

Somerset Clinical Commissioning Group

Working Together to Improve Health & Wellbeing

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Editorial - Data Sharing Projects

Huge thanks to the ten practices who returned data on their activity levels since the request that we sent out a few months ago. Although of course we must be cautious about the statistical validity of extrapolation from a relatively small sample size, I thought it would be helpful and of interest to practices to share some early observations from data relating to May, June and July 2018:

- The total number of appointments offered by practices covering a combined population of 70,987 (all types of appointment including 'face to face', 'telephone', 'home visit' or 'other' by all categories of healthcare professional including 'GP', 'Nurse Practitioner', 'Practice Nurse', 'HCA', or 'other') for the three month period was 90,571.
- If this is extrapolated to the total population of Somerset (approx. 575,000) for a full year, we might reasonably estimate that GP Practices in Somerset offer something like 3 million appointments each year (250,000 each month, 12,500 each normal working day).
- Of these appointments, 54% were with GPs, 7% with Nurse Practitioners, 21% with Practice Nurses, 17% with HCAs and 1% with 'other'.
- Of these appointments, 81% were face to face in the practice, 15% were phone calls 3% were home visits and 1% were classified 'other'.
- The appointment type split for GPs was 70% face to face, 25% telephone calls, 4.9% home visits and 0.1% 'other'.
- The appointment type split for Nurse Practitioners was 86% face to face, 10% telephone calls, 4% home visits and 0% 'other'.
- The total calls into participating practices extrapolated to the total population of Somerset suggest that practices in the county receive just over 4 million calls a year (340,000 calls a month, 17,000 each normal working day).

This information is so valuable and has a multitude of applications. Some examples of how this data will contribute to work currently being undertaken:

- To enable the 'Population Health and Wellbeing' workstream of 'Fit for my Future' to understand the current contributions of practices to servicing the needs of patients when considering the overall health seeking behaviour of our population.
- To assist the 'Urgent and Emergency Care' workstream to understand the sheer scale of the number of calls into and appointments offered by practices compared to other elements of our health and care system

(111, 999, ED, MIUs) in order that any proposals for our 'Integrated Urgent Care System' next year and our urgent care strategy into the future reflect this.

- To inform the 'Proactive care, Long term conditions, and Frailty' workstream about volume of activity currently undertaken by practices when considering different ways to meet the needs of patients and local populations - such as collaborative initiatives including 'neighbourhood care teams'.
- To quantify current workload in primary care (accepting that there is much work that is not captured by numbers of calls and appointments) and relative contributions of the different types of healthcare professionals working in practices to help us to plan to meet workload and workforce challenges through ongoing initiatives by the Local Medical Committee, Local Workforce Action Board, Clinical Commissioning Group and others.
- To benchmark and then monitor activity trends in practices over time – without which it is very difficult to articulate in the quantitative terms that other parts of the health and care system are used to working with – in order to understand how much work practices are currently undertaking, the effects that changes around practices might have on the workload of practices themselves, and (dare I say it) start to be able to discuss more accurately 'value for money' with respect to funding into practices, primary care and community services more broadly, and relative to secondary care and other providers in general. Of course numbers of appointments and activity data does not mean the same thing as value to the patient and the broader work to move from counting and rewarding activity to incentivising and rewarding outcomes must continue, but activity data on practice activity is a helpful step on a long road.

Our first opportunity to share this data in a formal setting will be at the A&E Delivery Board on the 25th October and we will of course continue to share findings from the data you are sending us, how this is being used, and what is happening as a result of this process that you are very much part of.

In parallel with the work above, Dr Ian Wyer (CCG Clinical Lead for the Long Term Conditions and Frailty Workstream) is currently seeking data to gain a better understanding of the activity occurring in practices related to the care of patients with particular long-term conditions using standardised searches via the EMIS reporting module. The searches are detailed in this week's GP Bulletin as an xml file which needs to be imported into EMIS to be read, along with a pdf file explaining the process needed to run them successfully.

We are grateful to any practices who are able to support either of these data gathering initiatives – both of which are useful in their own right, even more so together, at the present time.

If after reading this your practice would like more information or considers that it is able to participate in this data sharing project please contact Adam Hann, Primary Care Implementation Manager on 01935 381950 or adam.hann2@nhs.net

I hope you find this month's edition of the newsletter interesting and useful – as always if you would like to know more about any of the items or get involved in any way do contact us.

Dr Will Harris - Editor

Healthy NHS Somerset and AGM Event - the view from behind the admin desk

Wow – what a day: Three months' planning culminated in the Healthy NHS Somerset and AGM event on Tuesday, 18 September 2018 at the Cheese and Grain in Frome.

From a level of healthy cynicism was borne a level of healthy enthusiasm, and we couldn't have done it without the spirit of co-operation and 'can do' attitude from everyone who took part (too many to mention here, but thanks to each and every one). Although we may have wished for a higher level of public footfall, the event was well attended and provided a great opportunity for all the stallholders to network and really understand each other's input to the health and wellbeing of our population.

I so wish I had asked the Cheese and Grain to include Heather Small's rendition of "[What have you done today \[to make you feel proud\]](#)" on the playlist that accompanied the day's events.

It may surprise you to learn that, even amongst the CCG stallholders themselves, there was an, "Oh – so that's what you do – I didn't realise ..." vibe: which just goes to show how, if we truly want an integrated care system, we need to achieve a basic level of understanding within our own organisation of how all our different workstreams/departments work together, before we can even begin to widen the understanding. We had 34 stallholders – multiply that, and then some (because the stallholders didn't include secondary care, individual GP Practices etc) – by our population of some 560,000 and you have some indication of the task we are facing just in **understanding** the system, let alone providing all the services we would wish for.

In the formal business of the AGM, Nick Robinson and Alison Henly outlined the service and financial challenges and also acknowledged the good work that has been done. Despite our rating of Inadequate in 2107/18 (the year being reported on), we mustn't lose sight of the fact that, since then, we have improved our assurance rating to a level of Requires Improvement.

Dr Rosie Benneyworth set out the high level Case for Change for the future Strategy, known as Fit for My Future, which is a joint strategy between Somerset CCG and Somerset County Council.

Over the next year/two years, we will be seeking to improve our rating from Requires Improvement, to Good and then to Outstanding. Over the next year/two years, we need to turn Fit for My Future into reality: no longer can we have a vision without the strategy and tactics to make that vision a reality. We need the input and co-operation of **all** of our organisations to feed into the wisdom of the strategy; we need input from our staff, our GPs, front-line services, community services, voluntary organisations, friends, families and carers – we need **everyone**. Only then, with your wisdom and

input, will we be able to give a truly honest and satisfying answer to the question, "What have you done today ...?"

Kathy Palfrey, Secretary to the Governing Body – Kathy.Palfrey@nhs.net

You can find a copy of our Summary Annual Review 2017/18 on our website <https://www.somersetccg.nhs.uk/publications/annual-report/>

Fit For My Future - latest update

Find out about the latest developments of Somerset's health and care strategy in the fourth issue of the Fit For My Future staff briefing. The briefing contains headlines for the 'case for change' (full document available here https://www.fitformyfuture.org.uk/wp-content/uploads/2018/09/ffmf_case-for-change_report-a4_oct18.pdf) and emerging proposals for areas including urgent and emergency care, planned operations, maternity care and children's services, long term healthcare and services covering mental health and learning disabilities. You can catch up with this and previous editions of the briefing on the newly launched website www.fitformyfuture.org.uk, which includes details of the public drop-in sessions which take place around the county in October and November 2018.

For more information contact Rosie.Benneyworth@nhs.net

Somerset's Cancer Services Rated Outstanding

Somerset's cancer services have been rated 'outstanding' after an assessment by NHS England.

Each year NHS England conducts a retrospective assessment of all England's 211 Clinical Commissioning Groups (CCGs) against a number of performance standards. Last year this included clinical indicators for cancer and maternity services. These clinical assurance ratings contribute to a CCG's overall assurance rating.

NHS England's 2017/18 rating for Somerset's cancer services was based on four key indicators; early diagnosis, 62 day waits for treatment after referral, one year survival and overall patient experience. Each of the four cancer indicators were given a score resulting in the highest rating of "outstanding".

The county's maternity services were also subject to a similar assessment process based on the following four key indicators; stillbirth and neonatal mortality rates; women's experience of maternity services; choices in maternity services and the rate of maternal smoking at time of delivery.

NHS England's assessment rating for maternity services as "requires improvement". (See next item on Maternity Voices Partnership launch)

For more information visit the CCG website <https://www.somersetccg.nhs.uk/news/somerset-cancer-services-rated-outstanding2/#>

Maternity Voices Partnership launch

The Somerset Maternity Voices Partnership was launched on 10 August 2017 when members of the public were invited to get involved in helping to shape future maternity services in Somerset. There were some really good issues raised by users of maternity services and this has provided some areas for the Partnership to focus on as it begins to grow. You can find a summary of the event here:

<https://somersetccg.nhs.uk/EasysiteWeb/getresource.axd?AssetID=7149&type=full&servicetype=Attachment>.

We are now taking the Partnership on the road and have had two events already; one in Bridgwater and one in Minehead. A further event is taking place on 3 October 2018 at Frome Medical Practice. Take a look at the Somerset Maternity Voices Facebook page (<https://www.facebook.com/SomersetMaternityVoices>) and watch a video recorded recently by the CCG's Engagement Lead and Midwives from Yeovil Hospital about the importance of people getting involved and details of how to get in touch. Feel free to share this with your networks. If you would like more information, please contact Lee Reed at Somerset CCG on 01935 381933 or by email at Lee.Reed2@nhs.net.

Contract Awarded for Somerset's Integrated Urgent Care Service

Somerset CCG has awarded a five year contract to Devon Doctors Ltd to deliver a new Integrated Urgent Care Service for the county from 25th February 2019. At the end of April this year the CCG went out to national advert to procure an Integrated Urgent Care service based upon NHS England's national service specification. The CCG invited 'expressions of interest' from any qualified service provider.

After a comprehensive procurement process, which incorporated the views of patient representatives, the £7 million annual contract has been awarded to Devon Doctors Ltd, the organisation currently providing an Integrated Urgent Care service to more than a million people in Devon.

The new service specification looks beyond a re-provision of the 111 telephone helpline and GP out-of-hours services. It will deliver a new 'consult and complete' model of service delivery, integrating 24/7 access to urgent care and aiming to complete the episode within a single contact, where clinically appropriate, by the inclusion of a Clinical Assessment Service (CAS).

For more information contact Alex.Burn2@nhs.net

New Local Offer for young people with SEND

The [Somerset Choices website](#) has been updated to provide an [online portal](#) which signposts young people with special Educational needs and/or disabilities (SEND) and their families to essential services and information. All local authorities must publish a local offer that contains clear, comprehensive information about the provision available across education, health and social care and details about how children, young people and their families can access it. The Somerset Local Offer is a means to make

provision more responsive to local needs and aspirations.

The local offer is for:

- Children, young people and their families – searching for advice, guidance and services relating to their personal circumstances.
- Brokers – advising individuals on choosing products and services. They may be local authority staff (for example Somerset Direct) or could be partner agencies such as health or education.
- Providers – promoting their services and products. They may or may not be contracted to the county council.

If you work in SEND please take some time to check it out the portal (<https://choices.somerset.gov.uk/025/local-offer/>) and send any feedback to JWright@somerset.gov.uk

For more information contact Lydia.Woodward2@nhs.net

CCG's Safeguarding Children's Team and Topaz

Somerset's Safeguarding Children team is involved in the new Police led Topaz Operation to disrupt child exploitation and has been sharing information with GP practices and working with other health providers about the most high risk children the Topaz team are currently supporting.

Anyone who believes a child or adult is vulnerable or being exploited can use a new online form to provide intelligence or information that they think Avon and Somerset Police should be aware of. If you've witnessed something that could be relevant to exploitation do not ignore it, report it. Intelligence submitted via this form could include a variety of points such as: information about a concerning incident, suspicious activity, an unusual exchange between two or more people or something that makes you feel uncomfortable.

Intelligence can help the police to build a vital picture about exploitation, an ongoing incident, identifying victims and offenders. This contributes to helping keep potential victims safe and bringing offenders to justice. In some cases you may need to be contacted for further details, so it's important that you provide your correct contact details and keep any relevant information about the incident.

It is important that partners understand this is not a referral form or early help notification form and does not replace any pre-existing safeguarding referral or notification mechanism including referrals to police or social care. Always call 999 if there is an emergency, a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened.

You can access the form here

<https://forms.avonandsomerset.police.uk/forms/vul>

Also information can be found on the force web pages via these links:

- [Child Sexual Exploitation \(CSE\)](#)
- [Modern Slavery](#)

For further information please contact the CCG Safeguarding Children team

on 01935 381999 or email somccg.safeguarding-children@nhs.net

Join the Somerset Christmas Charity Fun Run!

Following the success of previous years, Somerset CCG is organising another charity fun run / walk on Thursday 6 December 2018, at 12.30pm from Wynford House Yeovil. This year, we are inviting health and social care colleagues from across Somerset to come and join us in raising money for the [Orchard Vale Trust](#) at the same time as having some festive fun.

To support the event we are organising a nine week 'Couch to 5k' training programme at Wynford House Yeovil.

For details about how to get involved in the fun run or the training programme please contact Sarah.Lomax2@nhs.net or phone Sarah on 01935 381997.

Health Profile for England

Public Health England (PHE) has published a new [Health Profile for England report](#) giving the most comprehensive picture of the health of England today and into the future. The Health Profile for England report covers life expectancy; major causes of death; mortality trends; child health; inequality in health; wider determinants of health; and current health protection issues. Data and evidence contained in Health Profile for England will be used to help shape the forthcoming NHS long term plan.

Happy 70th birthday NHS - a patient's view

Happy 70th Birthday NHS. It seems a long time since Nye Bevan created the NHS. When nurses wore starched aprons and the ward sister was an angel, well almost, it was Matron really. Your GP was God and you did as you were told; took your medicine when you were told to, never questioned your medics as they knew best, we believed them.

Everything was presented in a paper format, mostly hand written in a way that you as a patient couldn't read and if you could you probably had no way of finding out what it meant

Now, jump 70 years ahead and the NHS and its services to you have changed out of all recognition. Gone is the 'you don't need to understand' attitude. Everything that they are going to do and what is needed is fully explained to you, the patient (or should I say the customer?), in words that you can understand and you can ask questions and get honest replies.

Two other big things that have happened are patient centred electronics based around the computer and the rise in patient involvement.

Many of us have home computers, aren't they great (if we could ever get the kids off them)? So how can we improve health by using them? Four simple things: use them to sign on to your patient record and see some information about you; ask for a prescription renewal; find out about your health and wellbeing (how to keep well, live with your health problems and learn about your illness); and the major thing is your computer can be used to pass information about your condition direct to your medical team. One classic example is how information surrounding self blood tests of some

diabetics is passed through your in-house information system direct to a centre for evaluation and possible action. This is only the tip of an iceberg.

Locally in Somerset, we have started that journey by all your medical records (hospital, GP, etc) being grouped into one online and accessible to any health professional who needs to view them. However, a question: 'Is this being done without patient involvement?' the answer is very simply 'NO'. You as a patient can be involved from your practice all the way to working as a patient with NHS England. No, I am not joking.

You ask 'Where do I start?' Two ways. The easiest is to go along to your medical practice and join the Patient Participation Group (PPG) or join the support group for your condition and become involved. At meetings, don't sit like a lemon and say nothing, have your say (it may be something that no one else has thought about) and question others about their comments. Likewise see what your local CCG or NHS England are doing and where they are seeking members of the public to be part of decision making bodies or information giving groups.

Me, I chaired a ground breaking PPG in the West Midlands and worked with the local CCG and NHS England. I chaired a successful patient led project which became known worldwide and included a trip to Paris to speak at an international conference.

I would encourage everyone to become informed and involved in their health and wellbeing.

Stephen Sharples has recently become a volunteer for [Healthwatch Somerset](#), the county's independent health and care champion.

Winter Campaign 2018/19 - Help us Help You

Since 2015 NHS England and Public Health England have commissioned the [Stay Well This Winter](#) campaign to encourage preventative self-care to help ease the pressure on NHS services targeting specific groups who are most at risk. Stay Well This Winter is part of a family of campaigns including those supporting wider use of pharmacy, NHS 111 and GP extended hours, and this year an overarching and unifying 'Help Us Help You' campaign will tie these strands together. It aims to help people understand how to navigate the NHS and get the right help and advice they need in the most timely and appropriate way. It encourages people to take appropriate actions to better enable the NHS to help them.

Specifically, the Help Us Help You campaign encourages people who are at a particular risk of becoming seriously ill over the winter period to adopt behaviours that will help them avoid admission to hospital. This includes getting a flu vaccination for people with long-term health conditions, pregnant women and parents of children aged 2-3 years, and urging people over 65, especially the frail elderly (many of whom have underlying health conditions) to seek advice from their pharmacist at the first signs of feeling unwell, before it gets more serious. It also includes the importance of using the NHS 111 service when you don't know what to do.

The campaign will launch on 8 October 2018 and resources are being sent to GP practices and pharmacies.

Editor

Dr Will Harris

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Contact Us

Please send feedback on this newsletter to:

somccg.enquiries@nhs.net

For more information contact Anita.Trout@nhs.net

Stoptober

England's 6 million smokers are being encouraged to take part in Stoptober, the 28-day stop smoking challenge from Public Health England, which begins on 1 October 2018. Quitting smoking is easier with the right support. The most successful quit attempts are made with a combination of quit methods, so this year's Stoptober is providing a [free online Personal Quit Plan](#), which helps smokers find the right support for them.

Integrated care for every community - animation

NHS England has published a [new animation](#) explaining the challenges facing the health and care system and how integrated care systems and STPs (sustainability and transformation partnerships – of which Somerset's 'Fit For My Future' forms a part) are changing the way care is delivered to meet the needs of an aging population with multiple long-term conditions.
