

Stakeholder Briefing

East and North
Hertfordshire
Clinical Commissioning Group

May 2018



Senior leadership changes at the CCG

A message from Chief Executive Beverley Flowers:

Dr Hari Pathmanathan, who has chaired our CCG for the last four years, has decided to step down at the end of his four year term in August this year. Hari has successfully combined his role as the CCG's Chair with his work at Bridge Cottage Surgery, Welwyn, where he has worked as a GP for more than 15 years. He is due to take on a new challenge, as Medical Director of Hertfordshire Community Trust, at the beginning of September.

I am sad that Hari is leaving the CCG's governing body, but very pleased that we will continue to work

with him in the wider health system. Under Hari's chairmanship the CCG has grown in strength and confidence, as reflected in our assessment as an outstanding CCG by the regulator.

On announcing his decision to staff, Hari said: "Our success as an organisation is a result of all the hard work by the staff and clinicians in the member practices and at Charter House. Keep doing what you all do in this 70th anniversary year of the NHS."

In line with our constitution, the Governing Body has elected a new chair and I am pleased to announce that Dr Prag Moodley, a GP lead for

our Stevenage locality and the CCG's mental health and learning disability lead, has been elected as our new Chair. He will take up his new post in September. Dr Nicky Williams will continue in her role as the CCG's deputy Clinical Chair.

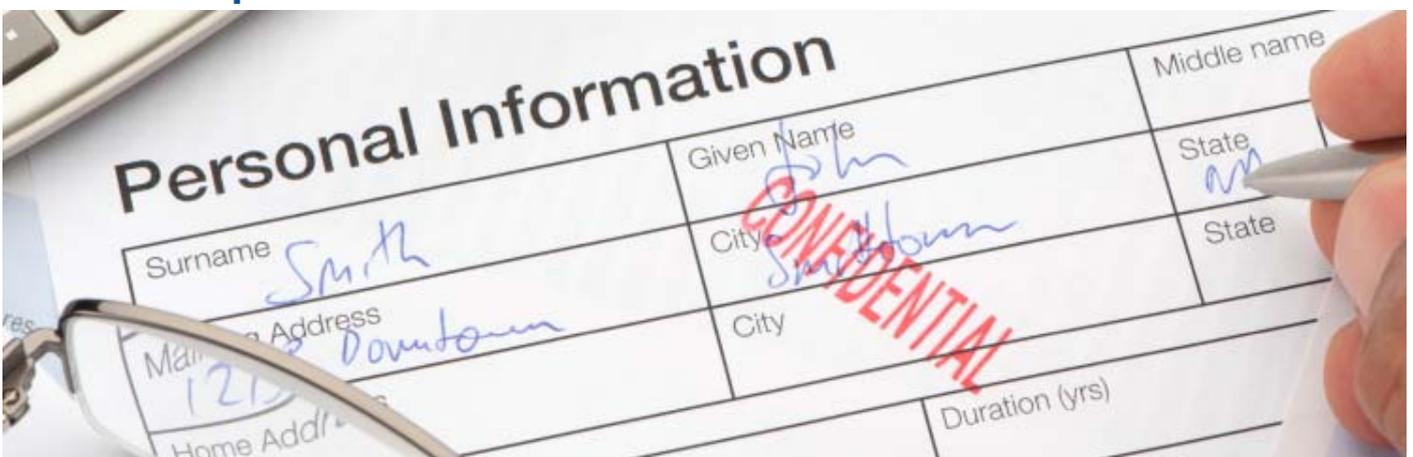
I am sure you will all join me in wishing both Prag and Hari all the best in their new roles.

With best wishes,
Beverley



Beverley Flowers, Chief Executive

Please keep in touch



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with information about the work of the CCG through this bulletin.

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Free public Wi-Fi in all GP surgeries

Across Hertfordshire and west Essex, every GP practice now provides secure, stable, and reliable Wi-Fi. This means that more than 1.5 million patients can access free Wi-Fi while they wait for appointments, giving them the opportunity to register for online GP services, reschedule appointments, request repeat prescriptions and browse the internet.

Introducing free Wi-Fi is one of the ways in which the NHS is using technology to help people to take more control of their own health. National NHS organisations are working with clinical commissioning groups and NHS trusts to make sure that everyone can access free Wi-Fi in hospitals, clinics and GP surgeries.

Paul Fleming, Regional Head of Digital Technology at NHS England



Midlands and East, said: "Across the country, more and more GP surgeries are coming online with free Wi-Fi which is allowing improved access to health information, supported by secure technology. Along with other developments, we have seen improved technology resulting in an increase in satisfaction for patients

and more efficient ways of working for busy practice staff."

Staff in GP practices also benefit from secure Wi-Fi, using it to securely load patient records onto mobile devices which are used on home visits, as well as enabling them to use laptops and tablets in meetings.

Survey results show good engagement with stakeholders

We're delighted with the results of a recent survey which shows that the CCG is working well with its stakeholders.

The annual CCG 360° stakeholder survey, which has been conducted by Ipsos Mori online and by telephone since 2014, allows a range of stakeholders to provide feedback on their working relationships with their CCG. Results are used to support each CCG's ongoing development and to feed into improvement and assessment conversations with NHS England.

Conducted in February, this year's anonymous survey shows an excellent improvement on last year's results and puts us ahead of other CCGs both nationally and locally.

GP practices, hospitals, community health services, neighbouring clinical commissioning groups, Healthwatch Hertfordshire, Hertfordshire County Council and wider stakeholders took part in the survey, which covered areas like the effectiveness of our working relationships, the way we explain our decisions and actions,

confidence in our leadership and much more.

The effectiveness of working relationships and confidence in our leadership to deliver our plans and priorities were two particularly high-scoring areas.

Please remember that although the stakeholder survey takes place once a year, we are interested in your feedback all year round.

If you have an issue that you'd like to raise, email enhertscg.engagement@nhs.net



CCG care home pharmacists make national headlines

Our CCG pharmacists have been spreading the word locally about their innovative partnership with care home staff and GPs, which has helped to improve care home residents' health and quality of life. Now their work has made national news.

The project has been so successful – saving around £200 per patient and reducing hospital admissions – that it was highlighted by NHS England in a [major national announcement](#), resulting in a local care home and two of our pharmacy team members appearing on TV.

Quantum Care's Garden City Court care home in Letchworth was featured in a report on the BBC Look East news programme, which included interviews from pharmacist Eleesha Pentiah and pharmacy technician Jodie White. Over the past two years, our pharmacists have been reviewing the medicines that care home

residents take. Elderly people living in care homes take on average eight medicines a day, which can lead to complications like dizziness, putting people at risk of falling and needing to be taken to hospital.



With an experienced pharmacist in place to review a person's medicines, small changes can be made to ensure that medicines are not reacting badly with each other or causing unnecessary side effects. Working with GPs,

pharmacists can also advise about stopping the prescription of medicines that are no longer needed.

In the past two years our pharmacy team has:

- reviewed more than 16,000 medicines in 53 care homes across east and north Hertfordshire.
- stopped 17% of medications which were no longer needed by patients
- saved £217 per patient in medicines' costs

The project was part of the care homes 'Vanguard' programme, a partnership between East and North Hertfordshire CCG, Hertfordshire County Council and Hertfordshire Care Providers' Association. The programme is helping frail and elderly residents to live safely and healthily in care homes, with the support of care home staff and health and care professionals.

Wasted medicines cost millions

The NHS in our area (the east and north of Hertfordshire) spends around £3 million a year on medicines prescribed to patients which are never used, according to national data.

Our GPs are concerned that some patients don't take all their medicines, or are taking them incorrectly, and not always telling their doctor.

There are worries too about patients – or carers – over-ordering prescription medicines 'just in case' they run out – leading to stockpiling of medicines that have a limited life.

Dr Ash Shah, Hertfordshire GP and prescribing lead for East and North Hertfordshire CCG says: "It's really important that patients take the medicines prescribed for them. If for some reason they are not, they should tell a GP, pharmacist or

nurse, because it could be having a serious impact on their health. If a medicine doesn't agree with a patient it may be possible to prescribe an alternative."

Patients and carers are being urged to be mindful before ordering new prescription medicines and to hand back any unwanted or out-of-date items to a pharmacy so that they can be safely destroyed. It is dangerous to throw them in a bin or flush them down the toilet!

A campaign planned for later this year will urge patients and carers to:

- look to see exactly what they have in their medicine cupboard, before ordering repeat items.
- check whether they already have more than one month's supply of anything that they need to take regularly.

If you regularly order prescription medicines, don't forget to check what you've been given before leaving the pharmacy and hand back anything you don't need. Once prescription items have left the shop, any returned items cannot be put back into stock – even though they are unused – and must be destroyed.



More evening and weekend GP appointments available



Patients registered with practices in the Welwyn Hatfield area can now book GP and nurse appointments in the evening and at weekends. All practices have signed up to the scheme to provide patients with 'extended access' to GP services, helping to make it easier for patients to see a doctor or nurse when it is convenient to them.

The extra appointments will all be offered at Spring House Medical Centre on Ascots Lane in Welwyn Garden City. Patients wanting to

book should speak to a receptionist at their local surgery or call 01707 294 358 for a same-day appointment on a Saturday or Sunday.

Coming soon to a surgery near you: extended access appointments will soon be available at all GP practices in the east and north Hertfordshire area. Arrangements are being put in place so that all of our registered patients can use these services by October 2018.

Health and social care staff urged to 'ditch the commute' and return to work in Hertfordshire

A recruitment event which encouraged Hertfordshire and west Essex-based nurses, midwives, therapists and psychologists to ditch their daily commute into London and work more locally, was held in Hatfield earlier this month.

For the first time, NHS trusts and Hertfordshire County Council joined forces to encourage qualified and registered staff to take up posts in Hertfordshire or west Essex.

Editorial features and advertisements in the Metro and the London Evening Standard focused on persuading those currently living locally but making the tiring daily commute into London to re-balance their work/lifestyle by considering a more local job.

Anna Swift is one person who has already made the switch. She lives in Hertfordshire, and until recently

was working in London. Her train journey was so prone to delays it often took her two-and-a-half hours to get to her shift. She decided to ditch the commute and now works for East and North Hertfordshire NHS Trust as head of nursing for emergency medicines. Anna now enjoys picking her children up from school.

"Leaving London is not as big a jump financially as you might think," said Anna. "Any difference in pay is usually countered by the cost of travel, parking and the additional costs of keeping your children in childcare while you travel. The reduction of stress from the new commute is worth any amount of money!"

All NHS jobs are advertised on www.jobs.nhs.uk and you can filter your search by location or by organisation.

WE NEED YOU
Come and work in health or social care in Hertfordshire or west Essex and enjoy a better quality of life and a great career.

Local NHS and social care organisations are recruiting for:

- Midwives and Nurses (NMC registered for community, acute, mental health, 0-25 and learning disability roles)
- Physiotherapists
- Speech and language therapists
- Occupational therapists
- Hospital and adult social workers
- Psychologists

TAKE YOUR FIRST STEP TO A HEALTHIER FUTURE. COME TO OUR RECRUITMENT EVENT:
10AM TO 3PM, SATURDAY 12 MAY
THE COLONNADES, BEACONSFIELD ROAD, HATFIELD, AL10 8YE

On the day you can discuss career opportunities, have an interview and even leave with a job offer!
REGISTER YOUR INTEREST AT:
WWW.HEALTHIERFUTURE.ORG.UK/RECRUITMENT



A Healthier Future

Improving health and care in Hertfordshire and west Essex

www.healthierfuture.org.uk

Give a birthday present to the NHS



The NHS will be 70 years old on 5 July 2018.

It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes – who are there to guide, support and care for us, day in, day out.

What could you give the NHS to mark this special birthday?

We're asking everyone who lives in our area to make a pledge to help the NHS this year. Our suggestions range from getting active with the support of local services, volunteering or even giving your feedback on NHS services you use.

Our [website](#) shows the pledges we're asking you to make and gives you helpful links to help you achieve them.

There will also be a series of events and activities throughout the year, including a number of NHS 70-themed [ParkRuns](#) happening across the county at 9am on Saturday 9 June. We'll update our website with details of these once they're confirmed

If you would like us to attend an event or have other suggestions about how we can celebrate the special birthday of the NHS then please get in touch: nhs70@healthierfuture.org.uk or

Contact us

If you would like to contact the CCG, please email enhertsccg.communications@nhs.net