

CCG News

Better care, more locally, within budget, through transformation

Issue 31

September 2018

Welcome to CCG News



Welcome to our 'end of summer' edition of CCG news. We have certainly enjoyed spectacularly good weather very reminiscent of the summer of 1976, which I remember well as my last year of freedom before A levels needed my full attention.

We must not of course lose sight of how this very hot weather and other climate extremes can have a detrimental effect on some populations, and this summer in England we have seen record numbers of patients attending A&E. Other health and care services also continue to be under pressure and the articles on the Acute Service review (page 7) and the newly available GP Extended Access appointments (page 3) are in response to a changing need for health and care provision.

Our new health secretary, Matt Hancock says technology, workforce and prevention will be his top priorities, and building on the success of the NHS over the last 70 years. I would add to his list the increasing recognition of the vital impact of the 'wider social determinants' on health and wellbeing. Community Link Workers, our new members of the Primary Care Team, will help individuals and communities to better understand how to improve health and wellbeing through empowerment and positive participation see page 3 for more on this role. Other members of our extending primary Care teams include Pharmacists and Physiotherapists who will also help us to help you. Add the vital skill of GP Receptionists and a pinch of technology plus the much closer work with other health and care providers through our Integration agenda and we are indeed on our way to sustainability.

Of course lots more needs to be done and I am delighted to welcome Dr Anne Jeffreys who will be taking this work forward with the CCG as she takes over my role as Chair and Clinical Lead from January next year.

Best wishes, Gina Palumbo CCG Clinical Chair

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Out and about with Sally-Ann Spencer Grey



I love hot weather – when I don't have to do anything. While it has been a beautiful summer it's not quite the weather for office work and meetings – ice creams and lolling in the garden would have been much better!

But there is work to do, so over the summer I have been part of the team working on 'Extended Access' to GP services (featured on page 3) – NHS England announced in February 2018 that by 1 October 2018 CCGs should commission extended access to routine GP appointments – i.e. access to pre-bookable and same day appointments at evenings and weekends to meet local demand.

Another new development I am involved in is the Care Navigation service 'Get Help Sooner' (Page 8) to be rolled out across GP practices from 1 October - this will help us 'the patients' to be seen quicker and by the right practitioner first time - which isn't always the GP!

I attend the GP Patient Engagement Group as a GP practice patient representation group member (but also in my CCG role) – this

group is a great resource and a good way to meet and network with patients from other GP practices and listen to their ideas and concerns.

I have been going to meetings and events around the county, health forums in Bridlington and Withernsea and I shall hopefully be attending the Driffield League of Friends tea party in September, but I had to miss the event in Hornsea in August, which was a great shame. On July 1st I was very pleased to be asked to take part in the re-signing of the Armed Forces Covenant, I felt very privileged to be part of this re affirmation of our local communities commitment to the health and wellbeing of those in military service, veterans and their families.

The Governing Body has been out and about too, we have visited the hospitals at Bridlington, Driffield, Hornsea, Withernsea, Beverley and Goole, taking a tour around each hospital and talking with clinical staff and managers.

Lastly, I am also now a member of our new Diversity and Inclusion Group - the aim of the group is to ensure that the CCG meets the General and Specific duties under the Equality Act 2010 across all commissioning decisions, contracting and workforce – it's not as boring as it sounds I can assure you, and it's very necessary! Whilst there are lots of new things to look forward to by the end of the year, it was also really good to have all our hard work to improve our performance recently recognised by NHS England – well done everyone. Onwards and upwards!

CCG achieves 'Good' rating from NHS England

Good



NHS England's annual assessment of CCGs throughout England was published in July, and we are delighted that for 2017/18 we have been assessed overall as 'Good', this follows a 'Requires improvement' rating assessment for the previous year.

NHS England's Improvement and Assessment Framework measures individual CCG's performances against a number of key objectives and priorities that support The Five Year Forward View, which sets out how the NHS needs to change to ensure services, are affordable and sustainable.

The improved rating reflects a positive year across a number of areas including improved performance on a range of clinical indicators, effectively managing changes to services, robust delivery of our financial and efficiency plans, and ongoing positive stakeholder management.

We have been working hard on improving patient care, particularly in providing easier access to talking therapy services, ensuring people receive an earlier dementia diagnosis, improving diabetes educational support, reducing delayed discharge from hospitals, introducing social prescribers into GP practices and reducing the amount of money we

spend on prescribing over the counter medicines.

Additionally, our financial plan was met during the year, reducing a planned deficit from £2.8million to £0.4million, against a challenging financial environment.

NHS England have also acknowledged our partnership working with East Riding of Yorkshire Council as improvements continue on the number of patients receiving timely social care assessments, allowing them to leave hospital sooner, receive care in the community or at home and retain more independence.

Our focus now turns to building on the excellent work achieved and continuing to provide good quality, evidence based services within our funding. We will also be working hard to further improve clinical outcomes and experience across the clinical domains.



CCG to welcome new Chair

East Riding GPs recently welcomed the news that Dr Anne Jeffreys, GP at The Ridings Medical Group, will be taking over as the new Chair and Clinical Lead of the CCG once Dr Gina Palumbo steps down from the role at the end of the year.

Earlier this year Gina announced her intention to step down and will formally do so on 31 December 2018. Anne will take up the role from 1 October 2018 during a transition period, before taking on full responsibility from 1 January 2019.

Gina has held the role of Chair and Clinical Lead since the CCG was established in 2013, and held a similar role for the East Riding of Yorkshire Primary Care Trust (PCT), which was responsible for commissioning local services before the CCG.

New East Riding service helps to improve health and wellbeing

Community Link is an innovative service that allows GPs to refer patients to Community Link Workers for advice, help and support in dealing with non-medical issues.

We all have issues in our lives that may affect our ability to feel healthy and remain independent. This could be due to loneliness, social isolation or the capacity to cope with certain situations that lead to stress and depression. Community Link offers one to one personal support and motivation to adults to improve their overall health and wellbeing, reducing their need and reliance on GP services, which are high in demand.



Community Link Service

Community Link can support people with a wide range of social, emotional and practical needs. This could be advice about benefits, employment and housing, or access to volunteering, the arts, and creative activities such as gardening, befriending, cookery or a range of sports to help increase a person's social life and improve their mental health and physical wellbeing.

There is evidence that helping to give people solutions to solving their social, emotional and practical problems empowers them, reduces stress and leads to improvements in general health and wellbeing. For those more vulnerable to social isolation and loneliness, the opportunity to develop new relationships and friendships, and participate in social activities gives positive health benefits.

Role of Community Link Workers

Community Link Workers, based within East Riding GP practices, spend time with patients to understand what issues might be affecting their health and wellbeing, such as debt, housing issues or loneliness. During this chat, Link Workers create a personal wellbeing plan that offers support, guidance and motivation.

As part of the plan, they provide practical advice and link people with the right professionals or services to help find solutions to their problems. They also share information about and encourage participation in local services and activities that might be of interest.

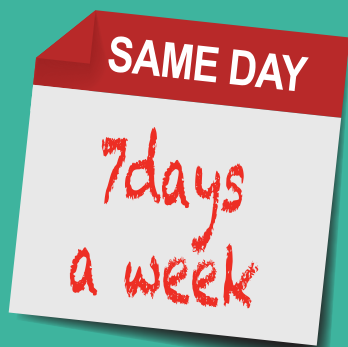
How to book an appointment

People, who feel they could benefit from meeting with a local Community Link Worker, should contact Humber Teaching NHS Foundation Trust via 0800 9177752 or email hnfr.socialprescribing@nhs.net

People in East Riding to benefit from improved access to general practice services

Patients in the East Riding of Yorkshire will soon have access to routine and same day appointments with general practice (GP) clinicians seven days a week in additional evening and weekend clinics across the region.

Following a thorough procurement process we have agreed to award a 5½ year contract, worth around £10 million, to Yorkshire Health Partners Limited (on behalf of the combined federation of local GP practices) to deliver this service from 1 October 2018.



Additional appointments will be phased in over five months to meet local need, starting in Goole and the surrounding area generating approximately 600 additional appointments a week. From April 2020, this will increase to around 900 additional appointments per week.

These appointments are available to all patients across the East Riding, with more locations to be available during the phased implementation. In order to access the service patients will telephone or call into their own practice for an appointment, as they do now. The receptionist will offer these appointments and the patient can choose which time is most convenient for them.

70 YEARS OF THE NHS



NHS70 Big 7Tea Party

We, and others across the country, were busy celebrating during July as the NHS reached its 70th birthday. On Thursday 5 July it was 70 years to the day health secretary Aneurin Bevan first launched the NHS, and below is some example of how we marked the occasion in the East Riding of Yorkshire.

70 YEARS OF THE NHS 1948 - 2018

NHS Big 7Tea Party

We held a Big 7Tea Party in July for NHS staff at Health House to celebrate NHS70. Tea, coffee, sandwiches and cakes were all consumed on a hot and sunny summer afternoon.

Staff were encouraged to wear NHS blue and donate £1 towards charity, which along with a raffle held on the day saw over £220 raised and donated to Dove House Hospice and Paul for Brain Recovery.

Hull and East Riding Health Expo

The third annual Hull and East Riding Health Expo took place in July at the DoubleTree by Hilton Hotel, with over 1,500 people estimated to have attended. The event was a joint effort organised by health organisations across the region and celebrated 70 years of the NHS with an exhibition showcasing the very best services and innovations in our area.

As part of the celebrations of NHS 70 there was also an archive section with details of national and local history of the NHS, from 1948 to present. A timeline was created, detailing this history and many artefacts and memorabilia was presented in display cases for members of the public to view at their leisure.

The Hull and East Riding Health Expo is a joint event organised by Hull and East Yorkshire Hospitals NHS Trust, Humber Teaching NHS Foundation Trust, City Health Care Partnership, Hull CCG and ourselves.



NHS70 Health Expo

70 years of saving lives



Jessica Filbee (above) with her award from Jane Hawcard (above right), at Springhead Primary School assembly on Thursday 12 July.



Jessica's winning artwork.

As the NHS turned 70, school children across the East Riding were given the chance to thank NHS staff and express exactly what the NHS means to them in an art competition.

Students were given the opportunity to exercise their imagination to come up with their own creative representation of the NHS, with hundreds of drawings and paintings submitted from schools across the East Riding.

Jessica Filbee, age 10, of Springhead Primary School was chosen as the competition's overall winner and was awarded a Fitbit. Jessica's stand-out piece is a colourful and moving tribute dedicated to the hardworking NHS staff that saved her father's life so that she could come into the world.

Jessica's father, Paul, was involved in a serious accident 15 years ago when he came off his motorbike and was hit by a car. Paul suffered a spinal fracture and was in Hull Royal Infirmary for one month and then Pinderfields Hospital in Wakefield for a further four months where he underwent intensive rehabilitation. His weight dropped to just eight stone, he had to re-learn how to move around, and do the everyday things people take for granted. He was also told by doctors that he would never be able to walk again. He and his wife were dealt a further blow when they learnt he may not be able to have children.

Although he now has to use a wheelchair to get around, Paul and his wife Diana were elated to find they had defied the odds and conceived Jessica naturally, five years after his accident.

We'd like to say a big thank you to all students who took part in our competition, it was wonderful to see so many entries and it's fantastic to get an insight into what the NHS means to the children of the East Riding.

Choosing a winner was always going to be a difficult task, but we feel that Jessica was a worthy winner and hope she enjoys her prize and continues to share her story, which shows the NHS at its best.

Marie Curie, providing palliative care throughout East Riding

Knowing that you have a terminal illness can be a frightening experience and this can leave patients with a lot of uncertainty, particularly around their care and having their wishes respected. We understand this and think it is important that patients receive the care, practical help and emotional support they need. This is why we have commissioned Marie Curie to provide essential palliative care and support to those who need it and their loved ones.

When living with a terminal illness, the evenings can be a time when extra care may be needed to help with any changes in symptoms. In the East Riding of Yorkshire, Marie Curie provides overnight care and support and can arrange for an experienced nurse or healthcare assistant to be there for a patient. They can help by administering medication for symptoms, giving emotional support and letting carers have a chance to get some rest.

There are 24 Marie Curie Nurses. Once they receive a referral they can visit a patient in their

home and provide hands on care from 10pm to 7am.

Marie Curie Nurses are trained and experienced in looking after people in their homes, making every effort to help patients feel comfortable with them in their home. They offer a high standard of care and expert support for patients and their families. This care and support is guided by a patient's care plan, and ensures district nurses will be kept informed about any changes to their condition to help plan for their care.

Families who receive Marie Curie care report an improvement in quality of life for the patient and reduced stress and anxiety. Carers feel better supported and say it helps to reduce their level of 'burnout'.

For many people their final wish is to die at home. Marie Curie helps families and patients to achieve this aim and gives carers a great deal of comfort, knowing they did everything they could to meet their loved ones wishes.

How to receive Marie Curie services

Patients are normally referred into the Marie Curie Nursing Service by their district nurse, GP or hospital discharge team.

Anybody with questions or needing information about terminal illness or how to access Marie Curie care can call their helpline free of charge on 0800 090 2309.

CCG is awarded Research Capability Funding



We have recently been awarded £20,000 from the Department of Health for Research Capability Funding (RCF). This is the first time we have received this funding which is allocated to 'research-active' NHS organisations recruiting at least 500 NHS patients to non-commercial studies conducted through the National Institute for Health Research (NIHR).

This funding will be spent in a way that builds on the NIHR Research Portfolio, potentially leading to a virtuous cycle of increased RCF that could be used to generate further NHS-relevant research.

The allocation of this funding is a fantastic achievement, and is down to the dedication and hard work of the local GPs, nurses and clinical staff in primary care who are engaging in research often in addition to workload pressures.

Acute Services Review



Across the Humber area, local health and care organisations are working in partnership to improve services for local people. We are working together to find ways of getting the best from our local hospital services.

We are working together because we want to find ways to provide the best possible hospital services for the people of the Humber area and make the best use of the money, staff and buildings that are available to us. To do this, we are conducting a review of acute hospital services across Hull, East Yorkshire and Northern Lincolnshire.

We have a number of really great health and care services in our area and many people have excellent experiences of the care they receive, however, our current services are under increasing pressure due to rising demand and in many cases are finding it extremely challenging to adequately staff and resource all the services that are provided in their current form.

The Humber Acute Services Review is a collaborative review of services in the five acute hospitals in the Humber area, which are; Hull Royal Infirmary, Castle Hill Hospital, Diana Princess of Wales Hospital in Grimsby, Scunthorpe General Hospital and Goole Hospital.

The review will consider how to provide the best possible care for local people who need to use acute hospital services within the resources (money, staffing and buildings) that are available to the local NHS. This may include delivering some aspects of care out of hospitals in GP surgeries or other community settings to better meet local peoples' needs.

More information on the Humber Acute Services Review is available online at www.humbercoastandvale.org.uk/humberacutereview



Get Help Sooner

eastridingofyorkshireccg.nhs.uk/gethelpsooner

Why wait to see your doctor? You may not need to...

When you're not very well, you just want to get help as soon as possible. Sometimes your doctor isn't the best person to see. Instead it may be better to see a pharmacist, dentist, physiotherapist or other specialist.

But how will you know who to see?

In October 2018, a new way of working will be launching in most GP Practices throughout the East Riding of Yorkshire. Specially trained receptionists, who know about many services that do not need a GP appointment, will be able to point you in the right direction to Get Help Sooner.

Speak to your practice receptionist about your condition to find out if you can be directed to another healthcare professional or service without having to see the doctor first. It makes sense – you won't have to wait for a GP appointment and you will get to see the right person sooner.

It's your choice... you can Get Help Sooner.

