for people with learning difficulties, delivered in partnership with West Sussex County Council.

Continuing and funded care – £36m

Health care packages for people with continuing health care needs and funded nursing care for people in nursing homes.

NHS West Sussex headquarters – £36m

Headquarters staff and buildings, including public health, finance and health care commissioning.

