Annual General Meeting

17 September, 2014
Radisson Hotel, Guildford
5.00pm – 6.30pm

Shaping healthcare for you … and your family
Programme

Members introduction from Practice Council Chair
Dr Darren Watts

A year in view: Highlights and challenges: April 2013 – March 2014
Dr David Eyre-Brook

Overview of the CCG’s Annual Accounts
Dr Jonathan Barnardo

Progress and achievements of the CCG
Dr Jonathan Barnardo and Dr Darren Watts

Questions and open panel discussion

Shaping healthcare for you … and your family
Members introduction
from Practice Council Chair
Dr Darren Watts, Vice-Chair and GP Member

• All CCG GP member practices form backbone of CCG through Practice Council and regularly meet; Practice Managers also regularly meet

• In strong position to understand needs of our population

• Successful medicines management projects – good engagement with practices to deliver

• Working with community provider, Virgin Care and Adult Social Care to integrate primary and community care services

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A year in view
Dr David Eyre-Brook, CCG Chair

Vision and objectives and overview of Guildford and Waverley in context

Defining and responding to risk

Commissioning for equality

Patient and public engagement

Looking ahead

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A year in view

CCG Vision and Objectives

To ensure that innovative, quality driven, cost efficient health and social care is in place. We will deliver services which reflect the needs of the local population and improve the health and wellbeing of people living in Guildford and Waverley. Our key objectives to enable us to realise our vision are to:

- Improve health status of the local population
- Enhance the quality and safety of patient services
- Enable local people to have greater influence on services we commission
- Aspire to achieve a sustainable health economy
- Work to change the way patients receive care
- Develop into an effective and responsive organisation
A year in view

Guildford and Waverley – facts and figures

- 220,000 population

- Annual budget of more than £228 million

- Buy healthcare from hospitals, community services, mental health care services, ambulance, out-of-hours services

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A year in view

Defining and responding to risk

- Risk of not achieving the CCG’s statutory duty to achieve financial balance
  - Carried forward into 2014/15

- Significant under delivery of the service transformation (QIPP) programme
  - Non-compliance with the CCG’s duty to achieve financial balance, which has impacted on CCG’s financial position – carried forward into 2014/15

- Non delivery of key performance targets – eg. A&E
  - Significant improvement in performance now sustained.

- CCG development and sustainability as a new organisation, following introduction of national changes to NHS system and architecture
  - CCG is emerging as an ambitious and innovative organisation as the achievements in the Annual Report evidence.
A year in view
Risk: comparing July 2013 with March 2014

July 2013
- Compliance: 11%
- Financial: 25%
- Programme Delivery: 33%
- Quality: 7%
- Strategic: 3%
- Transition: 21%

March 2014
- Compliance: 20%
- Financial: 28%
- Performance: 15%
- Quality: 15%
- Strategic: 15%
- Transition: 22%

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A year in view
Commissioning for equality

Ensure Equality Delivery System is integral to commissioning and governance

Commission services to improve access to healthcare for those with learning disabilities and on the autistic spectrum

Build relationships with diverse communities

Final Assessment Outcome rating: Purple – 7; Green – 6; Amber – 5; Red – 0

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A year in view

Patient and public engagement

• Bid, and won pilot to build system to collate patient feedback (Friends and Family Test)
  - Between March 2013 – April 2014 ran two public facing engagement events: focused on Urgent Care commissioning intentions, Out of Hours services, medicines waste
  - Twitter following has grown to over 900
  - Building profile through media relations

Carers offered free conference
Cold weather advice in bid to cut deaths
Bid to cut number of patients

Royal Surrey’s £350k boost for A&E

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A year in view

Looking ahead

• Co-commissioning of Primary Care Services. CCG has submitted a joint expression of interest to NHS England, and currently awaiting a response

• Activating, understanding and identifying resources that will lead to better health and care for the over 65s of Guildford and Waverley. Widespread engagement with community, third and voluntary sectors (Public Forum planned at Holiday Inn, Guildford, 14 October, 6.30 pm)
Finance 2013/14

Dr Jonathan Barnardo, Governing Body Lead, Planned Care

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## Finance 2013/14

### Key Performance Indicators - 2013/14

<table>
<thead>
<tr>
<th>Financial Performance Target/ Indicator</th>
<th>Measure</th>
<th>Target</th>
<th>Draft Year end Performance</th>
<th>Status</th>
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<tr>
<td>Revenue Resource Limit (RRL)</td>
<td>Stay within RRL</td>
<td>£227.7m</td>
<td>£226.4m</td>
<td>Green</td>
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<td>Cash Resource Limit</td>
<td>Stay within Cash Limit</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<td>Better Practice Payment Policy</td>
<td>Payment of valid invoices within 30 days</td>
<td>95%</td>
<td>Volume 90%</td>
<td>Amber</td>
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<td>Remain within Control Total</td>
<td>Deliver control total</td>
<td>£1.1m Surplus</td>
<td>£1.2m Surplus</td>
<td>Green</td>
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<td>QIPP – Quality, Innovation, Productivity &amp; Prevention Programme (Net)</td>
<td>Delivery of Programme Savings</td>
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<td>Red</td>
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<tr>
<td>Running Costs</td>
<td>Stay within running cost envelope</td>
<td>£5.2m</td>
<td>£5.2m</td>
<td>Green</td>
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Finance 2013/14
CCG Commissioning Expenditure 2013/14

- Acute - £126m
- Mental Health - £21.8m
- Community Services - £20.6m
- Continuing Healthcare - £15.0m
- Primary Care - £3.6m
- Prescribing - £28.6m
- Voluntary Sector Grants/Services - £2.6m
- Other Corporate Costs - £2.6m
- Corporate Running Costs - £5.2m
- Surplus - £1.3m

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Finance 2013/14
CCG Provider view
Royal Surrey County Hospital - Income by Commissioner 2013/14

- NHS Guildford & Waverley CCG: 44%
- Other CCG's: 22%
- NHS England: 32%
- Other: 2%

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2013/14
Funding Per head of Population in Guildford & Waverley

£228m resource equates to £1,086 funding per head of population

- Acute care: £603
- Mental Health Care: £104
- Community Care: £98
- Continuing Healthcare: £72
- Primary Care / Prescribing: £153
- Other including running costs: £55
Finance 2013/14

Activity for the 219,775 population of Guildford & Waverley in 2013/14 was:

- 21,277 Elective admissions
- 16,559 Emergency admissions
- 149,314 Outpatient attendances
- 51,175 A&E Attendances

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2014/15
Funding Per head of Population in Guildford & Waverley

£233m resource equates to £1,057 funding per head of population

- Acute care: £582
- Mental Health Care: £99
- Community Care: £97
- Continuing Healthcare: £76
- Prescribing: £146
- Other including running costs: £58
Key achievements

Dr Jonathan Barnardo and Dr Darren Watts
Some key achievements

Dermatology Support service
   Healthcare services in practice settings

Referral Support Service
   Streamlining GP referrals and giving patients choice

Dementia Conference 2014
   Raising awareness and profile of the issues in G&W

Medicines waste campaign
   Encouraging the public to review medicines often

Royal Surrey’s £350k boost for A&E

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Surrey Dermatology Service
Healthcare services in practice settings

Clinic started up on February 7\textsuperscript{th}, 2014

Over 400 referrals between February and March 2014

Real examples of patient feedback from letters and emails sent to the Service

“I would just like to convey my thanks for the excellent treatment I have received from your service”

“Just a short note to thank you for the excellent operation you performed on my nose. The scar is healing well and I think that due to your skilful technique it will soon blend in to my old lined face”

“I would like to compliment the staff of the dermatology department…who treated me with great efficiency and courtesy”

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Referral Support Service
Promoting patient choice

Around 400 referrals each week

GP triage system working well

Streamlining GP referrals

Used as basis for implementing a Friends and Family test Pilot, to gather feedback from patients

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Dementia Conference
Compassion and dignity

Held in Guildford on 28 January, 2014

Issues addressed included proactive anticipatory care, medication reviews, care plans for dementia sufferers

Include representatives from Age UK and Action for Carers, Surrey

Favourably covered by the Surrey Advertiser

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Medicines Waste Campaign

Over £1 million wasted per annum on unused, or unwanted prescriptions

We wanted to raise awareness of this – ran an advertising campaign (free of charge) inside fifty buses within Guildford and Waverley

All staff at CCG used a stamp on their Email signatures

Positive coverage to endorse messages in Surrey Advertiser

C CG: Check your medicines – and help save a million

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Website and Social Media

To find out what is happening in Guildford and Waverley CCG visit our Website and Follow us on Twitter

http://www.guildfordandwaverleyccg.nhs.uk/  https://twitter.com/NHSGWCCG

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Questions and open panel discussion

Time for you to ask us