

# **NHS South Sefton Clinical Commissioning Group**

A guide to who we are and what we do



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We are a new kind of NHS, led by local doctors, nurses and other healthcare professionals. On 1 April 2013 we took over the majority of planning and buying or 'commissioning' of local health services. This guide tells you more about what this means for you, what we plan to do in our first year of full operation and how you can get involved. You will also find some useful contacts, if you want to know more about our work, or who to contact if you have questions or comments about your local health services.

### **What makes us different?**

Because we see hundreds of South Sefton residents in our surgeries and clinics every day, we know what are the main health problems affecting people in the area. As medical professionals, we also have a better understanding of which treatments work best and how we can help people to stay as well as possible, for as long as possible.

We believe our patients are best placed to tell us what local health services are really like - how they can be improved, why they work well and what is needed in the future. Over the past year we have been collecting the views and comments of south Sefton residents, and these are already helping us to shape our plans.

We know we can achieve more by working together with our partners like Sefton Council, patient groups and other NHS organisations. We now have the chance to work even closer with these organisations than ever before.

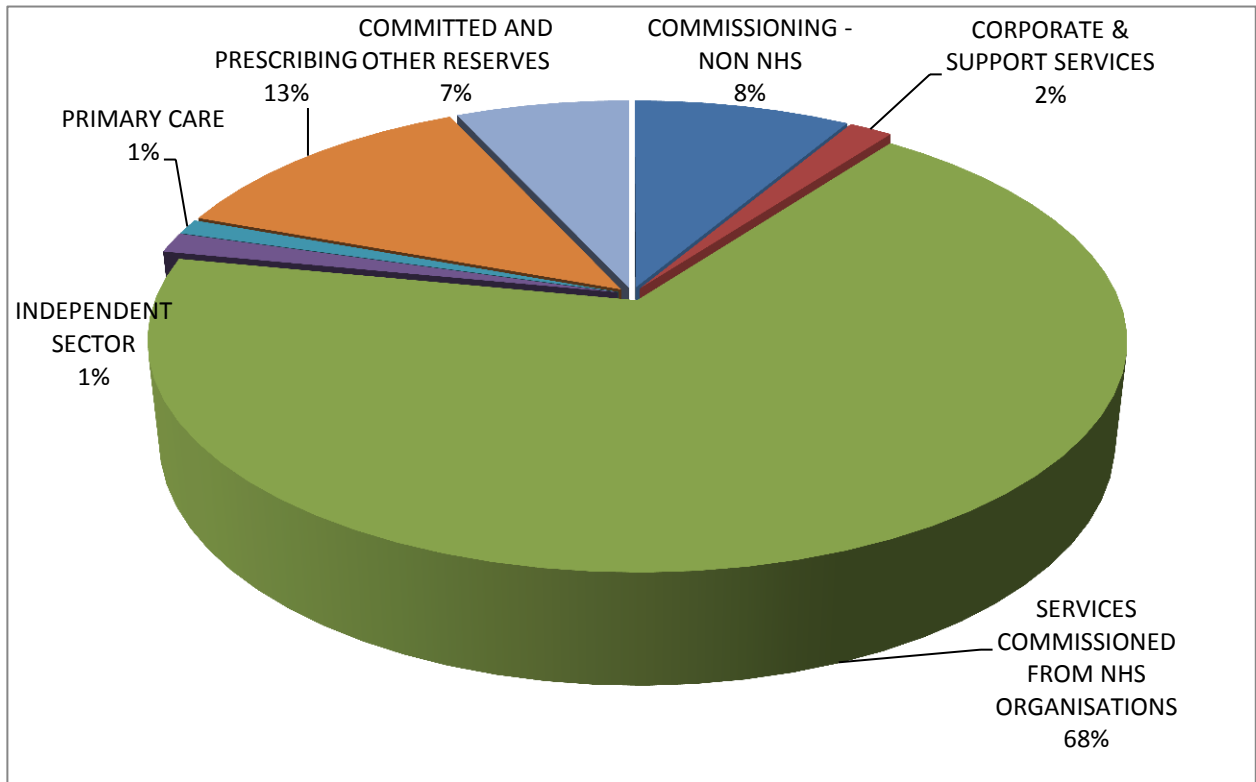
We are a membership organisation, bringing together all doctors' practices in south Sefton. Our members are actively involved in making health services better for you.

You will read more about how we are working differently to improve health and health services in south Sefton later in this guide.



## What we spend on your health services

We have a budget of just over £241million for 2013-2014. This is how we intend to spend it on your healthcare.



## Meet our Governing Body

Because it would not be possible or practical for all of our 34 practice members to make all the decisions we need to make all of the time, they have elected a Governing Body to do this on their behalf. You may even recognise some of the names below from your doctor's practice.

- Dr Clive Shaw – Chair
- Dr Craig Gillespie – Clinical Vice Chair
- Lynda Elezi – Vice Chair and Lay Representative
- Fiona Clark - Chief Officer
- Martin McDowell – Chief Finance Officer / Deputy Chief Officer
- Dr Steve Fraser
- Dr John Wray
- Dr Andy Mimmagh
- Dr Ricky Sinha
- Dr Paul Thomas
- Dr Dan DcDowell – Secondary Care Clinician
- Debbie Fagan – Board Nurse
- Lin Bennett – Practice Manager
- Sharon McGibbon – Practice Manager
- Roger Driver – Lay Representative

Our Governing Body meets in public every two months and you can see a list of dates, times and reports by visiting [www.southseftonccg.nhs.uk](http://www.southseftonccg.nhs.uk) or by calling 0151 247 7000.



## What we do

We are responsible for commissioning the following services and making sure they are safe and the highest possible quality:

- Most hospital services – including Accident and Emergency (A&E) care, maternity and mental health services, routine surgery and outpatient clinics
- Community healthcare – including blood testing, heart, diabetes and asthma clinics, rehabilitation, speech and language, podiatry, dermatology and district nursing
- Out of hours GPs – this service means you can still see a doctor outside normal practice opening hours if you need to. Simply call your practice phone number and follow the instructions

## Who else is responsible for my healthcare?

These are some of the organisations we work closely with, and nearly all of them are new. They are all responsible for looking after different bits of your healthcare, although we come together to make sure services and programmes are the best they can be.

### Other CCGs

Sometimes we commission services and treatments with neighbouring CCGs because it is more effective. We also share a small management team with NHS Southport and Formby CCG, which means we can learn and benefit from each other's good work, avoid duplication and reduce costs, so as much of our money as possible is spent on your care.

### Sefton Council

The council hosts the Health and Wellbeing Board (HWBB). This new committee brings together everyone with a responsibility for health and social care in Sefton. Whenever we can, we will join forces to make improvements. By working together we will be able to do and achieve more.

Sefton Council is now also responsible for promoting and protecting good health. It has taken on much of the Public Health work previously carried out by your local NHS, like commissioning Healthy Sefton - the telephone and internet support service that puts people in touch with free programmes to help them live healthier by stopping smoking, being more active, drinking and eating sensibly, or offering health checks to those most at risk of preventable conditions such as heart disease and diabetes. To do this, the council works in partnership with us, NHS England and another new national body – NHS Public Health England – which has a lead role in promoting and protecting health.



## **NHS England**

This new body leads the commissioning of primary care services. It oversees standards and holds the contracts for doctor's surgeries, dentists, pharmacists and opticians. NHS England is now the organisation to contact with queries or concerns about any of these, or for help to find your nearest. NHS England also commissions specialist healthcare, screening and immunisation programmes, and prison and armed forces healthcare.

## **Healthwatch Sefton**

The new independent consumer's champion, that gathers and represents the views of people living in the borough. Because it is independent, Healthwatch can challenge those who provide services but it can also work in partnership with the CCG and others to improve frontline health and social care. One of the ways Healthwatch gains feedback is through its network of Community Champions but there are many other ways Healthwatch works on your behalf to ensure health and social care services are safe, effective and right for you.

## **Need to speak to someone about your health services?**

Here's who to contact if you have a question, comment or concern about ...

- Your doctor, dentist, pharmacist or optician – NHS England Customer Contact Centre 0300 311 22 33 or [england.contactus@nhs.uk](mailto:england.contactus@nhs.uk)
- Your treatment in hospital or by a community clinic / clinic – most hospitals and community health care providers have their own customer contact team, ask them for details but because we commission most of these services, you can also contact our Patient Advice and Liaison Service if you prefer 0800 218 2333 [pals@sefton.nhs.uk](mailto:pals@sefton.nhs.uk)

Here are some other useful contacts

- Healthwatch Sefton – to find out more about the independent champion for health and social care call 0151 920 0726 ext 240 or email [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk) Healthwatch Sefton also provides a signposting and information service to help you find the right health and social care services. Call freephone 0800 206 1304 weekdays, 9am – 5pm.
- Healthy Sefton – to find the right programme to support you to a healthier lifestyle call 0300 100 100

Looking Local – our digital TV and intranet information service can be found on Sky p539, or Virgin Media by pressing the interactive button



## Our plans for 2013 -2014

We have spent a lot of time speaking to local people and our partners to make sure we spend our budget for your health care wisely. From these discussions, there are some clear and consistent themes about what people want from their health services:

- More care closer to home rather than in hospital
- Joined up care – so, the many different health services to work better together, to make people's care and treatment easier
- More choice and involvement for people in their care and treatment
- Continued focus on programmes and services that prevent ill health, and that promote independent living
- Improve access to drug and mental health services
- Support for the most vulnerable and excluded people in our communities
- For people's views to be listened to, particularly those who find it difficult to voice their opinions

### Listening to you

Our plans for 2013-2014 reflect what south Sefton residents have told us. So, as well as providing a full range of hospital and community services, we will focus a number of other schemes during our first year. Here are some examples:

#### Improving primary care

- **Obesity** – develop an obesity strategy that looks at a comprehensive list of programmes to promote a healthy weight, including a review of bariatric surgery to ensure it is as effective as possible
- **Diabetes** - review and improve services, including developing a structured education programme for people newly diagnosed with diabetes
- **Alcohol** - review the alcohol hospital liaison service and current pilot in doctor's surgeries - which identifies and supports people with an alcohol dependency - and consider rolling out to more practices in south Sefton

#### Improving Community Care

- **Virtual Ward** –further develop this programme which brings together a wide range of health and social care professionals to better manage a patient's condition. Virtual Ward focuses on people with long term conditions, dementia and those at the end of their life. It provides intensive, more joined up care for people, with the aim of supporting them as early as possible to avoid their condition worsening unnecessarily, which can often result in them needing hospital care





- **Long term conditions** – alongside the Virtual Ward, we want to increase screening and provide specific services to improve the care for people with dementia and lung and heart disease
- **End of Life** – better support patients at the end of their life to die in the place of their choice

### Improving your experience of care

- **Treatment for eye conditions** – develop a new service so people with some eye conditions can be treated closer to home rather than travel to hospital
- **Reducing emergency admissions to hospital** – along with the Virtual Ward, we want to develop a '7 day urgent care team' to investigate, monitor and support patients at risk of deterioration whilst in hospital. We will also promote appropriate use of health services to south Sefton residents, so they get the right treatment in the right place for their condition
- **Ensuring hospital and community services work better together** –ensure every patient's care is as smooth and seamless as possible when it crosses different hospital, community or primary care services, including better discharge planning and services for diabetes and cancer and through our Virtual Ward

### Supporting you to manage your health

- **Self –care** –work with our partners to support prevention initiatives, provide training to health and social care staff to support their patients and clients, and we will look at how we can help people with long term illnesses to better manage their conditions – this will include support for cancer patients and survivors.
- **Improving mental health** –provide counselling services to more people, develop initiatives with Sefton CVS to promote wellbeing for those with mild to moderate mental ill health and carry out more health checks for those with severe and enduring mental illness
- **Child health** –review the health visitor service and ensure it is better connected to the community midwife service, review the options available to parents of children with life limiting conditions, reduce the high number of children admitted to hospital with asthma and support a health visitor led dental health campaign. We will also continue to support initiatives tackling smoking in pregnancy and that promote breastfeeding

You can see our full work programme for 2013-2014 on our website

[www.southseftonccg.nhs.uk](http://www.southseftonccg.nhs.uk)





## **Working on your doorstep**

We know that different parts of south Sefton often have differing health needs, so our four locality groups bring together doctors, nurses and staff from practices to design healthcare which tackles these differences.

Below are some examples of the work being developed by localities this year benefiting residents across south Sefton. They are also examples of how NHS SSSCCG is providing services closer to home whenever it is safe and right, so hospitals can concentrate on services for more complex conditions:

### **Bootle**

- New Spirometry Service – this service operates in four community clinics in each locality area of south Sefton, so more people can be tested for the breathing illness, Chronic Obstructive Pulmonary Disease (COPD)

### **Crosby**

- LUTS service – LUTS, or Lower Urinary Tract Symptoms, is a prostrate condition affecting men and now south Sefton residents can choose to be tested for the condition in a community clinic rather than travel to hospital if they do not want to. It also means more men can be tested for LUTS

### **Maghull**

- Blood testing – a number of practices in south Sefton now offer blood testing, giving people more choice about where and when they can be seen. If your practice does not offer testing, you can choose to go to a neighbouring surgery to have your bloods taken

### **Seaforth and Litherland**

- Treating eye conditions – this service, which will be launched later in 2013, will allow people to be tested and treated for conditions like glaucoma at their local opticians rather than hospital. Opticians will be able to refer people with more complex conditions directly to hospital rather than them having to go back to their doctor first, making it easier and quicker for people to get the treatment they need



## How you can get involved

There are a number of ways you can get involved in our work and your local NHS:

- Come to our public events – last year we held two ‘Big Chat’ events and jointly hosted a number of ‘Talking Health and Wellbeing in Sefton’ sessions with the council, and the views we collected have informed our plans for 2013-2014
- Come to our Governing Body meetings – we hold bi-monthly Governing Body meetings in public, so you can hear us discussing our work and making decisions about local health services
- Sign up for our quarterly newsletter – it includes our latest news, dates of our Governing Body meetings, and it tell you about our public events when they happen
- Join your practice’s patient group – ask at reception for details of how you can get involved and have a say in services at your practice

## How to contact us

Call us – 0151 247 7000

Email us – [communications@sefton.nhs.uk](mailto:communications@sefton.nhs.uk)

Visit our website – [www.southseftonccg.nhs.uk](http://www.southseftonccg.nhs.uk)

Write to us - NHS South Sefton CCG, 3<sup>rd</sup> floor, Merton House, Stanley Road, Bootle, L20 3DL

