

Year in Review

2018/2019

Welcome to the North East Hampshire and Farnham Year in Review for 2018-19.

The year 2018/19 has been another outstanding year for NHS North East Hampshire and Farnham Clinical Commissioning Group (CCG).

In July 2018 NHS England once again rated our performance as 'outstanding'. Achieving this recognition for the second year in a row is a tribute to the huge amount of work being carried out by our staff, together with local people and our partners, to develop and maintain high quality and safe health services which meet the needs of our local communities.

It has been a year focussed on continuing the transformation work which started from our Happy, Healthy, At Home programme and is now being implemented across the wider geography of the Frimley Health and Care Integrated Care System. We celebrated the first 70 years of the NHS where we reflected on what has been achieved and celebrated all the staff past and present who have provided such dedicated care and service over that time.

In January 2019 the NHS Long Term Plan was published, setting out the priorities for healthcare over the next 10 years. It provides us with a framework for ensuring that our National Health Service remains fit for the future, and encourages us to deliver the right models of care to support the continued transformation of better health and care, designed around experiences of local people.



*To ensure the right care, at
the right time, in the right
place for local people*

Much of the work we have delivered locally is in line with the aspirations of the long term plan – more joined up and coordinated care, nurturing the way we deliver services out of hospital and giving people more control over their own health, with more personalised care.

We have a number of examples of positive actions we are taking to move us closer to making these aspirations a reality. We are:

- Providing a brand new Centre for Health in Farnborough after securing premises in partnership with Rushmoor Borough Council.
- Redesigning and improving Fleet Community Hospital with partners from Frimley Health and Care Integrated Care System

There is much going on to improve the health of our local communities. On page 8 are details on how you can get involved. This year is shaping up to be another exciting year so get involved and help us to help your community and join the conversation.



Maggie MacIsaac
Chief Executive,
Hampshire and Isle of
Wight Partnership of Clinical
Commissioning Groups



Dr Peter Bibawy
Clinical Chair,
North East Hampshire and
Farnham CCG

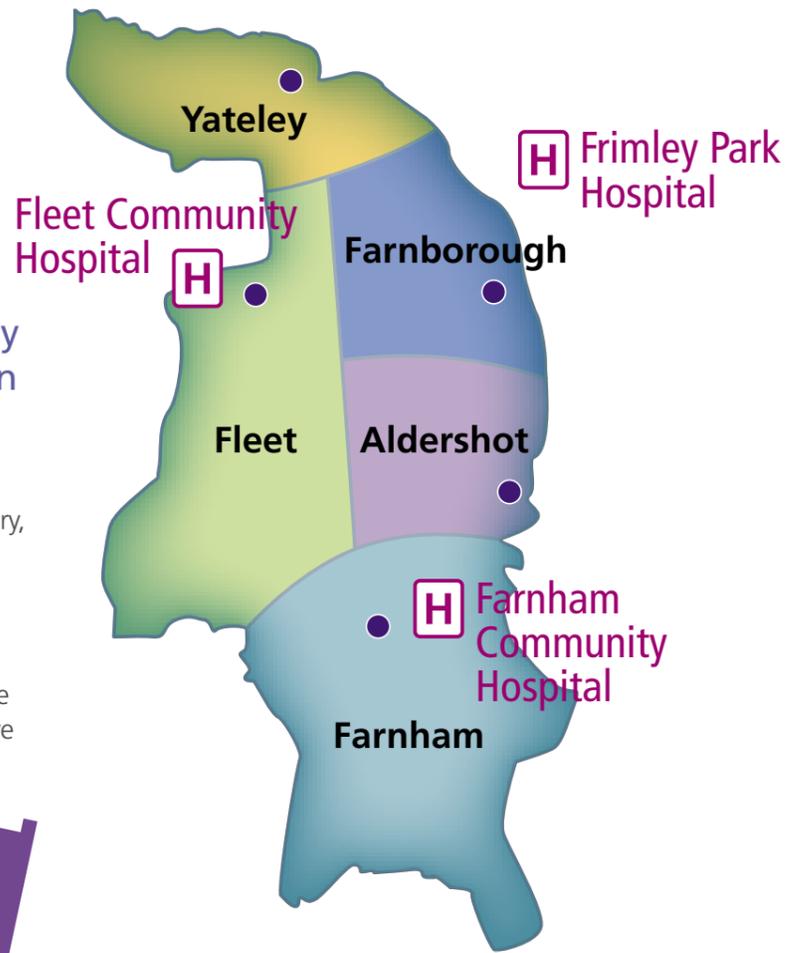


Ruth Colburn-Jackson
Managing Director,
North East Hampshire and
Farnham CCG



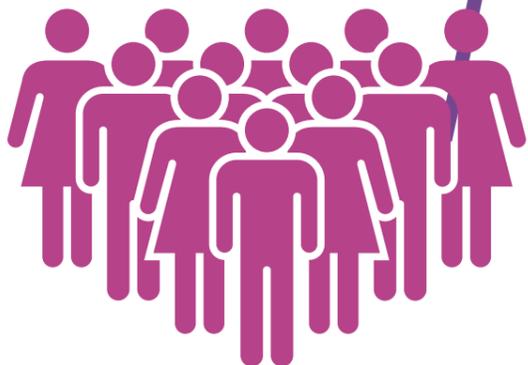
NHS North East Hampshire and Farnham CCG brings together local GPs and experienced health and care professionals to work together with our local community to decide what services are needed locally and ensure they are provided in the best way possible with the resources we have available.

Created in April 1, 2013, we commission primary, acute hospital, community, social and mental health care on behalf of patients for the local community. This year the CCG has maintained and embedded the transformation work of the vanguard programme which now underpins the development of tailored plans in each of our five localities.



228,597

Population



Overall budget
£312.2m



Vision:

The best possible health and wellbeing for the people of North East Hampshire and Farnham.



Mission:

To ensure the right care, at the right time, in the right place for local people

Our partnerships – stronger together

The CCG is a key partner in a number of wider systems, helping us to explore where we can share learning and work more efficiently across a broader geography or where we can avoid duplication in what we do.

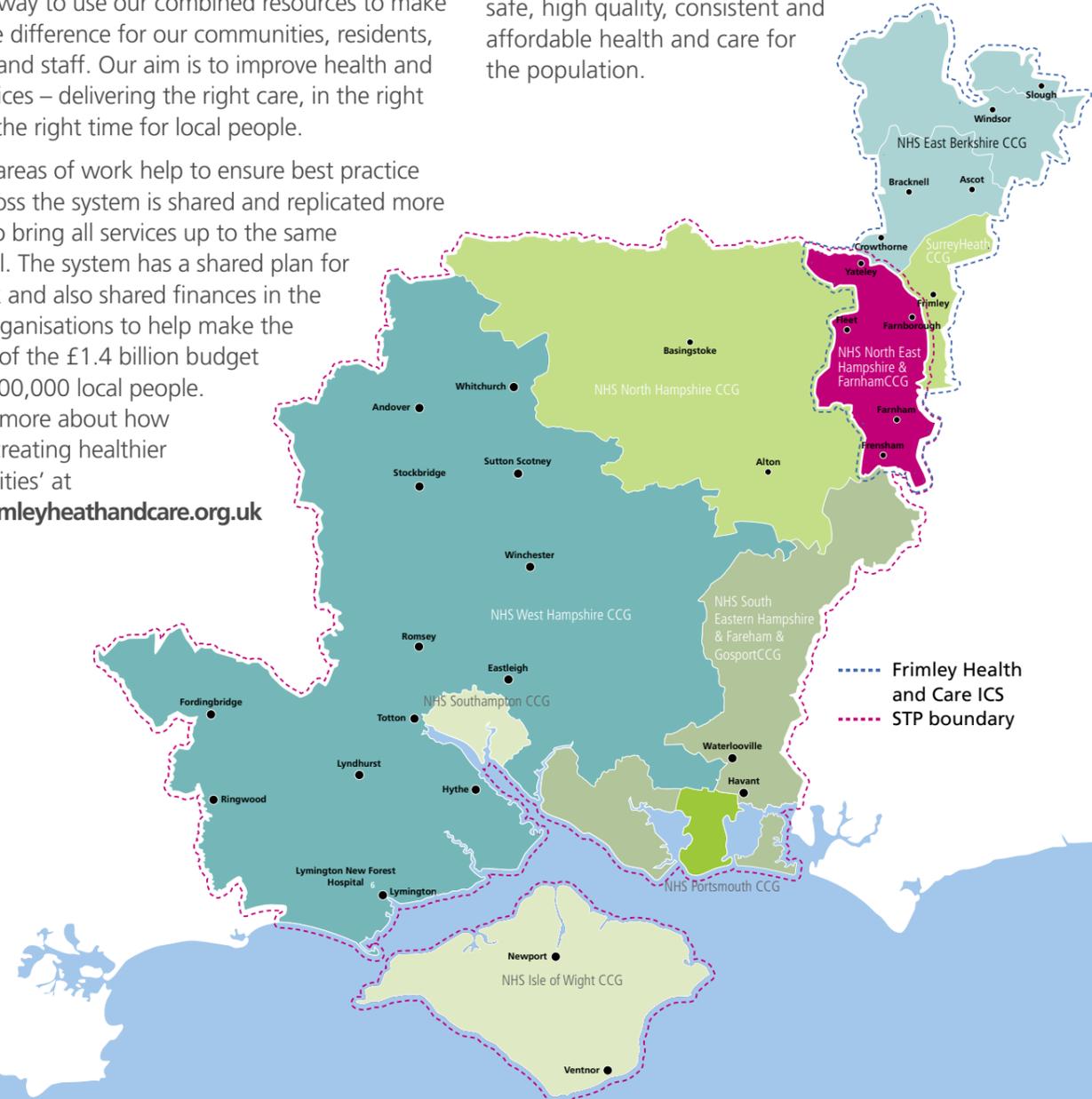
The CCG is working even closer with its health, local authority, voluntary and community sector partners, to give nurses, doctors and care staff the best chance to deliver effective services in the best place for patients.

Frimley Health and Care Integrated Care System (ICS) brings together over 30 organisations to develop and put into practice a shared vision for the best way to use our combined resources to make a positive difference for our communities, residents, patients and staff. Our aim is to improve health and care services – delivering the right care, in the right place at the right time for local people.

Our key areas of work help to ensure best practice from across the system is shared and replicated more widely, to bring all services up to the same high level. The system has a shared plan for our work and also shared finances in the health organisations to help make the best use of the £1.4 billion budget for the 800,000 local people. Find out more about how we are 'creating healthier communities' at www.frimleyheathandcare.org.uk

The Hampshire and Isle of Wight Partnership of CCGs – The Partnership serves a population of more than 1 million people and manages a budget of £1.4 billion. It is made up of five clinical commissioning groups from Fareham and Gosport and South Eastern Hampshire, North East Hampshire and Farnham, North Hampshire and the Isle of Wight. By working together, the Partnership shares capacity and skills and operates with greater consistency with our partners for the benefit of patients.

Hampshire and Isle of Wight Sustainability and Transformation Partnership (STP) – 21 health and care organisations working together developing ways by which local people know how to stay well while making sure we provide safe, high quality, consistent and affordable health and care for the population.



This year's achievements

Outstanding rating

For the second year in a row NHS England rated the CCG's performance as outstanding in its annual CCG appraisals. This recognition is a tribute to the huge amount of work being carried out by staff, together with local people and our many partners, to develop and maintain high-quality and safe health services which meet the needs of our local communities.



Join the Conversation

Over the last year the CCG has brought together the ways it works with local people to try to ensure all sections of the community are involved and their views are heard, into one clear programme called 'Join the Conversation'. We have expanded the ways in which we work with local people and hope they will join the conversation in a way that suits them.



Celebrations for NHS70

This year we celebrated 70 years of the NHS, recognising the huge amount of work carried out by our staff, with local people and our partners, to develop and maintain high-quality and safe health services which meet the needs of our communities. Staff and volunteers nominated for their contributions were invited to celebratory events at Westminster Abbey and York Minster and were able to feature in a national film celebrating the NHS, sponsored by Sainsbury's.



Innovation Conference

The second year of the Innovation Conference was held in May attracting individuals, community and voluntary groups to apply to for funding of up to £2,000 for a specific project that will improve the physical and/or mental health of their community. Local people and groups were invited to attend an event at Oak Park Golf Club in Crondall, to hear bidders present their plans and vote on who they feel should receive the funding. Individuals and organisations were awarded funds to help them develop or launch schemes, ranging from the creation of a community garden, to a support group for women going through menopause.



Community Forum

This year we launched our Community Forum which enables conversations between decision makers and local people, providing a feedback channel to the CCG and back to our community on issues relating to local health services. The first session enabled local people to 'meet the Governing Body' and was a lively and inspiring meeting where members of the board were able to meet around 90 people, discuss what was important to them and get a real feel for the issues that affect everyday life as either a local patient or one of our community partners.



Improving Fleet Community Hospital – engagement event

Work is on-going to Fleet Community Hospital. As part of the project to develop the plans we held an engagement event in January with over 40 local people and stakeholders to discuss the project and understand any concerns or issues people had.



Farnborough Centre for Health

The CCG has been working with Rushmoor Borough Council to bring about a new healthcare facility, which will provide a much needed new hub for health services and GP services. The innovative joint project has secured the Voyager building on Apollo Rise to help meet the increased demand for primary care services in Farnborough and to provide co-located space for integrated care teams. Work will start to convert the building in September 2019, with anticipated opening in Spring 2020.



Carers football event

In February 2019 Aldershot Football Club, the CCG, the Diocese of Guildford, The Princess Royal Trust for Carers, and Hart Voluntary Action formed a partnership to support carers in Hampshire. A 'Carers' Day' was held when 'The Shots' played Eastleigh FC. As part of the day carers from across North East Hampshire and Farnham were invited to enjoy the match as guests of the club. A group of 12 young carers acted as match day mascots and got a unique insight into what happens behind the scenes of a local football club.



Developing our staff

The 2020 Leadership Programme brings together some of the most enterprising clinicians and managers across the clinical, social care and public health systems to help redesign and lead changes for a better future to our local communities. Having begun as part of the CCG Vanguard, the 2020 programme has grown and is now part of the Frimley Health and Care Leadership Academy. Almost 100 leaders have completed the programme to date working to embed quality improvement in each organisation and translate leadership into real, tangible improvements in health and wellbeing.



Improving your experience of GP services in your community

The CCG continues to build on its strong relationships with the local community, GPs and the wider primary care workforce, to improve services and get the best results for local people.

Each of our five localities has been supported to create its own plan, featuring a range of enhanced services for people, which also support GP practices respond to increasing demands.

- In all our localities there are **integrated care teams** where health, social care and voluntary sector professionals look holistically at an individual's needs and are freed from being constrained by organisational boundaries.
- **Paramedic practitioners** now help people in their own homes as part of the new rapid home visiting service. This enables a much faster response to patients requiring a GP home visit.
- Communities now benefit from **clinical pharmacists** who are able to review and potentially streamline people's medication to help them better manage their health.
- **GP receptionists** are now better trained to help patients access the most appropriate care for common ailments more quickly and easily, while making the best use of available skills within the surgery.
- Online GP consulting tool **eConsult** is being rolled out in phases across all localities offering a new way for people to contact their GP online, 24 hours a day, seven days a week and get a response by the end of the next working day. This service is proving very popular and is an excellent additional way to access primary care services.

But that's not all as we have two exciting projects coming up over the next year!

In **Farnborough** a new Centre for Health will better support primary care services, provide co-located space for the Integrated Care Team and space for other voluntary sector support for local people. The premises itself has been delivered through an innovative partnership with Rushmoor Borough Council.

In **Fleet** improved community based services at Fleet Community Hospital are in development, accessing funding through Frimley Health and Care Integrated Care System.



You said, we did

Innovation Conference

You said you wanted a way to fund small community projects to help them get set up and make real differences to local people's health and wellbeing. The Innovation Conference, the brainchild of a local Community Ambassador, enables local people and organisations to bid for small amounts of money to help launch or develop a community project. Now in its third year we continue to respond to people's feedback to develop the event and theme for the next round.

"We found one of our partner organisations at the conference and it proved to be a very successful partnership, one we probably wouldn't have been able to develop if the conference hadn't taken place."

Innovation Conference participant

End of life event

People with experience of caring for someone in their final days, weeks or months were invited to tell their stories and share their unique perspectives to improve care for people nearing the end of their lives. People told us they need improved access to guidance and documentation, particularly to support those who have been bereaved, along with the importance of clear, empathetic communication and personalised, patient centred care. The feedback from the day will help to inform the Frimley Health and Care Integrated Care System End of Life Care Strategy and work programme.

"I commend the organisations involved in this event for having conversations on a subject that is so personal and delicate."

Gateway Ambassador

GP receptionist training

We have been working with our GP practices to help patients access support or treatment faster for a range of minor ailments such as conjunctivitis, sprains, coughs and colds. Receptionists received special training to best respond to the demands faced in surgeries every day. When booking appointments people will be asked some extra questions so staff can guide patients to the most appropriate service.

"Everything you wanted to know was answered; How to answer patients more effectively, how to solve things in a better and smarter way, and also you got a better understanding of 'signposting'."

GP Practice staff member

Cancer navigators

Following conversations with cancer patients they told us there is a gap in provision after they have finished active treatment. Working with GPs and Macmillan funding we have employed community cancer navigators to provide information and access to support for people living with and beyond cancer, their families and carers, as well as continuing the Health and Wellbeing events.

"Good to share stories with other people. Cancer not a scary thing to talk about in this environment."

Health and Wellbeing event attendee.

Equality objectives

You wanted us to make our commitment to equality more obvious, and to highlight more clearly the work we have been doing to improve health service access and experience for everybody. We worked with local people and staff to develop a set of equality objectives.

"I feel very strongly about the provision of equal and accessible health services. Being able to contribute throughout the process feels like we have developed objectives which are more than just words"

Community Ambassador

Join the conversation

Your opportunities to shape local health services

Here at North East Hampshire and Farnham Clinical Commissioning Group we want patients to be at the heart of everything we do. Patients have a right to be involved in the planning and decision making regarding their health and care and the right to information and support which will enable them to make informed decisions.

Good engagement results in:

- improved services for all;
- better outcomes and patient experiences;
- better understanding of how to care for yourself; and
- better understanding of which service you need.



There are many ways in which you can get involved and hear about the latest improvements to health and care in your area:

- become a Community Ambassador;
- attend our Community Forum or Innovation Conference events which happen regularly throughout the year;
- attend our Governing Body meetings in public or Annual General Meeting;
- attend United Communities Forum (Mental Health service users and carers);
- get involved with your GP surgery's Patient Participation Group; or
- follow us on social media.



For more information on how to get involved and how local people have helped shape our work and your health services to date:

- [@northeasthampshireandfarnhamccg.nhs.uk/get-involved](https://www.northeasthampshireandfarnhamccg.nhs.uk/get-involved)
- NHS North East Hampshire and Farnham CCG, Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY
- 01252 335 154
- NEHFCCG.public@nhs.net



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