

Dear Brighton & Hove PPG members,

We would like to invite you, as members of PPGs in Brighton and Hove, to attend an information and discussion session on planned care services, providing an opportunity for you to share your views and experience to help us improve services across Sussex. The meeting will be held on:

**WHEN: Thursday 18 November 2021, 11am – 12pm**

**WHERE:** (Virtually) on [Microsoft Teams](#) (meeting details below)

**Meeting Link:** [Click here to join the meeting](#) / **Call in** (audio only): +44 20 3321 5208  
/ Phone Conference ID: 566 100 007#

Planned care, also known as ‘routine’ or ‘elective’ care, refers to services either within hospital or a community setting that provide treatment for people who decide to have help to manage a health problem, rather than emergency treatment for an urgent (life-threatening) medical condition, or following a serious accident. People are usually referred for planned care by their GP or other healthcare professional. Planned care covers many different medical procedures including joint replacements and cataract surgery for example.

Following the pandemic, the NHS is working hard to provide the planned treatments and operations that people need and may have been waiting for. This is still being done in the safest way for patients and for staff.

In Sussex, we are also working to make our care better, and as we resume services we want to take this opportunity to see how we can learn from the last 18 months and make sure we are providing the best health and care services for our communities. We are particularly focusing on the following services:

- Dermatology,
- Ear, Nose and Throat (ENT),
- Ophthalmology, and
- Musculoskeletal (MSK).

The Planned Care Team will provide a short presentation on where we are with services currently, then we will ask for your feedback focusing on the following questions:

- Do you have any feedback on current ENT (Ear, Nose & Throat), MSK (Musculoskeletal), Ophthalmology, or Dermatology services?
- What are your thoughts on;
  - Using digital technology to access care
  - Being on a Patient Initiated Follow-up (PIFU) plan
  - Undergoing tests when you are referred into a service
  - How we could encourage people to attend their appointments
  - How we can support patients whilst they are waiting to access planned care services

Please let us know if you have any access requirements. We look forward to seeing you all next Thursday 18<sup>th</sup> November.

Best wishes,

**Lilly Kennard**

**Public Involvement Manager, Brighton & Hove CCG**

\*Please note that I am now working reduced hours which may mean it takes slightly longer for me to respond to your email.

**Working together as Sussex NHS Commissioners**

NHS Brighton and Hove CCG | NHS East Sussex CCG | NHS West Sussex CCG

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