

6. HEALTH SERVICES

The West Sussex Primary Care Trust has the main responsibility for health provision in West Sussex, and looks after the services of local GP's, along with some other community services.



The West Sussex Primary Care Trust

Bramber Building, 9 College Lane, Chichester, PO19 6FX
Tel: 01243 770770. Website: www.westsussex.pct.nhs.uk
Head office, 1 The Causeway, Goring by Sea, BN12 6BT
Tel: 01903 708400

Community Rehabilitation Teams

The teams provide services to those with rehabilitation needs. There are four teams, in Chichester, Bognor, Arundel and Midhurst. They are specialist multi-disciplinary teams which assess the physical needs of clients aged 16+ and develop individual rehabilitation/maintenance programmes. They also provide subsequent treatment to improve function and independence, advice on management of long-term disability, and provide on-going review for clients. Referral is by your GP or other health care professional.

Arundel Team - Tel: 01903 884815; Bognor Team - Tel: 01243 623669

Chichester Team - Tel: 01243 623314; Midhurst Team - Tel: 01730 819125

Dentists

If you are registered with a dentist providing NHS treatment, you are entitled to free treatment if you or your partner is in receipt of Income Support or on a low income. For more information, obtain the Department of Health leaflet "NHS Dental Treatment"

Home visiting

Some dentists will make home visits. For details of dentists who offer this service, phone West Sussex Oral Health Services on Tel: 01444 475700 or NHS Direct: 0845 4647. Textphone: 0845 606 46 47 Website: www.nhsdirect.nhs.uk

West Sussex Community Personal Dental Service

This service, based at St Richards Hospital, provides lifelong dental care for patients with severe disabilities. The centre has easy wheelchair access and equipment, such as hoists, which may not be available in general surgeries. Referral from GP or other healthcare professional only. Tel: 01243 831794

District Nurses

District Nurses are specially trained to give skilled nursing and health care to people in their own homes, or occasionally, in hostels or care homes. District Nurses work alongside other professionals, including doctors, health visitors, midwives and other specialist nurses to ensure that care is properly planned and delivered to those who need it, while at the same time, making sure that carers and other family members receive the support they require. You can contact a District Nurse at your health centre or clinic, or through your GP. The District Nurse will visit you at home and discuss the care that is needed.

Drug Intervention Programme

General advice and information on drugs and alcohol, and access to treatment services can be gained through a process called Triage. Triage assessments are intended to: work out what help you need; assess risk; see how urgently you need help; and, refer you to the right service. Appointments are given within 10 working days. Contact the Drug Intervention Programme on Tel: 01243 382932

Intensive Care at Home Service

This service provides an alternative to hospital care for a selected group of patients (aged 18 yrs or over) who require acute convalescence or medical care in their own domestic environment. The patient must have a definite diagnosis, be medically stable and be in agreement to have this service provided. The service is provided for a maximum of 14 days and is only available where the GP is able to provide the medical care required. The service is accessed via the person's GP, District Nurse, Physiotherapist, Social Worker, OT and A&E department.

GP Surgeries

Your GP provides treatment and advice on all medical matters, and can also refer you to other services, or arrange respite. He or she may also be able to arrange transport to and from hospital if there is a clinical condition that makes it difficult to travel by other means. An increasing number of specialist services are now offered at local health centres, including counselling, women's and men's clinics etc, so it is worth asking what is available at your surgery. Within The Carers Support Service we also have a Carers Development Worker GP surgeries. Tel: 01243 380937 for more information.

Health Literature Line

Contact points for health education, leaflets are produced by the Department of Health, NHS etc. Tel: 0870 155 5455 Website: www.patient.co.uk

Health Visitors

Health Visitors are specially qualified nurses who work with people to promote good health and prevention of disease. They have a special role with expectant and new mothers, babies and children under five, but also work with people in other age groups, and can offer advice, support and information.

Health Visitors liaise closely with hospitals and Social Services and can put people in touch with other services that can offer help. Health Visitors can visit you at home. You can contact a Health Visitor direct at your health centre, clinic, or through your GP.

Help With Continence

If you need advice about continence contact your GP, Health Visitor, District Nurse or The Continence Advisory Service, which will accept self-referrals. The Continence Advisory Service provides advice on all aspects of continence, and clinics are held at its base at 9 College Lane, Chichester, PO19 6FX, GP surgeries, health centres and community hospitals. The service also co-ordinates the home delivery of incontinence aids and materials to those who are eligible.

The Continence Advisory Service, 9 College Lane, Chichester PO19 6FX.

Tel: 01243 815422 National Continence Foundation Helpline: Tel: 0845 345 0165 (Mon-Fri 9.30am-1pm) Website: www.continence-foundation.org.uk

Hospitals

St. Richards Hospital, Spitalfields Lane, Chichester PO19 4SE

Tel: 01243 788122

Bognor War Memorial Hospital, Shripney Road, Bognor Regis PO22 9PP

Tel: 01243 865418

Arundel and District Hospital, Chichester Road, Arundel BN18 0AB

Tel: 01903 882543

Midhurst Community Hospital, Dodsley Lane, Easebourne, Midhurst GU29 9AW

Tel: 01730 819100

Macmillan Specialist Palliative Care Services

Provides specialist care for seriously ill patients and their families. Wherever possible it helps patients to remain at home. Covers the area within approximately a 25 mile radius of Midhurst. Has volunteer cars available for patients their relatives and the bereaved. Referrals are usually via a GP or Consultant. Contact: The Macmillan Specialist Palliative Care Services at Midhurst Community Hospital, Dodsley Lane, Midhurst, West Sussex, GU29 9AW. Tel: 01730 811121 National Contact Tel: 0808 808 2020 (Mon-Fri 9am-10pm) Macmillan Cancer Relief, 12th Floor, 89 Embankment, London, SE1 7UQ

Website: www.macmillan.org.uk Email: cancerline@macmillan.org.uk

NHS Direct

NHS Direct, the nurse-led 24-hour confidential telephone helpline, is able to give callers advice on how and whether to access NHS services. After taking details of symptoms, callers will be advised on a course of action. For example, callers may be advised to contact their GP within a certain timescale, visit their local pharmacist for “over the counter” treatments and medication or to go to their local Accident and Emergency Department.

Details of pharmacy opening hours, hospitals with A&E departments and contact details for GPs and dentists are also available, as are a number of other health information services. NHS Direct telephone number is: 0845 46 47. Textphone: 0845 606 46 47 Website: www.nhsdirect.nhs.uk

Occupational Therapy Service

Offers assessments, rehabilitation and treatment for people with physical, mental and social needs to promote their independence. The OT's recommend specific activities to develop physical and mental skills, give advice to carers about skills they can use in caring for dependant people, and advise on other community resources. Referral to the service is through GPs and Consultants.

Tel: 01243 777100

Opticians

A NHS sight test is provided free in the following circumstances:

- In receipt of income support
- Registered blind or partially sighted
- Need complex lenses
- Have diabetes or glaucoma
- Are over 40 and the parent, sibling or child of a person with glaucoma
- If a patient of the Hospital Eye Service and have been referred by your consultant.

If the test shows that glasses are needed the optician must give you a prescription even if you do not purchase glasses at that time or from that optician.

Patient Advocacy and Liaison Service (PALS)

This is a confidential service providing advice and support in sorting out any concerns that a patient or carer may have about the care that is being received through an NHS Trust or Primary Care Trust. The service provides information to patients, carers and their families about local health services and puts people in touch with local support groups. They can also tell people about the complaints procedure and signpost them to the Independent Complaints Advocacy Service (ICAS). Each Trust has their own PALS Manager and you will need to contact the one that is relevant to you.

West Sussex PCT

- West Locality (covering Chichester, Bognor Regis, Midhurst, Manhood Peninsular and surrounding areas) – Bernice Preddy Tel: 01243 534035
Website: www.westsussexpct.nhs.uk
- Royal West Sussex NHS Trust (i.e. St Richard's Hospital) - Delia Reed
Tel: 01243 831822
Website: www.rwst.nhs.uk Email: delia.reed@rws-tr.nhs.uk
- Sussex Partnership NHS Trust (Mental Health) - Trudy Parris
Tel: 01243 815503 (if not available contact Nicola Murray at PALS East Sussex Tel: 01323 446042)

Palliative Care Team – Children, Chichester

This team, which is part of the Snowdrop Care at Home Team, has been set up to provide specialist advice, support and expertise for hospital and community staff and provide a link with the voluntary sector. The aim of the team is to facilitate a high standard of care for children with life-threatening illness and their families allowing them to enjoy the best possible quality of life. The team comprises of a paediatrician, child psychologist, health visitor, school nurse, hospital nurse and other staff, and liaises with social workers. Provides respite care for children having palliative care at The Cherries. Contact the Community Nurses on: 01243 815227

Website: www.thesussexsnowdroptrust.com Email: jane.evans@wsx-pct.nhs.uk

Pharmacists

Many pharmacists will collect prescriptions from GP surgeries and some offer a free home delivery service for people who find it difficult to collect prescriptions. Contact your surgery or local pharmacy for more information.

Pharmacists are also an important source of information on minor ailments, and also on medication, including side effects. Speaking to your pharmacist about any problems you may be experiencing does not replace an appointment with your GP if that is necessary, but they can offer help and advice in a variety of ways.

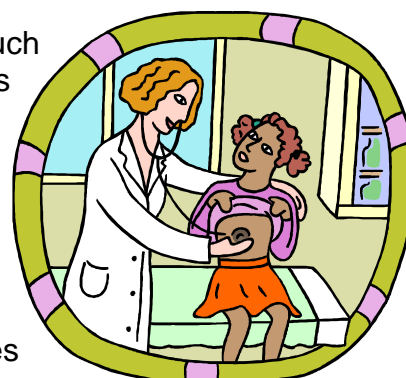
Podiatry and Chiropody

The Podiatry service provides assessment, treatment and advice for all types of foot problems and conditions. Within the NHS, clinics are held by state-registered Chiropodists (Podiatrists) and their assistants. These cover routine podiatry treatment as well as specialist services for those patients who require assessment due to an underlying medical condition. Clinics specialising in biomechanics, gait analysis and orthotic manufacture are also available. A home visiting service is

available for those people who are completely housebound. There is a waiting list for non-urgent treatment. You can contact the service through your GP, district nurse, practice nurse or health visitor, or you can contact the service directly. Tel: 01243 871938

Practice nurses

Practice nurses may run clinics at the doctor's surgery, such as well woman and well man clinics, asthma or other illness related clinics, family planning clinics, and may carry out vaccinations and immunisations.



School nurses

School nurses are specially trained nurses who work mainly in the school setting to promote maximum health and fitness awareness amongst school children of all ages enabling them to participate in all that education has to offer.

School nurses liaise with parents, teachers and other professionals involved with families and education. Every school child has a named school nurse who can be contacted through the school or health centre.

To contact the school nurses in Bognor

Tel: 01243 833856

To contact the school nurses in Chichester

Tel: 01243 815210 or 815237

Sexual Health Clinic (Fletcher Unit, St Richards Hospital)

Confidential advice to clients worried about their sexual health in regard to infections. A team of doctors, nurses, a health advisor and counsellors are available for diagnosis and treatment. Tel: 01243 831607

Speech and Language Therapy Service

This is a comprehensive service for children who may be experiencing communication and/or swallowing problems. Therapists work in a wide range of locations and offer diagnosis, assessment, treatment and advice. They aim to maximise communication skills by working with patients, carers and other professionals. Referrals can be made via GPs, Health Visitors, District Nurses or you can contact the Speech and Language Therapy Service direct.

Contact the Service on Tel: 01243 815260

St Wilfrids Hospice

Provides specialist palliative care for people of all ages with cancer or motor neurone disease. Offers a counselling service to relatives of all patients. A day hospital is now open. An education department offers education to all staff involved in caring for patients with advanced disease.

St Wilfrids Hospice, Grosvenor Road, Chichester, PO19 8FP

Tel: 01243 775302 Website: www.stwh.co.uk Email: geneal@stwh.co.uk