



Seaford Seniors Forum News Update

Older People's Day 2018

This years event will be held on 21st September at Seaford Community Cinema. We will be showing a film called "Finding Your Feet". On the eve of retirement a middle class judgmental snob discovers her husband has been having an affair with her best friend and is forced into exile with her bohemian sister who lives on an impoverished inner-city council estate. The cast list of this comedy includes Joanna Lumley, Timothy Spall and Imelda Staunton.

It would be great if you can join us on the 21st at 2.30pm and the film will be followed by refreshments giving you a chance to catch up with other Forum members. Don't forget that any of the events in the enclosed booklet can be attended by any Forum member.

Veterans Mental Health Transition, Intervention and Liaison Service

Some ex-serving members of the Armed Forces have problems when they return to civilian life, sometimes lasting for years! This is a fairly new service set up by the NHS by Camden and Islington NHS Foundation Trust in collaboration with South London and Maudsley NHS Foundation Trust in partnership with Sussex Partnership NHS Foundation Trust.

Who is this service for?

It is open to all ex-service members of the British Armed Forces living in London, Kent, Surrey, East Sussex and West Sussex . Individuals will be seen by either the London or Sussex team.

What does this service do?

This is an NHS service with experience of working with people who have served in the Armed Forces. There is an initial meeting to assess the difficulties people may be experiencing and discuss any mental health problems and any other problems e.g. money, employment, housing.

In partnership recommendations are made and clients are given help to access other services including veterans' charities. The team also includes a doctor (Consultant Psychiatrist), nurses (Clinical Nurse Specialists), psychologists (Clinical and Counselling Psychologists) and recovery workers.

Open Access

This is an open access service so a professional (e.g. GP, healthcare provider, welfare or other care worker) can refer. An individual can also refer themselves or have a friend or loved one refer them. The service can be contacted whilst someone is in the process of leaving the forces. They can be contacted for advice before making a referral.

Telephone: 020 3317 6818

Email: cim-tr.veteranstilservice-LSE@nhs.net

South East Water

At a recent meeting we were introduced to the South East Water Customer Care team and heard useful information about the services offered.

They have help available if you have a medical condition which requires a significant additional use of water. Also if you are registered with them and there is a water leak which cuts off your supply the company will deliver, as a priority, bottled water. Also available is a Social Tariff which can assist if your household has a low income or you are in receipt of certain benefits such as Attendance allowance, PIP payment or Disability Living Allowance.

As South East Water and Southern Water now work together these services cover both companies.

For further information call their helpline on 0333 000 0001 or visit southeastwater.co.uk/customer-care or write to them at South East Water, Rocfort Road, Snodland, Kent, ME6 5AH

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Your Committee

We are still in urgent need of new committee members. We now only have 4 who are finding it increasingly difficult to achieve all that we would like to do. We meet every 6 weeks for our committee meetings so nothing too onerous for just a couple of hours in an afternoon. We have been unable to arrange more events for the members this year, and the Older Peoples Day visit to the Community Cinema has been organised because of the great help offered by the Cinema. We have the opportunity to attend meetings that cover such diverse subjects as health and it's future and also transport and the changes that are planned. It is all voluntary and no pressure for anyone to take on anything they don't want to. So if you feel you can spare some time to help us please contact me, Lin Neeve ,on 01323 490958. You will be most welcome!

Sussex NHS 111 Survey

NHS 111 is the non-emergency number that people should call if they need medical help or advice but feel it's not a life-threatening situation. This service is available 24 hours a day, seven days a week, 365 days a year. Locally across Sussex there are more than 7000 calls made to NHS111 every single week and it is clearly a key part of the NHS in Sussex. The seven Clinical Commissioning Groups in Sussex are working together to award a new contract to run a local NHS 111 Clinical Assessment Service Sussex by April 2019. Before the new contract is finalised the 7 CCG's held a survey across the area to explore what local people wanted for any future service. There follows some of the results:

The majority of people (95%) had heard of the 111 service and it had been used by 67%. 72% would recommend the service to a friend. There was feedback from users as to how the service could be improved including: able to talk to a medical professional, too many questions not relevant to the condition phoned about. 73% were happy if in future 111 staff were able to access medical records. Also 73% were happy for 111 to make appointments with GP or other local NHS staff though 72% did not want 111 to be the only number you need to make contact with any local health service or health team.

The majority of responders to the survey were female and the highest number were in the age bracket 65 to 75+.

The survey collates findings and experiences from people across Sussex. 1000+ took part either on-line or in their local newspaper. The views and experiences from the survey will prove useful insight and information that will be used to inform and help shape the new NHS111 clinical assessment service and the development of the integrated urgent care services for Sussex.