

issue 7
Dec 2016

Health Matters

Welcome!

Welcome to the latest edition of Health Matters from NHS Chorley and South Ribble CCG and NHS Greater Preston CCG.



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

In this newsletter we aim to provide updates on the changing environment and the work we are doing as CCGs to improve healthcare across Chorley, South Ribble and Greater Preston.

In this edition we discuss the latest information about Chorley Hospital's emergency department and the new Urgent Care Centre. Read more about this on [page 3](#).

The Stay Well this Winter campaign has begun once again, and we would like to remind everyone eligible for the free flu vaccination to take up this offer. Flu can be very unpleasant and certain people are more likely to develop potentially serious complications. Read more about the campaign and eligibility criteria on [page 11](#).

As organisations that are responsible for the commissioning of the majority of healthcare throughout your area, we recognise the value in, and importance of, public and patient engagement. If you would like to become more involved in shaping healthcare in your community, find out more on [page 13](#).

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Latest news

Meeting new financial challenges

By March 2017 Chorley and South Ribble CCG and Greater Preston CCG have to ensure that they are able to meet NHS England's business rules and statutory responsibilities. The CCGs have a financial gap currently of approximately £5 million, which without immediate action, we will not meet our statutory responsibilities.

The CCGs have set up a 'recovery' group to look at ways that these savings can be made and in particular the areas of prescribing and referral management. Members of the public were asked to share their views on 'low priority prescribing' and proposed changes. Around 1,400 people responded to the survey, and the majority were in favour of stopping prescribing these products.

As of the **5 December 2016** the funding of certain types of medicines or treatments that are readily available 'over the counter' in pharmacies or on the shelves in shops and supermarkets will not be routinely prescribed. These include:

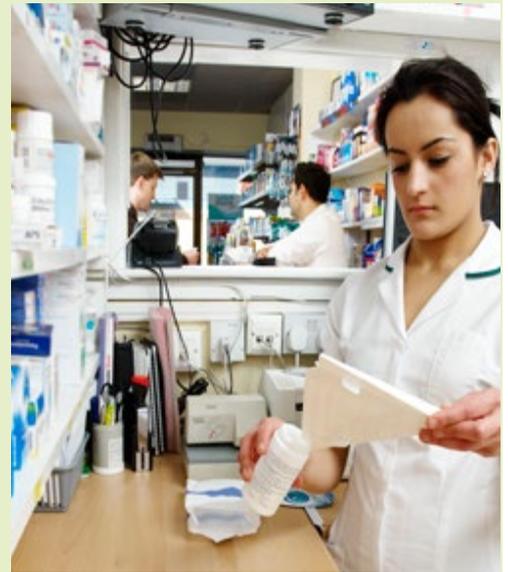
- Treatments for minor ailments, including medicines like paracetamol, ibuprofen, head lice lotion and indigestion tablets.
- Treatments where there is little evidence that they have a real clinical benefit, including cough syrups, nasal congestion sprays, sore throat products and vitamin supplements.
- Gluten free bread and flour.

In some cases there will still be exceptions to this, such as the prescribing of these treatments for people with long term conditions, for babies and children, for breastfeeding mothers or when caring for people at the end of their life.

Local GP and CCG GP Director Dr Hari Nair said: "It's important to understand that under certain circumstances some people will still be prescribed these medicines, such as babies and children, pregnant women and breastfeeding mothers, people with long term conditions, or people being cared for at the end of their life.

"This is a move that has already been made by a number of areas in the north west and across the country. With such limited resources we have a duty and responsibility to make sure that resources are directed to the areas of most need, and making these changes will play a big part in that."

You can read the new prescribing policies for clinical need and gluten free food on the CCG websites: www.chorleyandsouthribbleccg.nhs.uk
www.greaterprestonccg.nhs.uk



FAB Change Day

On 19 October 2016, Chorley and South Ribble CCG and Greater Preston CCG participated in NHS FAB Change Day, a national day that encourages people who have an interest in the NHS to make small simple changes to achieve mass improvement.

In preparation for the event, the public were invited to share their ideas at the CCGs' AGM meetings on what changes should be considered locally. On the day, a presentation was given about NHS Change Day, and workshops were facilitated for attendees to develop ideas on what changes could be made in line with some of the ideas submitted at the AGMs.

The ideas discussed are being collated and reviewed by the CCGs to determine how viable the suggestions are, and to identify any specifications required in order to implement any changes. Progress from the event will be fed back to the public throughout the year.

Don't forget that you can still have your say on local health and social care through our patient participation groups, see [page 13](#) for details.

Chorley Hospital's emergency department update

As you are probably aware, in April the accident and emergency (A&E) department at Chorley Hospital had to close unexpectedly due to a shortage of middle grade doctors.

Despite extensive and continuous efforts to recruit the additional staff required, there are still not enough doctors to reinstate a safe service on a 24 hour basis.

NHS Improvement and NHS England commissioned an external review into the current arrangements at both Greater Preston Hospital and Chorley Hospital. The report found that Chorley Hospital's emergency department could reopen on a part-time basis. Although a definite date for this is still being finalised, in order to ensure safe and high quality patient care, the reopening is likely to be in mid-January. It will reopen on an 8am - 8pm basis.

The review determined that it was not practice or safe to reopen the department on a 24 hour basis.

Recent information about the temporary closure of Chorley Hospital A&E is available on the 'Latest News' section of the CCGs' websites:

www.chorleyandsouthribbleccg.nhs.uk or www.greaterprestonccg.nhs.uk

Healthwatch report on Chorley Hospital

Healthwatch Lancashire has issued a report that summarises feedback from people in Chorley and South Ribble relating to changes to the temporary closure of Chorley and South Ribble Hospital Accident and Emergency Department.

The report found that 90% of respondents had heard about the temporary changes at Chorley and South Ribble A&E department but there was a lack of clarity over the current services available and the role of an Urgent Care Centre. The CCGs have provided the following information to help people understand the current situation:

What is an Urgent Care Centre?

An Urgent Care Centre is a GP-led urgent care service, integrated with an accident and emergency department. Healthcare will be provided by a combination of GPs, nurse practitioners, nurses and healthcare assistants.

Evidence shows that some people attend A&E departments because of limited availability of alternative services. An Urgent Care Centre provides treatment for minor illnesses and injuries such as:

- Minor nose bleeds
- Minor cuts, bites and stings
- Burns and scalds
- Infections (including abscesses)
- Foreign bodies in wounds, ears and noses
- Muscular sprains and strains to shoulders, arms and legs
- Fractures to shoulders, arms, legs and ribs
- Dislocations of fingers, thumbs and toes
- Minor eye conditions including conjunctivitis and foreign bodies

Where do I go in case of an emergency?

If you require urgent help for a serious and life-threatening injury or condition, you should ring 999, or attend the emergency department at Royal Preston Hospital.

Outside the Urgent Care Centre opening hours (8am - 8pm), patients should phone 111 for advice, or attend their nearest emergency department if they need urgent help for serious and life-threatening injuries and conditions.

Around 137 patients a day attended the emergency department at Chorley Hospital with more than half the conditions actually treatable at an urgent care centre or alternative service such as a GP, pharmacy or self care at home. This service means that patients are able to receive the most appropriate service for their need and frees up A&E staff to deal with life-threatening emergencies.

Currently patients who attend the Urgent Care Centre at Chorley Hospital that require specialist treatment will be transferred swiftly to Royal Preston Hospital.

Which service do I need?

Self care

Stock up with medicines at home and be prepared before symptoms develop.

Pharmacist

Ask your local pharmacist for advice – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.

GP

Make an appointment with your GP if you are feeling unwell and it is not an emergency.

NHS 111

Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

Urgent Care Centre

Urgent care centres can help you if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.

Call 999

Call 999 if someone is seriously ill or injured and their life is at risk.



Urgent Care Centre service update

Residents in Chorley, South Ribble and Greater Preston are set to benefit from a new 24/7 urgent care service, which will ensure that they are seen in the right place at the right time. The service will be available at Chorley Hospital and Royal Preston Hospital, and will deliver GP-led urgent care for minor illnesses and injuries, as well as out of hours GP services.

Following a robust procurement process, which followed national guidance, the service will be delivered by *gtd healthcare*, which is a not-for-profit, GP-led organisation with a strong history of providing high quality and clinically safe services.

Dr Matt Orr, GP and urgent care lead for Chorley and South Ribble Clinical Commissioning Group (CCG), which will commission the service along with Greater Preston CCG said: "We are pleased to be able to offer our residents an urgent care service 24 hours a day, seven days a week.

"We have seen that more and more people are using accident and emergency services, and the reality is that while they might need care urgently, they don't actually need the emergency department. This is putting additional pressure on a service which is already stretched. The urgent care service will offer an alternative for these patients, and clinical staff on each site will ensure that patients are directed to the most appropriate service for their need."

The service also includes treatment for people with deep vein thrombosis and a visiting scheme for people who call an ambulance but don't need to be taken to hospital.

Dr Orr added: "People using the urgent care service will continue to receive high quality NHS care. We are confident that the service will help to relieve pressures in the health system so that accident and emergency can deal with people with life-threatening illnesses and injuries."

David Beckett, *gtd healthcare's* chief executive, said: "We are delighted to have been selected as the preferred provider to deliver integrated urgent care services across Chorley, South Ribble and Greater Preston.

"*gtd healthcare* is a not-for-profit, values driven organisation and core to the work we undertake is the provision of urgent care and primary care services across the north west. We embrace the ethos of social enterprise and reinvest surpluses generated back into our services.

"Our wealth of experience and knowledge in delivering healthcare services to the existing 2.4 million patients we serve spans 20 years, and this gives us confidence that we can deliver services, which are clinically safe and of the highest quality in Chorley, South Ribble and Greater Preston.

For more information visit the CCG websites:

www.chorleyandsouthribbleccg.nhs.uk

www.greaterprestonccg.nhs.uk

Frailty assessment service

Older people in Chorley, South Ribble and Preston are set to benefit from a new service which will help them stay independent at home and reduce the need for hospital admission where possible.

Health organisations are working together on the frailty assessment service, which will be delivered at Longridge Community Hospital.

With an ageing population it is predicted that by 2031, 22% of the UK population will be aged 65 and over. People over 65 also account for 80% of hospital admissions that involve stays of more than two weeks. Once older people are admitted to hospital it becomes increasingly difficult to arrange early supported discharge due to a variety of barriers such as availability of ongoing community based care.

The Frailty Assessment Service aims to provide bespoke, quality and dignified care to vulnerable frail patients with an emphasis on allowing patients to be as independent as possible and to prevent deterioration in their condition. Older people will be discharged from the Short Stay Frailty Assessment Unit back to their usual place of residence with appropriate on-going support wherever possible.

Chorley GP Dr Matt Orr, who is the GP clinical lead on the project, said: "We know that frail older people tend to have a longer length of stay and an increase in complications if they get admitted to hospital.

"The service is for those people who don't necessarily need hospital treatment but who, without help to stay well and independent at home, would likely end up being admitted to hospital.

"Frail older people who are identified as in need of some support, but who don't need admission to hospital, will be referred by a healthcare professional to the service.

People will be looked after by a team made up of an advanced nurse practitioner, a physiotherapist, an occupational therapist and support workers. The wider team will include social workers and mental health liaison.

The team will consider a person's physical and mental health needs; how they function with daily activities such as washing and dressing; what existing support networks they have in place, and their home environment.

A care plan will be put in place to help keep the person safe, well and supported at home.

The aim is to have people assessed and ready to go home on the same day, but where this isn't possible, people may be admitted to a bed for up to 72 hours.

Dr Orr added: "We are confident that the service will improve the experience of care for frail older people, as they will avoid admission to hospital unless absolutely necessary. This, in turn, will help free up capacity at our hospitals, which is particularly important as we head into the busy winter period."

Planning update

Understanding the STP

In the last few editions of Health Matters we have discussed the Lancashire and South Cumbria five-year sustainability and transformation plan (STP) which was outlined in NHS England's 2016/17 – 2020/21 planning guidance.

The Healthier Lancashire & South Cumbria STP has now been published, and it reaffirms the need for health and care organisations to work together to transform services and the way people use and access them. It is a roadmap for delivering better health outcomes, a better experience for patients and the best use of NHS resources now and in the future. Some of the key priorities set out in the plan include:

- Creating a system based on helping people to be healthier. Preventing illness and supporting people to be healthier for longer.
- Bringing help closer to people's homes and using technology to empower and improve the quality of care people receive.
- Relieving the financial pressures on our local NHS by doing things more efficiently; such as avoiding duplication, waste and providing the most clinically effective interventions at the appropriate time, place and way.

The STP can be viewed on the new Healthier Lancashire and South Cumbria engagement website at www.LancashireSouthCumbria.org.uk.

This STP is made up of local plans called Local Development Plans (LDPs) across five areas. One of these LDPs is a central Lancashire plan, covering Chorley, South Ribble and Greater Preston. We call this LDP, Our Health Our Care.

What is Our Health Our Care



Our Health Our Care (OHOC) is part of Central Lancashire's Local Delivery Plan. The programme consists of representatives from the CCGs, Lancashire Care NHS Foundation Trust, Lancashire Teaching Hospitals NHS Foundation Trust, Local councils, NHS England and specialist commissioners.

These organisations are working together to develop new models of care that will improve the health and wellbeing of residents in Chorley, South Ribble and Greater Preston. More information on OHOC can be found on their website www.ourhealthourcarecl.nhs.uk

Our Health Our Care are holding a variety of public engagement events for you to have the opportunity to get involved and share ideas on the process. To view the event details go to: www.ourhealthourcarecl.nhs.uk/id-have-my-say/getting-involved

Health and wellbeing

Support following Stoptober

A big well done to anyone who attempted Stoptober, the 28 day stop smoking campaign. Over seven million adults in England smoke with 18.6% of these living in the North West of England.

Stopping smoking is a personal lifestyle decision and although we are now past the Stoptober month, it is important to stay positive and focused on the task at hand. The CCGs have put together some support and information to help you quit smoking for good. More information can be found on our websites:

www.chorleysouthribbleccg.nhs.uk/giving-up-smoking
www.greaterprestonccg.nhs.uk/giving-up-smoking

Self care

Self care week took place between **14 - 20 November** and focussed on educating and supporting people on how they can self care.

With an increasing demand on health services, it is important to not only educate people on how to access the right services, but help local residents learn how they can take greater care of their own health.

It is important that you maintain a well stocked medicine cabinet during the winter. This can help you recover faster. For more information visit the CCG websites.

www.chorleysouthribbleccg.nhs.uk or www.greaterprestonccg.nhs.uk

Big White Wall - mental health services

Big White Wall is a commissioned service that supports people suffering from mental health issues. If you are feeling down, anxious, stressed, confused, or simply need someone to talk to, you can access safe, anonymous support online 24/7.

On Big White Wall, you can share experiences with people who feel the same as you and express yourself in words and images. There is also a library of articles and courses to help you understand how you are feeling. Trained counsellors (called Wall Guides) are online at all times to keep members safe and provide extra support.

Big White Wall is completely anonymous, and no one will know you are using the service unless you tell them. If you are aged 16-25 and living in Chorley, South Ribble or Greater Preston, you can join Big White Wall for free by going to www.bigwhitewall.com and entering your postcode.

Stay well this winter

Winter can affect our health in many ways, but there are a number of things you can do to keep you and your family well. The Stay Well this Winter campaign aims to ensure that people who are most at-risk of falling ill are aware of preventable actions that they can do and the most appropriate services available to them.

Over the next few editions Health Matters, we will explore topical areas to help you and your family to Stay Well this Winter.

What is the flu vaccination?

The flu vaccination is the best protection we have against the winter illness. The flu vaccination is available free through your GP surgery for those who are at an increased risk from the effects of flu; these include people aged 65 and over, pregnant women and those with long term health conditions.

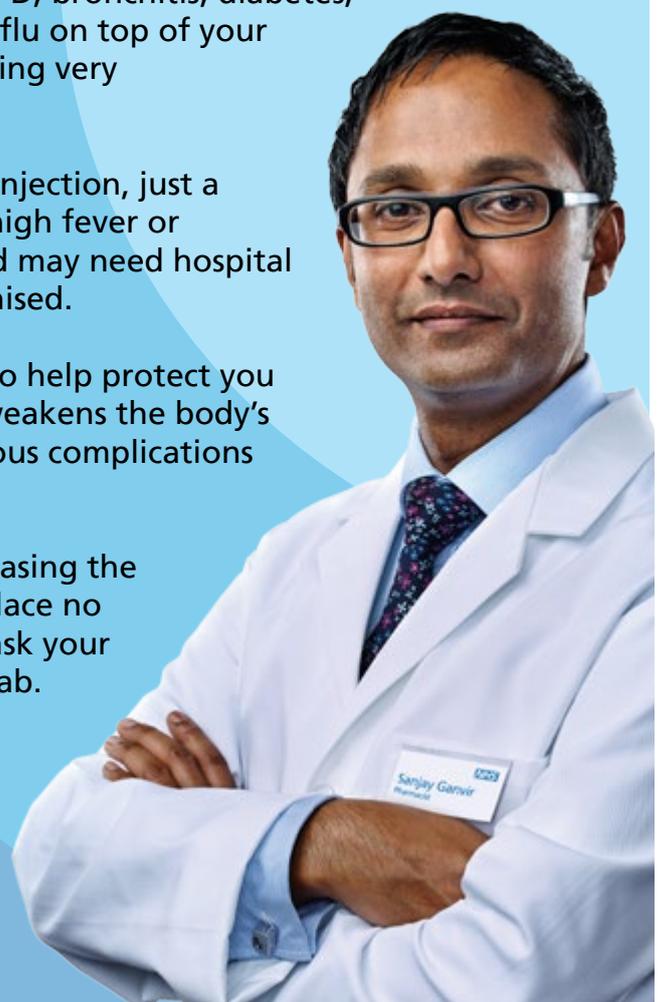
It is vital that those eligible have the injection every year as the vaccine protects against different strains of flu which can change and/or evolve each year. Carers of an older or disabled person may be eligible for the free flu jab, speak to your GP practice for more information.

If you have a long-term health condition like COPD; bronchitis; diabetes; kidney or liver disease or have suffered a stroke, flu on top of your health conditions can easily develop into something very serious and could land you in hospital.

For children aged 2 – 4, the flu vaccine is not an injection, just a quick nasal spray. Some children develop a very high fever or complications of flu bronchitis or pneumonia and may need hospital treatment so make sure you get your child immunised.

If you are pregnant the flu jab is the safest way to help protect you and your baby against flu. Pregnancy naturally weakens the body's immune system and as a result flu can cause serious complications for you and your baby.

You may be less able to fight off infections, increasing the risk of becoming ill. Flu immunisation can take place no matter how many months pregnant you are, so ask your GP, pharmacist or midwife to access the free flu jab.



Flu and First Signs

If you start to feel unwell during winter even if it is just a cough or cold, get advice from your local pharmacist before it gets more serious. Your pharmacist will be able to advise you on the best available medicines and also discuss any medication you should have in stock at home to help get you and your family through the winter season. Remember the three things that will help you Stay Well this Winter:

- Keep warm – this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia. You can do this by ensuring your home is heated to at least 18 degrees celcius.
- Eat well – food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.
- Get a flu jab – flu vaccination is offered free of charge to people who are at risk, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications.

Further information is available on the NHS Choices website: www.nhschoices.uk/staywell

Are you prepared for Christmas?

With Christmas almost upon us it is important to get prepared for the holiday season. During the Christmas period, opening hours of pharmacists and GP practices will change.

You can be prepared for common ailments by keeping a well-stocked cabinet at home. Here are some suggestions of what you could have:

- Painkillers such as aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains.
- Antihistamines are useful for dealing with hayfever, allergies and insect bites.
- Keep a sun lotion of at least factor 15, ensuring it provides UVA protection.
- As well as prescription medicines, keep a well-prepared first aid kit to help treat minor cuts, sprains and bruises. It should contain the following items: bandages, plasters, thermometer, antiseptic, eyewash solution, sterile dressings, medical tape and tweezers.

Always keep medicines out of the sight and reach of children. A lockable cupboard in a cool, high, dry place is ideal. Regularly check the expiry dates on a medicine.

If a medicine is past its use-by date, don't use it and don't throw it away. Take it to your pharmacy, where it can be disposed of safely. More information and advice can be found here:

www.chorleysouthribbleccg.nhs.uk/your-health
www.greaterprestonccg.nhs.uk/your-health

Dates for your diary

Health awareness campaigns

November: Movember month

During November, Chorley GP and GP Director, Dr Matt Orr supported the Movember Foundation to help raise awareness of men's health issues.

Throughout the month of November he not only attempted to grow a moustache but also recorded a series of short videos which will cover mental health, suicide and cancer.

To view the latest videos you can go to the CCG websites:

www.chorleysouthribbleccg.nhs.uk/mens-health
www.greaterprestonccg.nhs.uk/mens-health



16 December - Christmas jumper day

Save the Children ask everyone to dig out their christmas jumpers and raise money to help save children's lives across the world. Further details are available:

www.christmasjumperday.org/

1-31 January - Dry January

Dry January challenges people to go alcohol free for the month of January. The campaign aims to raise awareness of the effects of alcohol. Read more:

www.alcoholconcern.org.uk/dry-january

11 - 17 January - National Obesity Awareness week

This week promotes how as a country we can eat healthier, be more active and improve overall health. Find out more information: www.jan-u-ary.co.uk/

1 - 28 February - Raynauds Awareness month

Raynaud's Phenomenon is a condition thought to affect up to ten million people in the UK. February is a month to raise awareness of the signs and symptoms with a campaign called 'Love your gloves'. With February statistically the coldest month of the year, it is vital to wrap up warm and protect yourself.

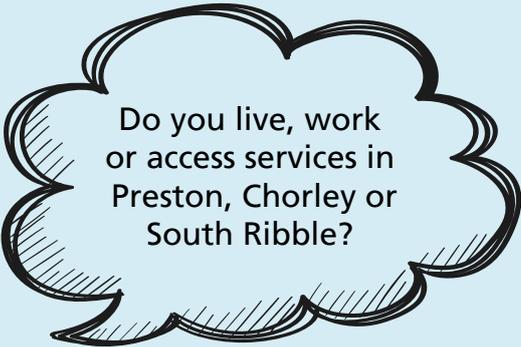
Find out further information: www.sruk.co.uk/

Get involved

As CCGs we want to make sure we engage as much as possible with members of the public and involve you in the work we do. We also want to make it as easy as possible for you to get your voice heard in matters about your health and the services we buy.

There are many ways that you can do this:

Join our patient advisory group (PAG)



Do you live, work or access services in Preston, Chorley or South Ribble?



Do you want to get your voice heard and make a difference?



Interested in health and wellbeing?

The CCGs have made a commitment to involve patients, carers and members of the public in the work we do. This can be developing new services, redesigning existing services or producing patient information. If you feel that you would like to help us do this, get in touch and join our lively, active patient advisory group.

What would be the commitment from you?

- Attend four meetings a year
- Get involved in-between meetings as required, this could be online, attending focus groups or workshops
- Share your experiences and expertise with us

What is the CCGs' commitment to you?

- Support you to get your voice and views heard
- Provide feedback on the things you get involved in
- Provide refreshments when you attend meetings
- Reimburse travelling expenses to get to meetings.

If you are under 25, you may want to join our young people's health group; the Young People's Health Advocates. Contact the engagement team (details on [page 15](#)). Follow us on twitter; [@YPHAs](#)

iN Join our iNvolvement Network

This is an online forum for members of the public who live and work in the area to give their views on local services and learn more about the work of the CCGs. To join the iNvolvement Network you can complete the online form here www.greaterprestonccg.nhs.uk/involvement-network or www.chorleysouthribbleccg.nhs.uk/involvement-network. You can also contact the engagement team by email: get.involved@chorleysouthribbleccg.nhs.uk

What have our patient groups been involved in?

Integrated urgent care service - patients have been involved in the procurement of the new integrated urgent care service. They have reviewed the bids and were part of the procurement panel.

Community minor eye condition and macular services - Patients have recently been involved in the procurement of a new service for minor eye and macular conditions. They have reviewed the bids and were part of the procurement panel.

Policy developments

Freedom of information policy - The PAG has worked with the CCGs to review the Freedom of Information to ensure that it is clear, easy to read with a clear process in place. The policy is available on the CCG websites:

www.greaterprestonccg.nhs.uk/how-to-make-a-freedom-of-information-request
www.chorleysouthribbleccg.nhs.uk/how-to-make-a-freedom-of-information-request

Customer care and complaints policy - The PAG have helped the CCGs refresh the customer care and complaints policy so that it is in a format that helps people make a complaint if they are not happy about the services we commission. The policy is available on the CCG websites:

www.chorleysouthribbleccg.nhs.uk/how-to-make-a-complaint
www.greaterprestonccg.nhs.uk/how-to-make-a-complaint

Clinical policies - As part of the Lancashire wide work to review, and where possible develop joint policies, members of the group have attended focus groups in respect of assisted conception and cosmetic procedures.

Patient information

Our Health Our Care (OHOC) website development – Working with the OHOC team, our PAG members have tested the new OHOC website which you can view here

www.ourhealthourcarecl.nhs.uk

Other engagement

The CCGs have also been out and about. Our engagement team have been talking to patients at the recent Leyland health mela and at the South Ribble 'Big Do' where they supported the health project 'street checks and healthy steps'.

JOIN US

Young people working together to
improve our health economy!



The Young People's Health Advocates (YPHAs) are a sub group of the main patient group, the Patient Advisory Group, made up of young people who are 25 and under.

If you would like to join the YPHAs, contact the engagement team on 01772 214605 or email us at Get.Involved@chorleysouthribbleccg.nhs.uk.

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...

customercare@chorleysouthribbleccg.nhs.uk
customercare@greaterprestonccg.nhs.uk



Send us a tweet at...

[@NHSCSR](https://twitter.com/NHSCSR)
[@GtrPrestonCCG](https://twitter.com/GtrPrestonCCG)



Send us a letter to...

Customer care team
NHS Chorley and South Ribble CCG or
NHS Greater Preston CCG,
Chorley House, Lancashire Business
Park, Centurion Way, Leyland, PR26 6TT



Phone us on...

01772 214601 or
01772 214602



Use our online contact forms...

www.chorleyandsouthribbleccg.nhs.uk/contact-us

www.greaterprestonccg.nhs.uk/contact-us

Making a complaint or providing feedback

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 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.

You may also want to give some feedback or pay us a compliment. Please contact us through the details on above and we will be happy to pass these on to the relevant department.

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