

Report from Dr Elizabeth Johnston, Chair of South Reading CCG to the Health and Well Being Board Meeting 20th September 2013

1. Introduction

With the CCGs now into their 6th month as a commissioner of local services in Reading, we are shortly due to have our first formal assessment by NHS England. Our self-assessment looks positive and there are hoped to be no main areas of concern.

2. Breastfeeding

(Health & Wellbeing Strategy: Supporting Goal 2 Objective Increase the focus on early years and the whole family to help reduce health inequalities: Objective 1 – Ensure high quality maternity services, family support, childcare and early year’s education is accessible to all”)

As part of World Breastfeeding Week (1-7 August), several drop-in sessions were held at Whitley Sure Start Centre. It was great to see members of the Breastfeeding Network and BHFTs health visiting team give advice and support to pregnant women and mums. South Reading CCG further supported this work helping to organise local activities encouraging the public to attend including press releases and a radio interview.

3. Launch of NHS 111

Key messages

1. We are using South Central Ambulance Service, a respected and stable service which provides 999 call handling, to provide the NHS111 service for Berkshire. It has a strong clinical presence in the form of nurse practitioners and paramedics supporting the call handlers.
2. Since phasing in the service performance has been closely monitored and has met Department of Health standards for strong performance.
3. **Across the whole of Berkshire** more than **45,000** calls have been received (approx. over 4,000 calls per week since the service went live. So far there is a **20%** reduction in **GP Out of Hours activity** and below national average referrals to **999** of **7%**. **Over 96%** of calls are answered within 60 seconds.
4. As Commissioners we are satisfied the public in Berkshire are getting a safe and strongly performing service that we will continue to monitor and improve.
5. Although NHS 111 has experienced difficulties elsewhere in the country, we would like to reassure people that the service in Berkshire provides a high quality, safe and effective service for patients.
6. It is under continuous review by the CCGs in Berkshire to ensure this level of service is maintained.

7. A feedback system is available to GP practices to provide feedback on NHS 111 implementation

4. Focus on Dementia and Elderly Care

(Health & Wellbeing Strategy: Supporting Goal Three – Reduce the impact of long term conditions with approaches focused on specific groups : Objective 1 – Assist and support ability to self-care in all adults and young people with existing long term conditions and Objective 3 - Build on and strengthen the quality and amount of support available to adult and young carers in Reading)

A conference held on 14th May, led by NHS South Reading CCG in close collaboration with South Reading Patient Voice. We had an excellent turnout of 140 delegates including patients, carers and health professionals for all our key stakeholders as well as strong presence from the voluntary sector. The conference confirmed a number of broad themes were important for future commissioning and service redesign and the overwhelming message was for improvements in the following areas:

Communication and access to services

Joined up working around training and information

Better integration between hospitals, communities/social care

Lack of integrated ring fenced funding for care support, respite care, premises, domiciliary care and training

Joined up working – across all health and social care

Outreach worker for BME community

These areas were discussed by the Berkshire West Dementia Stakeholder Group in July who confirmed a number of initiatives already underway which have been communicated to all conference attendees and published on our website.

5. Health Hub Goes Live

The Berkshire Health Hub will replace the current multiple referral routes and local access arrangements for healthcare professionals across Berkshire with a single referral hub to access services for children and adults. The Hub will operate 24/7 providing one point of access for all community health services. It incorporates West Call Out of Hours service. The Health Hub for GPs went live on 12 August for all referrals for unscheduled services and is the single route to refer and access Berkshire Healthcare Foundation Trust (BFHT) services. This is the second stage of the roll out; the first stage started on Tuesday 30 July with referrals from the Royal Berkshire Hospital for admission avoidance and supported discharge functions.

6. Clinical concerns email service:

A new email service was launched on 1 July to gather and capture issues of clinical concern from GPs and other health professionals. It will gather trends from primary care and identify issues which may need to be addressed contractually and to improve patient care and management.

7. Long term Conditions

(Health & Wellbeing Strategy: Supporting Goal Three – Reduce the impact of long term conditions with approaches focused on specific groups)

South Reading leads on the Long term Conditions programme of work which compliments and support the attainment of Goal 3 in the Reading Health & Wellbeing Strategy. A recent workshop aimed at identifying key themes for focus in the next three years has identified a major piece of work involving the setting up of “Virtual Wards “ . This will involve a complete rethink of the pathway from hospital through community and social care, and an opportunity to manage patients completely differently.

The main points of the project would be:

- Consultant led care at home (senior clinicians leading)
- Reducing admissions where the same level of care can be better provided at “home”.
- Reduced risk of hospital acquired infection
- Multi-disciplinary approach in virtual teams with a single assessment process
- Not just for frail and elderly

This strongly supports the integration agenda and the recent Pioneer bid.

8. CCG Prospectus

The CCG Prospectus 2013/14, a requirement of NHS England for all CCGs to produce, is now finalized and available anyone interested in taking away a copy.

Dr Elizabeth Johnston, Chair South reading CCG