

Somerset Clinical Commissioning Group

Working Together to Improve Health & Wellbeing

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Editorial - Time for more Exercise

The fortnight of Olympic Games in Rio have finished (but with the Paralympics still to look forward to) – and what an amazing event it was with Team GB outperforming even their own ambitious medal targets. There were countless stories of exceptional sporting success and heartbreaking failure from committed athletes each trying their hardest to win after years of dedicated training and personal sacrifice. Getting onto the podium would have been a lifetime ambition for many.

Sport has the ability to bring out the best (and sometimes the worst) in people. The challenge of competition drives individuals to achieve amazing feats and the Olympic Games again delivered a clutch of World Records to rewrite the sporting history books (we hope untainted by drug doping). But of course the Games, as an event, is exceptional bringing the elite of sports men and women together to compete.

At the other end of the spectrum is the recreational exercise that individuals undertake within their communities every day. The competition here is not about winning but about setting oneself a goal and achieving this - whether the activity is running, swimming, cycling or even walking, to complete a certain distance or time. For some people taking regular exercise has been part of their lives since their school days and they have managed to continue to fit this into their daily routines. An unfortunate fact is that once out of school or college there is a significant fall off in numbers continuing to take regular exercise and sport and only some will resume regular exercise later in life.

The evidence of physical and mental health and wellbeing benefits from exercise are well known. It is also known as a nation and in Somerset we are becoming increasingly unfit and overweight. Healthcare professionals and advisers constantly encourage and educate people to take more exercise but recognise that, despite evidence of health benefits and the clear need for many people to take more exercise, it is easier said than done. Understanding an individual's ideas and beliefs and in particular challenging individual barriers to taking exercise is just as important as discussing the benefits.

The Olympic Games will no doubt inspire and motivate many people in many different ways but we should not underestimate the challenge, both at an individual and a community level, to get more people to take exercise and to take more care and ownership of their own health. Encouraging more people to take exercise as part of a balanced healthy lifestyle is central to improving health and wellbeing and is a key element of Somerset CCG's vision to improve the health of our population.

If you are interested in finding out about exercise opportunities near to where you live in Somerset, log on to www.zingsomerset.co.uk

Sustainability and Transformation Plan Update

Having submitted Somerset's Sustainability and Transformation Plan (STP) to NHS England at the end of June, local leaders in the county took part in a rigorous 'challenge' session with NHS Chief Executive Simon Stevens on 6 July.

This was the opportunity to reassure the national team that our plan is achievable, ambitious and credible, and that we have genuine solidarity in our vision for Somerset. Initial feedback has been positive and we are now working toward the further, more detailed submission, which will be submitted this autumn.

In articulating how we will localise and deliver the Five Year Forward View, our STP will describe a far more collaborative health and care system, in which providers are incentivised to deliver the best possible outcomes for patients with a focus on prevention, community-based care (including primary care) and a review of hospital services. The immediate challenge is to make an impact on the current financial deficit across the whole Somerset Health and Care system which is a significant piece of work being led by David Slack (Managing Director, Somerset CCG). It will require us all to reflect on how we trigger the use and associated spend on health and care services.

Already the STP has proved to be an invaluable catalyst for challenging the status quo with local leaders coming together on a weekly basis to discuss shared challenges and to develop patient- rather than organisation-based solutions. Workstream groups have been established and are meeting regularly to progress the key priorities of our plan and ensure each has a compelling case sitting behind it, importantly, with shared ownership – majoring upon clinical outcomes and sustainability.

Although, at this stage, the STP remains necessarily at a strategic level (prior to the full, formal submission later this year) every organisation and provider will already be engaging with its aims. As well as setting out new ambitions for the system, the STP is also consolidating and providing opportunities to accelerate existing projects, such as working to improve complex care provision, developments within primary care to improve access and sustainability, and collaboration across support services.

The next submission is scheduled for mid September and will add more detail to our initial plan.

For more information contact [Dr Matthew Dolman](#), STP Senior Responsible Officer, Somerset.

Somerset House of Care Resource Library

The Somerset House of Care is a collaborative approach to addressing the needs of people with long term conditions which has at its heart personalised care and support planning.

This way of working can transform the lives of people with long term conditions through:

- a better understanding of their goals and what matters to them
- empowering them to better manage their condition
- supporting them with appropriate joined-up services, and
- improving their quality of life

It is about the whole health economy - individuals, communities, health and social care services, the voluntary sector and others - working together to manage the rise in the number of people with multiple long term conditions and enhance their experiences.

Somerset CCG has put together a collection of resources, such as blogs, web pages, documents, videos, articles, research, templates, advice and guidance to support work around the Somerset House of Care. These are available on the CCG website: www.somersetccg.nhs.uk/about-us/how-we-do-things/somerset-house-of-care/

For more information on the Somerset House of Care contact [Nicola Thorne](#), Service Development and Clinical Engagement Manager.

Somerset Digital Roadmap

The Somerset Digital Roadmap (SDR) was submitted to NHS England on 30 June 2016 and feedback is currently awaited. The national aim is to ensure that Health and Social Care services have fully interoperable electronic health records and are paperless by 2020.

The SDR demonstrates the shared digital vision that underpins the Somerset Health and Wellbeing Strategy including the ambitions of the Sustainability and Transformation Plan (STP) and Somerset Together programme.

There are four key workstreams identified in the SDR to ensure delivery of the vision whose aims are to achieve:

- A paperless system, with shared records and interoperability
- Person facing services and digital inclusion
- Real-time data analytics at the point of care
- Whole systems intelligence

The priorities for 2016-18 will be to deliver the local Somerset Integrated Digital e-Record (SIDeR) programme along with the following:

GP – Patient focus:

Delivery of the Summary Care Record Additional Information and GP System Viewer, Patient Online Access for booking appointments, ordering repeat prescriptions and accessing their GP record. Work will also be focussed on the Electronic Referral Service (formerly Choose and Book), Electronic Prescription Service and Electronic discharge summaries.

Wider system:

Ensuring Social Care receive timely electronic Assessment, Discharge and Withdrawal Notices from acute care and for clinicians in unscheduled care settings to have access to child protection information and social care professionals notification. A further aim will be for professionals across care settings to access end-of-life preference information.

If you would like a copy of the SDR, or would like to talk to Allison Nation

(CCG IT lead) regarding the roadmap, please contact [Jess Brown](#), Information Management and Technology Project Support Officer.

Health Professionals Feedback Update

Over 600 healthcare professional feedback messages were submitted to the CCG last year and this continues to grow with just under 200 in Quarter 1 this year. These reports are a valuable source of intelligence about problems that arise in the care system across Somerset.

An example of an issue that has led to improvement has been the reporting of 'Not our Patients' (NOP) by the out-of-hours service provider, Somerset Doctors Urgent Care (SDUC). In response to GP feedback raising concerns about the volume of NOP reporting, SDUC implemented changes to their daily processing systems that have led to a significant reduction in NOP reports reducing the workload impact in general practice.

The patient safety team read every feedback message and do their best to help resolve problems. Where incidents are one-off unique issues, the GP practice wherever possible will be involved in working towards and informed of the remedy, such as problems arising from individual computer settings. Most of the issues raised however are about problems which have already been raised through Health Professionals Feedback (HPF). This means the response will indicate the feedback is being collated to inform on-going improvement activities. For example feedback we are currently receiving reports about delayed ambulance arrivals for patients who are unwell in a GP practice, or delays or poor content in transfer of care information. This is still valuable feedback, as it helps with monitoring whether improvement action is having an impact, or where there is still more to be done.

To support ongoing improvement work summary reports are extracted from the HPF system to support routine contract and quality monitoring areas with providers. These reports are also used to inform service development groups and projects. If you are part of a working or project group which you think might benefit from intelligence gathered through HPF please contact the Patient Safety Team at the CCG.

Many thanks to those of you who use the HPF system, your feedback helps make a difference.

For more information contact [Jo Bird](#), Quality Improvement Manager

Sign up to Safety Campaign Success

Somerset CCG secured a third place prize as part of the national Sign up to Safety second birthday celebrations.

This year the patient, carer and public focused safety promotion campaign was launched in the week commencing 8 June 2016. Resources included a waiting room information presentation for display on video screens in primary care, and a patient information leaflet entitled 'How to make sure your healthcare is safe'.

Sign up to Safety is designed to help realise the ambition of making the NHS the safest healthcare system in the world by creating an environment devoted to continuous learning and improvement. The campaign aims to support people to feel safe to speak up when things do go wrong. Everyone

involved in caring for patients, and those in roles supporting care for patients, needs to know that they can have these conversations and that they will be heard – they can save lives.

For more information on Somerset CCG's commitment to the Sign up to Safety campaign and a copy of the leaflet [visit the CCG website](#). For further details contact [Karen Taylor](#), Head of Patient Safety and Governance.

Funding Secured for Practice Nurse Training

Over £62,000 of funded education for the academic year 2016/17 has been secured for Somerset practice nurses by Paula Messenger, Somerset CCG Practice Nurse Lead.

This allocation represents 76 places on courses and Continuing Professional Development (CPD). General Practice needs to ensure that these places are filled and everyone's support is needed in order to do this. The cohorts begin in September 2016 and January 2017. Information regarding the modules is available on the [practice nurse website](#), but if you require any further information please contact University of the West of England directly via the Continuing Professional Development Team.

For further information or to secure a place please contact [Paula Messenger](#), Practice Nurse Lead

West of England Genomes Project

The West of England Genomic Medicine Centre (WEGMC) is helping the NHS build a new genomic medicine service by providing NHS patients with the opportunity to take part in the 100,000 Genomes Project.

In June this year, the WEGMC achieved the major landmark of enrolling the first patients in the West of England region.

The project, a ground-breaking initiative launched by former Prime Minister David Cameron in 2012 and the largest national genome sequencing project of its kind in the world, aims to sequence 100,000 genomes from around 70,000 people with a rare disease, and their families, and from people with cancer. The West of England region was successfully awarded the status of being a national Genomic Medicine Centre at the end of 2015.

Clinicians from the hospitals involved will recruit potentially eligible patients. Patients choosing to be involved will then take part in a test which will then be processed in a lab at Southmead Hospital in Bristol, before being sent to a national centre for sequencing.

Some of the patients involved could benefit from a quicker conclusive diagnosis for a rare and inherited disease. Cancer patients may benefit because a treatment might be suggested based on a particular genetic change in their tumour.

For more information contact Sabrina Lee, Communications Lead for the NHS West of England Genomic Medicine Centre, phone 0117 342 3603.

Place of Safety under the Mental Health Act

Somerset CCG has received a joint letter from the Avon and Somerset

Police and Crime Commissioner and the Constabulary expressing their thanks for the effective joint working which has taken place to reduce the numbers of individuals detained under the Mental Health Act in police cells. Within the Force area, the numbers detained in cells has reduced from an average of twenty per month to just two within two months. Indeed, within the Somerset CCG area, there has been no use of cells.

The CCG will continue to build upon this good work via our multi-agency commitment to the Crisis Care Concordat to ensure 'parity of esteem' with physical health.

For more information, please contact [Deborah Howard](#), Head of Mental Health Service Development.

Private Fostering - Information for Health and Social Care Professionals

Many people look after other people's children for a night or a weekend. But if a child is living with someone who is not their immediate relative for more than 28 days, it may mean that child is being privately fostered.

The Children Act 2004 requires parents and private foster carers to inform Children's Services about the children they are caring for before the arrangement begins, but this does not always happen. Children's Social Care must be made aware of any private fostering arrangements so that they can make sure that the child is being cared for in a safe and suitable environment. To do this, it relies on information from parents, carers and professionals working in health and education.

Ideally, parents and carers should tell Children's Social Care that they are privately fostering. However education, health and social care professionals can also play an important role in identifying these arrangements and getting awareness across to parents and carers who may be unaware of what is expected of them.

If you know that a child is being privately fostered, you should consult the family as soon as possible, unless you have reason to think the child is at risk of significant harm, and consulting the family would increase that risk.

When the family has been consulted, the Local Authority must be told about the arrangement, whether or not the family have given their consent. You may be helping to secure the welfare of the child.

To inform Somerset Children's Services about private fostering arrangements, please phone Somerset Direct on 0300 123 2224.

Vision Group Leader Training Workshop

Due to the demands of caring roles, it is not always practical for carers to attend meetings. Some carers may also find speaking out in large groups difficult. Vision Groups provide a variety of ways for carers to have their say including: face-to-face meetings, telephone, email, through art, poetry, music, dance and so on.

Carers' Voice has organised a Vision Group leader training workshop on Thursday 29 September, 9.30am - 12.30pm at Wynford House, Yeovil. The

aim of the workshop is to provide an overview of the role and function of Vision Groups and how to achieve the required results.

The workshop is open to everyone – staff members, volunteers, lay members, anyone who has an interest in carers' issues. It requires a commitment to networking with carers, collecting their experiences, and feeding this information three times a year to Carers' Voice. This feedback will provide evidence of progress against the Somerset Commitment to Carers, so it will have a strategic impact. The training sessions will be fun and will provide more detail on how people can go about becoming a Vision Group leader.

For more information please contact Debbie de Mornay Penny via email DPenny@somerset.gov.uk by 16 September 2016.

'Think Kidneys' - Useful Resources

On 17 August NHS Improvement issued a [Patient Safety Alert](#) to raise awareness of the resources available to support the care of patients with acute kidney injury (AKI). The resources support the public and staff working in acute, primary and community care to better understand kidney health and to help prevent, identify and manage AKI.

The AKI resource set is available on the Think Kidneys website: www.thinkkidneys.nhs.uk/aki/think-kidney-publications/

Seasonal Flu Marketing Campaign

This year's national seasonal flu marketing campaign will again be part of the wider Stay Well This Winter campaign which runs from 10 October 2016 to 4 March 2017.

Partners are encouraged to support the campaign and a range of branded resources will be made available via the [Public Health England Campaign Resource Centre](#) as they are developed. You can also sign up for alerts. Please note the Somerset CCG Medicines Management team will not be sending any additional flu resources to practices this year.

NHS South West Leadership Academy Leadership Recognition Awards 2016

Nominations are open for the NHS South West Leadership Recognition Awards 2016. These recognition awards celebrate leaders at all levels and across all professions, especially those who have ultimately improved people's health and the public's experience of health and social care, and who we are truly proud to work alongside. Information on categories and how to nominate can be found on the [NHS South West Leadership Academy website](#). Nominations will close on Friday 30 September 2016.

Editor

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Contact Us

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