Annual Report and Accounts 2017-2018

Summary

This summary highlights our work in 2017-18 to improve patient experience and the health of people in the East Riding.

To find out more, visit www.eastridingofyorkshireccg.nhs.uk

Better care, more locally, within budget, through transformation
About us

- Large geographical area covering 930 square miles and with its own distinct communities.

- 301,587 people looked after by our 32 GP member practices.

- Annual budget of £394 million to spend on urgent, emergency & planned hospital care, community services, mental health, rehabilitation and maternity & children’s services.

- Working in partnership with GPs, patients, public, voluntary & community groups and health & social care to plan and deliver local NHS services.

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Our Performance

Overall: NHS East Riding of Yorkshire CCG rated as **GOOD**

Finance: **Green**  |  Leadership: **Green**  |  Engagement: **Green**

Clinical assessments:
- Maternity: Requires improvement
- Dementia: Requires improvement
- Learning disability: Requires improvement
- Cancer: **GOOD**
- Diabetes: **OUTSTANDING**
- Mental health: **OUTSTANDING**

Constitutional performance measures – 51 indicators including:

- Referral to Treatment
  - 18 week wait or less
  - Target: 92%
  - Actual: 84%

- A&E four hour wait
  - Target: 95%
  - Actual: 88%

- Delayed transfer of care (DTOC)
  - Target: 243
  - Actual: 235

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Working together

Patients, the public and partners play a vital role in helping us to plan, redesign and buy local health and care services and we have a wide range of opportunities.

Join our involve network – we have over 135 members who are kept up to date with our news and asked for views.

You said, we did

We run a number of patient surveys and focus groups to seek views on a range of topics to inform commissioning decisions – find out more here:

www.eastridingofyorkshireccg.nhs.uk/get-involved

We host a GP-Patient Engagement Forum who’s members help influence our work with GP practices.

Supporting diversity

We value diversity and are active partners in the Disability Advisory Group and East Riding Equalities Network to inform our decision making.
Making a difference

Recognised by NHS England as **Personal Health Budgets Champion**

Martin recently received a new wheelchair and said:

“There are not only physical advantages of having the right chair and being able to do more independently, the mental lift of a little independence cannot be ignored.”

**Care Home Scheme** launched to align specific GP practices to each Care Home reducing medication errors, falls, ambulance call outs and ultimately, attendances or admissions to hospital.

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**Making a difference**

**GP online consultation** launched to bring choice to patients who want to consult online, get medical advice from their GP and, in many cases, avoid the need to make a visit to their practice altogether.

"I am strongly in favour of better use of telephone and online consults where physical presence at the surgery is not required." - Patient

We continue to work closely with local people and general practitioners to accept new medicine changes, avoiding ordering unnecessary repeat prescriptions and buying medicines over the counter.

£3.2m saved

Thank you!

A health and wellbeing programme introduced to support patients to lose weight or quit smoking before surgery and to encourage people to live the healthiest lives possible – over 250 people accessed new weight management service.

"I made an effort to lose weight before a double total knee replacement and have maintained that since." – Patient

Better care, more locally, within budget, through transformation
Making a difference

New urgent treatment services launched providing more coverage of urgent care services, includes:

- Urgent Treatment Centres in Beverley, Bridlington & Goole – open **16 hours a day, 365 days a year.**
- Bookable appointments for low-level minor injuries at Centres in Driffield and Withernsea.
- Clinical advice available through NHS 111.

“After visiting her GP, Karen was referred to the GP’s Community Link Worker who arranged a carer’s assessment and put her in touch with the local carers support group.”

Patient story

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Our Spending

Paid for...

- 108,964 Accident & Emergency attendances
- 27,884 urgent admissions to hospital
- 486,957 planned outpatient appointments
- 297,428 community services visits to patients
- 26,657 community services telephone contacts

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A full set of accounts for 2017/18 is available within the **Annual Report**.

You can pick up a copy of our Annual Report, which is also available in Easy Read, by contacting us on 01482 672156 or by visiting our website:

[www.eastridingofyorkshireccg.nhs.uk/publications](http://www.eastridingofyorkshireccg.nhs.uk/publications)