

issue 4  
mar 2016

# Health Matters

## Welcome!

Welcome to the first edition of Health Matters of 2016!

Health Matters is aimed at the CCGs' key stakeholders, to give an update on the work we are doing and our strategic direction.

In this issue, we will be updating you on our planning for 2016/17 and beyond. We have developed a one year operational plan and are now working with our Lancashire health economy colleagues to develop a five year 'sustainability and transformation plan'. [You can find out more about this on page 3.](#)

[On page 2](#) you can find out about the pan-Lancashire children and young people's mental health transformation plan, which aims to ensure we are providing the best mental health and emotional wellbeing services to our younger population.

Plus, learn about how our medicines management team supports GPs and care homes across the area [on page 4.](#)

Finally, if you were affected by the devastating floods in our area, remember that you can access free online emotional support at [www.bigwhitewall.com](http://www.bigwhitewall.com).

As always, if you have any feedback, we would love to hear from you. [Our contact details are on page 16.](#)



Chairs, Dr Gora Bangi and Dr Dinesh Patel and Chief Officer, Jan Ledward

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# News from the CCGs



## About your CCGs

We are two clinical commissioning groups (CCGs) that plan, organise and buy a range of healthcare services for people that live in Chorley, South Ribble and Greater Preston. The population we cover is approximately 386,000 people.

The CCGs are membership organisations and are made up of the 63 GP practices in the area. Each CCG has a Governing Body made up of local GPs, healthcare professionals, members of the public and CCG staff, who make sure that the CCG is run in a responsible and appropriate way.

To find out more, [visit the NHS Chorley and South Ribble CCG website](#) or the [NHS Greater Preston CCG website](#).

## Mental health transformation plan

We are working with all CCGs across Lancashire to improve services for children and young people who have a mental health or emotional wellbeing concern. We have developed a Children and Young People's Transformation Plan, which outlines how we are going to improve services over the next five years. The plan is available on the [Chorley and South Ribble website](#) and the [Greater Preston website](#), and an easy read version has also been produced.

Locally, we are focusing on pregnancy and new parents, street triage (where mental health nurses join police on patrols), autism, self-harm, eating disorders and online access to mental health services and help. To do this, we are working closely with emergency departments, in-patient departments, schools, community services and voluntary services.

We are consulting with all known groups across Lancashire and we are targeting people who may struggle to use our services, such as people with learning disabilities, mental health or behavioural conditions, black and minority ethnic communities, and carers or young carers.

If you would like to be kept informed of upcoming opportunities to get involved, please join our Involvement Network via the [Chorley and South Ribble CCG](#) or [Greater Preston CCG websites](#).

# Planning for 2016/17 and beyond

Following the publication of NHS England planning guidance in December 2015, the CCGs have been working with partners to develop plans for 2016/17 and beyond.

The guidance requires CCGs to produce a one year operational plan, which is consistent with a five-year sustainability and transformation plan (STP).

We held planning sessions with staff, GP directors and practice staff in December and January to help inform our priorities for 16/17.

The feedback is being used to develop the operational plan, which needs to be finalised by April 2016. The plan needs to demonstrate efficiency savings, how quality and safety will be maintained and improved, how risks have identified and mitigated, and how they link with and support with local emerging STPs.

The sustainability and transformation plan will be done on a Lancashire and South Cumbria footprint, which has been agreed with NHS England. It was only in November 2015 that the Lancashire health and care system confirmed its commitment to collaborate to undertake change to avoid a potential £805m resource gap by 2020/21, which had been identified across the county. This programme would be known as Healthier Lancashire.

There will be five local delivery plans making up the STP, of which Chorley and South Ribble and Greater Preston is one. The STP will use the local delivery plans and existing pan Lancashire and South Cumbria organisational and system plans as the foundation, and ensure that these are linked through consistent themes and opportunities arising from the Healthier Lancashire programme.

The STP is an opportunity to bring consistency and to have a comprehensive umbrella change plan for Lancashire and South Cumbria. It will support less variation and duplication and will be aimed at improving the health outcomes of the Lancashire and South Cumbria populations.

We will continue to update you on the operational plan and the STP in future issues of Health Matters.



## Introducing medicines management

The medicines optimisation team is a small group of pharmacists and pharmacy technicians who are supporting GP practices across Chorley, South Ribble and Greater Preston. Their role is to advise GPs on prescribing to make sure they are performing to national and local guidance. Ensuring that the prescribing budget is spent in the most cost effective way can make funds available for the practice to invest in other patient-focused areas of care. The team also regularly provides education and training for members of GP practice teams.

It also supports care homes to put suitable systems in place for ordering medication, reducing the amount of potential wasted medication. This leads to an increase in funding, which can be spent elsewhere. Patients with a history of falling in a care home setting are also referred to the medicines optimisation team. The team work alongside the GPs to review the patient's medication to hopefully reduce the risk of a patient falling again in the future.

**Did you know?**

**£350k**  
saved per year  
by encouraging GPs  
to make cost-effective  
prescribing choices

**Over £2m**  
saved in practices across  
Chorley, South Ribble  
and Greater Preston  
since April 2015

## Access to GP online services

Many GPs offer online services to their patients, and from April 2016 all GPs will be required to provide their patients with online access to summary information in their GP record. Online services do not replace traditional ways of contacting your GP practice, such as over the phone or in person. They simply offer additional ways to interact with your GP, making it easier and more convenient.

It is hoped that the use of online services will free up phone lines for people with no internet access, and help GP practices to manage appointments and telephone calls more efficiently.

### **There are currently three online services available:**

1. Booking appointments
2. Repeat prescriptions
3. Access to GP records (currently summary information only)

To find out what online services your practice offers, please visit the [NHS Choices website](#).

## Referral management update

In a previous issue of Health Matters we brought you news of the national e-referral service, which the CCGs were planning to introduce in 2016. However, due to problems with the national launch, and following a test period with some practices locally, the CCGs have opted to continue with the current system provided through the local referral management centre for the time being.

### **Moving forward we are:**

- Undertaking an evaluation of the current referral management system
- Developing a strategy to implement necessary improvements, and creating an 18 month workplan to deliver this strategy

The aim of this work is to make sure improvements are made to enhance the system and improve the referral experience for patients and practices. We will keep you updated with this work in future issues of Health Matters.

## Leading the way on prevention and early diagnosis

In January 2016, NHS Clinical Commissioners (NHSCC) produced a report entitled 'Delivering a healthier future - how CCGs are leading the way on prevention and early diagnosis'. NHSCC is the independent membership organisation of clinical commissioning groups. The report showcased a range of innovative case studies from across the country, to help demonstrate the difference that clinically-led commissioning is making.

The CCGs' work on reducing hospital admissions for patients with respiratory disease chronic obstructive pulmonary disease (COPD), and reducing cases of the bacterial infection Clostridium difficile (C-diff) were chosen to feature in the report.

[To learn more about the report or download and read a copy, visit the NHSCC website.](#)

Right: The CCGs' Service Transformation Co-ordinator, Gaynor Thomas, quoted in the NHSCC's report

“We're keeping people at home where we can, making sure they have the high level support that they need and also reducing demand on A&E.”

Gaynor Thomas, service transformation co-ordinator, NHS Chorley and South Ribble CCG and NHS Greater Preston CCG



## End of life strategy

The CCGs are developing their end of life care strategy to improve access to high-quality care for those approaching the end of life. The aim of the strategy is to provide information and co-ordinated care that identifies and respects individuals' preferences and wishes.

The strategy was produced with input from patient stakeholders and the CCGs' Patient Advisory Group (PAG), through three visioning event workshops and ongoing meetings. A group was formed to help implement the strategy that consists of representatives from a wide cross-section of care providers, patients and carers.

St Catherine's Hospice is currently delivering an innovative training programme working with all members of NHS clinical teams in primary and community care. The aim of the programme is to support professionals to improve end of life care, through enhanced communication, appropriate sharing of information and advanced care planning.

Electronic Palliative Care Co-ordination Systems (EPaCCS) is another key development. The system will allow the recording and sharing of people's care preferences with those delivering their care. This will support improved co-ordination of care and the delivery of the right care, in the right place, by the right person, at the right time.

The strategy is available to view on the [Chorley and South Ribble CCG](#) and [Greater Preston CCG websites](#).

## Getting active in Preston

Greater Preston CCG is supporting the Preston physical activity and sports strategy 2015-20, which aims to encourage more people to take part in physical activity. Building more activity into our everyday lives can help to reduce the risk of illnesses such as diabetes, heart disease and cancer.

The strategy outlines Preston City Council's intentions to improve infrastructure, support local clubs, schools and organisations, and improve communications. The strategy aims to ensure that more people become and remain active more regularly and acquire lifestyle habits that incorporate physical activity and sport appropriate to their interest, ability and life-stage.

[You can download the strategy from the Preston City Council website.](#)

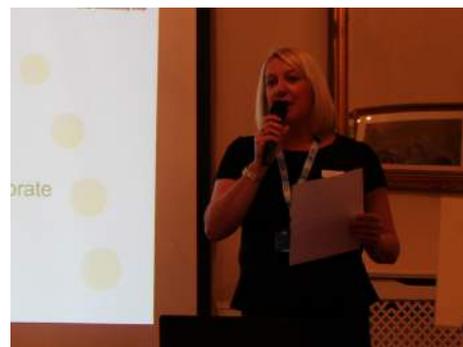
# Planning a workforce for the future

People from NHS providers, local authorities, universities and other health education organisations came together recently to discuss ideas about how to increase the local NHS workforce.

The event was run as part of 'Workforce for the Future', a project that has been set-up to look at how existing gaps in the NHS workforce can be addressed. While some of the problems are being faced nationally, others are more unique to our local area. For example, Lancashire competes with Manchester and Liverpool to attract and retain the best medical and nursing graduates, despite the training provided by the acute care we commission ranking as one of the best available. Also, the local population is expected to increase by 14,000 residents in the next five years, meaning there is a need to modernise the workforce and the services provided across health and care settings.

At the event, attendees came up with ideas on how to attract more people into health and care roles, how to attract previously qualified clinicians back to Lancashire, and how to make sure the professionals trained in the area choose to stay and work in the area. The ideas will help create a workforce strategy for the whole of Chorley, South Ribble and Greater Preston.

More information will be reported in future issues of Health Matters.



Above: February's Workforce for the Future event

# Equality and diversity

Dawn Clarke



Above: Dawn Clarke at the awards with Leadership Academy Director Deborah Arnot and comedian Lucy Porter

## 2015 Leader of Inclusivity award

We are thrilled to announce that our equality and diversity lead, Dawn Clarke, was successful at the North West Leadership Academy Awards in the category of Leader of Inclusivity.

This award recognises how hard Dawn has worked on our equality and diversity agenda and the fantastic work she has done in taking a leadership role with our apprentices.

She will now compete for the national Leader of Inclusivity award in March - good luck Dawn!

## Easy read workshop

The CCGs work closely with other organisations to make sure that information we provide is accessible to everyone. With this in mind, an easy read workshop was run at the CCGs by Research in Action (REACT), a group led by people with learning disabilities that aims to promote the rights of people with learning disabilities through training, research and consultation.

The workshop taught CCG staff how to make information more accessible, and why this is important. We learnt more about what good communication looks like and practical tips on making information easier to read by all.

Right: Apprentices Bobby and Daniellea

## You're hired!

The CCGs have two apprentices, Bobby Massam and Daniellea McCall, who are learning all about what we do and how we function, working with a variety of teams on a number of different projects. As part of their development, the pair are writing regular blog posts reflecting on their time at the organisation.

The latest blog can be viewed on the [Chorley and South Ribble CCG](#) or [Greater Preston CCG websites](#).



# Campaigns

## Dry January 2016

Dry January was a national challenge that encouraged and supported people to give up alcohol for the month. Participants reported losing weight, sleeping better, having more energy, having clearer skin and making significant financial savings.

If you are thinking of giving up alcohol, or if you are worried about your own or someone else's drinking, there is a range of local help on hand. More information can be found on the [Chorley and South Ribble CCG](#) or [Greater Preston CCG](#) websites.



## Cervical Cancer Prevention Week

Cervical Cancer Prevention Week was held between 24 and 30 January. It aimed to share information about the symptoms and causes of the disease, ways to prevent it and where to find support.

The #SmearForSmear campaign encouraged people to get involved by posting a photo of themselves smearing their lipstick on social media, to raise awareness of the importance of smear tests.

More information can be found on the [Jo's Trust](#) website. For information on smear tests, visit the [NHS Choices](#) website.



Above: CCG staff taking part in the #SmearForSmear campaign

# Key dates



## Governing Body meetings

The Governing Bodies meet regularly and the meetings are open to members of the public.

Please contact the CCGs' corporate services team by email at [corporate.services@chorleysouthribbleccg.nhs.uk](mailto:corporate.services@chorleysouthribbleccg.nhs.uk) or call them on **01772 214 354** if you:

- Would like any more information about the Governing Body meetings
- Would like to book a place to attend a meeting
- Have any special requirements when attending a meeting
- Would like to submit a question for a meeting (at least 48 hours in advance)

Information including meeting times and venues of future meetings, as well as agendas and papers can be found on the [Chorley and South Ribble CCG website](#) and the [Greater Preston CCG website](#).

## Upcoming Governing Body meetings

### Chorley and South Ribble

**Wednesday 23 March 2016** – 1.30pm  
The Garden Room, St Catherine's Hospice  
**25 May 2016** – Time and venue to be confirmed  
**22 June 2016** – Time and venue to be confirmed

### Greater Preston

**Thursday 24 March 2016** – 2pm  
Gujarat Hindu Society, Preston  
**26 May 2016** – Time and venue to be confirmed  
**23 June 2016** – Time and venue to be confirmed

# Preston Health Mela

This year's Health Mela (Community Health Fair) in Preston will be held on Saturday 16 April from 11am until 4pm at the Foster Building, UCLan. This will be the 15th year of the Mela held by the National Forum for Health and Wellbeing.

The event is free to attend and will host 60 health related exhibitors offering information and advice on a range of health topics. [To learn more about the event click here](#) or email [derek.ormerod@nfhw.org.uk](mailto:derek.ormerod@nfhw.org.uk).

## Health awareness days

### **1-31 March: Ovarian Cancer Awareness Month**

During March, women are being encouraged to learn about the symptoms of ovarian cancer and 'Make Noise' to raise awareness of the importance of receiving an early diagnosis to save lives. Add your voice to #StartMakingNoise by sharing your activities on Facebook, Twitter and Instagram. For more information [visit the ovarian cancer awareness month website](#).

### **7 April: World Health Day**

World Health Day is celebrated on 7 April every year to mark the anniversary of the founding of World Health Organisation (WHO) in 1948. Each year a theme is selected that highlights a priority area of public health - this year's campaign is diabetes. For more information, [visit the WHO website](#).

### **1-31 May: Make May Purple**

Make May Purple is the Stroke Association's annual stroke awareness month. Use the hashtags #MakeMayPurple and #StrokeMonth on social media and [visit the Stroke Association website for more information](#).

The CCGs are updating the health calendar on their respective websites. Please let us know if you would like us to promote any local events such as AGMs and health fairs using the contact details [on page 16](#).

# Get involved

NHS Chorley and South Ribble CCG  
and NHS Greater Preston CCGs'

# iNvolvement Network

## Join the iNvolvement Network

The iNvolvement Network is a forum for members of the public who live or work in the area to give their views on local health services. Members can influence and shape the way the CCGs develop their plans and buy local health services.

After you sign up to become an iNvolvement Network member you will receive information about local health services and broader health issues. You will also have opportunities to get involved in healthcare decision making.

To join the iNvolvement Network you can complete the online form on [the NHS Chorley and South Ribble CCG website](#) or [the NHS Greater Preston CCG website](#).

Alternatively, or to find out more, please get in touch with the engagement team:

Email: **[Get.Involved@chorleysouthribbleccg.nhs.uk](mailto:Get.Involved@chorleysouthribbleccg.nhs.uk)**

Telephone: **01772 214361** or **214605**

You can also write to us using the address [on page 16](#).

## Patient Advisory Group

It has been a busy period for members of the Patient Advisory Group (PAG). There have been many new developments within the CCGs, and members of the group have been actively involved in ensuring that the patient voice is loudly heard!

Cont overleaf...



Above: PAG Chairs, Allan Slater and Pauline Ormerod

PAG members have knowledge and experience of a wide range of health and health-related services, and are able to provide the CCGs with an informed opinion of how these services can be developed and improved. We have been involved in many activities, such as focus groups relating to the memory assessment service, and also the patient transport service. We have also taken part in evaluating the CCGs' equality and diversity practices.

We are currently working on the development of a commissioning for quality and innovation (CQUIN) scheme which aims to look at how the patient experiences can be improved. We all had plenty to say on this matter.

In addition, we have made suggestions on the design and presentation of health information leaflets to make sure they are patient-friendly, and offered advice in the development of the Ownership Council, which has now become the Involvement Network ([see page 12](#)).

Finally we are pleased to say that we feel our input is much appreciated by the CCGs; we are listened to and our contributions are acted upon. We really do feel that we are able to make a difference on your behalf.

**Pauline Ormerod and Allan Slater**  
**PAG chairs**

## Patient stories

During our Governing Body meetings we invite patients to talk to us about their experiences of their health care – referred to as a 'patient story'.

These stories are filmed and uploaded to our websites. [You can view Richard's story from the November meetings here.](#) The film focuses on cancer care, and in particular the care offered to older patients. If you would like to find out more about sharing your story with us, please contact the engagement team using the details [on page 16](#).



Left: Two patients who told their story at CCG Governing Body meetings

# Young People's Health Advocates

Hi, we're the Young People's Health Advocates, or YPHAs for short!

We are a newly established group of young people, under the age of 25, who live in Chorley, South Ribble or Greater Preston. We all have an interest in health and wellbeing, and are passionate about becoming health champions for other young people.

The YPHAs group was established as a subgroup of the main Patient Advisory Group, to make sure that our voices are being heard in the commissioning of health services through engagement and involvement. We represent a wider group of young people through our own networks and act as a way for others to flag up issues and have two-way discussions between the CCGs and young people.

We are getting involved in the CCGs' work on the mental health transformation plan, and have fed back on which priorities we think are most important. One recommendation we made was to improve public awareness and understanding of children and young people's mental health and wellbeing. We have also taken part in a survey to share our ideas on how young people can be involved in achieving this, such as hosting events for our peers to reduce stigma and misconceptions.

We will be getting involved in community events and supporting national health campaigns on a local level.

To find out more about the YPHAs, [you can visit our Twitter page @YPHAs](#). Our members will be developing further information for the CCGs' websites shortly. If you're under 25 and are interested in joining the YPHAs group, please contact the engagement team using the details on [page 15](#).

**Zara, YPHAs member**



Above: The Young People's Health Advocates

# Customer care and patient experience



## Making a complaint

Most of the time healthcare treatment goes well. However, sometimes things may go wrong and you may want to raise some issues or make a complaint about the services that we buy. You may also want to give some feedback or pay us a compliment.

You should first contact the person, service or organisation that provided you or your family member with that care or treatment and raise any issues or concerns you may have with them. If you would like any help with this, the customer care team is waiting to hear from you.

Left: The customer care and patient experience team, Julie, Dawn and Glenis

## Contact customer care and patient experience

If you would like to get in touch with the CCGs, or would like a copy of this document in an alternative format, including other languages, large print or audio, you can contact us during usual working hours in the following ways:



Email us at...  
customer care@chorleysouthribbleccg.nhs.uk  
customer care@greaterprestonccg.nhs.uk



Phone us on...  
01772 214601 or 01772 214602\*



Send us a letter to...  
Customer care team  
NHS Chorley and South Ribble CCG o  
NHS Greater Preston CCG,  
Chorley House, Lancashire Business  
Park, Centurion Way, Leyland, PR26 6TT



Use our online contact forms...  
[Click here for Chorley and South Ribble.](#)  
[Click here for Greater Preston.](#)



Send us a tweet at...  
@NHSCSR  
@GtrPrestonCCG

\*Calls to these numbers will be recorded for training and monitoring purposes.

**Remember, if you do want to make a complaint about a health service, some of the issues may be dealt with on the spot by the people providing your care whilst you are there.**

# Get in touch



## Give us your feedback

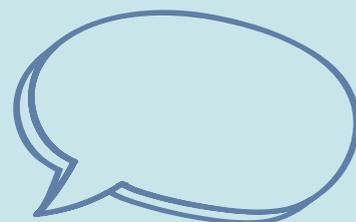
What do you think about this edition of Health Matters?

We are keen to receive feedback from readers about this newsletter and want to make sure we are telling you what you want to hear about.

You can call us on **01772 214608** or email **[communications@chorleysouthribbleccg.nhs.uk](mailto:communications@chorleysouthribbleccg.nhs.uk)**. Alternatively you can write to us using the postal address below.

## Contact us

If you would like to get in touch with CCGs you can contact us in the following ways:



### By post:

Chorley and South Ribble Clinical Commissioning Group and Greater Preston Clinical Commissioning Group  
Chorley House, Lancashire Business Park,  
Centurion Way, Leyland,  
Lancashire PR26 6TT

### By telephone:

01772 214232

### By email:

[enquiries@chorleysouthribbleccg.nhs.uk](mailto:enquiries@chorleysouthribbleccg.nhs.uk)  
[enquiries@greaterprestonccg.nhs.uk](mailto:enquiries@greaterprestonccg.nhs.uk)

**Our websites always have lots of useful information on them, so visit [the Chorley and South Ribble CCG](#) or [Greater Preston CCG](#) websites to keep updated.**