NHS Guildford and Waverley Clinical Commissioning Group

Annual General Meeting

20 September 2017
Masonic Hall, Godalming
5.00pm – 6.15pm
Programme

Introduction

Performance Overview

A Year in View
  Primary Care
  Urgent and Emergency Care

Learning Disabilities

Children and Young People’s Mental Health

Finance and Challenges

Looking Ahead

Dr David Eyre Brook
Chair, Guildford and Waverley CCG

Dr Sian Jones
GP Governing Body Member

Ben Hill
Head of Clinical Commissioning for Unplanned and Urgent Care

Diane McCormack
Acting Director of Commissioning for Children and Services for People with a Learning Disability

Dr Darren Watts
GP Governing Body Member

Matthew Tait
Joint Accountable Officer, Guildford and Waverley, Surrey Downs and North West Surrey CCGs
Last Year’s AGM

- Public Consultation held in Spring 2017
- Decision made September 2017
- Next steps

West Surrey Stroke System

- Future work will be informed by outcome of the West Surrey stroke consultation and the re-procurement of Adult Community Health Services

Community Hospitals
Performance Overview

Successes

£8.8m Savings delivered for services

Multi-Agency Safeguarding Hub

Carer’s Support Service

New provision of Children’s Community Health services

New Child and Adolescent Mental Health Service

1128 Advice and Guidance requests made by GPs

Guildford Safe Havens for Adults, Children and Young People

Psychiatric Liaison service at Royal Surrey

Increased uptake of IAPT services (target 15%)

Hydrate in Care Homes: 189 fewer days in hospital

Improved antibiotic prescribing at GP practices

24/7

14.8%
A Year in View –
Primary and Planned Care

Advice and Guidance

Increases hospital appointment availability

- Provides timely advice and reassurance to patients and GPs from consultants without the need for a referral and wait for an appointment.

- Specialties available at Royal Surrey

- GP practices using in Guildford and Waverley

- Only 8% of patients go on to need a hospital appointment after using service

- Average response time for the hospital to respond is 2 days

- 21 Specialties available at Royal Surrey

- 20 GP practices using in Guildford and Waverley

- 1128 requests sent this year (Jan-Aug 2017)
A Year in View – Urgent and Emergency Care

Ambulance Performance

- Handover delays reduced by 50% due to new Ambulance Receiving Nurse
- Promoted Community First Responders with SECAmb
- Ambulance summit

SOS Bus

- Partnership with Surrey Police, Guildford Borough Council, St John’s Ambulance
- Christmas and Easter evenings in Guildford town centre

<table>
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<tr>
<th>Patients seen</th>
<th>A&amp;E attendances prevented</th>
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<td>38</td>
<td>18</td>
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A&E Performance

- 96.58% of patients seen within 4 hours 2017/18 (Year to date)
- 44,435 Guildford and Waverley patients seen at Royal Surrey in 16/17 (down 1,126 from 15/16)

Collaborative work

- Local A&E Delivery Board
- Clinical audits with Royal Surrey to improve services and patient care
- Manage complex patients
A Year in View – Learning Disabilities

Learning Disabilities

- Annual Health Check
- Equity of care provided in hospital
- Pathways to help move through system for children and adults

A patient experience
A Year in View – Children and Young People’s Mental Health

CYP Haven Guildford

Emotional support for children and young people aged 10 to 18 years

Open in the centre of Guildford on

- Monday and Wednesday 4.00 – 8.30pm
- Sunday 12.00 – 6.00pm

A patient experience of the CYP Haven in Guildford
£252.9m
total expenditure
equates to approx. £1,000 per person in Guildford and Waverley

£8.8m
savings made from a target of £12.8m (69%)
Performance Overview

Challenges

- Unprecedented demand for services
- Integrated and collaborative working
- Financial pressures
- Improve current level (59%) of Dementia diagnosis
- Improve choice and experience of Maternity Services
- Improve initial assessments of Learning Disabilities

Action

- Improve services in community and primary care settings
- Surrey Heartlands Sustainability and Transformation Partnership
- Continual review of activity with quality targets given to provider
- Primary care training and new Memory Assessment Service
- Better Births project
- Health equalities framework now being used - initial assessments are undertaken for everyone referred
Looking Ahead

Surrey Heartlands Partnership

- 3 CCGs
- 95 GP Practices
- 8 GP-led localities
- 7 District / Borough Councils
- 684 GPs
- 1 County Council
- 4 Acute Hospitals
- 2 Community Service Providers
- 1 Mental Health Provider
- 11 Community Hospitals
Looking Ahead
Surrey Heartlands Partnership

Priorities

- Mental Health
- Cancer
- Women and Children
- Public Estate
- Prevention
- Urgent and Emergency Care
- Out of Hospital Care
- Musculoskeletal
- Clinical Academy
- Cardiovascular

Benefits

- Value for money
- Public engagement in decision making
- Standardise best practice
- Improve health & social care outcomes
- Improve quality
- Reduce health inequalities
- Sustainable financial balance
- Integrate services and functions
Looking Ahead – Devolution

Health and Social Care Devolution for Surrey Heartlands Partnership

- Local control over commissioning decisions
- Focus on place and people, not organisations
- Flexibility to integrate and transform
- Alignment between health and local government
- Raised national profile of Surrey Heartlands
- Supporting the development of local accountable care systems
Questions
Get involved

You can get involved to help make a difference

Patient and Public Engagement (PPE)

Patient Quality reps

Sub Committee membership

Consultations

Patient Participation Groups (PPG)