

# “Big Chat”

...in south Sefton



staying local & together

# 'Big Chat'

In summer 2012, South Sefton Clinical Commissioning Group (SSCCG) invited people to come along to its first 'Big Chat' event to find out more about the changes to their local NHS.

Sefton Council and Sefton LINK (the Local Involvement Network representing patients) joined forces with SSCCG at the event, to talk about the greater role they will soon play in working for better health and health services.

Over 100 people came to the Big Chat and had the opportunity to give their views about plans to make South Sefton a healthier place to be for everyone who lives there.



## About SSCCG

SSCCG brings together doctors from practices across south Sefton, nurses, practice staff, other health professionals and members of the public.

Because SSCCG is led by medical experts who treat and care for local residents every day, they are ideally placed to know their health needs.

From April 2013, SSCCG will replace the area's primary care trust, NHS Sefton and will be responsible for buying, or 'commissioning' a wide range of health services on behalf of south Sefton residents.

This includes the majority of hospital treatments, children's services, GP out-of-hours and other community based services such as district nursing, sexual health, blood testing and many more.

The 'Big Chat' event was a chance for people to meet members of SSCCG and find out about their role as the new leaders of local health services.



# What we aim to do

## Our vision

We want to work with the local community and other partners to improve the health and healthcare of everyone living in south Sefton, spending money wisely, and supporting clinicians to do the best job they can.



## Our values

- Stay local and work in partnership
- Be transparent, open and honest
- Be approachable and accessible
- Show integrity – say what we mean and do what we say
- Be focused on what we want to achieve and prioritise what we do



## Our aims

### We will work collaboratively to...

- Improve the health of all south Sefton residents and reduce the differences in health which exist in different parts of the area
- To ensure we commission services of the highest possible quality to ensure south Sefton residents get the best care available to them
- Put our patients at the heart of what we do and support their wider needs
- Ensure that the services we commission deliver good value for money
- Involve south Sefton residents in the decisions we make about their local healthcare

We want to make a difference, do things differently and do good for all south Sefton residents

**staying local  
& together**

# What we are doing now

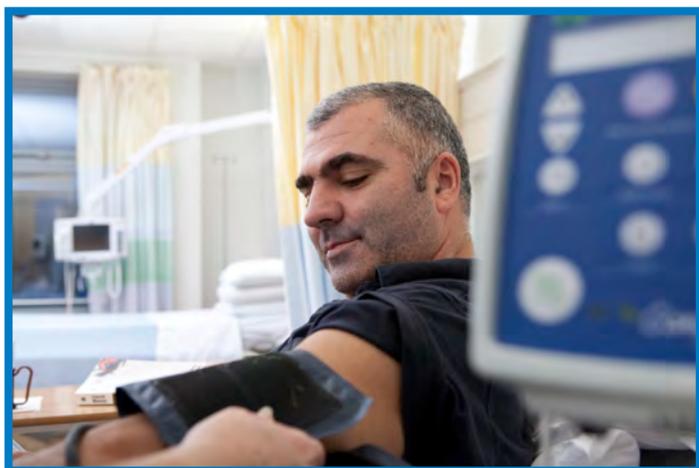
Since July 2012, we have been working in 'shadow' form. This means that we have been managing local healthcare, with the assurance of our work being overseen and supported by primary care trusts in Merseyside.

This has helped us to make sure we are ready to take on our full responsibilities ahead of April 2013, so the changes to the way your local NHS is managed and run will be seamless.

## Here are some examples what we are doing this year ...

Bringing care closer to home - we are developing a number of services that will be available from community clinics, making it easier for people to get the care they need. This includes:

- Screening for the heart condition arrhythmia - often called an irregular pulse that can increase a person's risk of stroke
- Ankle Brachial Pressure testing - which checks if blood circulation to the legs is healthy, helping to detect heart conditions
- 24 hour blood pressure monitoring - allowing people to have their blood pressure monitored while going about their normal daily business using a small digital machine
- Spirometry service - which tests people's breathing to check how well their lungs work, by getting them to breath into a machine called a spirometer



Better prescribing of medicines – using better methods of prescribing medicines can have great benefits for patients. Regularly assessing the medicines people are prescribed ensures they get the most appropriate treatment for their condition at all times. It can also help us make savings, which we can use to fund more services for people in south Sefton.

Care for people with long term conditions - we want to support people with conditions such as heart disease and diabetes to better manage their condition. Schemes we plan to develop this year include:

- Rolling out of our successful pilot programme for patients with lung disease across south Sefton
- Improving cardiac rehabilitation services – offering better support to those who have had a heart attack or heart surgery to get back to everyday life as quickly as possible
- Improving musculoskeletal services for conditions affecting the muscles or bones
- Introducing a new service for people with the eye condition glaucoma
- Developing a pilot programme in two practices around alcohol related illnesses
- Supporting GP practices to develop new services based on the health needs of their patients
- Better managing our performance - using better systems to help us improve the way we manage and monitor our performance. These IT based systems help us to monitor our work - from the number of people we refer to hospital for treatment so we can spot trends, through to how well we manage our finances.



# Working with you

At SSCCG, we are committed to working with local people to ensure health services in south Sefton continue to improve and develop. The 'Big Chat' is just one of the ways we will involve people and you can read about others on page 8 and how you can be part of this.

We will also work closely with partners from Sefton Council, community, voluntary and faith organisations (including the consumer champion, HealthWatch, which replaces Sefton LINK in April 2013), and a range of other health and social care bodies and organisations.

## **Along with the Big Chat, here are some other examples of how we have been involving people so far ...**

- All our major work programmes are being developed with the views of patients, including our review of respiratory services and our new 'virtual ward' programme - which aims to bring care closer to home through dedicated community nursing teams serving Bootle, Seaforth, Litherland, Maghull, Crosby and Thornton
- GP practices in the different areas of south Sefton are working together to ensure that services at a very local level represent the specific needs of their patients. These 'locality' working groups include patient representation, via Sefton LINK and in future from HealthWatch
- We have been supporting our member GP practices to set up their own patient groups, so grassroots public opinion can feed into SSCCG work
- SSCCG will launch a website before the end of 2012, which will help us to keep people up to date with our work and ways to get involved



# What people said at the 'Big Chat'

## Overall of those who attended...

- Over three quarters felt the event gave them a good understanding of what the changes to the NHS will mean for south Sefton
- Around two thirds agreed with what SSCCG is aiming to do to
- Nearly 90% thought the event was good or very good
- Nearly three quarters felt their views had been listened to
- Over two thirds wanted to get involved or be kept updated about their local NHS

## Things that people felt would further improve health in south Sefton included...

- For the many different health services to work better together, to make people's care and treatment easier
- For patients to be better informed by those services involved in their care, about their care and their treatment choices
- For south Sefton residents to be kept updated about the work of SSCCG, and for SSCCG to be open and honest about the way it works
- To continue to invest in programmes to prevent poor health to keep people out of hospital, including campaigns encouraging people to use the right service for their health condition at the right time
- For more services to be provided closer to home rather than in hospital, in friendlier and more environmentally sensitive clinics and centres
- For south Sefton residents to have 'real' involvement in shaping future services and priorities, especially when there are difficult decisions to be made - through more Big Chat style events, talking directly to people who use services, working with partner organisations to reach their clients, web-based feedback (like email and social media) and more traditional methods (such as leaflets, newsletters and local newspapers)
- For SSCCG to support those who find it difficult to voice their views, so they too are able to have their say about their health and health services



**staying local  
& together**

## What we will do next

Over the coming months the views we collected at the Big Chat will be used to inform what we do and how we do it – particularly as we develop our plans for 2013-2014 and the way we will involve people in this.

We will hold a second round of public events at the end of 2012, to update people of our progress and to hear what they think. At the same time, we will explore other ways to involve south Sefton residents, including launching a new website and e-newsletter.

Views from the Big Chat are also feeding into our work with Sefton Council to determine joint priorities to improve health and wellbeing in Sefton.

Once this exercise – called a joint strategic needs assessment – is complete, the results will be used to create a borough-wide plan for change, or a 'Health and Wellbeing Strategy' so we can achieve more by working together.

## Getting involved...

There are a number of ways you can get involved and keep up to date with what SSCCG is doing:

- Join your GP practice's patient group – many practices in south Sefton now have patient groups, so you can have direct input into those services that affect you most. Simply ask reception staff if your practice has a group
- Become a Community Champion with Sefton LINK – this network of volunteers is working with SSCCG to give first hand experiences and views about local healthcare, helping us to gain a clear understanding of what people really think about their NHS and what will improve it. Call 0151 920 0716 EXT 203 or email: [diane.blair@seftoncvcs.org.uk](mailto:diane.blair@seftoncvcs.org.uk)
- Sign up to our mailing list – so we can tell you first about our news and events and other opportunities to get involved. Call 0151 247 7041 or email [communications@sefton.nhs.uk](mailto:communications@sefton.nhs.uk)

# staying local & together

