

# Somerset Clinical Commissioning Group

*Clinical Leadership to Improve Health*

October 2015 - Newsletter Issue 45

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## Editorial - Population Matters

Somerset CCG's plans to move to person-centred outcomes based contracting in 2017 (in partnership with Somerset County Council and NHS England) are moving forward apace and are receiving national attention. Although other areas are looking to make changes in how they commission health and care services (examples are Mid Nottinghamshire, Croydon and Richmond), the approach in Somerset is innovative because it seeks to operate at a whole population scale, potentially covering all services and involving both primary care and social care in designing the new approach

This programme is undoubtedly ambitious but change is needed and soon. The evolving challenges facing both health and social care have been known for a long time but the current arrangement of services provided by multiple different organisations has not responded to adapt to these growing challenges. Sadly, patients also get a poor deal from some current arrangements and are often let down by failures in handovers between services with little or no continuity of their care records and consequently of their care. Attempts from organisations to improve the situation to date have been sporadic with insufficient coordination between partners.

So a change that looks at the whole population and all services is needed, especially if it can at the same time deliver the changes that matter to patients. Essentially this change is at the core of the CCG's future commissioning plans to use a person-centred approach based on outcomes and, in 2017, to contract with one or more single provider organisations to be responsible for delivery of services within the county. Single provider organisations are likely to be in the form of a joint venture created by groups of existing providers and the CCG is encouraging groups to come together which include primary, secondary, community, mental health and social services. This joint approach is designed to increase collaboration and focus on patient outcomes.

Because 'outcomes based commissioning' as a label is only one aspect of this major change, the transformational programme is to be renamed 'Somerset Together'.

In parallel with this programme, the CCG's member GP practices are increasingly looking to work collaboratively as provider organisations. Progress on this agenda is inevitably at different stages in different parts of the county, with South Somerset being the most advanced. Increasingly, there is recognition that combining with other GP practices has a number of advantages including business efficiencies, workforce flexibilities and the potential to provide a wider range of services. If these changes progress, there is the clear opportunity for collaborating practices to be influential players in the 'Somerset Together' programme, working with partner organisations to improve delivery of truly co-ordinated services for their population.

## Somerset CCG - Clinical Services Updates

The planned article for this month on Stroke services is not available and has had to be postponed. In place, continuing the clinical topic of cancer, Dr [Amelia Randle](#) (Somerset CCG Cancer Lead) has written the following thought provoking article.

### **Talking about Cancer**

More and more people are being diagnosed with cancer and, although it is a significant life event, it isn't the death sentence it used to be. In spite of this we still worry about cancer. GPs are much better at discussing cancer success stories than they used to be but we are not good at discussing our fears. Nor are we good at asking our patients about theirs. In fact, we often avoid the subject altogether.

Our understanding of cancer has changed over the last 40 years. We know that if diagnosed early the chances of successful treatment are high and yet we are still afraid. We are afraid of missing a cancer at its early stages when the signs were there because we will blame ourselves and possibly be blamed by others. A patient may have come to us after googling a symptom to discover one of the possible causes is cancer. If we are not able to reassure them we will refer for further tests and possibly start a referral pathway. With the new NICE guidance 97% of these people will not have cancer but they will have to wait several weeks before they receive the reassurance they were hoping for from their GP.

Those who have been treated for cancer feel grateful to have survived, for now, so don't complain about the long-term effects of their treatment, and don't mention that they are worried about the cancer coming back.

The Cancer strategy and NICE guidance ask for big changes over the next five years and it can be difficult to know where to start.

As GPs we can lead the way by sharing our cancer fears and asking our patients and colleagues to share theirs.

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## Taunton Deane Symphony Service

The Taunton Deane Symphony Service is a joint venture between GPs across Taunton, Somerset Partnership community services and Musgrove Park Hospital, working alongside Somerset County Council, Taunton Deane Borough Council, adult Social Care, private care providers and voluntary sector organisations such as Age UK (Somerset) as well as patient representatives.

The service is being developed to improve care for people living with three or more long term conditions, which puts them at highest risk of becoming high service users and of requiring urgent and emergency care. At the heart of the model, the service will help people to engage in developing their own personalised support plan using the "My Life" plan, with the anticipation that they will gain confidence in proactively managing their own conditions. In addition to increasing patient confidence, this is a step towards health and social care services working together to provide better support at home and earlier treatment in the community to prevent people needing

emergency care in hospital or care homes.

More complex patients who may be in nursing or residential homes will have the added support of a Complex Care GP and a Care Coordinator (Community Matron level) within the Symphony Service. The GP will develop personalised care plans with these patients and their carers. They will provide assistance to the homes regarding how they can support these care plans and work in a person-centred way. The GP will also work with people who are housebound or requiring extra care to remain in their own homes.

### **How does it work?**

The person using the service remains registered with their own GP. A Wellbeing Advisor works in partnership with the person to look at what makes a difference to their daily life, what they would like to happen with regards to their future care and signposting them to sources of information or support. A Nurse helps the person to develop a clear plan of self-help measures should they become ill and when to contact the GP Practice or other services. A Complex Care GP and Care Coordinators work with the more complex patients. The team, based in the GP Practice, have access to other health and social services to help the person to retain independence and wellbeing.

### **Service Progress**

The team, joining mostly in August and September this year, are becoming ready to work with people choosing to join the service. The team comprises:

- Nine Wellbeing Advisors across 14 GP practices
- Nurses within GP practices reconfiguring long-term conditions appointments to develop a personalised care planning approach
- Two Care Coordinators working with housebound patients
- Complex Care GP will be recruited as soon as possible

So far 35 patients have joined the service and we expect to see 1,000 patients in the year.

For more information contact [Jonathan Davies](#)

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## **Launch Event for Somerset Bone Health and Falls Pathway**

50% of people who have a fractured neck of femur have previously had a fragility fracture, and with appropriate treatment 50% of these could be prevented. This and other powerful information will be explained at launch event of the Somerset Bone Health and Falls Pathway on Tuesday 20 October, (9.30am – 4.30pm) at the Canalside Conference Centre, Marsh Lane, Bridgwater TA6 6LQ.

The new pathways will be shared at the launch event including the new developing countywide Fracture Liaison Service. The pathways will be made available on the Somerset Pathway Navigator App for all health and social care agencies.

For a copy of the programme and to book a place at the launch event, please email [Lydia.Woodward@somersetccg.nhs.uk](mailto:Lydia.Woodward@somersetccg.nhs.uk)

For further information, please contact [Dr Mike Pearce](#), Somerset CCG Clinical Lead for Bone Health and Falls

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## Patient Online Access (POLA)

It is now a contract requirement for Somerset GP Practices to provide Patient Online Access (POLA) to enable patients to book routine appointments, order repeat prescriptions and view a summary of their medical record. Patients need to take identification (photo and proof of address) to request a login and password from their Practice to access these services. Work is underway to promote the use of POLA to facilitate patient access to healthcare professionals at GP Practices via either telephone advice or face to face appointments.

Somerset Libraries have trained a large number of their staff as 'digital champions' and are providing computer training courses for people who are unable to use a computer, would like help accessing online health information/POLA, or do not have their own devices. They also provide advice on how to use Skype and Facebook. If you would like further information regarding these courses, please visit:

[www.somerset.gov.uk/libraries-and-heritage/libraries-facilities/computer-courses-in-somerset-libraries/](http://www.somerset.gov.uk/libraries-and-heritage/libraries-facilities/computer-courses-in-somerset-libraries/)

The library courses primarily use the Learn My Way website to help people learn about how to navigate health information and services:

[www.learnmyway.com/what-next/health](http://www.learnmyway.com/what-next/health)

The Patient Participation Group Chairs Network has been working with the CCG on a draft leaflet to promote both POLA and Library computer courses. Once finalised, the leaflet will be circulated to all Practices, libraries, a large number of local groups and will also be available via Somerset Choices. For more information, please contact [Jess Brown](#)

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## Winter Campaign

A national *Stay Well This Winter* campaign starts mid-October to help those with long-term health conditions, those over 65, pregnant women and parents of under-sevens stay well and keep their loved ones well this winter.



This campaign is not about preventing admissions among these groups if they need to go to hospital, but will help them stay well by recommending a course of actions, so they do not require a visit to the hospital. The actions include:

- Seeking immediate advice and help from a pharmacist as soon as they feel unwell, before developing serious illness
- Getting prescriptions before 24 December
- Completing the course of prescription medicines
- Keeping as warm as they can
- Getting a flu vaccination
- Stocking up on winter food supplies
- Keeping an eye on elderly or frail friends, neighbours and relatives

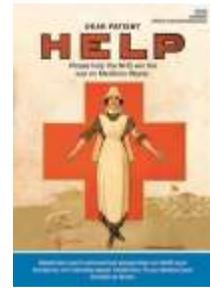
The campaign activity will raise awareness of these actions so together we can help everyone stay well this winter. For more information visit

[www.nhs.uk/staywell/](http://www.nhs.uk/staywell/) Further advice and support is available on the Somerset CCG website

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## Medicines Waste Campaign

Somerset CCG's Medicines Management team is running a medicines waste campaign from mid October and are asking patients, carers, care homes, GP practice and pharmacy staff who order medication on repeat prescription for themselves, or on behalf of others, not order medication if they already have enough supplies. This is in an attempt to reduce the estimated £3 million per year of wasted medication in Somerset alone.



GP practices and pharmacies will be displaying campaign materials to raise awareness of wasted medicines to remind patients, along with care home and pharmacy staff, when ordering medications.

There are many factors which can lead to unwanted or excess prescription medicines ending up in patients' homes. The focus of this year's waste medicines campaign is to improve communications between patients, GP practices and community pharmacy and to remind everyone that although approved medicines are not rationed in the UK, we all have a responsibility to ensure medicines are not wasted.

For more information on the campaign [see the news item](#) on the Somerset CCG website or contact [Joanne Ayre](#), Medicines Management.

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## Practice Nurse Workforce Project

Under the leadership of recently appointed Practice Nurse Lead, Paula Messenger, the Practice Nurse Workforce Project is moving forward. Two workshops are planned for November to guide practice nurses on the revalidation process and inform them on record keeping in preparation for renewal of their registration. A two day course is planned for November/December for practice nurse appraisal training which will become a nurse-led rolling programme over the next year. This will allow enough trained appraisers to ensure that nurses have access to a registered nurse required in the revalidation process and will ensure there is a robust appraisal framework for the future.

Final details are awaited regarding a Somerset Practice Nurse website which will be added on to the Devon and Cornwall Practice Nurse website. This is exciting news and will help nurses to communicate with each other, access up to date information and provide details of available training. A new nurse forum in north Somerset has been set up which has held two meetings which were well attended by both practice nurses and healthcare assistants.

Practices are being asked to consider taking on student nurse placements to promote primary care as a future career pathway. A number of practices have expressed interest and are looking into mentorship training in preparation for having students. There are also a number of funded places at UWE for practice nurses and there has been a lot of interest in taking these up which will help ensure nurses are supported in their professional development.

A further opportunity to support practice nurses and share learning is through a practice nurse conference which is planned to be held in 2016.

For more information please contact [Paula Messenger](#), Practice Nurse Lead.

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## Early Help: The Right Service in the Right Place at the Right Time

Early Help is the early identification of any issues a child or family may have and the subsequent support from any number of services, which will help the child or family before the issue they have escalates to a point of crisis.

Early Help is the responsibility of all health and care professionals, including those providing services to adults with children. It is important for all professionals to understand their role in identifying emerging problems and how information sharing with other professionals will support the early identification of issues.

### **Why is Early Help important?**

Over 20% of Somerset's population is under 20. These children and young people are our future and we have a responsibility to give them the best start in life. [Click here for an infographic highlighting some staggering statistics about our children and young people.](#)

Early Help can ensure children's lives stay on the right track and that they develop into healthy, fulfilled and responsible adults. It can break intergenerational cycles of vulnerability and being at risk of a variety of problems. It can build resilient families and communities and helps encourage problem resolution without the need for intervention.

### **Who does what?**

The document '[Effective Support for Children and Families in Somerset threshold](#)' explains the thresholds of need and also details which services may become involved at each level. Feedback is being asked for on this document, to ensure it is fit for purpose and that professionals can make best use of it during their day-to-day work. Feedback can be given through: [www.somerset.gov.uk/CITD](http://www.somerset.gov.uk/CITD)

A brief overview of examples of some services that may be available for families at each level of need has been put together. This is not an exhaustive list, as there are many more services making a difference to children, young people and their families at each level of need. [Please click here for an idea of "who does what."](#)

### **Good practice**

A video is being produced, highlighting good partnership working to implement Early Help in a particular area of Taunton. A link to this video will shortly be sent out, but in the meantime we would like to find more examples of good practice across Somerset. If you have any examples you would like to share, please email [jbreeze@somerset.gov.uk](mailto:jbreeze@somerset.gov.uk) or [eworthington@somerset.gov.uk](mailto:eworthington@somerset.gov.uk)

For more information contact [Lucy Watson](#)

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## Summary Care Record

The NHS in England uses an electronic record called the Summary Care Record (SCR) to support patient care. The SCR is a copy of key information derived from a patient's GP record, such as medications, allergies and adverse drug reactions. It provides authorised healthcare staff with secure, faster access to accurate, essential patient information. Below are some facts gathered by the Health and Social Care Information Centre (HSCIC):

- Nearly 55 million people in England (96% of the population) have a SCR created from over 7,500 GP Practices
- Hospital clinicians can save 29 minutes of time looking for information by accessing the SCR
- An SCR is viewed every 12 seconds, which is over 2.6 million views per year
- Up to £7m of benefits realised through SCR use every month in hospital pharmacies and GP Out of Hours services

SCR has been rolled out across all compliant practices in Somerset and access is available in provider Trusts.

For more information contact [Allison Nation](#)

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## NHS Choices

[NHS Choices](#) is the website for the NHS in the UK, providing health and lifestyle advice, information about local services and the latest health news. Below are some facts gathered by the Health and Social Care Information Centre (HSCIC):



- NHS Choices is the UK's most popular health website with 48 million visits per month, accounting for a quarter of health related web traffic
  - NHS Choices shares its content with over 600 websites including over 200 NHS organisations, Boots, Mumsnet and Microsoft
  - Approximately 200,000 people per year have taken up running as a result of the information and support available from NHS Choices which is 5x the number of people who run the London marathon
  - NHS Choices monthly visits have increased by 39% over the previous year
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## Self-Care Week 2015

NHS staff, patients and carers are being urged to [support and help raise awareness of Self-Care Week](#) next month. The theme for the week, running from 16 to 22 November 2015, is 'Self-Care for Life' and aims to help people understand what they can do to better look after their own health and that of their family, as well as living as healthily as possible. For more information visit the [Self-Care Forum website](#).

In the run up to Self-Care Week, the Annual Self-Care Conference is being staged on 11 November in London and is free to people working in healthcare and public health. It will be a practical conference to help inform and inspire those working in the NHS and public health to support patients to look after their own health better. For more information please

### Editor

Dr Geoff Sharp  
E-mail:  
[geoff.sharp@  
somersetccg.nhs.uk](mailto:geoff.sharp@somersetccg.nhs.uk)

### Contact Us

Please send feedback on this newsletter to:

[enquiries@somersetccg.nhs.uk](mailto:enquiries@somersetccg.nhs.uk)

email [libby.whittaker@selfcareforum.org](mailto:libby.whittaker@selfcareforum.org).

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## COG Briefings

Brief updates on key decisions made and issues raised at meetings of the Somerset CCG Clinical Operations Group are now available to download from our website: [www.somersetccg.nhs.uk/about-us/clinical-operations-group/](http://www.somersetccg.nhs.uk/about-us/clinical-operations-group/)

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