

All Posts



2 days ago · 7 min read

So, what was said?

For those who were present at our public meeting in Storrington on the 1st July, either in person or via Zoom, this is a reminder of what our excellent guest speakers shared with us. For those who were unable to attend, this is a precis of what was said.

HDOPF Storrington Public Meeting 1st July 2025 Newsletter

Our Forum Chairman, David Searle, welcomed those present and online via ZOOM, on what was a very hot day. He went on to thank Andi Duntan and his staff for welcoming HDOPF to Storrington Leisure Centre and providing the much-needed refreshments.

Waste Recycling



Sophie tells us about recycling our waste the right way

Sophie Goddall-Smith from the West Sussex CC, Waste Prevention Team, told us about how the waste in West Sussex is managed, the introduction of food waste collection, which will start in Spring 2026. A pdf copy of her presentation slides is below



Waste Recycling presentation 1st July 25 to HDOPF.pdf
Download PDF · 1.81MB



The five headlines in waste management are **Reduce, Reuse, Recycling, and Recover.**

Reduce The largest contribution to waste is food. It accounts for 14% of the total waste created, and this can be considerably reduced by avoiding over-purchasing and cooking excessive amounts. Don't buy BOGOFs unless you know you are going to eat them. Check to ensure the food can be frozen. Bread, milk and leftover home-cooked foods can be frozen and used when needed.

Community Food Hubs are open for all and help fight food waste. UK Harvest, along with some other local community fridges, offers a large bag of food for £5.

Check UK Harvest website for details <http://www.ukharvest.org.uk/>

The Government is working with manufacturers to reduce packaging, or where possible, to use biodegradable materials.

Reuse. We have become a throwaway society. Before you decide to dispose of your unwanted goods, consider giving them to charity shops or filling a charity bag left on your doorstep. If you have a broken appliance or a child's toy, consider taking it to a Repair Café. For a small donation, they will repair it.

Half used or unwanted tins of paint may be left at recycling depots for others to take and reuse. Furniture may be donated to various charities such as Horsham Matters, the British Heart Foundation. Go online to find a facility which will take your particular items for reuse.

Recycling. The following can be put in your home recycling bins:

Clean dry paper, card, cartons (Tetra Pak)

Plastic bottles, pots, tubs and trays with lids on

Toothpaste plastic tubes and pill blister packs

Aluminium and steel cans, aerosols and aluminium foil crunched up together in a ball

Glass bottles and jars with lids off

Clean, Dry and Loose

- Clean and rinse containers, making sure the water is emptied.
- Recycling must be kept dry. Bin lids must be closed, and no cardboard should be placed alongside your bin.

Recycling must be loose

- Plastic bags cannot be recycled in your kerbside bin

Recover. You can reuse and recycle more at Recycling Centres in West Sussex than you can at home. Check the WSSC website for more details

- Book to Recycle scheme operates at all Recycling Centres
- Book online or by phone – can be booked up to 2 weeks in advance, and same day bookings are available
- Proof of residency will be required
- Can make five trips per month
- Billingshurst and Worthing do not require booking
- 6 Centres in West Sussex take paint for reuse, but you must book a visit

Green Waste Collection

YES Please

Plant prunings

Grass cuttings

Twigs and small branches (no larger than your wrist)

Old or used compost

Leaves

Weeds

Flowers

X NO thanks

Pet bedding or pet waste

Plastic bags and liners

Household recyclables

Kitchen waste, including peelings and egg shells

Stones and hardcore

Soil



Chris Hockley from BT Digital Phones told us about the ongoing changeover and installation of residential 'Digital Voice' phones.

Landlines in the UK are going digital.



Are you ready?

The UK's landlines are getting an upgrade and soon most phone calls will be made over a broadband line. Don't worry, your landline is here to stay. Your phone number won't change, and over 99% of handsets work with the new system.

For most customers, the move to Digital Voice, BT's new home phone service is as simple as plugging your phone into a router rather than the phone socket on the wall.

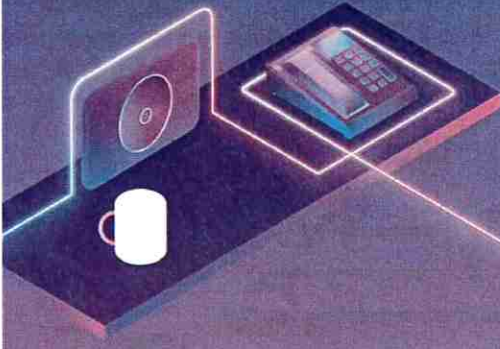
If you don't have broadband
Don't worry, BT will be offering a dedicated landline service, allowing customers to use their landline in the same way they do today.

Supporting customers every step of the way
If you identify as vulnerable or need additional support, please contact your phone company. BT customers can call 0330 1234 150.

If you use a healthcare alarm or medical pendant which allows you to press for help in an emergency, or a burglar alarm, inform your phone company and check with your equipment provider about any needed upgrades before the switch.



For more information about Digital Voice, visit:
bt.com/digitalvoice





The UK's landlines are going digital, which means phone calls will be made over the broadband network, rather than the old analogue copper wire network. Everyone will be moved to digital voice phones. Work started in January 2025 and must be completed by January 2027. [A video explanation can be found here](#)

You will be able to keep your same phone number, and there will be no increase in BT charges. 99% of existing phones will work under the new 'Digital Voice' system so you can keep the same phones you're used to. The new system will provide an enhanced scam protection feature, protecting you from fraud. **A significant change is that when dialing a phone number you must also include the area code.** Phoning someone in Horsham, for example, you would use 01403 in front of the number. You will need to edit your phone's address book and add the area codes to the numbers.

Digital phones will not work if there is a power cut. There are some options to ensure that if there's a blackout or broadband fails, you will still be able to make calls, including 999 in an emergency. You need to discuss the options with the broadband telephone engineer when he calls to carry out the work.

The landline is a lifeline for some people, and they may feel more anxious about making the switch. Your provider will give support to people as part of their move to digital phones. If you do not have or want broadband, you will be moved to a new dedicated landline service, allowing you to continue using your phone in the same way as you do today until you are able to move over to digital phones.

If you have Telecare, you will be supported throughout the switch-over to ensure that your Telecare device is connected and working before the engineer leaves your property. This visit is FREE and will include the installation of a free battery back-up unit where required. If the Telecare device doesn't work, the engineer will switch you back to analogue landline and wait until you have a compatible device.

You will receive at least 4 weeks' notice before being moved to digital phones and all communications will be either letter or postcard.

If you require further assistance, please get in touch with BT customer services team at 0800 1234 150. To help you feel better supported and knowledgeable about the Digital Switchover, support is available on <http://www.bt.com/about/all-ip>.

NHS Latest



Sussex



Laura Robertson, Director of Communications and Engagement at NHS Sussex, joined us via ZOOM with an update on what's happening in the NHS.

A lot of work has been going on across the government to produce a **10-year Health plan for the NHS**. (This plan was published on the 3rd July and gives a list of where the priorities are at a practical level.

The Plan states the government will '*reinvent the NHS through 3 radical shifts*:

- *hospital to community*
- *analogue to digital*
- *sickness to prevention*

These will be the core components of our new care model. To support the scale of change we need, we will ensure the whole NHS is ready to deliver these 3 shifts at pace:

- *through a new operating model*
- *by ushering in a new era of transparency*
- *by creating a new workforce model with staff genuinely aligned with the future direction of reform*
- *through a reshaped innovation strategy*
- *by taking a different approach to NHS finances'*

Laura went on to say that there will be significant changes to the organisation working within the NHS. NHS England, which has been in place for many years, will be abolished over the next few years and go into the Department of Health and Social Care. Due to these changes, there will be a requirement to reduce internal organisation (staff) by 50%, which will be achieved by reorganising the department. This will provide a completely different perspective on the current landscape and what the NHS will look like in the future. It coincides with the devolution of Local Government, and therefore, a lot is happening locally. These changes will not affect those who are being treated at home in the virtual wards.

Laura expected that the Autumn **vaccination program** would go ahead this year. She will keep us informed when it will start and the locations which will deliver the vaccinations.

Blood tests



Lucy Weeks from SASH Surrey and Sussex Healthcare NHS Trust (SASH) *Patient Portal (MySASH)* is available to make quicker and easier for patients to keep track of referrals, appointments, clinical letters and pre-assessments.

Lucy provided an update on the **new booking system for Phlebotomy services** at Horsham, Crawley, and East Surrey Hospitals.

There were a few teething problems with the online booking system when it was first introduced, and these have been addressed. The Horsham hospital service remains unchanged, except that you now need to book a slot to avoid queuing. Previously, walk-in patients may have had to wait for over an hour and also had difficulty finding a car parking space. The capacity remains unchanged, but it is more evenly spaced out throughout the day. If an emergency appointment is needed, the Administrator of the organisation requesting the sample, i.e., the hospital department (but not GP surgeries), will make the appointment for you.

It was quickly realised that there was a longer waiting list at Horsham Hospital than at Crawley or East Surrey, and an additional 20 slots were added each day to Horsham, which has worked well. Just before Lucy started her presentation, she checked the Horsham hospital blood test booking system and found that the next available appointment was on July 4th at 11:35 a.m. Today was Tuesday, and your next appointment is scheduled for Friday, which may not be acceptable due to the treatment you are undergoing. There are emergency slots available for same day on request by either yourself (via phone), possibly by walk-in, or the hospital Administrator.

For those who are unable to book online, a Helpline booking system is available. However, based on feedback received, it has not been working well. Waiting time for calls to be answered has been unacceptable. No one had anticipated such a high demand. It took several weeks to get more staff in place, and the call waiting time has considerably reduced; calls are now being answered in a timely fashion.

Lucy visited Horsham recently and timed a person coming in for a blood test. From the time they booked in on the touchscreen tablet in the waiting room and had their blood taken, they were out in two and a half minutes. This is not always

the case, but it demonstrates the system is working well.

Please support the Forum by buying a [Community Lottery ticket](#)





A voice for the 60 plus

The Horsham District Older Peoples Forum (HDOPF) is an independent, non-political, voluntary group. It acts as the 'ears' and gives a 'voice' for people aged 60 and over who reside in the Horsham District Council area or who cares for someone who is.

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