This easy read plan tells you about the work East Riding of Yorkshire CCG has done in 2016-17 and our plans for 2017-18.
Welcome!

It has been a hard year for us and one that has seen us make big changes to improve the quality and safety of care for patients, carers and families.

Who we are and what we do

NHS East Riding of Yorkshire Clinical Commissioning Group (CCG) is in charge of buying health services for people that live in the East Riding of Yorkshire.

Our role is about planning and improving services that we all use when we are unwell. We are also helping more people to look after themselves.

How to look after yourself

There are six simple healthy habits that will improve your health and help stop you getting ill in the future:

- Drink more water and less alcohol
- Eat a healthy diet
- Move more
- Sleep more
- Stop smoking
- Meet friends
Working in partnership

We believe that by working together, patients will have better services.

We work with other health professionals, patients and carers to make sure that health and social care services work well and that the care people get is the best it can be.

We also work together with other CCGs across Yorkshire and the Humber area and with East Riding of Yorkshire Council.

Our year in health - April 2016 to March 2017

• Over the year we supported doctors to see more patients by training other staff to take over some of the work.
• We worked with local people to help us to develop plans to improve health and social care services in Bridlington.

• Lots of people came to our big meeting to hear about our achievements throughout the year and plans for the future.

• We held a big event called ‘Health Expo’. It showed the good services we have and gave opportunities to meet staff and support people to look after their own health.

• We held an event and started a consultation to help us design urgent care services. The consultation lasted 3 months; we then told everybody what people had said to help our members make decisions about future services.
• We started a campaign called ‘Don’t Swallow up Your NHS’ asking patients to buy some medicines such as paracetamol from their local chemist or supermarket instead of getting them on prescription.

• We held an event for students called ‘A Day in the Life of the NHS’ to help young people think about a career in health.

• We started a campaign asking patients to only order the medication they need and return unwanted medication to their local chemist.

• We worked together with CCG, local councils and people who provide services and agreed a 5 year joined up plan to make changes to the way health and social care services are delivered.
We started a leadership training course with partners from education and Hull University to give staff skills that will help them work with people and patients.

We helped over 300 people in Bridlington get benefits and housing support and advice through our EASYCare project.

We helped over 140 people make new friends by putting them in touch with local groups like ‘knit and natter’ groups and ‘men in sheds’.

We encouraged children in Withernsea to look after their health, try to do well at school and support them in choosing a career.

**Our performance**

NHS England checks how well we are doing and tells us we are either outstanding, good, requires improvement, or inadequate. This year, we were told we require improvement.
Our future plans

Over the next year, we will make health and social care services better to meet all our patients’ needs and support treatment at home and in the community.

Adult mental health

We will continue to make services better and deliver:

- A crisis response team.
- A better patient journey.
- Early treatments for things like dementia to help patients manage and plan their future.

Care homes and older peoples care

People are getting older and we are working to lower the number of emergency visits from a care home to hospital. We want care to be the best it can be.

Children’s services

We are working with MIND who will be supporting children with mild mental health needs. This will allow us to work better with those who have greater needs.
Community services

Our vision is ‘home first’ approach. This means more people will be able to have services in their own homes. This will support joined up care and help people manage their own health needs. We will want patients to:

- Get the right services when they need it.
- Take an active part in planning their care.
- Get a good and quick response when unwell.

GP forward view

We will support a national plan to make GP practices stronger and develop our own GP Forward View plan for our local people.

Learning Disabilities

We will make services better and provide good community support for people with learning disabilities and/or autism.
**Right Care**

We will focus on improving services that deal with diabetes, eye care, skin care, the skeleton and the stomach.

**Urgent care**

We want to make it easier for people to get help if they have small injuries at three urgent treatment centres. These will be open every day in Beverley, Bridlington and Goole with other services in Driffield and Withernsea open 8am to 8pm for appointments.

**Patients and public being involved**

We have involved patients, carers, community groups and the public in lots ways such as:

- Focus groups
- Surveys
- Project groups
- Newsletters
- Website

The feedback is made public and we thank everyone who was involved. These are some of the ways you helped us make decisions.
Transport services when there isn’t an emergency

Members of Involve helped us decide who would win this contract to take people to health appointments if they are too poorly to get there themselves. This was won by Yorkshire Ambulance Service.

Care homes

We asked carers and residents about their views and experience of care homes so we can improve health care.

Treating people equally

People have different needs and need to use services in different ways, this year we have two new goals.

1. Our services need to be accessible for everyone
2. The people who work for us need to represent everyone

We have worked with the accessible information standard and have signed up for the learning disability charter.
We are a disability confident mindful employer.

We continue to provide translation, easy read, and British Sign.

Our Staff

As an employer we treat all our staff with respect and encourage people with disabilities to apply for jobs. We work closely with the learning disability employment and training group to develop employment and training plans.

We encourage new staff to support each other.

Our money

The law says we have to keep good records about the money we spend, this is called a financial statement.

The long version of the annual report has the accounts (financial statement) attached at the back of the document. These are hard to understand but if you want to learn about them, read the long report with someone who can explain the money and financial statement to you.
If you want to read more about our plans or get involved in the work we do you can visit our website:

http://www.eastridingofyorkshirecg.nhs.uk/publications/

Phone:
01482 672047

Email:
ERYCCG.ComplaintsAndConcerns@nhs.net

Address:
Patient Relations
Health House
Grange Park Lane
Willerby
HU10 6DT