

Somerset Clinical Commissioning Group

Clinical Leadership to Improve Health

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Editorial - Intended Commissioning Intentions

Every year Clinical Commissioning Groups are required to give notice to the providers of their main health services (hospitals, community services, mental health services etc) as to any significant changes in the services they wish to commission - their 'commissioning intentions'. This is a formal process which starts towards the end of the year and allows for a dialogue between the CCG and individual providers in order to understand the basis for any changes required and to work through the financial implications.

This year something unusual has happened in as much that Somerset CCG has given the main providers of care to people with Long Term Conditions (LTCs) in the county advance warning of two commissioning intentions - their 'intended commissioning intentions'. The first of these is to inform these providers that the CCG is highly likely to re-commission services for this group of patients which will involve giving notice to the organisations who currently provide these services as from April 2015.

The second intention is to test out new models of care by authorising local providers of care to run pilot schemes through 'Test and Learn' pilots which specifically test out models where a 'host' provider leads the care provision in collaboration with other organisations. The CCG has invited local care providers to submit proposals for new models in the four geographical areas covered by the new Local Implementation Groups (see article below).

The CCG has taken this action, with the support of commissioners of primary and social care, because it recognises the pressing need to change from the current model of service delivery which it believes is inefficient, does not deliver the best outcomes for patients and is also unaffordable in the future as the financial constraints take effect in the NHS. New models of delivery are required for the future to effectively care for patients with LTCs which remove the barriers of multiple providers all trying separately to improve care but are constrained by their own organisational limitations and move to models that truly deliver integrated care across primary, secondary, community and voluntary sector care.

The CCG has tried over the past year to stimulate more effective models of collaborative care, for example, through pooled funding opportunities, but this has not been taken up by local service providers. It is time now to be more directive in stimulating change and this need for new models of care is also recognised by NHS England and is reflected in their recently published [Five Year Forward View](#) (see article below) which includes not only the need for a greater focus on tackling the root causes of ill health but also the need to develop new ways to deliver care built around the needs of patients rather than individual organisations.

Somerset CCG will continue to strive to be at the forefront of commissioning novel and improved services for our patients and looks forward to working with local providers as we move into a new era of service delivery for the NHS.

Five Year Forward View

Last week NHS England's Chief Executive, Simon Stevens, [launched a Five Year Forward View](#) which sets out a vision for the future of the NHS.

The [Five Year Forward View](#) has been developed by the partner organisations that deliver and oversee health and care services including NHS England, Public Health England, Monitor, Health Education England, the Care Quality Commission and the NHS Trust Development Authority. Patient groups, clinicians and independent experts have also provided their advice to create a collective view of how the health service needs to change over the next five years if it is to close the widening gaps in the health of the population, quality of care and the funding of services.

Local Implementation Groups

In order to give impetus to local transformation of health and social care services to deliver greater integrated care, the county wide System Transformation Group (which comprises senior leaders from health and adult care) has set up four Local Implementation Groups (LIGs) based in four geographical areas that reflect the principal patient flows to hospital services:

- Taunton
- South Somerset
- Mendip
- Somerset Coast

The LIGs are multi-agency groups which aim to implement the learning from the Symphony project to deliver joined up person-centred care to patients with Long Term Conditions. They will also support GP Federation based integration initiatives as well as having oversight of Test and Learn pilots to inform future commissioning of new models of care delivery (see Editorial). LIGs will be chaired by a local GP and include membership from commissioners and providers of health and social care as well representatives from the voluntary sector.

For further information please contact [Steven Foster](#)

Friends and Family Test for Primary Care

The Friends and Family Test (FFT) is a simple single question, which asks people who use NHS funded services whether they would recommend that service to friends and family who need similar treatment or care. FFT was launched across all acute hospital inpatient and accident and emergency departments in April 2013, followed by maternity services in October 2013 and will be introduced across general practice and community and mental health services from December 2014.

The CCG has developed an iPad App which builds on the existing Friends and Family tool, by providing a mechanism to capture real time feedback on people's experiences of primary care. All data remains anonymous. The technology behind the App allows for data to be extracted for individual practices, which can be added to their own data collection.

The development of the App encourages the fundamental principles of the FFT in

that patients are given the opportunity to provide feedback through the FFT App as soon as possible after a care event and to provide a continuous feedback cycle between the people who use services and the staff and management of those services. The CCG has iPads with the App preloaded available for all practices. To-date 30 practices have received a loan iPad as early adopters of the FFT. All remaining practices now have the chance to apply for a loan iPad.

For further details please contact [Julie Brooks](#)

Somerset CCG Pathfinder for care.data

Somerset CCG has become [one of four CCG areas in the country](#) to help develop the care.data programme as it moves into a 'pathfinder' stage.

Care.data is the national programme of work which aims to ensure that more joined up data is made available to those providing healthcare services. Under the programme coded medical details held by the GP will be brought together with hospital data at the Health and Social Care Information Centre (HSCIC). No decision has been taken to extract coded data from Somerset GP Practices and no data will be extracted until patients understand how and why use of this information is being proposed and how they can opt out if they wish to do so.

If practice staff or patient representatives would like to be involved in a Somerset Reference Group to review and comment on draft materials please contact [Allison Nation](#)

Community pharmacies using Summary Care Records

Somerset CCG has been selected as one of five areas in England in a Proof of Concept project for the use of Summary Care Records (SCR) in Community Pharmacies. Following two workshop events, around 20 pharmacies have agreed to explore the use of SCR at this early stage. SCRs currently exist for around 85% of the Somerset population, with over 40 million SCRs created nationally.

The SCR contains information about a patient's medication, allergies and any previous adverse reactions to medicines. SCR access will mean that patients can receive even more support from health professionals working in community pharmacy. For example this could be where a patient is unable to access their repeat medicines and needs emergency supplies, or when they are seeking advice from a health professional and their SCR will help determine the most effective.

For further information, please contact [Allison Nation](#)

Somerset Campaign to support European Antibiotic Awareness Day

Somerset CCG has launched a campaign aimed at raising the awareness of the inappropriate use of antibiotics. The message 'Take Care Not Antibiotics' aims to raise awareness that antibiotics do not help cure coughs, colds or sore throats and that the only way to stop influenza is to have the flu vaccine.

GPs and pharmacists across Somerset are being asked to join together as [Antibiotic Guardians](#) in a bid to educate patients about their treatment and to

help patients understand more about their medicines and the options they have.

The [Treat Yourself Better website](#) promotes the messages 'Remember antibiotics DO NOT help common winter ailments', and 'Suffering with cold and flu symptoms? Save yourself a trip to your GP and speak to your pharmacist first for advice on what is best for you.' There is a symptom checker with information on how patients can expect to feel when suffering from winter ailments, how long the symptoms last and how they can treat and look after themselves at home.

Posters and leaflets will be displayed in pharmacies and GP practices to raise awareness among both patients and carers. This campaign will encourage patients to discuss their winter ailments with their community pharmacist and self-care rather than request antibiotics from their GP.

For more details contact [Donna Yell](#)

Update on Drug and Alcohol Services in Somerset

Somerset Drug & Alcohol Service (SDAS) is the new service for young people and adults, who might need support with a drug or alcohol problem. There are a number of ways to contact the service or make a referral:

- Phone: 0300 303 87 88 (24 hours a day, 7 days a week)
- Email: somerset.das@cri.org.uk
- Fax: 01823 288 238

There is a referral form that can be used by healthcare professionals or a person can contact SDAS direct themselves. The referral form can be downloaded from: www.somersetdap.org.uk/page/sdas-news/78/

If your client has had support with their alcohol or drug use before in Somerset, from either Turning Point or the young people's service, they can go directly to their local Hub to talk to staff.

SDAS Hubs

Taunton	01823 328 463	Unity House, 10 Canon Street, Taunton TA1 1LW
Bridgwater	01278 456 561	Bridge House, 30 Taunton Road, Bridgwater TA6 3LS
Yeovil	01935 383 360	Maltravers House, Petters Way, Yeovil BA20 1SH
Frome	01373 475 560	Arch House, 12 Palmer Street, Frome BA11 1DS
Glastonbury	01458 832 225	The Old Library, 19 Northload Street, Town Centre, Glastonbury BA6 9JJ
Minehead	01643 703289 and ask to speak to the SDAS team	Irnham Lodge Surgery, Townsend Road, Minehead TA24 5RG Tuesday and Wednesday only. Monday, Thursday and Friday call the Taunton Hub.

For further information please contact [Claire Richter](#)

Crewkerne Health Fair

People living in and around Crewkerne had the opportunity to get expert advice and information to improve their health and lifestyle last month.

Local GPs, the NHS, district council and voluntary sector organisations were offering free health advice at the Henhayes Community Centre, Crewkerne at a [Healthy Lifestyle Fair](#)

Taking part and offering expert advice were Laura Andrews (The Meadows Surgery Ilminster), Di Ramsey (Age UK Somerset), Dr Sarah Pearce (GP Springmead Surgery Chard), Sue Chant (Somerset Partnership Trust Integrated Lifestyle Co-ordinator), Emma Dunford and Helen Kennedy (Somerset Clinical Commissioning Group), Dr Emeline Dean (GP Essex house Surgery Chard), Sue Briggs (Diabetes UK), Caroline May (Somerset NHS Stop Smoking Service) and Angie Ashmore (South Western Ambulance Services NHS Trust).

South Somerset Health Fair

South Somerset Healthcare GP Federation organised its first [Men's Health Fair](#) at Yeovil Town Football Club on Wednesday 1 October.

There were a wide range of displays and health advice available covering topics like avoiding sexually transmitted infections, tackling stress and depression and how to quit smoking, drink sensibly and spot the early symptoms of cancer.

Encouraging men to talk about their health were local experts including Katie Howe (Health Trainer, Somerset Partnership NHS Foundation Trust), Dr Rob Munro (GP from Ryalls Park Mendical Centre in Yeovil), Russ Kent (Healthwatch Somerset), Dr David Cripps (GP from Oaklands Surgery), Lee Ramos (Dietician) and Ian Butcher (Paediatric Dietician) from Yeovil District Hospital, Nicola Crocker (Somerset NHS Stop Smopking Service), Marilyn Upton (non NHS practitioner for stress management) and Lydia Woodward, Somerset Clinical Commissioning Group.

'Feeling under the Weather?' Campaign

NHS England's 'Feeling under the weather?' winter campaign launched this week. The campaign aims to reduce pressure on the NHS urgent and emergency care system during the winter of 2014/15. Its focus is to influence changes in public behaviour to help reduce the number of elderly and frail people requiring emergency admissions through urgent and emergency care services, particularly A&E departments, with illnesses that could have been effectively managed through earlier access to health advice and self-care information from community pharmacy services or NHS Choices.

The campaign will run for six weeks, and adverts will appear on the radio and press, as well as in supermarkets and local pharmacies. The campaign urges older people to seek early advice from their pharmacist or from [NHS Choices](#) for minor winter illnesses before they develop into something worse. It is targeted at the over 60s, and also at carers.

Cold Weather Plan for England 2014

Public Health England has published [The Cold Weather Plan for England 2014](#) giving advice on preparing for the effects of winter weather on people's health.

Self Care Week: 17 - 23 November

Since demand on health services increases in winter months as a result of weather related illnesses, this year's national awareness campaign, [Self Care Week 2014](#) is focusing on "Self Care for Life – be healthy this winter".

Signposting to the right service is also crucial during winter as people are often confused about where to go for their particular health needs.

Mental Health Toolkit

The [Somerset Mental Health Toolkit for Children and Young People](#) is an online 'information hub' for schools, colleges and other settings to support children and young people around their mental health. Although it was originally designed to help schools, it can be used by anyone and positive feedback has already been received from Somerset GPs using the toolkit. The toolkit includes information about promoting mental health, and support and services available in Somerset.

For further details contact [Teresa Day](#), Public Health Advisor – Children and Young People.

Editor

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Contact Us

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