



# CRAWLEY COUNCIL FOR VOLUNTARY SERVICE

THE ORCHARD, 1-2 GLENEAGLES COURT, BRIGHTON ROAD, CRAWLEY, WEST SUSSEX, RH10 6AD.

TEL: 01293 657000 FAX: 01293 657009 EMAIL: [info@crawleycvs.org](mailto:info@crawleycvs.org)

[www.crawleycvs.org](http://www.crawleycvs.org)

## CRAWLEY COMMUNITY RELATIONS FORUM

Wednesday 21<sup>st</sup> April 2010

### ACCESSING CRAWLEY'S HEALTH SERVICES

#### Notes

##### **Present**

Dr S Chatterjee (Chair), CCRF, CEMP, CCAR  
Janiusz Barcewicz, Polish Community  
Gary Brigden, NHS West Sussex  
Sheila Brinton, NHS West Sussex  
Di Breakwell, Sussex Partnership NHS Foundation Trust  
Ron Cornwell, CCVS  
David Cumberland, Crawley Health Centre  
Fawaz, Crawley Dawah Unit  
Elaine Hall, Crawley & Horsham Home-Start  
Janet Hall, Surrey & Sussex Healthcare  
Helen Hamilton, West Sussex Stop Smoking Services  
Sharafat Hussein, CEMP  
Sajida Irshad, Rethink  
Renata Jarecka, Polish Community  
Rosemarie Jerome, Crawley Borough Council  
Rosemary Martins, Crawley Portuguese Association  
Sonya Nacev, CCVS Health Trainer  
Nazmil, Crawley Dawah Unit  
Tracy Olckers, CCVS  
Izabela Parynow, Polish Community  
Lisa Phillips, CCVS  
Agnieska R, Polish Community  
Manuel Santos, Crawley Portuguese Association  
Margot Sirzalskowska, Polish Community  
Anna Smigielska, Polish Community  
Dorota Sworzynsua, Polish Community  
Mohammed Shamim  
Geraint Thomas, Crawley Health Centre  
Sharon Trott, Crawley Borough Council

##### **Apologies**

Lisa Bruton, Community Development Worker – Friends, Families & Travellers  
Lyn Fielding, Hanover  
Shobna Nayee, Divas Dance Club  
Val Poole, CCVS Trustee  
Graeme Potter, West Sussex NHS



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## **Welcome**

Dr Chatterjee thanked everyone for coming and explained the format of the evening. Out of the last Forum, it became clear that representatives from minority communities most wanted to find out about the health services available to them in Crawley and that they preferred to do this in an informal, small group environment. This Forum invited representatives from various health services to come and present their services/answer questions in a small group format. Attendees were divided into four groups, which moved in turn around four tables, each with a different health theme.

## **Presentations**

### **TABLE 1 – CRAWLEY HEALTH CENTRE**

*Geraint Thomas, Partner, Saxonbrook Medical Centre and Director of Health 4 Crawley (Crawley Health Centre Operator)*

*David Cumberland, Business Manager, Crawley Health Centre*

The Crawley Health Centre recently opened in Haslett Ave, above the YMCA shop and is open 365 days a year from 8am-8pm. It is a walk-in clinic for both GP-registered and non GP-registered clients. Geraint emphasised that anyone can register and access NHS services. Clients simply need to give their names and dates of birth and say they live in Crawley. No formal ID is required to verify this. There is always at least one GP on site (including a female doctor from 8am-4pm on Mondays). The Centre deals primarily with minor illnesses and injuries and health promotion. In addition to providing a no-appointment drop-in centre, GP's from the Health Centre are prepared to come out to groups to talk about the service and/or to provide basic services like blood pressure checks. There is no in-house interpretation service available at the Health Centre, but clients are encouraged to use Language Line and a web-based system when necessary.

*Contact details: Tel: 0300 9993000; Fax: 0300 9993001; [www.crawleyhealthcentre.co.uk](http://www.crawleyhealthcentre.co.uk)*

### **TABLE 2 – PROMOTING A HEALTHY LIFESTYLE**

*Gary Brigden, Cardio-Vascular Risk Nurse Specialist, NHS West Sussex*

*Helen Hamilton, Stop-Smoking Co-ordinator, West Sussex Stop Smoking Services*

*Sonya Nacev, Health Trainer, Crawley CVS*

#### ***Gary Brigden***

This service is based at Crawley hospital and is available to anyone registered with a GP in Crawley. Gary supports clients to help them avoid type 2 diabetes through lifestyle changes and offers one-to-one support in both GP surgeries and in a client's home, provides health checks for those aged 40-74 and runs group sessions as well as weight loss courses at K2. Clients can self-refer.

*Contact details: Tel: 01293 600300 ext 3993; Mob: 07500 816318; Fax: 01293 600323; e-mail: [gary-brigden@nhs.net](mailto:gary-brigden@nhs.net)*

#### ***Helen Hamilton***

Clients wishing to stop smoking are four times more likely to stop smoking if they see a Stop Smoking advisor. The service is NHS-based and offers free one-to-one sessions on a weekly basis through trainer advisors including GP nurses and Pharmacists (the service is already available at Asda, Boots and Williams). Stop Smoking clubs are also available on



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Wednesdays from 6pm-8pm at the Physiotherapy Department at Crawley Hospital. There are six different ways of getting nicotine replacement when trying to quit and the service provides vouchers for those who are exempt from paying for these products. Individuals can approach the service as many times as they need and talks are also available for local groups.

**Contact details: Tel: 07774 161056; Helpline: 0300 1001823**

## **Sonya Nacev**

This Crawley-based service consists of three Health Trainers for those aged 18+ and one Health Trainer for older people (based with Age UK). Health Trainers are not clinicians but offer a free one-to-one support and signposting service, supporting individuals to eat more healthily, exercise, stop smoking, drink sensibly and lose weight. A series of six to eight free one-to-one sessions over a three-month period are offered to individuals who can either self-refer, or be referred by their GP. Access to an interpreter is available if needed and Health Trainers are available to talk to local groups.

**Contact details: Tel: 01293 657154; Fax: 01293 657009; E-mail: [health@crawleycvs.org](mailto:health@crawleycvs.org);**  
[www.crawleycvs.org](http://www.crawleycvs.org)

## **TABLE 3 – PATIENT ADVICE & LIAISON SERVICE (PALS)**

*Janet Hall, PALS Manager, Surrey & Sussex Healthcare NHS Trust*

*Sheila Brinton, PALS Customer Services Officer, NHS West Sussex*

The PALS provides a confidential service for anyone who would like advice, information and help, or may have a concern about local health services. The PALS aims to respond to all queries within 24 hours, even if it's simply an acknowledgement. All queries are dealt with face to face or over the phone and the majority of clients are happy with the outcomes and don't feel the need to take issues further. Language Line is available for clients who require a translation service.

**Contact details:**

- **NHS West Sussex Customer Service Unit, Tel: 0300 100 1821; E-mail: [customerservices@westsussexpct.nhs.uk](mailto:customerservices@westsussexpct.nhs.uk); Language Line: 0845 310 9900.**
- Surrey & Sussex Healthcare Trust PALS: Tel: 01737 231958; E-mail: [pals@sash.nhs.uk](mailto:pals@sash.nhs.uk)**

## **TABLE 4 – LIFELINE AND RETHINK**

*Sajida Irshad, Senior Community Development Officer, Rethink*

*Rosemarie Jerome, Lifeline Service Manager, Crawley Borough Council*

## **Sajida Irshad**

Rethink is a national mental health charity that deals with people suffering from mental illnesses. The BME Community Development Worker Service covers West Sussex and specialises in helping minority communities raise mental health awareness. It is not itself a mental health service but will signpost clients to an appropriate service, translate when possible and generally improve BME community access to mental health services.

**Contact details: Tel: 01293 550584; Fax: 01293 534867; E-mail: [bmecdw@rethink.org](mailto:bmecdw@rethink.org);**  
[www.rethink.org](http://www.rethink.org)



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## ***Rosemarie Jerome***

A Lifeline is a personal alarm system that provides a link between the user and services and people that can help individuals in an emergency 24 hours a day, 7 days a week. Users are provided with a base unit that connects to a regular phone line and a pendant which can be worn around the neck. When the red button is pressed on either the base unit or the pendant, a call will automatically go through to the Lifeline Care Centre, who will talk to the individual through the Base Unit to ascertain the need before calling the relevant pre-programmed contact. There is a rental charge which includes an annual service visit, maintenance and the services of the Customer Care Team. The Care Team is on call every day of the year, 24 hours a day. Lifeline is not only available to the elderly, but also to anybody who has a need whether it is a medical condition or a health and safety concern. Leaflets about the service are available in many languages.

**Contact details: Tel: 01293 438468; Fax: 01293 511803; E-mail: [lifeline@crawley.gov.uk](mailto:lifeline@crawley.gov.uk); [www.crawley.gov.uk/business](http://www.crawley.gov.uk/business)**

## **NETWORKING**

Following the group presentations and question time, participants were given time to network and ask further questions of the service providers. Minority community representatives wanted to know in particular about availability and cost of various services, whether female GP's and health service professionals were available to see women, whether health service providers were prepared to come out to speak specifically to their groups, and whether some of the literature on hand, which at times was not appropriate to hand out to certain BME groups, could be changed. The general feeling was that the evening had been very informative and helpful (see attached feedback notes), and participants asked for more of the same at future Forums.

**If your group has any suggestions for topics/speakers for future Forums, please contact either Tracy Olckers or Lisa Phillips at CCVS on Tel: 01293 657000, or e-mail: [tracy.olckers@crawleycvcs.org](mailto:tracy.olckers@crawleycvcs.org) or [lisa.phillips@crawleycvcs.org](mailto:lisa.phillips@crawleycvcs.org)**



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