

Your Guide to Local Health Services



This Guide to Local Health Services brings you up to date on the NHS in your area. It also includes useful telephone numbers and addresses. Keep it handy in case you need to contact us.

***The Horsham and Chanctonbury PCT
will promote good health and deliver health
and social care in partnership with others***

The purpose of this leaflet

This leaflet aims to provide a brief guide to local health services in the Horsham and Chanctonbury Primary Care Trust (PCT) area. It includes useful contact details, so keep it handy in case you need to contact us.

The Horsham and Chanctonbury PCT serves a population of approximately 102,000 people across Horsham town and the Chanctonbury villages of Storrington, Steyning and Henfield.

The PCT holds the NHS budget for our local population. Working in close partnership with Horsham District Council, Social Services and other partner organisations, the PCT steers the work of GP Practices and directly provides community nursing services such as health visiting, district nursing and community rehabilitation services and makes sure that hospital care and other specialist treatment is there when you need it. We also work with local pharmacists, dentists and opticians.

Horsham and Chanctonbury PCT is responsible for:

- managing Horsham Hospital
- working with local GPs and their teams to deliver quality primary care
- promoting good health and tackling inequalities by working with our local partners
- purchasing health care services from hospitals and mental health service providers

How your money is spent

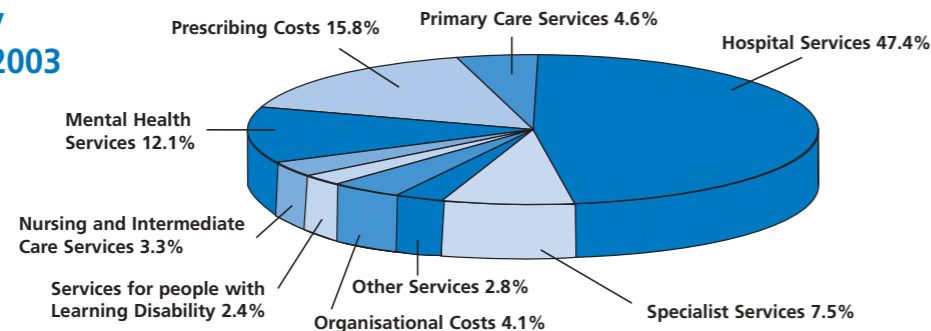
In 2003/2004, we will invest over £70million on your health care – that's approximately £800 per person. This money goes towards funding hospital services, community services and some services provided in GP surgeries.

The PCT works in partnership with Horsham District Council, Social Services, Voluntary Organisations and NHS Trusts to bring together funding and ensure better co-ordination between organisations.

Last year we invested in:

- Improving the time it takes to get an appointment with your GP
- Reducing waiting times for inpatient hospital treatment and outpatient appointments
- Developing packages of therapy and care that prevent inappropriate hospital admission and enable patients to be discharged from hospital by providing support in a patient's own home
- Improving the District Nursing service by funding a relief team to support the main team and maintain a quality service
- Appointing a Patient Advice and Service Liaison Manager (PALS) to provide information and advice to help patients get the best from the health service and make access to the PCT's services as easy as possible
- Establishing a Patient and Carer Network to make sure that patients and the public are involved and consulted in the development of health services

How your money was spent 2002/2003



- Launching schemes in GP surgeries to set up dedicated clinics to prevent, treat and monitor heart disease
- Ensuring older people and other people 'at risk' are vaccinated against flu
- Identifying ways to preventing accidental falls by elderly and frail people
- Improving a number of GP premises, with an ambitious future development programme
- Smoking cessation services to help smokers to give up
- Investing in GPs who are qualified to offer services normally provided in hospitals, which means that fewer people have to travel
- Providing free medical check-ups at Men's Health Advice Clinics as part of ongoing work to promote health awareness

How we are doing

To show how the NHS is making progress against targets set in the NHS Plan, the Government uses a 'star rating' system, with a maximum of three stars being awarded to hospitals and Primary Care Trusts.

The unique feature of Horsham and Chanctonbury PCT is that it sits in the middle of the county and serves a local population living in Horsham town and the surrounding villages. This means that patients have access to a number of acute hospitals and have different healthcare needs in relation to whether they live in an urban or a rural area.

The majority of our patients receive hospital care from either the Surrey and Sussex Healthcare NHS Trust (Crawley and East Surrey Hospitals), Worthing and Southlands NHS Trust or the Brighton and Sussex University Hospitals NHS Trust.

In July 2003 the PCT was awarded a 'one star rating' by the Commission for Health Improvement (CHI) - a rating based on our performance during 2002-2003 and covering our various responsibilities for providing services, commissioning services and public health.

Areas of particularly good performance were access to a GP and NHS dentistry, high levels of satisfaction with local GP services, good quality prescribing, smoking cessation programmes, breast cancer and cervical screening, flu vaccination and meeting inpatient and outpatient waiting times.

The areas the PCT will be looking to improve in are A&E waits and delayed transfers (working with the acute hospitals), monitoring of diabetes and suicide rates, responding to patient complaints and investing in backlog maintenance to achieve Fire, Health and Safety targets at Horsham Hospital.

Patients have told us that they have short waiting times for an appointment with their GP and are very pleased with the care provided by local staff who treat them with dignity and respect and listen to their concerns. Our health visitors, district nurses, practice nurses and midwives are all particularly good at giving clear answers to questions asked by patients.

At Horsham and Chanctonbury PCT, we are continually striving to improve our services to you locally.

Ring your GP Surgery for Advice

Keep your GP's phone number handy. You can speak to someone, even outside normal surgery hours, and get advice over the phone. You will probably be asked to come to the surgery or an emergency centre if you need to be seen, rather than have a home visit.

Ask your Pharmacist

From sprains to stomach upsets, pharmacists are qualified to give you expert advice without an appointment. As most people know, antibiotics don't work on colds and other viral infections. However, you can get plenty of advice from your pharmacist about over the counter medicines that can help to relieve your symptoms.

Useful contact details

NHS Direct 0845 4647

NHS Direct is a 24-hour nurse-led helpline providing confidential healthcare advice and information on what to do if you are feeling unwell; health concerns for you and your family; local health services, including GP surgeries, dentists and out-of-hours pharmacies; and self-help and support organisations. Calls to NHS Direct are charged at local rates. There's also a website www.nhsdirect.nhs.uk and text phone 0845 606 4647.

Social and Caring Services Horsham Area

Talbot House, 20-22 East Street, Horsham,
Tel: 01403 213100

Accident and Emergency (A&E)


A&E departments are for people who have had an accident or a sudden illness (something which has got much worse in the last 24 hours). Call 999 for emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood.

General Hospitals, including A&E

Crawley Hospital	01293 600300
East Surrey Hospital	01737 768511
Princess Royal Hospital Haywards Heath	01444 441881
Royal Sussex County Hospital Brighton	01273 696955
St Richard's Hospital Chichester	01243 788122
Worthing Hospital	01903 205111

Local Hospital, including Minor Injuries

Horsham Hospital 01403 227000
The Minor Injuries Unit (MIU) deals with cuts, bruises, fractures, but not chest pains.
Opening hours: Monday to Friday 9am-5pm
(not bank holidays).



Emergency Dental Services

If you need emergency dental care you should call your own dentist. If you do not have a dentist and have a dental emergency, call the NHS Emergency Dental Service (appointment only):

Worthing Hospital	01903 285221
East Surrey Hospital, Redhill	01737 231650
Jubilee Dental Centre, Chichester	01243 831790
Haywards Heath	01444 440695

If you are registered as an NHS patient with your dentist please remember that if you do not visit for a check up or treatment within 15 months you will automatically be removed from their NHS list. If you are not registered with a dentist, contact NHS Direct on 0845 4647 who will be able to assist you.

Carers Support

Worthing and District Carers Liaison Project
(covering Chanctonbury area) 01903 528600
Carers Support Services Mid and North Sussex
(covering Horsham area) 01293 553395

Horsham & District Citizens Advice Bureau Advice Line 0870 126 4080

Free information, advice, legal help and support on community care law, housing rights, welfare benefits, debt and other issues. Bureaux in Henfield, Steyning, Storrington, Pulborough and Billingshurst.

ICIS: Information for Life 0800 859929

ICIS is a free service which can put people in touch with services offering care, support, or advice to maintain independent living.


www.icis.info4life.org.uk

Mental Healthline 0845 300 27 27

West Sussex Mental Healthline provides support and information 24 hours per day.

Help to Stop Smoking

If you want to stop smoking call the West Sussex Quitters Helpline on 01243 815187 or the National NHS Smoking Helpline on 0800 1690169. For local information call 01273 493488 / 01903 843416.



Finding a GP

There are 10 GP practices in the Horsham and Chanctonbury PCT area

The Courtyard Surgery Horsham	01403 253100
The Glebe Surgery Storrington	01903 742942
Henfield Medical Centre	01273 492255
Holbrook Surgery Horsham	01403 755900
Mill Stream Medical Centre Storrington	01903 843400
Orchard Surgery Horsham	01403 246860
The Park Surgery Horsham	01403 217100
Riverside Surgery Horsham	01403 264848
Steyning Health Centre	01903 843400
The Village Surgery Southwater	01403 730016

From April 2004

The Surgery, Billingshurst	01403 782931
Pulborough Medical Group	01798 872815
Rudgwick Medical Centre	01403 822103

If you experience problems in registering with a GP in the Horsham and Chanctonbury area, you should contact The Primary Care Support Centre on 01903 708400 who will be able to allocate you to a local GP.



Our priorities for the future

Local priorities, set within the context of the Government's national agenda and NHS Plan targets, will support the PCT's focus on prevention rather than treatment and ensure that appropriate quality care is delivered locally.

In the coming years extra resources will be spent to:

- Develop Horsham Hospital to offer more local services
- Reduce waiting times for hospital treatment (working with local NHS Trusts)
- Continue to improve access to GP and community services
- Improve access to health care services in rural areas
- Develop schemes to enable patients to be discharged from hospital promptly and safely
- Help older people to stay healthy and continue to lead independent lives
- Prevent Coronary Heart Disease and Diabetes and promote healthy lifestyles
- Involve local people in the development of services

To meet the needs of its local population the PCT Board has recommended prioritising investing in primary, intermediate and community services and the development of Horsham Hospital, local health centres and GP practices. We believe that developing Horsham Hospital will enable us to improve services closer to patient's homes, reduce waiting times and offer more choice to patients whilst maximising the resources we currently have available.

We want local people to be involved in the development of services and hope that they will contact us to let us know their views.

If you would like to get involved, or find out more details, contact Maureen Vallon, Patient Advice and Liaison Service Manager on 01403 215581 / 215213.

How you can get involved

The Horsham and Chanctonbury Primary Care Trust has appointed its own Patient Advice and Service Liaison Manager (PALS) who provides advice and support for patients, their families and carers, in helping to sort out any concerns or queries they may have about the care the PCT provides and resolve these quickly and efficiently. The PALS Manager will also provide information and advice to help patients to get the best from the health service and make access to the PCT's services as easy as possible. PALS will also use your feedback to improve local health services and provide a gateway to the NHS complaints procedure. Your views will help us to improve.

There are many ways you can get involved in helping to improve local health services:

- Join one of the patient or user groups at your local hospital, or your local GP practice
- Join the PCT's Patient and Carer Network
- Take part in patient surveys - your views really do count
- Become a volunteer at your local hospital - hundreds already do
- Apply to become a member of the local Patient and Public Involvement Forum
- Talk to our PALS Manager about how you feel about our service

How you can find out more

For more copies of this leaflet or to obtain further information, you can contact Horsham and Chanctonbury Primary Care Trust on 01403 215129

Horsham and Chanctonbury PCT
New Park House, North Street,
Horsham RH12 1RL.
Website www.hcpct.nhs.uk

This leaflet can be provided upon request in different formats for people with special needs.