
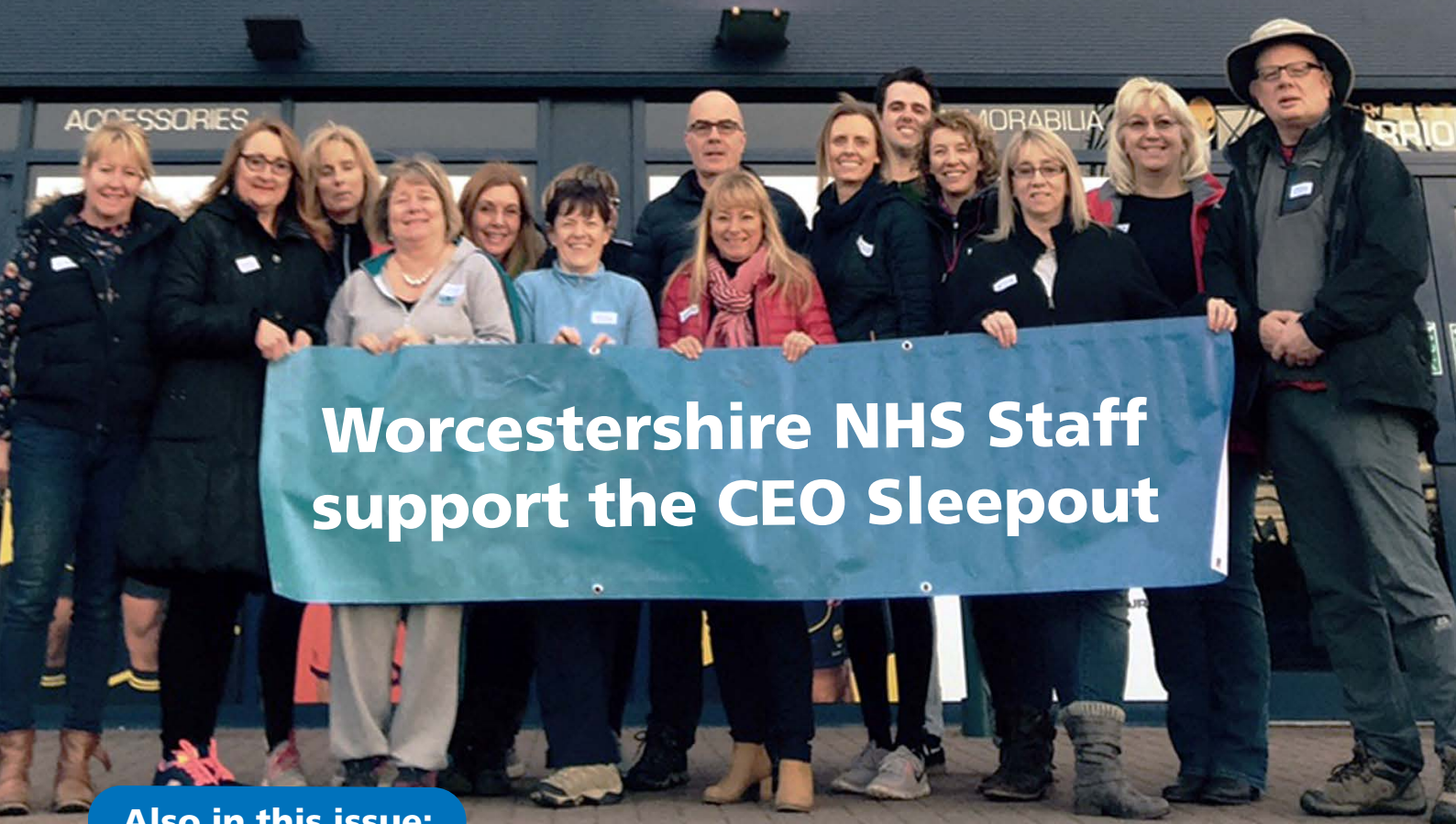


Commissioning For You



THE SIXWAYS STORE



**Worcestershire NHS Staff
support the CEO Sleepout**

Also in this issue:

Update on our Financial Recovery Programme

Learn how you can get involved in policy making

How to stay well in the summer heat!

Welcome

to the August 2018 edition of **Commissioning For You**, a newsletter about the work and activity of the three **Worcestershire Clinical Commissioning Groups (NHS Redditch and Bromsgrove, NHS South Worcestershire and NHS Wyre Forest CCGs)**.

The CCGs are responsible for designing local health services in Worcestershire. They do this by commissioning or buying health and care services including:

- Planned hospital care
- Rehabilitation care
- Urgent and emergency care
- Community health services
- Mental health and learning disability services
- Maternity services
- Primary Care services

The CCGs work with patients and healthcare professionals in partnership with local communities and local authorities.

Our CCGs consists of 64 GP member practices that are working together to ensure the local population has high quality healthcare services, which are sustainable.

A message from the Chairs



Dr Richard Davies
RB CCG Chair



Dr Anthony Kelly
SW CCG Chair



Dr Clare Marley
WF CCG Chair

In July, all three Worcestershire CCGs held their Annual General Meetings. These meetings provide us with a great opportunity to look back at our achievements over the past 12 months, look at plans for the year ahead and for us to discuss the challenges and opportunities for the NHS in Worcestershire.

There's no doubt that it's been a tough year for the NHS, not only locally but across the country. However, there have been a number of highlights for us to look back on. One of the biggest was finally reaching an agreement around the future of acute hospitals in Worcestershire, which will bring stability and certainty to our local acute services.

Work has continued on the Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP). This is bringing together local health and care organisations, with a focus on maximising efficiency, promoting independence, developing out of hospital care and establishing safe and sustainable services.

There has also been a focus on the fantastic work of our primary care services and we have commissioned the Promoting Primary Care Excellence (PCE) contract, to ensure group working and supporting primary care sustainability.

There have been some challenges, most notably over the winter months, again a trend seen across the country. A huge amount of planning and hard work went into ensuring that the local health and care economy was able to cope with these pressures as well as they could.

For a more in-depth look at the work of the CCGs in 2017/18, our Annual Reports are available on each of the CCG websites.

Keep up-to-date with all the latest news and information from the CCGs via:



@RB_CCG
@SW_CCG
@WF_CCG



fb.com/redditchandbromsgroveccg
fb.com/SWCCG
fb.com/WFCCG

Or visit: www.worcestershire.nhs.uk

If you would like any further information on any of the articles covered in this issue of Commissioning For You please contact the communications team via: worcs.comms@nhs.net or by calling: 01905 681978.



Sleeping rough to raise awareness and funds for the homeless

As promoted in the April edition of *Commissioning For You*, health staff from across the county, including 11 members of staff from the CCGs took part in the CEO Sleepout on 26 April.

CEO Sleepout events took place across the country, including at the Sixways Stadium in Worcester and encouraged staff to give up their beds for a night to help raise awareness and funds for the homeless in Worcestershire.

A lot of awareness was raised and a fantastic amount of money for homeless charities in the county. In total the Worcestershire health economy **generated over £3000 of the final £40,000+** raised during the Worcestershire Sleepout. Thank you to everyone who donated their money and time to support the cause.



Get involved in local health services

In June, we launched our new membership scheme.

The Worcestershire Involvement Network (WIN) enables patients and the public to work together with the CCGs to better understand and help shape local health services.

As a member of the WIN, you can:

- Have your say and debate issues
- Access up to date information about your CCG
- Help us improve the future local health services
- Learn more about your areas of interest

Find out more about the WIN, including how to become a member at:

www.worcestershire.nhs.uk/win



Hayley Gass

Engagement Manager for the three Worcestershire CCGs

“Patients, carers and the public are often best placed to spot changes that can be made to services to improve the quality of care on offer. We value every bit of engagement that we receive and want to ensure that all the services we commission are done so with patient and stakeholder feedback.”

Volunteering is not only good for organisations, but it also offers a chance for people to help others, give something back to the community, improve their own wellbeing and learn new skills.”

Community Transport in Worcestershire

A really useful service and the drivers are so helpful and supportive.

Who we are?

Community Transport provides a range of transport services to residents of Worcestershire who find it difficult or impossible to access other forms of transport, to enable them to make essential journeys for health, social, leisure and other purposes. **There are a range of schemes throughout the county and there is one in your area!**

What do we do?

We provide Door to Door Transport enabling access to:

- Shops
- Health Appointments
- Leisure
- Visiting Friends & Relatives
- Education
- Community Facilities & Events

Contact us on:

Bromsgrove (BURT Minibus)	01527 585893
Droitwich	01905 779778
Evesham	01386 45035
Malvern	01684 892381
Pershore	01386 554299
Redditch & Bromsgrove (Car Scheme)	01299 405820
Redditch Dial A Ride	01527 64910
Tenbury	01584 810491
Worcester	01905 450654
Wyre Forest Dial A Ride	01562 755084
Wyre Forest Community Transport	01299 405820

Volunteer for us:

To continue to provide our much needed and valued service, we are always looking for volunteers to help in many ways: driving, passenger assistants, administration, etc.

Stay well over summer

The recent warm weather has been great for getting out and about to enjoy the sunshine, but there are still a few things to think about to look after your health and wellbeing.

When the sun is shining, make sure that you use sun cream, this should be applied before heading out and then again at regular intervals. Wear suitable clothing, which could include a hat, long sleeved top and trousers and sunglasses. Reduce the time spent in direct sunlight between 11am-3pm when the sun is at its strongest.

Staying hydrated is very important, maintaining good levels of hydration can help reduce unnecessary hospital admissions and also cut down on complications within people's care due to being dehydrated. It's recommended that adults drink about two litres of fluid each day; this is in addition to the fluid you get through your food. You may need to drink more in warmer weather and after exercise.

The warmer temperatures can mean that many struggle with allergies, such as asthma, hay fever and eczema. Hay fever is the most common allergy and can make everyday life tough affecting social plans, emotional wellbeing and performance at work or school. Local pharmacists are fully trained health professionals who can offer advice on many over the counter medicines.

Being outside more can also lead to being bitten or stung. Most insect bites and stings can be treated at home. Wash the area with soap and water and place a clean flannel soaked in cold water over the affected area to reduce swelling. If the bite or sting is painful or swollen, you can wrap an ice pack, in a towel and place it on the swelling. Speak to your local pharmacist about any medication that can be used to treat symptoms.



**Our staff
are here
to help**

please don't abuse them.

Call for more respect to be shown to health professionals

The number of complaints being made by GP Practices about patients displaying rude, aggressive or violent behaviour is on the rise across the country. Locally the three Worcestershire Clinical Commissioning Groups have also received reports of patients verbally abusing GPs and other practice staff.

A number of concerns have been raised by GP Practices across Worcestershire and 44 patients are currently being provided services under the Special Allocation Scheme, a service which offers healthcare services to patients away from their usual practice following a violent or aggressive incident.

Patients need to remember that health professionals are there to help and any patient who feels the need to be rude or aggressive towards their doctor or nurse will face an official warning. If the behaviour continues, they will face being removed from the list at that particular practice.

If you have any concerns about the service that you have received, contact the CCGs by calling 01527 482939 or via email at: Complaints.RBCCG-WFCCG@nhs.net.



Dr Carl Ellson
Strategic Clinical
Lead for the three
Worcestershire CCGs

"Unfortunately we're seeing more and more instances of patients verbally abusing members of staff. There's never any need to be rude or aggressive towards any member of staff and we need people to be aware that this sort of behaviour is not welcome in any healthcare setting.

Every health professional working across Worcestershire is committed to offering the best service to patients and sometimes this can go against what the patient believes is the best for them. If this is the case, there are ways a patient can raise their concerns by contacting the CCG and going through the proper complaints process."



Financial Recovery Update

The Financial Recovery Programme continues to move forward after the significant achievements in 17/18. However, the challenge for 2018/19 remains and the Financial Recovery Board met again in July 2018.

A number of key messages were presented:

- The revised forecast achievement of £25.9m represents delivery of 83% against the plan of £31m
- Assertive management is in place to reduce risks to the delivery of existing schemes along with the identification of potential additional schemes;
- A revised approach needs to be considered to increase the pace of plan development and delivery for joint demand management schemes.

Teams are working hard across the system to deliver their plans and robust monitoring and support is being provided from the CCGs Project Management Office.

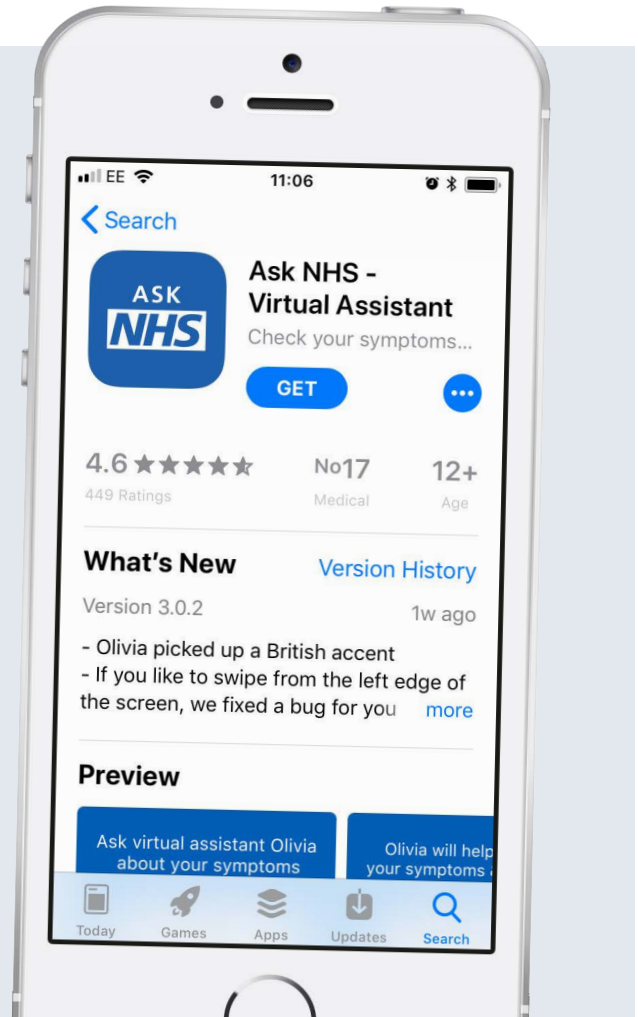
Get quick access to advice and support

An innovative app is proving very popular with patients who need advice on where to go and what to do if they have a healthcare concern.

Launched a year ago, Ask NHS is a free smartphone app giving patients more flexibility in accessing healthcare advice and support. The app offers patients confidential advice based on their symptoms from Olivia, a virtual nurse. They can also search for health services and book GP appointments.

The Ask NHS app's symptom checker is proving to be particularly popular and can advise patients on how to take care of themselves as well as signposting them to their GP or another service if necessary.

The app is free to download from both Google and iOS App Store via: www.sensely.com/asknhs



Governing Body meeting changes

In May, for the first time, the three CCGs in the county held their Governing Body meetings in common, meaning that they all meet at the same time and in the same place.

However, it's important to note, that the CCGs remain as three separate organisations with responsibility for planning and paying for local healthcare services within their respective areas and have local clinical representatives at the meeting to help to inform local commissioning decisions.

The venues for future meetings will rotate around the county, with the next meeting in common taking place on Wednesday 19 September, Parkside, Bromsgrove at 9.30am

More details about the meetings and for agendas and papers, visit:

R&B: <http://bit.ly/1KxoTMd>
 SW: <http://bit.ly/2n2cUlc>
 WF: <http://bit.ly/2n29uyD>

Pilot aims to support COPD monitoring

An innovative project enabling patients with Chronic Obstructive Pulmonary Disease (COPD) to improve how they monitor their condition is being piloted in Redditch.

The focus of this pilot project is to implement Telehealth to provide mobile technology support for COPD patients. During the 12-month pilot, a small group of patients will be provided with remote monitoring devices to support them in taking a more active role in their care and self-management of their condition.

Patients will have the benefit of the Telehealth service, which will provide mobile technology to use in the patient's home, to monitor:

- Blood pressure
- Heart rate
- Temperature
- SP02

This pilot offers an exciting opportunity to look at a system that can improve the care being offered to patients with COPD.

The Redditch and Bromsgrove area has a high number of patients registered with COPD and the approach being taken will offer numerous benefits including timely, effective and efficient management of the patient's symptoms. It will also help to reduce unnecessary face-to-face appointments for both GP and community based staff.

Worcestershire-wide performance update

Cancer Waiting Times	Progress
All patients referred urgently by their GP with suspected cancer will be seen within 14 days.	
Patients to wait no more than 31 days from diagnosis to treatment of all cancers.	
Patients are treated within a maximum of 62 days from urgent suspected cancer referral to treatment.	
Patient waits in A&E	Progress
Target is at least 95% of patients are to be seen, treated and admitted or discharged within four hours.	
18 Weeks from Referral to Treatment	Progress
The referral to treatment target is set as the maximum time it takes from the GP referring a patient for treatment to time that treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for test should've occurred.	
Mental Health	Progress
The proportion of people with depression and / or anxiety disorders who receive psychological therapies – IAPT.	
Patients on a Care Programme Approach receiving a follow up within seven days of discharge from psychiatric care.	
Estimated diagnosis rate for people with Dementia.	