

Please keep!
Important health
information inside



Your guide to local NHS services 2010/11



This guide has been produced by NHS East Sussex Downs and Weald and NHS Hastings and Rother.

We want to give you information about your local NHS and some advice on how to be healthier and get the most out of the services we provide.

If you would like this guide in another language or format (such as Braille, audio or large print), please contact our Communications Team on 01273 403550 or e-mail joel.hufford@esdwpct.nhs.uk

إذا أردت المعلومات باللغة (اسم اللغة) الرجاء الاتصال بالسيد جويل هافورد على هاتف رقم 01273 403550 أو مراسلته على البريد الإلكتروني joel.hufford@esdwpct.nhs.uk

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Get the right treatment

There are a wide range of health services available locally, so it is important to know where to go to for specific health issues. Here's our guide to getting the right treatment:

Self care – Keep some everyday medicines and first-aid materials in your house. This will help you with many common ailments such as colds, coughs, cuts and bruises. Ask your local pharmacist what kind of things you need.

Local pharmacy – Your local pharmacist is qualified to provide the medicines your GP gives you a prescription for. They can also give you expert advice, free of charge, on minor illnesses.

NHS Direct – You can get expert health advice and information, 24 hours a day, from NHS Direct on tel: [0845 4647](tel:08454647) or visit www.nhsdirect.nhs.uk

GP surgery – GPs and practice nurses look after your general health needs. They can arrange for you to have specialist treatment if you need it. You can also get flu jabs, prescriptions, medical advice and care from your GP practice.

Minor injuries – If you have a minor injury or illness, such as a cut you cannot treat at home, a mild burn, or bruises, you can visit your local Minor Injuries Unit (see Useful Contacts on page 8 for details).

Accident & Emergency – Call **999** for emergencies such as loss of consciousness, bad chest pain, serious accidents or loss of a lot of blood. If you or someone else suddenly gets very ill or has a serious accident you can go to your nearest Accident & Emergency Department (see Useful Contacts on page 8 for details).



Looking for an NHS dentist?

If you want to find an NHS dentist, please call the NHS Dental Helpline on tel **0300 1000 899**.

Lines are open from 8.30am to 5pm, Monday to Friday and calls are charged at a local rate.

You can also visit www.nhs.uk



Want to stop smoking?

Free NHS advice and support is available. Nicotine Replacement Therapy or NRT (for example, nicotine patches) are also available and free to people who do not have to pay prescription charges. Call the East Sussex Stop Smoking Service on tel **0800 917 8896**.

Being referred to hospital?

If your GP thinks you need to be seen by a specialist at a hospital or clinic you can choose from a list of hospitals. You can also pick the date and time of your appointment. Everyone has a choice, no matter where you live or which doctor you see. Ask your doctor about this or visit the NHS Choices website www.nhs.uk for full details.



Your local doctor



Registering with or changing GPs

If you are not registered with a doctor or would like to change your GP, you can find out about GP surgeries in your area, the services they offer and opening times by calling NHS Direct on tel **0845 4647** or by visiting the NHS Choices website at www.nhs.uk

Extended opening hours at GP surgeries

We have been working with local GP surgeries to get

agreement for them to stay open for longer, giving you the opportunity to see a doctor early in the morning or during the evening, or at the weekend.

More than 75% of the GP surgeries in your area now offer appointments outside normal working hours.

To find out more call NHS Direct on tel **0845 4647** or visit NHS Choices at www.nhs.uk

Out of hours GP care

If you need to see a doctor urgently when your local surgery is shut, you should telephone your GP surgery and listen to the recorded message for details of how to contact the out of hours service.

Patient survey

A survey of local patients is carried out every year by an independent company to find out what people think about primary care services, for example, GPs.

This year's survey showed that our overall performance was good.

94% of those surveyed in the East Sussex Downs and Weald area and 93% in Hastings and Rother said they were satisfied with local GP services,

compared with an average across England of 91%.

Things we did well on (when compared with other PCTs)

- Frequency of seeing preferred doctor.
- Satisfaction with care received at surgery.

Things we need to work on (when compared with other PCTs)

- Satisfaction with opening hours.
- Ease of getting through on the phone.

How we plan to make further improvements

- We will also look at the survey results for each GP practice so we can pick out those that are doing well and use them as good examples. We will also encourage, as part of their annual review, those GP surgeries that need to get better in some areas.

Eastbourne Station Health Centre

Eastbourne Station Health Centre opened in November 2009.

Local people are able to register as patients, just like any other GP practice.

The centre also offers a 'walk-in service' enabling people to see a GP or nurse from 8am to 8pm, seven days a week.

This service is available to anyone, including:

- People who live in Eastbourne but are not registered with a GP or are registered at another practice in the area.
- People who work in Eastbourne but do not live in the town.
- Tourists and other visitors to Eastbourne.

Please call tel **01323 726650** for more information.



Station Plaza Health Centre, Hastings

The new £16 million Station Plaza Health Centre, which is next door to Hastings Railway Station, opened in May 2010.

The building houses five GP practices, including the new Hastings Walk In Centre.

The Walk In Centre allows anyone, regardless of whether they are a registered patient or not, to see a GP or nurse from 8am to 8pm, seven days a week.

Please call tel **01424 884410** for further information.

For detailed information on all the services at Station Plaza Health Centre, please visit www.hastingsandrother.nhs.uk/your-services/station-plaza-health-centre

Get involved

To help us give you and your family the best possible healthcare, we need you to tell us what you think of local health services so we can make improvements and plan for the future.



The East Sussex Health User Bank (HUB) is a way for you to get more involved, when you want to, and help to make sure that local people have a voice in how health services are provided in East Sussex.

Why should I join the HUB?

We have set up this membership register to help people have more influence on local health services. HUB members get involved in lots of different ways.

Some people do a little and others do more – it is up to you.

You tell us what you are interested in and what kind of involvement you would like.

Some activities can be done by post, email or on the internet, but there are also times when you can take part in face-to-face activities.

You are always free to say 'No' when we contact you if you don't want to take part for any reason.

To find out more, or register, please call tel [01273 403567](tel:01273403567).

Your views matter

- We use your suggestions, comments and complaints about local health services to help us understand what we are getting right and what needs to improve.
- If you are unhappy with the service you have received, please tell the staff straight away – they will try to help sort it out as soon as possible.
- If you are not happy with the response you can contact the Patient Advice and Liaison Service (PALS). (See Useful Contacts on page 8 for details).
- If you are still not happy with the response or feel that you wish to make a formal complaint, you can call tel [01273 485300](tel:01273485300) or fax [01273 485400](tel:01273485400), or

you can e-mail esdw-pct.patientrelations@nhs.net or hr-pct.patientrelations@nhs.net.

- If you are not happy with the response you can refer your complaint to the Parliamentary and Health Service Ombudsman who can be contacted via tel [0345 015 4033](tel:03450154033) or e-mail phso.enquiries@ombudsman.org.uk
- **The Ombudsman will only consider complaints once the local procedure has been exhausted.**

Independent help and advice

ICAS is the Independent Complaints Advocacy Service. It is an independent and confidential service. It supports and helps people who want to make a complaint about NHS care or treatment. An advocate (someone who speaks for you) will make sure your view is heard. They can help with things like making phone calls, writing letters or going to meetings.

To contact ICAS, please call tel [01892 540490](tel:01892540490) or e-mail tunbridgew.icas@seap.org.uk

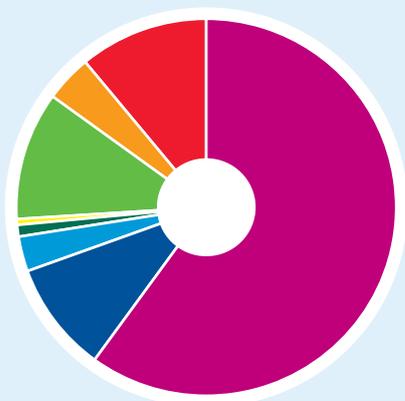
Who we are and what we do

If you live in East Sussex, or have a GP in the area, then NHS East Sussex Downs and Weald and NHS Hastings and Rother are responsible for commissioning (buying) the health services you need. As a result of the changes to the NHS, which were announced by the Government in July 2010, Primary Care Trusts, including

NHS East Sussex Downs and Weald and NHS Hastings and Rother, will cease to exist from April 2013 with groups or consortia of local GPs taking over commissioning services. We are working closely with GPs to ensure a smooth transition to the new setup so that patients continue to get the best possible care.

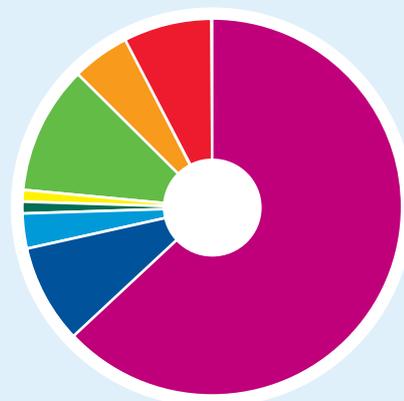
How your money is spent

During 2009/10 **NHS East Sussex Downs and Weald** spent a total of **£538 million** funding local NHS services for a population of 326,000.



- Purchase of healthcare services from hospitals..... **£321 million(m) / 60%**
- Work undertaken by family doctors / GPs **£51m / 9.5%**
- Work undertaken by dentists **£18m / 3%**
- Work undertaken by pharmacists... **£6m / 1%**
- Work undertaken by opticians..... **£3m / 0.5%**
- Medicines prescribed by GPs **£59m / 11%**
- Organisational costs, such as pay for PCT staff, as well as support and estates costs **£22m / 4%**
- Cost of running Community Services and Community Hospitals across East Sussex..... **£58m / 11%**

During 2009/10 **NHS Hastings and Rother** spent a total of **£323 million** funding local NHS services for a population of 170,000.



- Purchase of healthcare services from hospitals..... **£203 million(m) / 63%**
- Work undertaken by family doctors / GPs **£27m / 8.5%**
- Work undertaken by dentists **£10m / 3%**
- Work undertaken by pharmacists... **£4m / 1%**
- Work undertaken by opticians **£2m / less than 1%**
- Medicines prescribed by GPs **£36m / 11%**
- Organisational costs, such as pay for PCT staff, and including reserves for unexpected costs **£17m / 5%**
- Payment to NHS ESDW for Community Services **£24m / 7.5%**

How we are doing

You can find out how NHS East Sussex Downs and Weald and NHS Hastings and Rother, as well as other local NHS organisations, are performing from the Care Quality Commission's website www.cqc.org.uk

You can get the latest on our work to reduce infections, like MRSA and C-difficile, by visiting our websites (see Useful Contacts on page 8 for details) and viewing our latest board papers.



Useful Contacts



NHS East Sussex Downs and Weald –
tel 01273 485300 or visit www.esdw.nhs.uk

NHS Hastings and Rother – tel: 01424 735600
or visit www.hastingsandrother.nhs.uk

Patient Advice and Liaison Service – tel: 0300
1000 891 or e-mail esdw-pct.pals@nhs.net or
hr-pct.pals@nhs.net

NHS Direct – tel: 0845 4647 or visit
www.nhsdirect.nhs.uk

There are 24-hour Accident & Emergency departments at:

Brighton – The Royal Sussex County Hospital,
Eastern Road, tel: 01273 696955 or visit
www.bsuh.nhs.uk

Eastbourne – Eastbourne District General
Hospital, King's Drive, tel: 01323 417400 or
visit www.esht.nhs.uk

Hastings – The Conquest Hospital, The Ridge,
tel: 01424 755255 or visit www.esht.nhs.uk

Haywards Heath – The Princess Royal Hospital,
Lewes Road, tel: 01444 441881 or visit
www.bsuh.nhs.uk

Tunbridge Wells – Kent and Sussex Hospital,
Mount Ephraim, tel: 01892 526111 or visit
www.mtw.nhs.uk

Minor Injuries Units

Visit www.esdw.nhs.uk/your-services/minor-injury-units for further information.

Lewes Victoria Hospital

Tel: 01273 402504

Uckfield Community Hospital

Tel: 01825 745030

Crowborough War Memorial Hospital

Tel: 01892 603602

Sexual health services

East Sussex Downs and Weald –

Tel: 01323 416100

Hastings and Rother –

Tel: 01424 464750

Sussex Mental Healthline (support and
information) – tel: 0300 50 00 101 or visit
www.sussexpartnership.nhs.uk/public/healthline

Social Services in East Sussex

Adult Social Care Direct – call 0345 60 80 191
or visit www.eastsussex.gov.uk/socialcarehealth

Family Information Service – tel: 0345
60 80 192 or visit www.eastsussex.gov.uk/childrenandfamilies or
www.eastsussex.gov.uk/educationandlearning



Produced by East Sussex Downs and Weald Primary Care Trust and Hastings and Rother Primary Care Trust.