

Meet the changemakers... and get involved

Questions and answers

Tuesday 13 March 2018 18.00-20.30

Jurys Inn, Wellesley Road, Croydon

In association with



1 QUESTIONS TO NHS CROYDON CCG AND ONE CROYDON

What are the plans for mental health services?

Child and Adolescent Mental Health Services (CAMHS) are receiving increased investment. Improving Access to Psychological Therapies (IAPT) have been expanded. A letter is being put through every Croydon residents' door this month, to improve knowledge of service and access. How do we localise services to different parts of the borough? Different places need different services and this is being assessed and considered.

Why does it take so long for GP referrals?

GPs need to appropriately refer. NICE guidelines advised for earlier referrals on suspected cancer, so there has been a push on looking for subtle signs so that cancer is detected earlier. Key to this is getting the right people referred. GPs need to follow guidelines but there have been more people to refer as a result of putting a demand on the system, but some of these may not have needed to be referred.

Waiting time for referrals to wait 3 weeks before they are seen. It is a problem as there is a shortage of GPs. However, if you cannot get an appointment at your GP, they can offer you an alternative appointment at another GP nearby with extended access in hours and there are also the GP Hubs which you can access by calling 111 or by just turning up.

How do you communicate to those who are visually impaired and cannot book or access services via digital means easily, as digital booking?

There are a range of ways to communicate, some of our websites have "readers". The communications team would like to receive feedback and suggestions for those who require different formats. We do have websites, Twitter which can help providers, but as the engagement team we could do more to reach people who do not have websites. Lots of people can use technology, age is not a barrier but we need to make further accommodations. The Health Help Now app has a lot of information on it which can be accessed from the phone.

How can relevant information getting out to the computer illiterate? Can the patient go to the GP to get information? How else can we get information offline?

Yes they can. Also, as part of the new model of care in Croydon, local voluntary partnerships which will include voluntary organisations, charities, advice centres and community groups that will provide points of access across the borough are being set up, so people can walk in for information as well as phone one number is the aim. Services, such as meals on wheels service can be a good way to reach people who are isolated and also provide information as well as identify and monitor those who might need specific information. Pharmacists could also be signposters for services.

Could there not be just one telephone number of which people could find out more about services?

It s a good idea and important to have a guide and directory to services via a single phone number. As above the local voluntary partnerships will aim to work under one number. This is being designed now, as well as a good directory of services.

How are services being monitored and evaluated?

We have monitoring and evaluation services for One Croydon. We have just surveyed users of the Personal Independence Coordinator (PICs) service, which Healthwatch Croydon helped to deliver. We monitor numbers in terms of stay in hospital, care packages organised, number of admissions, as well as ranges to measure in line with the National Social Care Survey which allows free text for users to tell their experiences. The outcomes framework has 44 indicators. Croydon Health Services NHS Trust (CHS), which run Croydon University Hospital, Purley War Memorial Hospital and community services, have a Clinical Query Review Group as does South London and Maudsley Foundation NHS Trust (SLAM), which runs mental health service in the borough. There are similar groups at the GP Collaborative representing GP services. All of these sources gets feedback on services. None of this is perfect but it does give us good feedback data.

What is meant by sustainability?

It is partly about financial issues. If we do not have the money we cannot spend it. We have to balance the books and there are two ways: slash and burn or redesign. We have opted for redesign. That said it is not all about money. There is a shortage of GPs and hospital nurses. We are eight Accident and Emergency doctors short. We need to find people and at the same time use what we have got more wisely. If people do not need to be in hospital, it is better for the patient and the system. We can become more sustainable if we design services in the right place for people to receive them at the right time.

How can I find out more about what the service One Croydon are providing?

Email the One Croydon address at one.croydon.alliance@croydon.co.uk

NHS111 (Free NHS helpline for urgent medical concerns) has misdirected me and been very poor. They kept sending me to Accident and Emergency where I did not want to go. How can liaison between NHS 111 and services be improved?

Contact NHS Croydon CCG if you have any problems with NHS 111 so we can report back to them if they do not give you the direction they need. NHS 111 is a national service and doesn't always realise local information. We need examples to we can feedback and improve the service. The Patient Participation 111 Group based at Norbiton takes comments for South West London, you can feed your comments through them as well.

I cannot easily find the NHS Croydon CCG email address on their homepage?

The NHS Croydon CCG engagement team will look at making it more prominent on the homepage.