

2017/18



**East and North
Hertfordshire**
Clinical Commissioning Group

REVIEW OF OUR YEAR in East and North Hertfordshire



Beverley Flowers,
Chief Executive,
East and North Hertfordshire CCG

Welcome

We have produced this leaflet to explain who we are, how we performed during the year, how our money was spent and share some of our key achievements. I hope you find it interesting.

If you are keen to find out more about the CCG's work, please look at our Annual Report, available on our website:

www.enhertscg.nhs.uk/annual-report

Who we are and what we do

East and North Hertfordshire Clinical Commissioning Group (CCG) is the local NHS organisation which plans, designs and pays for the health services used by the 597,000 people who live in our area. Led by local GPs, we work closely with clinicians and patients to decide how our annual budget of just over £724m should be spent on:



Hospital care (for example, outpatient appointments, specialist tests and routine operations)



Rehabilitation services (for example, physio or speech therapy)



Urgent and emergency care (like urgent care centres and A&E)



Community health services (for example, district nursing or support for those with breathing problems)



Services for people with mental health conditions



Services for people who need long term care (for example, people who are physically frail)



Medicines prescribed by GPs and in hospitals



During 2017/18, the provision of GP services was managed by NHS England.

Every GP practice is a member of the CCG and each practice works in a local network to find solutions to their area's particular health challenges, with our support.

Our GPs, practice nurses and healthcare assistants understand the health needs of their patients. We believe that our approach to commissioning services helps us to make sure that our population has access to good quality services that meet local needs.

We aim to improve health by:

- making sure the services used by our patients are high quality, safe and accessible
- working with our local community to plan and improve services
- having good working relationships with the people who deliver health and social care and other organisations responsible for local services
- making the most effective use of the money we have been allocated

What is commissioning?

CCGs don't directly provide health or care services. We hold the budget that pays for most of the health care that our patients use. We spend that money 'commissioning', or 'buying' the services our patients need from a variety of providers such as hospitals, clinics and community organisations.

To do this is a complex process. We have to understand our population's health needs, decide what the local priorities are, then purchase the services and monitor them to ensure they are good quality and value for money.

Commissioning GP services

When CCGs like ours were first established in 2013, the responsibility for commissioning GP services was given to the national organisation NHS England. Whilst CCGs have always had a statutory duty to support GP practices to offer high-quality care, more recently individual areas have been able to choose whether they wished to get more involved in commissioning these services.

At a meeting of all our GP practices in December 2017, the decision was made, following a vote, to fully take on the responsibility for commissioning general medical services from April 2018. Since this date, the CCG has been responsible for renewing and awarding contracts for GP services and performance-managing GP contracts. Find out more on our website: www.enhertsccg.nhs.uk/primary-care-commissioning-committee

Working with others

The Hertfordshire Health and Wellbeing Board brings together the NHS, public health, adult social care and children's services, elected councillors and Hertfordshire Healthwatch, to plan how best to meet the needs of Hertfordshire's population and tackle local inequalities in health.

The CCG plays an active role on this board and is represented by our chair and our chief executive. The board has discussed issues such as the progress of the Hertfordshire and west Essex STP, a review of children's mental health services and the better health for care home residents project.

[Find out more about our work as part of the Health and Wellbeing Board at www.hertfordshire.gov.uk/HWB](http://www.hertfordshire.gov.uk/HWB)



597,000
people live in
our area



There are **57**
GP Practices

A healthier future: improving health and care in Hertfordshire and west Essex

As well as making sure we meet the needs of local people, it is important that the NHS and local councils think differently in order to respond to challenges in the wider health system. We want to make sure that no matter where people live, they have excellent, high quality care and experiences.

As part of the Healthier Future Sustainability and Transformation Partnership (STP), CCGs, councils, health and ambulance services, GPs, patient representative groups and the voluntary and community sector across Hertfordshire and west Essex have come together to improve health and care and join up our plans for the years ahead.

This new way of working brings lots of new opportunities and will lead to practical changes to how health and social care works in this area.



The challenges we face

- a 37% predicted increase in over-75s in the next 10 years. More older people and those living with long-term conditions mean higher care costs
- obesity, smoking, alcohol and not enough exercise are all causing health problems
- recruiting enough doctors, nurses and care staff is difficult – high living costs make it hard to attract and retain people with the right skills
- some patients are admitted to hospital who don't need to be, or who stay there longer than needed
- health and care systems and technology don't always work together effectively
- some buildings are not fit for purpose.

In its second year, the STP has started to deliver a number of improvements for patients.

Extra funding for cancer care

The STP has bid for more than £200,000 from the East of England cancer alliance to help speed up treatment for people with suspected lung and prostate cancer.

Making the money for medicines go further

CCG pharmacists have identified cheaper, unbranded versions of drugs or 'biosimilars' which work in the same way as the more expensive versions. If we switched these medicines it would save around £2.5m over the next two years.



13.5%
of Hertfordshire
residents smoke



Half of our population
has a long standing health
condition

Here are just some of the ways in which we have improved local health services during 2017/18



Children and young people's mental health

More than 4,000 10 - 25 year olds are now registered to use www.kooth.com, which offers confidential, one-to-one support with emotional wellbeing issues. Young people give great feedback about Kooth. Anxiety and stress, family relationships and depression are the most common reasons for logging on.

Mental health support in GP practices

Community Psychiatric Nurses are now holding regular clinics in some GP practices, meaning patients do not have to wait for a referral to the hospital team and can be seen much more quickly.

NHS 111 becomes a new integrated urgent care service

Patients in Hertfordshire who call NHS 111 receive help from the county's new 'integrated urgent care' service, 24 hours a day, 7 days a week.



Patients are assessed and given advice or referred to the most appropriate service. Those patients who need further clinical support can speak to a doctor, pharmacist, or nurse based in the call centre. Patients who need to see an out-of-hours doctor in person have their appointment confirmed while on the phone.

Great improvement in ambulance handovers

Changes made at the Lister Hospital's emergency department have seen ambulances handing over patients to A&E staff more quickly. This means that patients who are the most unwell are now being identified sooner, and their hospital care can begin faster.



Our project to support care homes to provide better care won a national award



We funded a new team to support expectant and new mums with mental health problems



Pharmacy and GPs working together

We have helped GP practices in Hertford, Ware, Hoddesdon, Hatfield and the Bishop's Stortford area to employ five pharmacists to work alongside GPs and practice nurses, advising on the most effective use of medicines.



Taking action on antibiotics

We continue to take the lead locally on tackling the misuse and over-prescription of antibiotics. During 2017/18, antibiotic prescribing rates in the CCG have decreased by 5.4% and are within the guidelines set by NHS England.



Seeing a GP in the evening and at weekends

Patients registered with practices in Welwyn and Hatfield, Stevenage and Stort Valley and Villages can now book appointments with a GP in the evening or at the weekend. These 'extended access' appointments will soon be available for patients across the whole CCG.

Recovery at home

Elderly patients who've had a spell in hospital are being supported to return home to continue their recovery. This 'Discharge Home to Assess' pilot service, enables patients who are well enough, to go home with extra help and support to complete their recovery.



Two **Early Intervention Vehicles** which provide an immediate response to emergencies such as falls at home via screened 999 calls, are helping to care for people safely in their own homes. The service started with one vehicle and will be expanded to four this autumn.

Non-emergency patient transport

When the provider of non-emergency patient transport services suddenly ceased trading, the CCG worked with its counterparts in Hertfordshire and Bedfordshire to rapidly put in place contingency measures and start planning for a new contract. As a result, disruption to patients' journeys was kept to a minimum and the East of England Ambulance Service NHS Trust was appointed to take over the contract for an initial two years. The patient transport service runs around 75,000 journeys for patients living in our area and is a lifeline for those who have regular appointments for treatment such as dialysis, radiotherapy and chemotherapy.

Expert mental health help is now available in Lister A&E **24/7**



GPs and pharmacists vaccinated **74%** of over 65s against flu



How did we do?

Looking back over the 2017/18 financial year, there are many reasons to be proud of the work we have done to ensure our patients have access to good quality healthcare services. The CCG was proud to once again be rated as 'outstanding' by NHS England for our leadership of the local NHS.

More than 81% of people were satisfied with their experience at their GP practice and over the coming months as we introduce better access to evening and weekend appointments in all areas, we hope to further improve on that percentage. This year we have also:

- Reduced unnecessary antibiotic prescribing to below target levels
- Increased the number of people being treated within 18 weeks – an improvement in performance that was recognised by the Secretary of State in autumn 2017 and which we continue to build upon
- Launched an integrated urgent care service to provide people with fast access to the services they need.

The NHS has a number of NHS Constitution standards that it is asked to meet to make sure that patients are receiving good quality, safe and timely care.

The CCG oversees how our local hospitals, community services and ambulance service are performing against these standards and supports providers to improve where needed.

We recognise that additional work needs to be done across the whole health system to ensure patients who come to A&E are discharged, transferred or admitted within the national 4-hour standard.

We are also working hard to improve early diagnosis of cancer and to ensure that as many people who receive a cancer diagnosis begin their treatment within the national 62-day target.

NHS organisations across our STP area have recently secured additional funding to improve cancer services and have begun to invest that money in improving services.

A detailed analysis of our performance during the year can be found on our website at www.enhertsccg.nhs.uk/annualreport

Our financial position

CCGs have a duty to keep our spending on healthcare within the money allocated to us by the Department of Health.

In 2017/18, the CCG's budget was around £724 million and we stayed within that limit, spending less than expected on our own running costs.

Full details of our financial management during 2017/18 can be found in our full annual report.



We launched an improved **wheelchair service** that is helping **11,000** people across Hertfordshire



We used **Twitter** to get news to our patients. Our tweets were seen more than **one million times**

Engaging local people in health services

Ensuring patients have a chance to share their views on local health services is an important part of the CCG's work. Here are just some of the ways in which patient engagement and involvement have influenced our commissioning decisions:

NHS Let's Talk – During 2017, a 10-week public consultation considered proposals for changes in several CCG policy areas, which have now been adopted and implemented.

As part of the consultation, the CCG briefed key stakeholders, organised a series of public meetings across the area, talked to people at public events, hosted information stalls and gave presentations at community meetings.

The analysis and impact of patient feedback on this consultation can be found at: www.healthierfuture.org.uk. Patients have also helped us to produce materials explaining what the changes mean to the public.

Supporting others with diabetes - Patient members from Welwyn Hatfield and Bishop's Stortford were regional winners of the 'supporting others' Diabetes UK award for their work in developing workshops for people living with type 2 diabetes.

Service design and procurement – patients have been actively involved with and given their views on the procurement of community vasectomy and anti-coagulation services, as well as primary care contracts for The Limes Surgery and Spring House Medical Centre. Patients have helped to set the CCG's commissioning framework for GP practices in the area, and

have highlighted the need for joint working on cancer awareness between practices and patient groups.

The CCG continued its support of **community events** and raising awareness of key health campaigns. If you would like us to attend a community event in your area then please email: enhertsccg.engagement@nhs.net

Michael Carn, Chair of Ware Road patient participation group shares his experience of being involved with the CCG's work:



“ I've been a member of the CCG's cancer steering group for a number of months now. From the start I have been made to feel welcome and valued.

“It has been a very interesting period, and as is only to be expected, I have learnt a lot about cancer and the way the NHS handles the problems raised by the treatment of cancer. Both I and my other patient member feel that our input is both wanted and listened to.

“Our suggestions have always been listened to and often incorporated into regional policy. We are being supported by the group and the CCG in our efforts to produce a questionnaire and a video/presentation to introduce the general public to cancer and to educate them in the advantages of early diagnosis and treatment.”



Swapped medicines to cheaper unbranded versions and 'biosimilars' which work in the same way, saving more than £1.1million across Hertfordshire and west Essex

Contact us



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Get involved



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