

Governing Body (Public) Meeting

DATE: 30th May 2013

Title	CCG prospectus	
Recommended action for the Executive Management Committee	<p>That the Governing Body:</p> <p>Approve</p> <p>1) The contents of the CCG prospectus as laid out on pages 3-11 of the attached report.</p> <p>2) That the Chief Officer has the authority to agree changes for style and clarity purposes during the document's production.</p>	
Executive Summary	<p>All CCG's have been mandated by NHSE to produce a prospectus for local people by 31 May 2013.</p> <p>Specific guidance was issued by NHSE on 29 April giving details on contents and expectations regarding the publication.</p> <p>The guidance specifies a number of areas it is expected the document will cover and says contents are to be locally determined, but puts the focus on a document that is 'accessible as possible to all your population'</p> <p>This report sets out a summary of the guidance and gives details about how it will be made as accessible to Bexley residents. This includes producing it in leaflet form and distributing to the CCG's local stakeholders, making an accessible web version and publishing an easy read version.</p> <p>The proposed text of the document is given in full on pages 3-11.</p>	
Which objective does this paper support?	<p>Patients: Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders</p>	
	<p>People: Empower our staff to make BCCG the most successful CCG in (south) London</p>	
	<p>Pounds: Delivering on all of our statutory duties and become an effective, efficient and economical organisation</p>	✓

	Process: Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience	✓
Organisational implications	Key Risks <small>(corporate and/or clinical)</small>	None
	Equality and Diversity	Ensuring it is accessible to local people is referred to in the guidance. The proposed production method assists in meeting this requirement. Versions of the leaflet in community languages, large print and Braille will be available on demand.
	Patient impact	Patients will benefit from having a guide to what the CCG does and how it does it, and therefore understanding the CCG's role in relation to other parts of the health and social care system
	Financial	Production costs will be taken from appropriate printing budget in the communications budget. Approximate cost is £1,000.
	Legal Issues	None
	NHS constitution	The leaflet will make reference to the promotion of the NHS constitution.
Consultation (Public, member or other)	Views from a patient council member who reads publications to comment on their 'patient friendliness' have been incorporated to the draft text. Overall it was viewed as 'concise, to the point and very easy reading'	
Audit (Considered / Approved by Other Committees / Groups)	A report outlining the requirements and setting out an outline structure and production method was approved by EMC on 14 May. The prospectus will be reported to the next Health and Wellbeing Board.	
Communications Plan	The prospectus will be promoted as set out in this paper	
Author	Jon Winter Assistant Director Communications & Corporate Services	
	Clinical Lead Dr Howard Stoate Chair	Executive Sponsor Simon Evans-Evans Director of Governance and Quality,
Date	21 May 2013	

NHS Bexley CCG prospectus

Overview

Bexley CCG is required to publish what has been called a 'Prospectus' by the 31 May.

It was first referred to in the Planning Timetable annexe in 'Supporting Planning 2013/14 for Clinical Commissioning Groups' that was published on 21 December 2012. This said that 'Each CCG publishes its prospectus for its local population'.

On 29 April NHS England issued guidance to 'clarify the arrangements for the prospectus'. This guidance detailed a number of areas regarding expectations for the document and its publication. In summary the guidance says that:

- The prospectus should be 'locally determined to reflect the needs of the people you serve'.
- NHS England will not be providing any central requirements around content or the means of communication
- NHS England has set out a 'few principles' it thinks are 'important' and it is assumed CCGs will take into account'. These are:
 - reflecting the local health and wellbeing strategy
 - setting out what the key health priorities are for your population
 - describing the standards that local people can expect from the services you have commissioned on their behalf
 - a high level description of how the budget for these services will be spent
 - demonstrating how you and your key partners will address health inequalities
 - clarity on how your population's views have been, and will continue to be heard
- NHSE expects its 'form and distribution' will mean it is as 'accessible as possible to all your population'.

These principles have been adhered to in developing the text, production method and proposed distribution arrangements for the prospectus.

The document will also be reported to the next Health and Wellbeing Board.

Production

The Governing Body approved text will be published on the CCG website on 31 May.

It will also be published as a leaflet that will make use of colour, clear graphics, photos and charts to help make the information as clear and accessible as possible to residents and patients. This will be available in mid June

The leaflet will be sent to key stakeholders, community outlets and agencies. It will also be extremely beneficial in patient engagement activities where patients and residents frequently ask for material that explains the role and plans of the CCG.

We have incorporated the observations of a patient council representative, who was asked to comment on how clear and patient friendly the text reads.

The information on the website will be readable by the BrowseAloud facility that enables the text to be read out, which increases accessibility to those who requires reading support. Versions of the leaflet in community languages, large print and Braille will be available on demand.

We will work with local voluntary sector organisation to produce a simplified version of the leaflet as an easy read version

Jon Winter

Assistant Director Communications and Corporate Services

21 May 2013

NHS Bexley CCG prospectus

Draft text

A guide to NHS Bexley Clinical Commissioning Group

Everything you need to know about how local healthcare in Bexley is sourced, bought and monitored.

NHS Bexley Clinical Commissioning Group (CCG) became a statutory body on 1 April 2013.

As a CCG we are responsible for buying or 'commissioning' healthcare services for Bexley patients.

Healthcare we commission	What this includes
Planned care and hospital care	<ul style="list-style-type: none">• Outpatient appointments• Day cases• Inpatient operations/planned surgery• Tests and investigations (scans and x-rays)• Short stay planned surgery, such as tonsillectomies, gall bladder operations, nasal surgery, hand surgery and hernia repairs
Urgent and emergency care	<ul style="list-style-type: none">• Accident and emergency services• Urgent Care Centre (UCC)• Minor injuries units• Walk-in service• Out-of-hours GP services including 111
Rehabilitation care	<ul style="list-style-type: none">• Specialist neurological rehabilitation• Falls prevention• Post-acute care to help people recover and become more independent after a hospital stay or operation• Wheelchair services• Voluntary services such as befriending
Community health services	<ul style="list-style-type: none">• District nurses• Health visitors• Community midwives• Specialist community care
Mental health and learning disability services	<ul style="list-style-type: none">• Improving Access to Psychological Therapies (IAPT) – depression and anxiety services

	<ul style="list-style-type: none"> • Counselling • Eating disorder services • Support around substance misuse • Memory services • Child and adolescent mental health services • Speech and language therapists • Educational and clinical psychologists
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The CCG is made up of all the 28 GP practices in Bexley.

Our work is led by a governing body, which is made up of a majority of clinicians – elected Bexley GPs together with a nurse and a hospital doctor.

Our governing body also includes managers and members of the public (called lay members), who give their views and input from a patient and public perspective.

Being a clinically-led organisation means that doctors and other clinicians are involved in the development of, and making decisions about, healthcare services in Bexley. A team of staff ensure the day-to-day work managing the CCG and overseeing the implementation of the decisions it makes as well as making sure it fulfils all of its responsibilities.

Dr Gunen Ucyigit, Burstled Wood Surgery in Bexleyheath and a clinical leader of the governing body: *“As doctors, we have a very good understanding about the health needs of local people. With GPs and other clinicians in the driving seat, it means we can tailor services to align with the needs of our patients. We’re also in a good position to assess existing services and suggest where improvements or changes can be made. I feel that we will really make a difference, which will benefit our patients greatly.”*

Our vision

Our vision is for Bexley’s residents to stay in **better health for longer**, with the support of **good-quality integrated-care**, available as **close to home** as possible – backed up by **accessible, safe and expert hospital services**, when they are needed.

Dr Ricky Gondhia, Crayford Town Surgery and clinical commissioner: *“Whilst we see our role at NHS Bexley CCG to not only ensure the best health services are available to you when you need them, we also want to help you work towards achieving a healthier lifestyle. A healthy lifestyle can help prevent you from developing long-term conditions such as diabetes, heart disease, cancer and high blood pressure.”*

Bexley’s health and wellbeing

Bexley has a Health and Wellbeing Board, bringing together members of the CCG governing body, local councillors, local authority representatives and a voluntary sector representative, to improve the health and wellbeing of local residents and

reduce health inequalities. The CCG is accountable to the local population through the health and wellbeing board.

A key task of the Health and Wellbeing Board is to develop a strategy that sets out how partners will improve the health and wellbeing of all Bexley residents and how this is delivered.

Bexley's health and wellbeing strategy

The draft strategy sets out the health needs in the borough and proposes how these could be tackled in the years ahead. The draft strategy identifies four key areas, the NHS and local authority should be tackling:

- Tackling childhood and adult obesity and promoting healthy choices
- Improving our work to prevent diabetes and supporting those with the disease
- Changing attitudes towards smoking and offering support to stop
- Supporting residents and their families affected by dementia

Dr Sushanta Bhadra, Erith Health Centre and CCG locality representatives: *“By working together we create a much more joined-up approach to the planning of health and wellbeing services. It will also result in less duplication and increase efficiency and quality of existing services for people in Bexley.”*

The health challenge

Fact box:

- The population of Bexley is approximately 230,000
- Fifty two per cent of Bexley's population is female and 48 per cent male
- Sixteen per cent of Bexley's population is over the age of 65
- The number of over 65s is the fastest growing age group in the borough
- Number of births in Bexley is predicted to rise by two per cent by 2016
- Life expectancy is above the national average, but is 7.8 years lower for men and 3.4 years lower for women in the most deprived areas of Bexley, compared to more affluent parts of the borough.
- Approximately 460 people in the borough have HIV – this is an increase of 89 per cent over the last five years.
- The number of people diagnosed with diabetes in Bexley is above the England average. More than 11,000 people in the borough have diabetes
- Just over 26 per cent of Bexley's population are classified as obese, nearly twice the national average.
- About 21.3 per cent of year six children are classified as obese, higher than the average for England

Generally the health of Bexley's residents is good in comparison with the rest of the country; however, there are some areas where the health of the local population is likely to worsen in the future.

A document called the Joint Strategic Needs Assessment (JSNA), produced by the local authority and Bexley CCG, identifies seven priority health issues affecting Bexley residents:

- Asthma
- Audiology
- Obesity
- Cancer
- Cardiovascular disease
- Dementia
- Diabetes

The key priorities uncovered through the health and wellbeing strategy, as well as the joint strategic needs assessment help the CCG identify which services need improvements or changes.

Our plans

What the CCG plans to do is based on the gaps identified through the health and wellbeing strategy and the joint strategic needs assessment.

One of the most important areas of development for NHS Bexley CCG is to develop health and social care services at **Queen Mary's Hospital** in Sidcup. The CCG wants to be able to provide excellent healthcare, which is locally delivered.

Our plans (also known as 'commissioning intentions') for 2013/14 include:

- Creating services based in the community for **older people** when they are expecting treatment or care (planned care), as well as urgent care treatment
- Focusing on services for people with **long-term conditions** and illnesses such as cancer, diabetes, cardiology, anticoagulation, musculoskeletal services and neurological disability
- Improving the services patients use when unexpectedly unwell (known as **unscheduled care**) and introducing more services to prevent people having to use urgent care services such as accident and emergency departments
- Improving services where people require simple, timely, convenient and effective **planned care** (where patients are booked for routine operations or receiving care for long-term condition such as those listed above)
- Improving services for **mental health** patients
- Developing a multi-agency safeguarding hub and redesigning **children's services**

What can local people expect from the services we commission?

Residents in Bexley should expect clinically safe, high-quality and innovative health and care services – within the CCG's available resource.

Our internal quality control and the way in which the CCG is governed, ensures patients receive the very best healthcare.

Quality

Our approach to quality includes:

- Acting on what patients tell us
- Ensuring all clinicians and services are working together to accepted good practice and recommended guidelines
- Establishing an open culture to ensure people can talk to us and we get good local intelligence to target areas of concern
- Assuring performance against national standards and ensuring actions from lessons learnt are implemented effectively
- Monitoring services providing care through quality and safety contract review meetings, feeding into the CCG's quality and safety working group
- Ensuring integrated care teams (where more than one organisation is responsible for delivering care) have effective collaboration and communication processes
- Publishing data so that it is accessible

The Francis report (that looked into care provided by Mid Staffordshire NHS Foundation Trust) has led to changes to ensure quality is prioritised. The Family and Friends Test is a key part of this change and we recognise that we can't work in isolation if we are to make a difference to the quality of services available to our local population. Partnership working opportunities will be explored wherever possible.

Making sure everything we do is transparent

Details about the services commissioned by NHS Bexley CCG are available publicly online. The CCG has robust processes in place to ensure services are commissioned fairly, transparently and in-line with national frameworks.

A sub-committee of the governing body – the executive management committee – is responsible for the delivery of our commissioning intentions through a document called the 'operating plan'. We also use the robust processes of our partners, for example, large-scale changes to healthcare will be presented at the Health and Wellbeing Board, the joint commissioning board for joint projects with the local authority, and the south-east London-wide collaborative commissioning channels such as programme offices.

Upholding the values of the NHS Constitution and Mandate

When commissioning local healthcare, the CCG upholds the principles and standards of the NHS constitution and mandate.

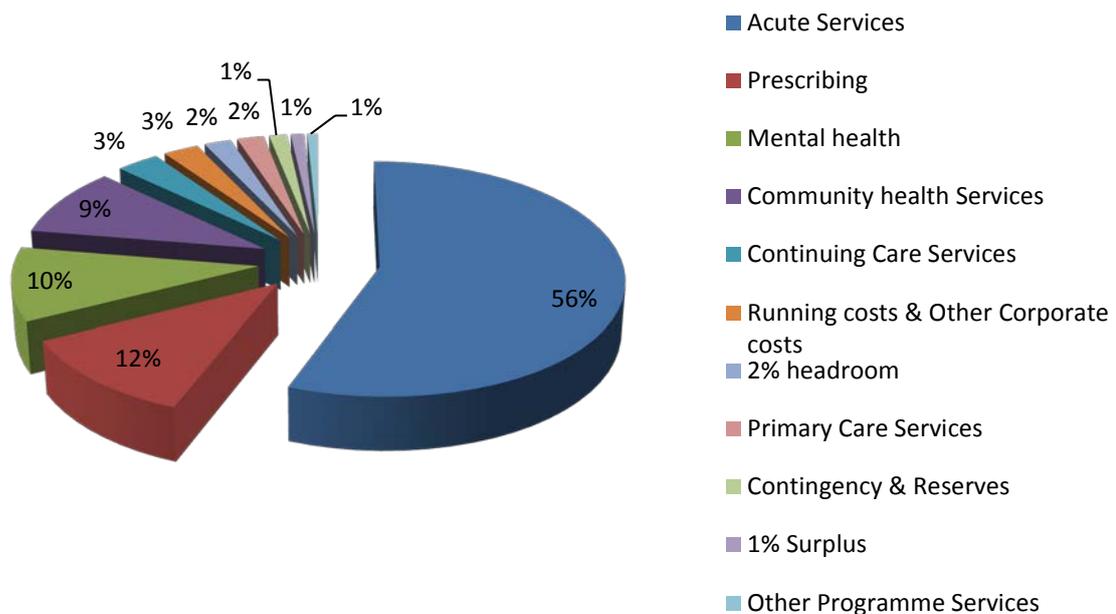
The NHS Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. To read more about the constitution, visit the NHS Choices website www.nhs.uk.

The NHS Mandate sets out the ambitions for the health service for the next two years and aims for an NHS that is available to all and able to meet patients' needs.



How our is money spent?

2013/14 budget spend by percentage



Working with others to address health inequalities

Dr Howard Stoate, GP at the Albion Surgery in Bexleyheath and CCG chair: “A willingness to exchange ideas and information, share best practice, co-ordinate services and work towards common health goals is more important than ever. We are committed to work with local partners like the London Borough of Bexley, as well as community and voluntary groups to get the best health outcomes for our patients.

“For some services we might team up with neighbouring CCGs to increase our buying power and to deliver better services across wider geographical areas”

Here are some examples of our partnership working arrangements with other organisations:

Partner	Partnership working
<p>London Borough of Bexley – developing joint areas of work and key documents to help deliver commissioning intentions</p>	<ul style="list-style-type: none"> • Health and Wellbeing Board • Joint Commissioning Board • Health Overview Scrutiny Committee (HOSC) • Developing key plans – Joint Strategic Needs Assessment (JSNA), plans for carers • Safeguarding • Creating joint staffing structures • Promoting public health messages
<p>South-east London – joining up best practice across six CCGs to deliver improved services</p>	<ul style="list-style-type: none"> • Trust Special Administrator – changes to healthcare across south-east London • Sharing best practice and delivering care across six boroughs through a joint programme management office and programme board • Creating a plan to deliver community-based care services across south-east London • Leading an area prescribing committee, which monitors the safe, effective and efficient management of medicines across south-east London
<p>NHS England</p>	<ul style="list-style-type: none"> • Collaborating to improve quality in primary care – enabling practices to agree development plans to improve areas of weakness in relation to quality, access and performance • Creating joint emergency plans to be ready for dealing with emergencies such as a major outbreak of an infectious disease
<p>Bexley patients and residents</p>	<ul style="list-style-type: none"> • Turn to the next page to see how we involve local people in delivering our plans and developing healthcare

Putting the patient at the centre of everything we do

Sandra Wakeford, CCG governing body lay member for patient and public engagement: “To achieve our vision, engagement with patients is crucial. As member of the governing body, I’m able to make sure the patient’s voice is heard and included in the decision making process. I work very closely with patient groups and the patient council to ensure the CCG represents as many patient views as possible.”

Type of engagement	How local people can get involved
Healthwatch Bexley	<ul style="list-style-type: none"> Healthwatch Bexley was established in April 2013 – the CCG and patient council will engage with the group regularly to learn more about the feedback and experiences of patients
Bexley Patient Council	<ul style="list-style-type: none"> Providing patients, the public and other community representatives with a significant influence in how the CCG develops and commissions services The patient council is a subgroup of the CCG governing body. The chair is elected by its members every two years and sits on the governing body as an observer
Consultations and engagement forums	<ul style="list-style-type: none"> Working with patients and key community/patient groups on the development of our commissioning intentions for 2013/14 and beyond via questionnaires, a half-day event and the opportunity to speak to clinical leads Creating processes when redesigning healthcare services to ensure patient feedback is captured, for example in May 2013, patients using services to treat muscle, bone or joint conditions were encouraged to complete a questionnaire. This feedback was used as part of a wider-consultation process to redesign musculo-skeletal services for patients in Bexley Working with the London Borough of Bexley to ensure residents have the opportunity to comment on the draft health and wellbeing strategy
Your Health Matters (a membership scheme)	<ul style="list-style-type: none"> <i>Your Health Matters</i> – the healthcare membership scheme for Bexley – is open to everyone who lives and works in the borough Your Health Matters gives greater accountability to the community and a better understanding of what people need from health services
Working alongside patients	<ul style="list-style-type: none"> Ensuring seldom heard groups aren’t missing important health messages Mystery shopper scheme Working with young people – health jury; youth parliament Working with older people – celebrating older people’s day; pensioners forum; raising awareness of ‘slips trips and falls’ prevention campaigns Presentations and attendance at community and voluntary sector forums and groups

	<ul style="list-style-type: none"> • Attending events, annual general meetings, forums and consultations • Engaging and communicating key health messages to people from protected groups (including age, religious belief, race, gender and gender reassignment, sexual orientation, marriage and civil partnership and pregnancy/maternity) to ensure the CCG meets equality and diversity standards
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Our approach to engagement and patient involvement is a key part of our commitment to openness and transparency in all of our work, and supports the principles set out in the NHS Constitution (www.nhs.uk/NHSConstitution).

Contacting us

You can contact NHS Bexley Clinical Commissioning Group by:

- Calling our patient experience team: 0800 328 9712
- Emailing us: contactus@bexley.nhs.uk
- Writing to us: 221 Erith Road, Bexleyheath, Kent, DA7 6HZ
- Tweeting us: @NHSBexleyCCG

To find out more about NHS Bexley Clinical Commissioning Group visit our website www.bexleyccg.nhs.uk.

Making enquires about other NHS services and healthcare

A number of services previously commissioned by Bexley Care Trust, which ceased to exist on 31 March 2013, are now the responsibility of other organisations. The key changes are:

- Primary care services such as doctors, pharmacists, dentists and opticians are now commissioned by NHS England. If you have a comment or complaint about one of these services, contact NHS England at 0300 311 22 33 or email england.contactus@nhs.net
- Public health, which includes services such as sexual health, physical activity, nutrition and some screening is provided by the London Borough of Bexley. Call 020 8303 7777 and ask to speak to a member of the public health team or visit www.bexley.gov.uk

For online information about conditions, treatments, local services and healthy living visit the NHS Choices website www.nhs.uk