

Your update from the Worcestershire CCGs



Commissioning

For You

Summer 2017

Your NHS **SUMMER SURVIVAL GUIDE**

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Welcome

to the third 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 65 GP member practices that are working together to ensure the local population has high quality healthcare services, which are sustainable.

It has been a very busy few months since the spring edition of Commissioning For You was published in March 2017.

In this issue we bring you the latest developments regarding the future of acute hospital services in Worcestershire, an update on the Herefordshire and Worcestershire Sustainability and Transformation Partnership, details of funding to improve diabetes services and information about the financial recovery process.

Following the AGMs held earlier in July, the three CCG chairs take a closer look at the achievements and challenges faced over the past 12 months and look at plans for the year ahead.

We will also update you on the news from where you are.

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



www.redditchandbromsgroveccg.nhs.uk
www.southworcccg.nhs.uk
www.wyreforestccg.nhs.uk



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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.

Worcestershire CCGs announce Accountable Officer appointment

The three Worcestershire Clinical Commissioning Groups are delighted to confirm the appointment of Simon Trickett as their new Accountable Officer.

NHS Redditch and Bromsgrove, NHS South Worcestershire and NHS Wyre Forest CCGs made the decision to appoint one Accountable Officer to lead the three CCGs and the single management team that supports all three organisations.

Simon is currently interim Accountable Officer for NHS Redditch and Bromsgrove and NHS Wyre Forest CCGs and has worked in the local NHS since 2008. He was previously Chief Operating Officer for NHS South Worcestershire CCG until March 2016, when he moved to the role of interim Accountable Officer.

Simon stated:

"I was born in Worcestershire, have lived here most of my life and I am passionate about making a positive difference to the health and wellbeing of local people. We know that there are a lot of improvements to local health services that are required and that there are improvements that we can make by working with our partners.

"We have excellent staff working across the organisations, both clinical and non-clinical, it really is a fantastic team and it is a great privilege to have the opportunity of leading the three CCGs."

Simon will take up his position on 1 August 2017.

In a joint statement the chairs of the three CCGs, Dr Richard Davies, Dr Anthony Kelly and Dr Clare Marley, said:

"Simon has been an integral part of the development of all three CCGs over the last five years. We are delighted to appoint him as our new Accountable Officer.

"The three CCGs are committed to commissioning and arranging the high quality services that local people deserve and we are confident that Simon's appointment will allow us to continue this important work."



Simon Trickett

Alliance Board work



You may well have seen some information about the development of Alliance Boards.

Alliance Boards are a coming together formed of local health and social providers and commissioners, who work together to provide more integrated care for our local populations.

Their objective is to ensure that we're able to offer seamless, joined-up care.

There are three Alliance Boards based in each of the local clinical commissioning areas (Redditch and Bromsgrove, South Worcestershire and Wyre Forest). We will include an in-depth look at Alliance Boards in the Autumn edition of Commissioning For You.

Your NHS SUMMER SURVIVAL GUIDE

Although winter is traditionally seen as the most likely time for people to be ill, there are also a number of conditions that can affect people in the summer. So it's important to be aware of the health services available to treat you if you're injured or unwell over the coming months.

Staying safe in the sun

Getting the right amount of sunshine has a number of benefits including providing us with much needed vitamin D; benefiting people with certain skin conditions such as eczema, and helping people to feel much better within themselves.

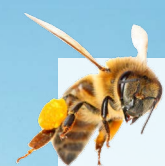
It's important, however, that people take more care when out in the sun, to protect against sunburn and lower the risk of developing skin cancer in later life.

There are a number of precautions people can take to help protect themselves against over-exposure to ultraviolet (UV) rays:

- Use sun cream - apply before sun exposure and then reapply again every two hours, for more advice on which sun cream to use and how much to apply, visit [nhs.uk](https://www.nhs.uk)
- Wear suitable clothing - wear a hat, a long sleeved top or trousers and sunglasses
- Reduce exposure during certain times of the day - stay out of direct sunlight between 11am-3pm when the sun is at its strongest.



Anyone in need of urgent but not emergency medical assistance should call NHS 111. This is free to call from landlines and mobiles and available 24 hours a day, 365 days a year. It is staffed by fully trained advisers who can assess your symptoms and then give you the healthcare advice you need or direct you to a local NHS service.



Stings/bites

Being stung or bitten is a minor nuisance. The affected area may get a little red or swollen and it may be slightly painful or itchy but it usually clears up soon after.

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.

On the affected area, use a spray or cream that contains local anaesthetic, antihistamine or mild hydrocortisone to prevent itching and swelling. An antihistamine tablet can help to reduce swelling but make sure you follow advice from your local pharmacist.

Keeping hydrated

Medical evidence shows that staying hydrated can assist in preventing conditions such as: pressure ulcers, heart disease, diabetes, urinary tract infections and low blood pressure. It is also recognised that staying hydrated helps to keep you alert, helps the body to fight fatigue and feel generally healthier.

Maintaining good levels of hydration can also help reduce unnecessary hospital admissions.

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.



Take control of allergies

The warmer temperatures in the summer can mean that many of us struggle with months of misery caused by 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.

So, what's the best way to cope with the endless sneezing, streaming eyes and stuffy nose that hay fever brings? Well, your local pharmacy can help with over the counter medicines.

Local pharmacists are fully trained health professionals who can offer advice on treatments such as antihistamines. These block the action of the chemical histamine, which the body releases when it thinks it is under attack from an allergen. Decongestants can also help to relieve a blocked nose, which is often caused by hay fever, a dust allergy or a pet allergy.

Get active!

The summer months can be a great time to get out and about and exercise more. For those that feel they haven't got the time to exercise, being physically fit can be easier than you think by making activities part of your everyday life.

Staying in good condition has a number of health benefits and it's proven that regular exercise can help combat conditions such as heart disease, lower the risk of type 2 diabetes and help to cut the chance of having a stroke. Physical activity can also boost self-esteem, mood, sleep quality and energy, as well as reducing your risk of stress, depression, dementia and Alzheimer's disease.

Any activity that raises your heart rate, including walking, aerobics, riding a bike, playing sports like tennis or even pushing a lawn mower, will help you reach a suitable level of exercise.



CCGs agree the future of acute hospital services in Worcestershire

Proposals to improve local health services in Worcestershire were approved by the Governing Bodies of the three CCGs on 12 July.

The three Governing Bodies made the decision to support a clinical model which will bring stability and certainty to the local acute health service.

The model, which has taken over five years to develop, will see the:

- Centralisation of emergency surgery to Worcestershire Royal Hospital with skilled staff which will improve outcomes and patient experience
- Creation of centres of excellence for planned surgery at the Alexandra Hospital
- Retention of emergency and urgent care services at the Alexandra Hospital
- Centralisation of inpatient care for children at Worcestershire Royal Hospital with the majority of children's care remaining local
- Centralisation of births at Worcestershire Royal Hospital with ante-natal and post-natal care remaining local
- Increased daycase and short-stay surgery undertaken at Kidderminster Hospital.

The decision follows an extensive consultation process which saw 5,785 people engage with the CCGs between January and March.

In a joint statement, Dr Richard Davies, Dr Anthony Kelly and Dr Clare Marley, said:

"We recognise that not everyone will be happy with the CCGs' decision today but, both national and local experts have agreed this is the right model for Worcestershire.

"We want patients to receive the highest standard of care and to know that they are safe when they are in hospital. We know that patients are concerned about a number of things such as travelling further for their care and the increased pressure on the Worcestershire Royal site.

"We have made a number of recommendations on future staffing levels, transport, maternity services and the quality of services provided to support the changes and to protect the quality of services for patients."

The Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP) update

The Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP) is a really important long-term plan to address some of the local health and care issues we have, to improve health for people across the area, and to ensure we can provide safe and sustainable care into the future. It is a partnership between health and care organisations across the patch, supported by patient representatives and members of the voluntary and community sector.

After publishing the first draft of our STP in November 2016, we have been out collecting some initial views from patients, stakeholders and the wider public and it's available on our bespoke STP website: www.yourconversationhw.nhs.uk

Why refresh?

The draft plan was submitted in November 2016 and provided some fairly high level ideas and principles for how things might need to change so we can continue to provide safe and sustainable services long-term. Since then providers and commissioners have negotiated contracts for 2017/18 and 2018/19 so the plan needs to be updated to take this into account. We spent November – February engaging with patients, carers, the wider public and staff on these themes, and we have used that feedback to refresh our plan so it reflects what we heard, as well as updated national policies in some areas.

What's in the updated plan?

We have been doing lots of work over recent months and this is reflected in the refresh. For example to support our plans to strengthen out of hospital care, we have in Worcestershire begun implementing the local Alliance Board arrangements and establishing Local Neighbourhood Teams. As part of the refresh we have updated our bed capacity assumptions based on this work. It is important to note that changes to community bed numbers is predicated on the effectiveness of the new neighbourhood teams and wider alliance developments. There are no specific changes to community hospital bed numbers proposed at this stage and further work is being undertaken to consider what primary and community service expansions would be required to make this happen.

For Mental Health and Learning Disability services the STP reflects the Mental Health Taskforce/ National Transformation plan and Transforming Care for People with Learning Disabilities.

The priorities in the STP are consistent with these national policies for these services.

We also recognise the importance of having strong clinical engagement as our STP develops and we have just established a Herefordshire and Worcestershire Clinical Redesign Group led by Dr Kiran Patel. This group will ensure there is clinical oversight on proposals, and that any changes are clinically safe and effective which has to be our priority.

What's next?

The refreshed plan, updated summary, FAQs and other information will be available on the STP website from the end of July. We are also now planning further engagement, including with staff groups, which will also be publicised widely.





Above: Ombersley Medical Centre
Insert: Staff at Ombersley Medical Centre
Picture by and © Marcus Mingins/Bullivant Media 2017

Ombersley Medical Centre receives outstanding CQC report

Ombersley Medical Centre has received an 'outstanding' rating by the Care Quality Commission (CQC).

In the report, received in April 2017, the centre was praised for its caring and responsive service with staff being described as **'motivated', 'open' and 'treating patients with dignity and respect'**.

During the inspection, it was found patients were kept safe, information was readily available and staff were regularly trained to keep their skills up-to-date.

The practice had also introduced clear signage in the reception area and picture cards to help patients communicate in a bid to become more dementia friendly.

Dr Matthew Tucker, GP at the Medical Centre, said:

"We are very proud to be awarded an outstanding CQC inspection this year, reflecting our strong commitment to delivering a high quality, patient focussed service. It was good to have vindication that small practices can provide the best possible care, and that continuity and access are central to the patient experience, which ultimately is what CQC were most interested in."

When it comes to surgeries, the 'outstanding' rating puts the Ombersley Medical Centre in the top four percent in the country.



CCGs approve recommendations to restrict treatments

The Worcestershire Clinical Commissioning Groups (CCGs) have approved recommendations to reduce the availability of certain items on prescription and to restrict access to assisted conception treatment.

The CCGs made the decisions at their public Governing Body meetings held at the start of July 2017.

The CCGs agreed with proposals to restrict access to certain medicines, treatments, products and food items on prescription, specifically:

- To restrict the prescription of treatments and medicines for short-term, minor conditions
- To stop the prescription of gluten-free foods
- To stop the prescription of soya milks, thickened infant formula, formula for lactose intolerance and all infant formula available as ready to use liquid
- To restrict the prescription of oral nutrition supplements.

The CCGs also agreed with proposals to reduce the number of cycles they fund from two to one for patients who meet appropriate clinical and lifestyle requirements which include age, weight, smoking status and alcohol consumption.

Funding to improve diabetes services

Health organisations in Worcestershire have successfully bid for funding to improve diabetes services across the county.

The three Worcestershire Clinical Commissioning Groups bid for the NHS England funding for supporting improvement in two areas of care for people with diabetes.

- Improvement in achievement of NICE recommended treatment targets for diabetes
- Development of a multi-disciplinary foot care team and countywide foot care pathway.

Scheme one aims to improve patient outcomes in primary care through reducing variation of achievement of the NICE recommended treatment targets (measures of blood pressure, HbA1c and cholesterol). The scheme also aims to achieve a reduction in referrals to secondary care.

This will be achieved by offering specialist diabetes expertise to support GP surgeries and neighbourhoods, leading to improvements in training and education for GPs and Practice Nurses, working to ensure a consistent level of care

is provided across Worcestershire and to ensure patients, where possible are able to receive more of their care closer to home.

The proposed plans were based on a pilot scheme held in Malvern in 2015 and the funding allocated to implement this scheme is £132,000.

Scheme two aims to develop a multi-disciplinary foot care team and a countywide pathway to ensure patients receive timely, consistent support in treating and preventing active foot disease.

The aim of the new team and streamlined pathway is to achieve a reduction in the number of amputations and reduce the amount of time patients spend in hospital with active foot disease.

Figures from the West Midlands Foot Care Conference show that diabetic foot problems are now the most common reason for diabetes related hospital admission, yet up to 80% of amputations are preventable.

The funding received to implement this scheme is £321,000.



Financial recovery update

The CCGs in Worcestershire are in a period of financial recovery – with the need to resolve a material underlying deficit in Redditch and Bromsgrove CCG and ensure that South Worcestershire and Wyre Forest CCGs remain in financial balance. Collectively the CCGs have a savings target of £36m in 2017/18 – which is 4.6% of their total expenditure. Whilst the scale of savings is significant – it is only a little above the average for CCGs across the region.

There is a single financial recovery process across the CCGs - overseen by a Financial Recovery Board. Over the four month period from December 2016 through to March 2017 the focus was to develop the range of savings schemes, across all areas of expenditure, that would achieve the £36m savings required. The full value has been identified and the schemes incorporated into a financial recovery plan which was agreed by each of the CCG governing bodies in March.

As an example of some of the savings schemes being taken forward the CCGs plan to:

- Reduce expenditure on first outpatient and subsequent hospital attendances by over £2m through a 'Making Quality Referrals' initiative with GPs. This scheme was piloted between January and March with Redditch and Bromsgrove practices working together in groups – and evidenced a reversal of the 20% growth in GP referrals seen over the past 2 years
- Reduce expenditure on follow-up outpatients by £1.5m by looking at whether patients actually need a routine follow-up attendance, and when they do whether there are suitable alternatives
- Reduce expenditure on GP prescribed medication by up to £5.5m – by ensuring the best value medications are prescribed, reducing the variation in GP clinical practice and by ensuring patients receive only the repeat medications that they need
- Reduce expenditure on surgical procedures and treatments where there is little evidence of clinical benefit to the patient – or where alternative treatments undertaken first, such as weight loss, might improve the outcome for the patient. The expected saving in this area is circa £2m
- The CCGs expect to save as much as £5m from improving the processes around continuing health care expenditure – including securing better value from care providers, the use of equipment to support domiciliary care and encouraging the take up of personal health budgets
- Improve controls on corporate expenditure – to ensure every penny counts – with a minimum target of £0.5m.

An evaluation of the progress of savings schemes at the end of June shows good progress in most areas. In particular the response from primary care has been very positive with the majority of practices agreeing to work together as groups to take forward the initiatives around referrals and prescribing - in fact, this is now being seen as an example of best practice across the region.

The delivery challenge remains very significant – and requires continued concerted effort in all areas to secure the scale of savings necessary. With the need to identify additional savings for 2018/19 - the CCGs are now beginning to develop additional schemes to bring forward wherever possible. The development of additional savings schemes will be clinically led and draw on patient and public engagement and feedback.

Tackling Loneliness in Worcestershire

Reconnections is a **FREE** service for residents of Worcestershire who are over 50 and want to connect with people, places or activities in their area. If you know someone who is feeling lonely or isolated then this could be for them. Over 1,000 people have signed up so far and the team of volunteers are busy helping clients to get more out of life.

It's easy to get stuck in a rut after a change of circumstances knocks you down. Bereavement, illness, divorce, retirement or redundancy can have a big impact on our lives and we can find that our social connections shrink as a result. We soon lose the confidence or will power to get out and do things. Maybe you have a family at home but you want to find some things that are just for you. Perhaps you want to make friends but don't know where to start. Maybe you are stuck indoors nowadays and would like some company. Whatever your situation, why not get in touch and see if Reconnections can help.



Sandra did just that and she's not looked back. She was overweight with several health issues and spent most of her time on the sofa watching TV. Her doctor's surgery told her about Reconnections.

Change came in the form of Rosanna - a volunteer from Reconnections, Not everyone likes the same things, and so Reconnections starts by getting to know each person individually.



Sandra admits that she was initially nervous about getting involved with Reconnections because "I didn't feel that I had anything to offer." Six months later, Sandra now has a busy schedule of regular activities and even supports two other people by volunteering.

"Now I'm laughing and chatting with people, I haven't done that for seven years, since my husband died." Since starting to use Reconnections Sandra has lost weight, reduced her blood pressure and got her confidence back. From armchair aerobics to weekly group singing, she's happy, healthy and having fun – and supporting others to discover that change too.



Alf had a different story – he lived with his family in a busy household but missed connecting with people his own age since his wife died. He got in touch with Reconnections after seeing an advert in the paper. He was matched to a volunteer who helped him access groups nearby and he now plays his harmonica with his new friends. He also wanted to be able to communicate with his teenage grandchildren so Reconnections helped him use his Smartphone.

Whether you are looking for time to chat with someone at home, company to get out, or motivation to join in with activities, Reconnections may be the answer. Do you know someone who is feeling lonely or do you think that you or someone you know could make a difference by volunteering? Reconnections would love to hear from you.

You can get in touch by calling:
01905 740954

Or to volunteer online:
www.surveymonkey.co.uk/r/RECONNECTIONS

Electronic Palliative Care Co-ordination System

The EPaCCS (Electronic Palliative Care Co-ordination system) assists with providing good care towards the end of life and requires a number of health professionals and services to act in a co-ordinated way.

The EPaCCS system communicates this information to healthcare professionals from a variety of services. The system can be accessed by healthcare professionals involved in the patient's care and they will only be able to see information appropriate to their role. This information will only be collated and shared with the patient's permission. The system has the same level of security as all NHS records.

The EPaCCS system was launched in Worcestershire on 28 September 2016 and is available to all GP practices, the acute trust, community provider and hospices. It is interoperable with Out of Hours and 111 systems and communications

can be sent to the ambulance trust using the system.

Discussions have taken place with Worcestershire Health and Care NHS Trust (WHCT) regarding the roll-out of the system to Palliative Care teams and Community teams. Plans also include the roll out to adult social care.

Clinicians at the Acute Trust and at WHCT are asking for the ability to create records on the EPaCCS system – this has also been highlighted by many GP Practices as the next step required in terms of the project. Work is therefore being undertaken which will allow links to the National Spine and allow Healthcare Professionals outside of the GP Practice to create an EPaCCS record.

As of 30 June 2017, 1120 EPaCCS records had been created across Worcestershire and 193 non-palliative care special notes had been created.

Dates for your Diary

Upcoming Governing Body meeting dates:

Redditch and Bromsgrove Clinical Commissioning Group

Thursday 28 September in Redditch Borough Council 9:00 - 12:00

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

<http://bit.ly/1KxoTMd>

South Worcestershire Clinical Commissioning Group

Thursday 28 September in Malvern Hills District Council 14:00 - 17:00

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

<http://bit.ly/2n2cUlc>

Wyre Forest Clinical Commissioning Group

Wednesday 4 October in Wyre Forest District Council 9:00 - 12:30

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

<http://bit.ly/2n29uyD>

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 should take 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 occur.	
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.	

Neighbourhood Teams in Redditch and Bromsgrove

A new model of care

There are four Neighbourhood Teams across Redditch and Bromsgrove with populations of between 22,000 and 63,000. The development of Neighbourhood Teams is the start of a new way of working, utilising a place based approach, re-designing existing pathways to continue the journey towards preventative, person-centred and joined up Integrated Care.

All partners within each Neighbourhood Team will work together with a common purpose and approach driving towards improved health and wellbeing for the local population.



The Patient Network members in a group discussion

Patient Network for residents of Redditch and Bromsgrove

The CCG hosted another Patient Network event in July 2017.

The patient network allows you to get involved with, and influence, decisions about local health services. The network also provides an opportunity for members of GP practice Patient Participation Groups and the CCG's Now Have Your Say membership scheme to share good practice and support development.

Improving Quality Supporting Practices (IQSP) visits in Redditch and Bromsgrove has been completed



The second round of practice visits has taken place over the past month. The principle of these visits is to support continuous improvement within Primary Care, and improve health outcomes. Each practice has a visit from a Clinical GP lead and CCG Pharmacist.

The clinical focus for this round of visits has been on Asthma and Gastroenterology. In addition to clinical discussions, there has been an emphasis on the CCG's financial challenge and the delivery of the General Practice Forward View.

Patients to benefit from De Montfort Medical Centre refurbishment and extension

Patients at the De Montfort Medical Centre will soon be able to benefit from a major NHS funding boost to improve local GP facilities.

The practice has received funding from the NHS England Estates and Technology Transformation Fund to undertake a refurbishment and build an extension to the premises.

Patients at the practice will have already seen a huge amount of work taking place over the last few months as the building work has picked up speed.

Building work is complete in turning the old reception room into three clinical rooms and will continue over the coming months to construct two new disabled toilet facilities and a walk-way from the existing building to the new building downstairs. Further work is also needed to put on the roof, install the electrics and heating and move the entrance to the other end of the building to where it is now.



De Montfort Medical Practice

All being well, the work will be completed in early October.

The NHS England Estates and Technology Transformation Fund is a national funding programme to support GP practices to make improvements to services for local patients including more modern, expanded facilities and use of new technologies.

Physiotherapy self-referral

A new self-help website and self-referral service for south Worcestershire patients requiring physiotherapy has been launched.

The Move to Improve site is run by Worcestershire Health and Care NHS Trust and provides NHS physiotherapy services across the county.

The service is available to all residents in the area, including in Evesham, Pershore, Malvern, Tenbury, Droitwich, Worcester and Upton.

The website provides a range of tips and advice to help people managing common problems like back

and shoulder pain more effectively, by themselves. If they still require support from a physiotherapist they can, for the first time ever in this area, self-refer online without needing an appointment with a GP to refer them to physiotherapy.

The website and service has been launched to support people to access the appropriate level of help and support as quickly as possible, making accessing care easy and efficient.

Self-referral forms should be completed online at www.hacw.nhs.uk/movetoimprove or from GP surgeries or physiotherapy departments.



The Mayor of Kidderminster meeting with local councillors and businesses.

Dementia friendly Community

NHS Wyre Forest CCG received a certificate from the Mayor of Kidderminster for the recognition of our support with helping to raise awareness of dementia and to support Kidderminster to become a Dementia Friendly Community.

The Dementia Action Alliance Recognition Event was held on 19 May 2017 in Kidderminster Town Hall. The event was hosted by the Worshipful Mayor of Kidderminster and Kidderminster Town Council to support and promote the work of the Dementia Action Alliance in improving services for people with dementia.

An awards ceremony took place to recognise the work of local companies and businesses that have signed up to the Dementia Action Alliance.



Dr Richard Davies



Dr Anthony Kelly



Dr Clare Marley

A message from the Chairs

Dr Richard Davies, Chair and Clinical Lead for NHS Redditch and Bromsgrove CCG, Dr Anthony Kelly, Chair of NHS South Worcestershire CCG and Dr Clare Marley, Chair and Clinical Lead for NHS Wyre Forest CCG.

All three CCGs recently held their Annual General Meetings, providing an opportunity for each organisation to look at achievements and challenges from the previous 12 months and also to look at plans for the year ahead.

There have been a number of key challenges during 2016/17. There have been a range of system challenges, including Worcestershire Acute Hospitals NHS Trust being in special measures, a reduced social care budget, pressure on primary care and uncertainty around the Future of Acute Hospitals in Worcestershire.

There have also been some performance challenges and these include improved delivery of A&E services, improving delivery of cancer and stroke targets, achieving the four hour standard for urgent care and sustainable delivery of Referral To Treatment (RTT) targets.

It's well documented that the NHS is facing tough financial times and that is no different in Worcestershire, we are tasked with making millions of pounds worth of efficiency savings. This is tough, as we continue to see a population that is increasing in age, with more long term conditions and increasing costs for treatment. We are also tasked with make efficiency savings.

We have had a few highlights over the past 12 months, a financial recovery board has been developed to focus on turning around the local financial position and this has had positive

effects, with an approved recovery trajectory being agreed.

New models of care have been developed, including establishing an Alliance Board, working with providers in a more integrated way and a lot of work focussing on older, more frail patients.

There has been a lot of work on the Herefordshire and Worcestershire Sustainability and Transformation Partnership, a plan which aims to ensure the local NHS remains safe and sustainable for the future (more information about this can be found on page 7).

There has also been developments with the Future of Acute Hospitals in Worcestershire programme and recently the three CCG Governing Bodies held a Committee in Common, where the proposed clinical model was approved. (More information can be found on page 6.)

As we look ahead to 2017/18, we will again be very busy and it promises to provide us with many challenges and opportunities. We will need to deliver our financial plans, continue to develop integrated working, including integrated models of care; we will be implementing the General Practice Forward View and preparing the roll-out of extended access to primary care.

No matter how many changes there are, one thing always remains the same and that is that we will continue working together to ensure that the population of Worcestershire receives the best quality of care possible, with the resources that we have available.