

Stakeholder Briefing

November 2018

Welcome

East and North Hertfordshire CCG is the organisation responsible for commissioning (planning, designing and paying for) your NHS services. The CCG is made up of local GPs and health professionals, working together with other clinicians and patients, to decide how the local NHS budget should be spent.

The CCG serves over half a million people registered at 60 GP Practices across east and north Hertfordshire. Our GPs understand the health needs of their patients, and we believe this local approach to commissioning helps ensure good quality services that meet the needs of the population.

We hope you find this briefing interesting and very much welcome your feedback. If you have any comments or queries please [email us](#).

With best wishes,
Beverley



Beverley Flowers, Chief Executive

CCG welcomes new clinical leaders

Since our last bulletin we have welcomed a new chair and deputy chair.



Dr Prag Moodley has been a GP for over 20 years and a GP Partner in Stevenage since 2004, working at Stanmore Medical Group. Prag's special interests include mental health services and the health of people with learning disabilities.

He said: "As the new Chair of the CCG, I am looking forward to continuing the good work achieved by the organisation in previous years. Mental health, traditionally seen as the 'Cinderella' of services, is achieving a higher profile within the NHS and I want this to be a continuing priority for our CCG. I'm also keen to ensure that local people are able to access the health help they need more easily."

Dr Ashish Shah is the new Deputy Clinical Chair and GP Governing Body Member. Ashish has been a GP at Wrafton House Surgery, Hatfield, since 2009. He is qualified to train other GPs and has a special interest in cardiology and respiratory medicine. Ash is also the prescribing lead for the CCG.

He said: "Our organisation has a national reputation for innovative work, including improving the medication and care of care home residents - who have some of the highest health needs in our communities. I am pleased to be able to continue this work as Deputy Chair of the CCG and hope to keep the '[outstanding](#)' rating my predecessors were able to obtain."

Prag and Ash will continue to support the wider governing body to make clinical decisions for the CCG, ensuring the best possible services for residents.

Meetings of our Governing Body are held in public three times a year. You can find out dates and read the papers by visiting our [website](#).

Developing local services

The CCG is responsible for designing and developing health services which meet the needs of local people; and for finding the best providers to deliver those services within the budget we've been given. As contracts for services come towards their end date, the CCG manages the process to find a provider to run the service in the future.

Cheshunt Minor Injuries Unit

In October, the CCG selected a new NHS partnership to run the minor injuries service at Cheshunt Community Hospital.

The NHS111 provider for Hertfordshire Herts Urgent Care (HUC), Hertfordshire Community NHS Trust (HCT), and Lea Valley Health Federation (LVH) which is an organisation which brings together all the GP practices in the area, were successful in their bid to provide the service from April next year.

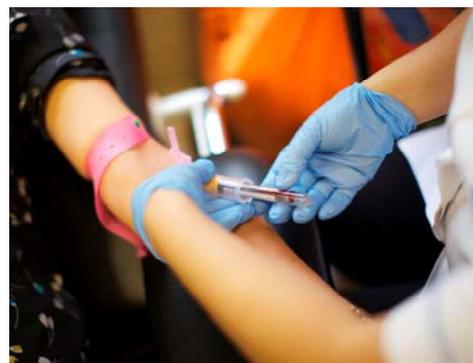
Having primary care, community services and urgent care services working together in one place will enable patients to access excellent care for their minor injury without having to go to hospital.

The partnership will provide the minor injuries service, open 365 days a year, 8am to 8pm, with x-ray available on site 7 days a week.

Gerald Woods, lives in Cheshunt and was a member of the bid evaluation panel. He said: "It was very interesting to be part of this process and to give a patient's point of view. As a local resident I know how much people value the services at Cheshunt Community Hospital and I'm pleased that the minor injuries service will continue with no disruption for patients." East and North Hertfordshire CCG will now finalise the contract with the partnership and arrangements will be made to transfer the service from Haverstock Healthcare which currently runs the service. The new minor injuries service will start in April 2019.

New blood testing service

We have been looking at how our blood testing (phlebotomy) services are provided. During the summer we used patient groups and social media to gather people's views about having their blood taken. We are now using this feedback to help design the new blood testing service, so that people can have convenient and local access to this service.



Early Intervention Vehicle – new car now on the road

The **Early Intervention Vehicle (EIV)** service responds to 999 calls, mainly from older people who have fallen, to help them avoid going into hospital if they don't need to.

Patients are assessed by the crew – normally a senior paramedic and an occupational therapist, physiotherapist or social worker. Assessments take

around an hour, with 80% of people able to stay in their own homes with immediate support. [This animation explains the service in more detail.](#)

There are now three Early Intervention Vehicles running seven days a week to cover the whole CCG area. A fourth vehicle is planned to join the fleet in the new year.



The EIV team with their response vehicles

Evenings and weekend GP appointments now available



If you live in east and north Hertfordshire, there are now extra appointments available at your GP practice in the evenings and at weekends.

Patients who are not able to get to their GP surgery during 'normal working hours', now have the option to see a GP or other health professional at a time more convenient to them.

The CCG collected the views of over 16,000 people from across the area when planning the new service, and have since been working with local GPs and health professionals to develop it, to best meet the needs of patients.

Dr Prag Moodley, Chair of the CCG and a local GP in Stevenage, welcomed the introduction of extended access, "This service will come as great news to our patients. Those who struggle to access NHS services during weekdays can now do so at evenings and weekends. We are

committed to ensuring services meet the changing needs and lifestyles of our patients and help people get help from the right NHS service."

Advance and on-the day appointments are available with both GPs and a range of other primary care health professionals, such as a practice nurse, and you will be given an appointment at your area's 'practice hub'. This won't normally be your usual surgery, but with your permission, the clinician seeing you will have access to your medical records in order to give the best possible care.

To book an 'extended access' appointment contact your usual practice or look on their website.

For more information please visit: www.enhertscg.nhs.uk/extendedaccess

Award winning work

A number of our projects have recently received national recognition.

The work of our medicines optimisation team in care homes won a top prize at the national PrescQIPP awards

Care home residents are prescribed an average of 7-8 different medicines, which can sometimes react with each other, resulting in unpleasant side effects and increasing the likelihood of falls.

A fall for an older person can be very frightening, often leading to injury, a hospital admission and loss of independence.

The CCG's team of pharmacists and pharmacy technicians worked with 52 care homes and undertook detailed medication reviews for 2,000 patients. Their work has led to nearly 3,000 medications that were no longer needed being stopped – which has improved patients' wellbeing and saved £400,000.

The CCG has also been shortlisted for two prestigious Health Service Journal (HSJ) Awards.

An innovative programme to recruit and retain nurses and doctors in our GP practices and our work as part of the STP to identify and support unpaid family carers are both in the running to win a HSJ Award. We will find out if they have been successful at the ceremony later in November.



Help us help you this winter

With cold weather on the way, your local NHS is once again preparing for a busy winter.

This time of year puts additional pressure on the health service – winter bugs are circulating and low temperatures can make some people’s long term health conditions worse.

If you or a family member is feeling unwell, there are lots of ways in which you can get the right help quickly:

Call NHS 111

If you need urgent medical help, day or night, this is the number to dial. The fully trained NHS 111 advisers - supported in the call centre by GPs and nurses - will ask questions to assess your symptoms and get you the help you need.

Look out for TV adverts and publicity materials around the county promoting NHS 111.

See your local pharmacist

Don’t wait until you feel worse – talk to a pharmacist first. They are experts in medicines and can recommend something that might ease your symptoms. There are more than 200 pharmacies in Hertfordshire and each has a consulting room if you would like to talk to the pharmacist in private.



See a GP in the evenings and at weekends.

Surgeries are working together in the local area to offer patients extra evening and weekend GP appointments. Contact your surgery for more information about how to book one of these ‘extended access’ appointments.

Protect yourself against flu

One of the most important things you can do to keep yourself and others healthy this winter is have a flu vaccination. Flu is an unpredictable virus that can cause mild illness in most people, but for some people it can be very serious and lead to complications that might put them in hospital.

The flu jab is free from your GP if you’re aged 65 or over, have a long-term health condition like diabetes, heart disease or asthma or are pregnant. In east and north Hertfordshire, carers (who look after a family member) are also entitled to the vaccination and just need to ask for one at their practice.

Children aged between 2 and 4 can also have their flu nasal spray at their GP practice and children from reception to year 5 can have their vaccination at school.

For more information visit www.nhs.uk/staywell



Working together this winter

Hospitals and care services are for the first time, working together across Hertfordshire and west Essex – our STP area, as part of a co-ordinated winter plan.

As well as planning ahead for contingencies, we are rolling out a live information ‘dashboard’ to help flag-up pressure points in the health system.

The new ‘dashboard’ has been funded by NHS England and brings together information about the three urgent and emergency systems in our area (which centre around the Lister, Watford General and Princess Alexandra hospitals).

It will display urgent care information, such as ambulance handover times and A&E waits, in as near ‘real time’ as possible.

This will help NHS staff across the whole of Hertfordshire and west Essex to quickly identify pressures and work together to take prompt action, heading-off problems at an early stage.



New integrated care teams

The NHS in east and north Hertfordshire is changing the way it delivers its adult community services. The aim is to make healthcare more preventative rather than reactive and to empower teams to tailor services to the needs of their local communities.



Hertfordshire Community NHS Trust has been working closely with patients and service users, carers, voluntary sector providers, hospitals, social care services, the mental health trust, GPs and other primary care services, with the common aim of delivering seamless support to the local population.

The new service, called ‘Locality Integrated Care Teams’ will support patients to better manage their long-term conditions and keeping people living independently at home, rather than being in hospital.

The Locality Integrated Care teams will provide:

Case Management: for patients identified by their GP as being ‘frail’ with complex needs and those who might be at a greater risk of being admitted to hospital if their condition is not managed well. Patients will be

supported to take ownership of their health and will be provided with tools and with action plans to enable them to keep themselves as well as possible.

Prevention of Admission: a fast response to provide patients who need to be seen by a therapist or nurse. This care would be for up to seven days, to prevent people having to go to hospital if they don’t need to.

Community Nursing and Therapy: supporting people to remain in their own homes or care home with therapy and nursing care. People leaving hospital will also be supported by the service. All patients will have personalised care plans, tailored to meet their needs. For patients with complex needs this will include ‘trigger plans’, developed in partnership with their GP.

Look in the bag!

This month, the NHS across Hertfordshire and west Essex is encouraging all patients who receive prescription medicines, to ‘look in the bag’ before they leave the pharmacy and return any medicines that they don’t need.

Did you know that once a medicine has left the pharmacy, it cannot be returned and reused, even if the packet is unopened

Every year across Hertfordshire and west Essex, an estimated £7 million of unused medicines are wasted.

We know that much of this waste is because patients may not be taking them correctly – which

itself poses a significant challenge to good health. A lot of waste also occurs unintentionally, because medicines come in different-sized packs or because the patient has ordered more than they need ‘just in case’.

To help reduce this waste, we will be running a public awareness campaign across GP practices, pharmacies and social media to encourage patients to check their medication before they leave the pharmacy and give back anything not needed to the pharmacist. Pharmacists will also suggest that patients make an appointment with their GP to discuss their prescriptions to help patients get the best out of their medicines.



If you would like to support us in this campaign, you can find promotional materials on the STP website.

Healthy Memory Café

A pioneering project supporting people with memory problems in Lower Lea Valley has been going from strength to strength.

The **Healthy Memory Café** meets monthly at Tesco in Cheshunt’s Brookfield Centre, bringing together health, social care, voluntary, advice and statutory organisations all in one place.

Waltham Cross GP and CCG Governing Body member Dr Haydar Bolat chairs the Lower Lea Valley Dementia Task and Finish Group, out of which the Healthy Memory café has grown.

“This venture brings together professionals from many local organisations in one place to support not only those who have been diagnosed with dementia, but anyone who is struggling with memory issues,” he explained.

“We have doctors, nurses, pharmacists, benefits and legal advisors, along with Herts police and fire services, who can advise on safety issues, and many more, making it easy for people to get the support and advice they need in one place.”



L-R: Trisha Fleaty, Lea Valley Health Federation, Lyn Youthed, Tesco Community Champion, Paul Brown, Hertfordshire Community NHS Trust, Kerry Atkins, Hertswise and Sylvia, a regular visitor at the cafe.

The Healthy Memory café meets the last Friday of every month between 10.30am and 12pm, hosted by Tesco in its community room.

The aim is to be very informal, somewhere people who are experiencing memory difficulties, and their carers, can come together for a cuppa and a chat with local experts.

If you need urgent medical help in Hertfordshire, **CALL 111,** free at any time

Our fully trained advisers will assess your symptoms. They will give you the advice you need or arrange help from the right person, saving you time and worry.

Depending on your health needs, you could speak directly to a doctor, pharmacist, dentist, or palliative care nurse. We can also put you in touch with a mental health professional.

If our advisers feel you need to urgently see a GP or nurse, they can arrange an appointment, even overnight or at weekends.

