

Welcome to Big Chat 9 meets Annual Review

Park Hotel, Netherton
21 September 2017



@NHSSCCG #CCGBigChat

Welcome

Dr Andy Mimmagh

Chair

NHS South Sefton CCG



@NHSSSCCG #CCGBigChat

What we will cover

- Shaping Sefton and you
- Examine Your Options
- Over the counter medicines
- Prescribing – national consultation
- Your way to wellbeing
- Personal health budgets
- Involving you
- Close
- Q&A surgery



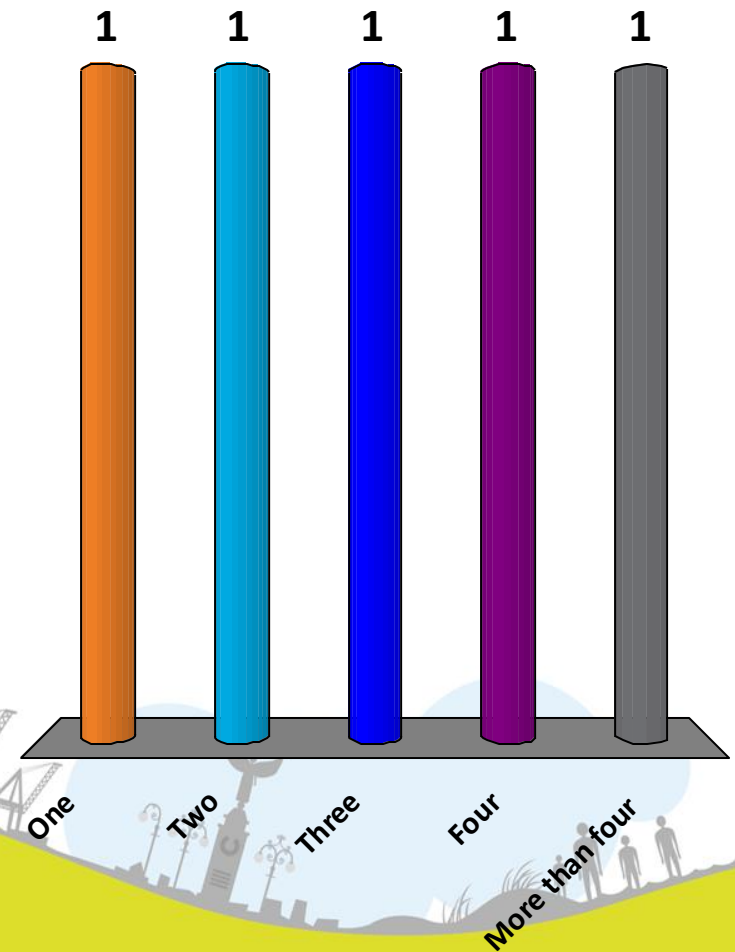
Our year

- **Today's presentations and displays round the room cover:**
 - Highlights of our work and achievements in 2016-2017
 - Breakdown of how we spent the money we are allocated by the government to commission health services
 - Examples of how we involved you in our work
- **Pick up a copy of our annual report and accounts**



Q. How many Big Chat events have you been to?

1. One
2. Two
3. Three
4. Four
5. More than four



Shaping Sefton and you

Fiona Taylor
Chief officer
NHS South Sefton CCG

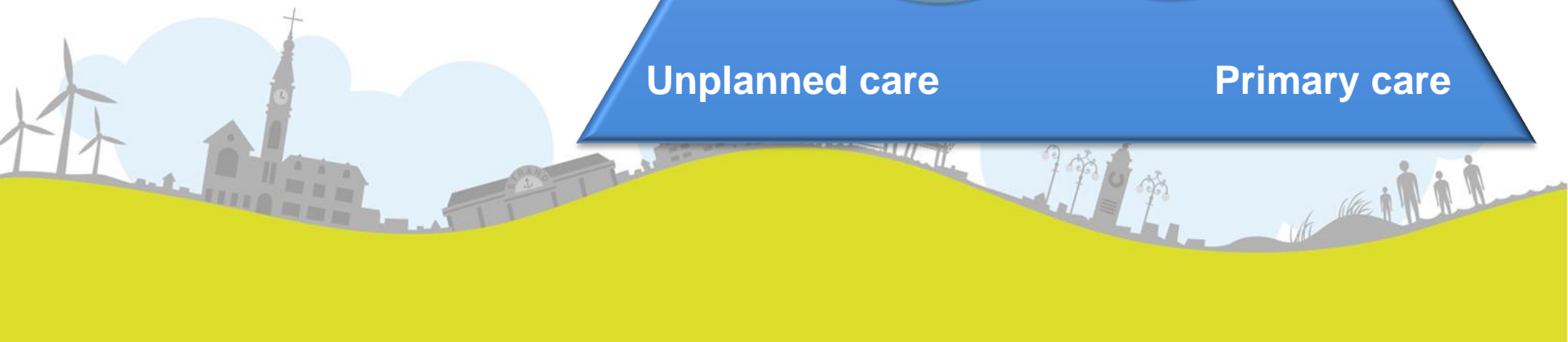
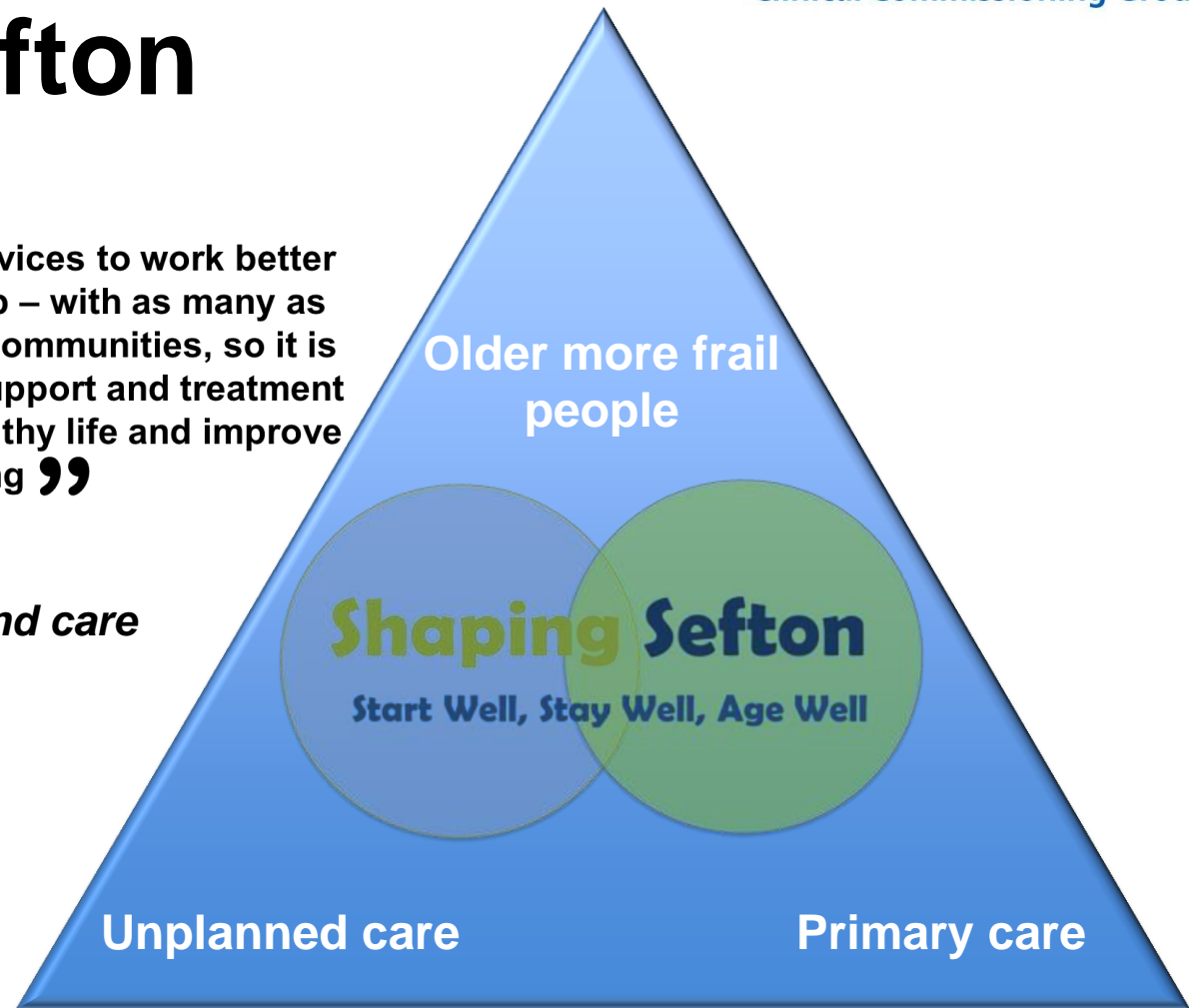


@NHSSSCCG #CCGBigChat

Shaping Sefton

“We want all health and care services to work better together – to be more joined up – with as many as possible provided in our local communities, so it is easier for you to get the right support and treatment first time, to help you live a healthy life and improve your wellbeing”

We call this:
community centred health and care



What this looks like

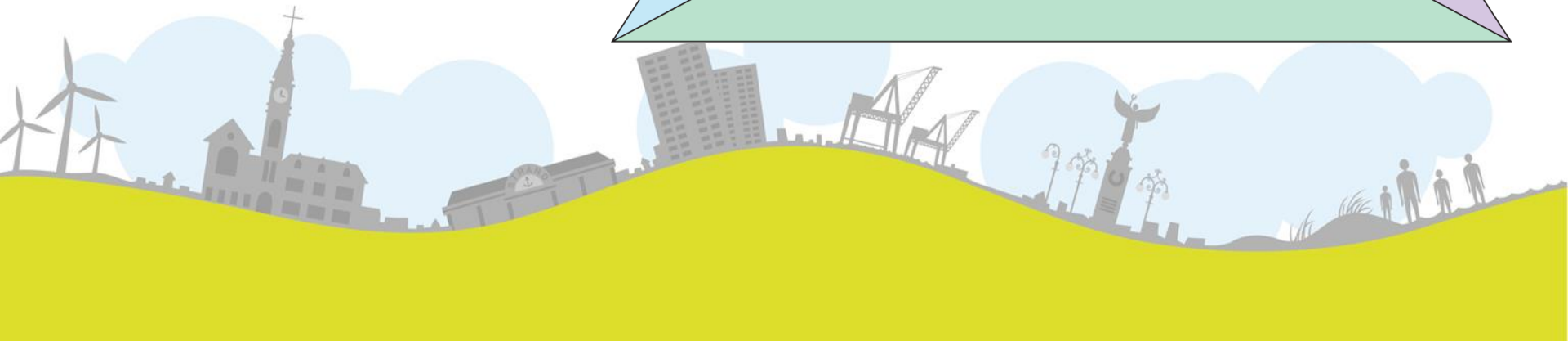
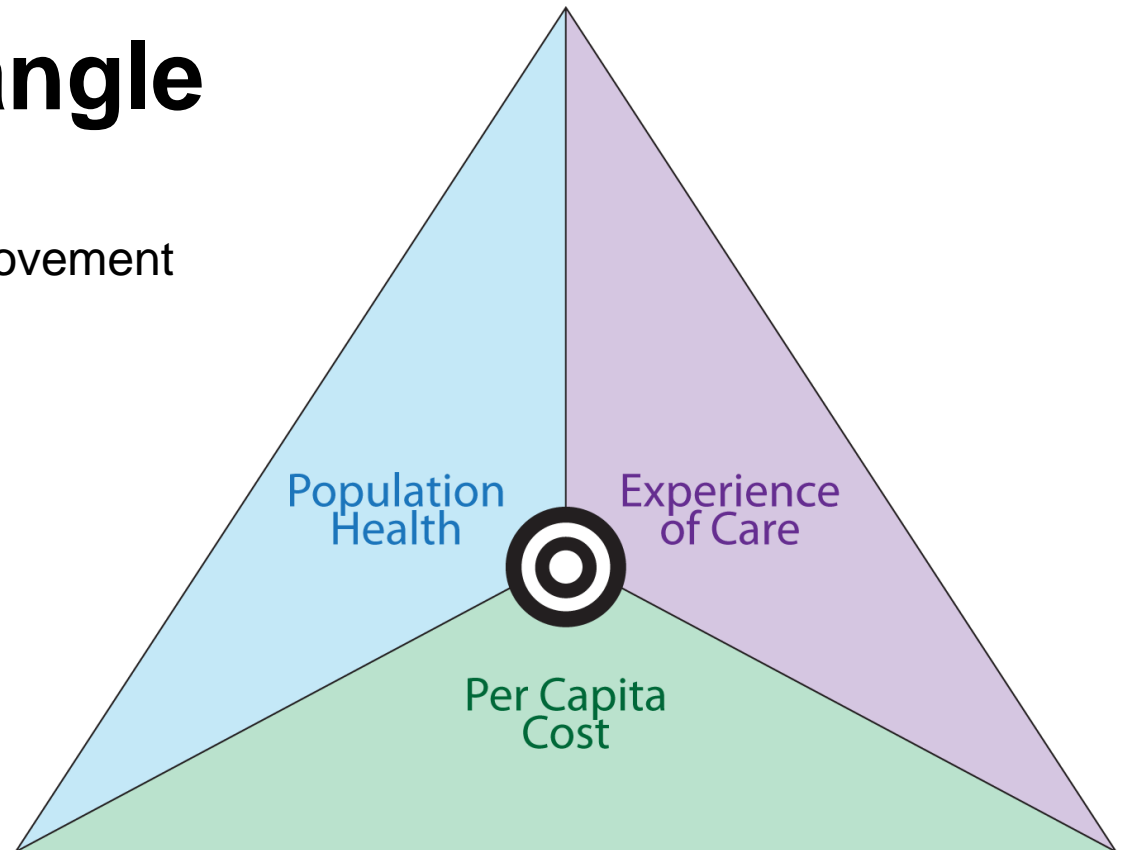
Our vision
5 year strategy

Shaping Sefton
Community centred health and care



Triple aim triangle

Institute for Healthcare Improvement



Health & Wellbeing Indicators in Sefton 2016



Key

Statistical significance compared to England average:

- Better
- Similar
- Worse

Performance of health services

These are some of the targets that services are measured against and we publish monthly reports on our website that show well service providers and the CCG are performing.

Friends and Family Test – Aintree University Hospital NHS foundation Trust

Measure	Time Period	Aintree	England Average	Trend
Inpatient – response	Mar-17	21.8%	25.0%	
Inpatient Recommended	Mar-17	95.0%	96.0%	
Inpatient Not Recommended	Mar-17	2.0%	1.0%	
A&E – response	Mar-17	17.9%	15.0%	
A&E Recommended	Mar-17	89.0%	87.0%	
A&E Not Recommended	Mar-17	7.0%	7.0%	

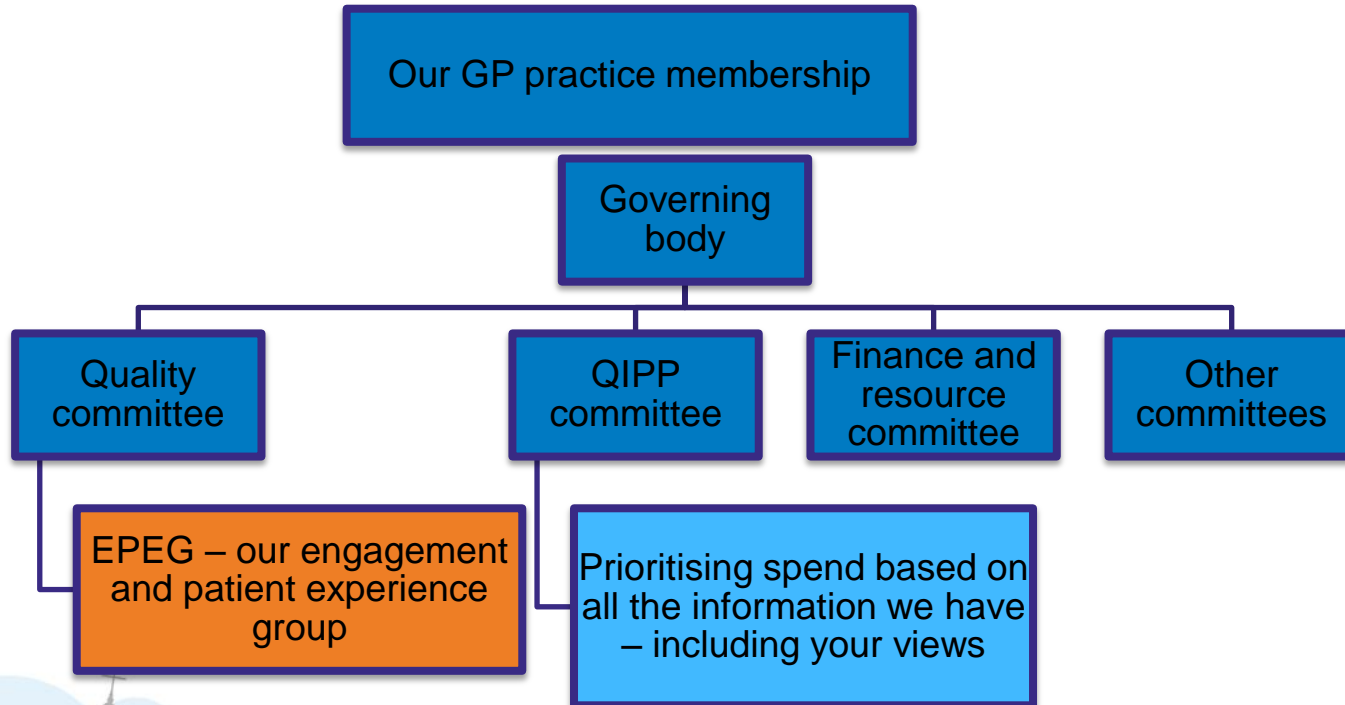
2016-2017 year end data



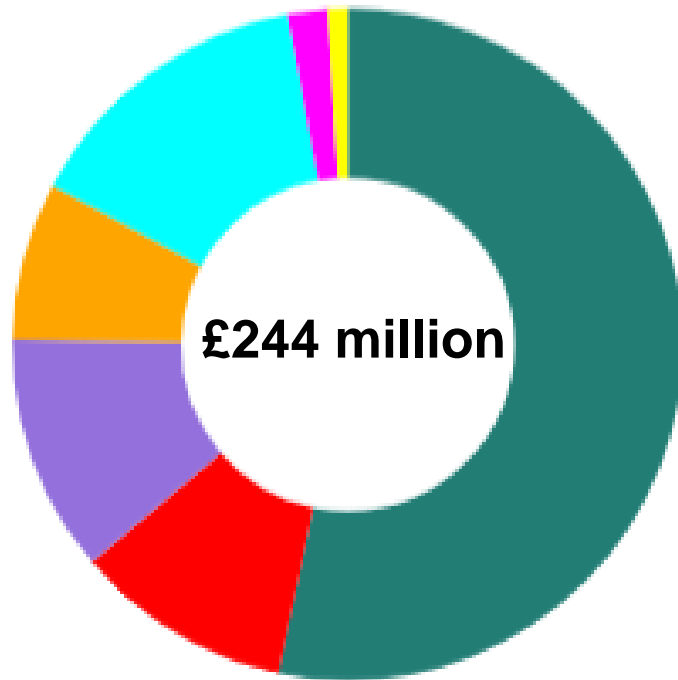
Key Performance Area	Time Period	Performance	Target	Trend
A&E 4hour Waits, All Types (Aintree)	Mar-17	84.9%	85% (STP trajectory)	
Cancer 2 Week Waits (Aintree)	Mar-17	94.5%	93%	
Cancer 62 Day - Screening (Aintree)	Mar-17	90.2%	90%	
Cancer 31 Day (Aintree)	Mar-17	98.7%	96%	
RTT -18 Weeks Incomplete (Aintree)	Mar-17	92.5%	92%	
C.Difficile (Aintree)	Mar-17	20	46 (year end)	
MRSA (Aintree)	Mar-17	2	0	
Stroke (80% of Pts spending 90% of time on Stroke Unit) (Aintree)	Mar-17	56.1%	80%	
% TIA assessed and treated within 24 hours (Aintree)	Mar-17	100%	60%	
Ambulance Category A (Red 1) 8 minute response time (CCG LEVEL)	Mar-17	68.9%	75%	
Mental Health: Care Programme Approach (Quarterly)	Mar-17	95.0%	95%	
Mental Health: IAPT 15% Access (CCG LEVEL)	Mar-17	1.30%	1.25% per month (15% year end)	
Mental Health: IAPT 50% Recovery (CCG LEVEL)	Mar-17	52.3%	50%	
Mental Health: IAPT waiting <6 weeks (Quarterly)	Mar-17	99.5%	75%	
Mental Health: IAPT waiting <18 weeks (Quarterly)	Mar-17	100.0%	90%	



How we make decisions



Our budget and how we spend it



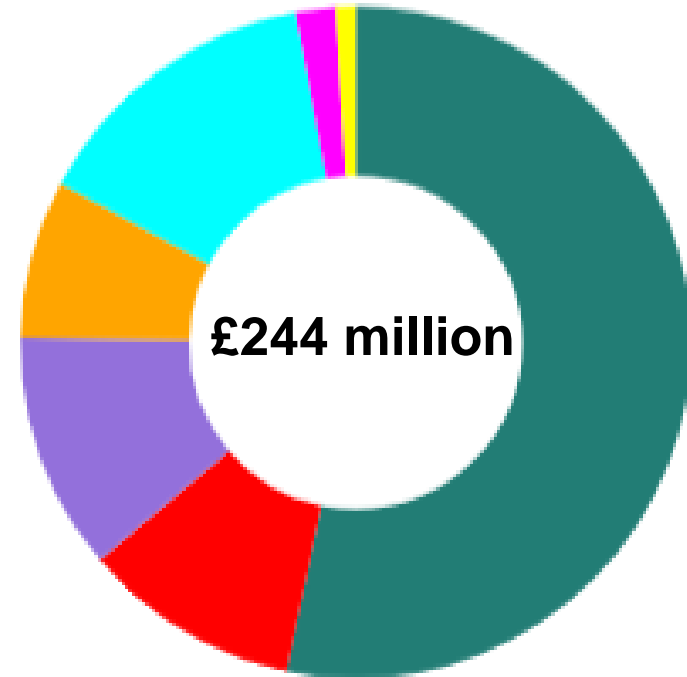
- Hospital services (58%)
- Community services (13%)
- Continuing care (5%)
- Mental health (7%)
- Primary care (14%)
- Programme costs (2%)
- Running costs (1%)



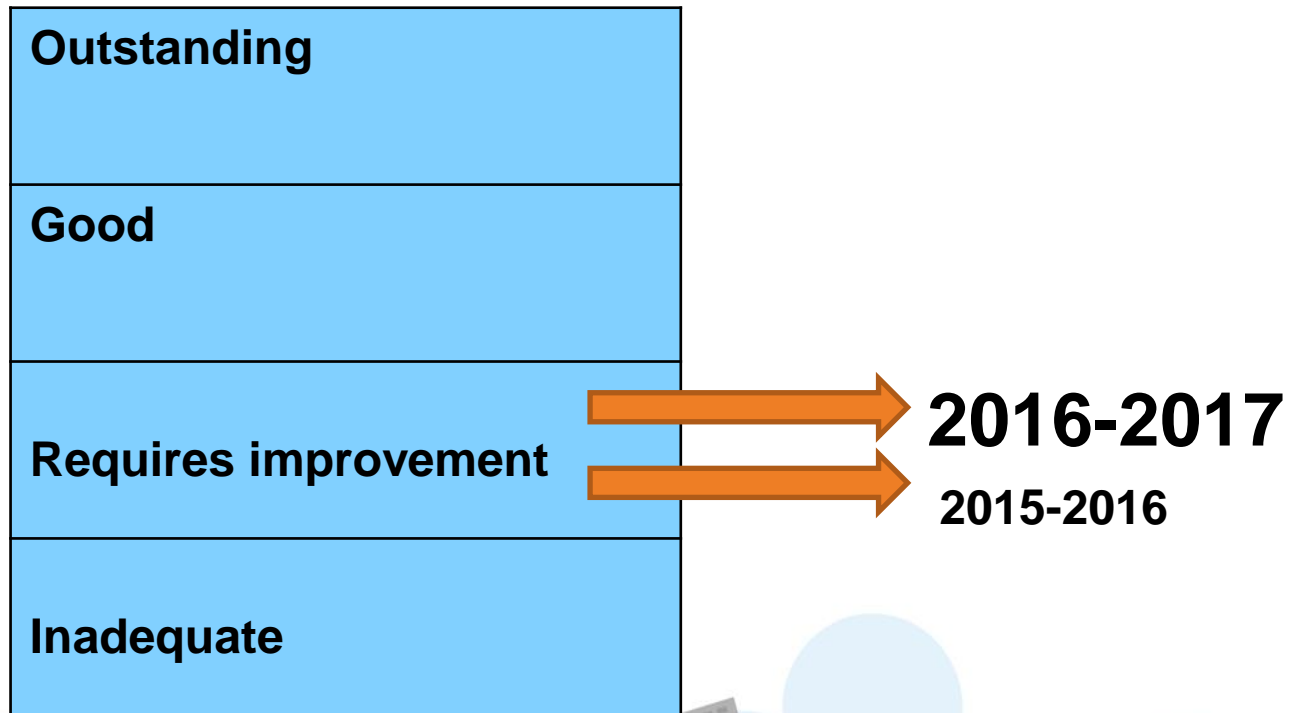
Even greater challenges ahead

2017-2018

- Savings target of around £8.5m
- Higher demand for healthcare
- Higher cost of healthcare
- Distinct local health challenges



Our performance



Your role



Previous exercises

You can find out about our previous exercises where we have involved residents and partners in our work by selecting the links below.



Freshfield Surgery listening exercise

End date - Friday, May 12, 2017

Patients registered with Freshfield Surgery were invited to give their views as part of an NHS England led 'listening exercise' over the future of the practice.



Pilot scheme for ordering repeat medicines

End date - Tuesday, February 28, 2017

A new system for ordering repeat prescriptions has now been introduced in all of our member GP practices in Sefton. The practices have signed up to our repeat prescriptions ordering scheme after it showed positive early results in 19 practices that piloted the system from 1 September 2016.



Young people's engagement event

End date - Friday, November 18, 2016

As part of national young people's 'Take Over Challenge' day, we joined forces with Sefton Young Advisors to discuss the best ways of engaging with young people and find out about their experiences of local GP services.



Review of services at Liverpool Women's Hospital

End date - Monday, August 15, 2016

As part of a consultation process, NHS Liverpool CCG is seeking views, experiences and opinions on the women's hospital.



Community services

End date - Thursday, March 31, 2016

We reviewed our local community services during the early part of 2016 and as part of this we asked residents for their views and experiences. Community services is the collective name for a wide range of healthcare that is often delivered in clinics and other community venues.



together
with you



Get involved
How we use your views
Our 'Chat' events
Current exercises
Previous exercises
What do you think about healthcare?





EXAMINE YOUR OPTIONS

Jan Leonard

Chief redesign and commissioning officer



@NHSSSCCG #CCGBigChat



EXAMINE YOUR OPTIONS

- As winter approaches, we're encouraging people to 'examine their options' should they or someone they know or care for become unwell
- We want to help you to have a better understanding of the choices available to you







Over to you



Each table has been given a few scenarios to discuss

- Which service would you choose?
- What are the main reasons for your choice?
- After today's discussions, will you choose differently in the future and why?

Remember there is no right or wrong answer; we're interested in hearing which services you would consider and why

You have 15 minutes for this session



Time to feedback

- Scenario One



It's Sunday evening and your relative who is in her 30s with two small children has slipped down the stairs and twisted their ankle – this is now swollen and painful, and they are having problems walking on it. They are worried that tomorrow they won't be able to drive the children to school or get to work.



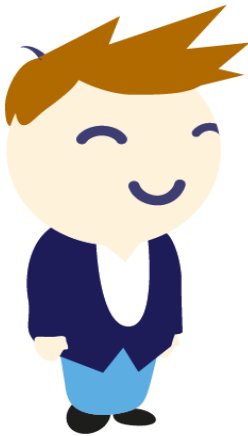
- Scenario Two



You are an elderly diabetic patient who has just realised that they are running low on your medication and may not have enough to last for the weekend.



- Scenario Three



You are an adult man who has woken in the night with chest pain which is getting progressively worse. As you sometimes suffer from indigestion you've taken some indigestion medication, but this hasn't helped.



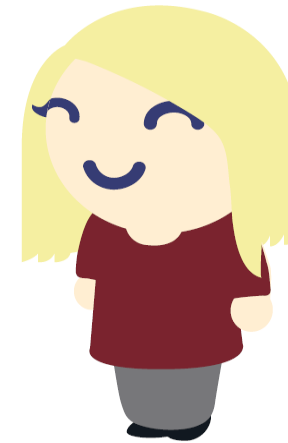
- Scenario Four

You have a son who has severe earache, they are crying with pain, and you have no medication in the house.



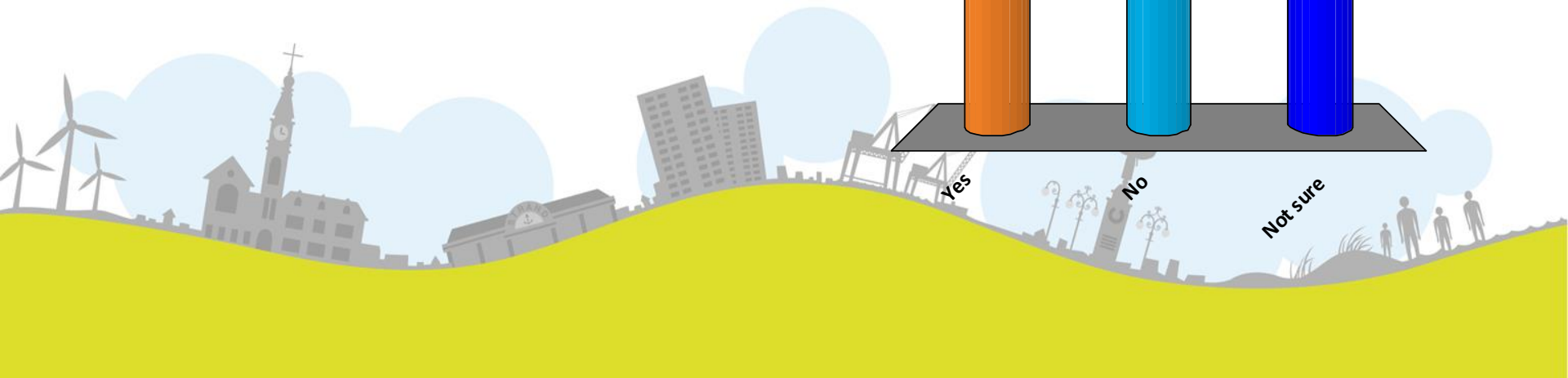
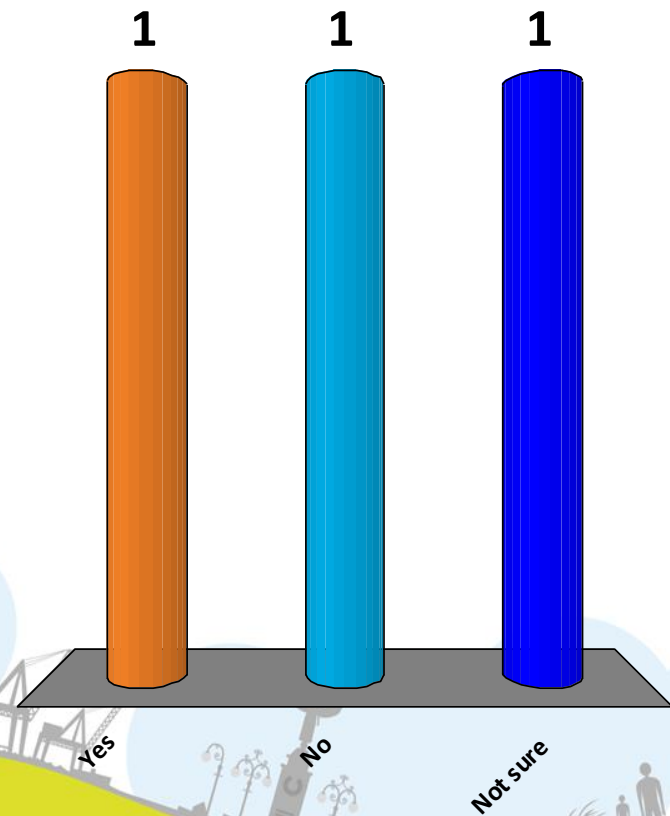
- Scenario Five

Over the last few days, your teenage daughter has been complaining of lower back pain which hasn't gone away and is preventing her from sleeping properly.



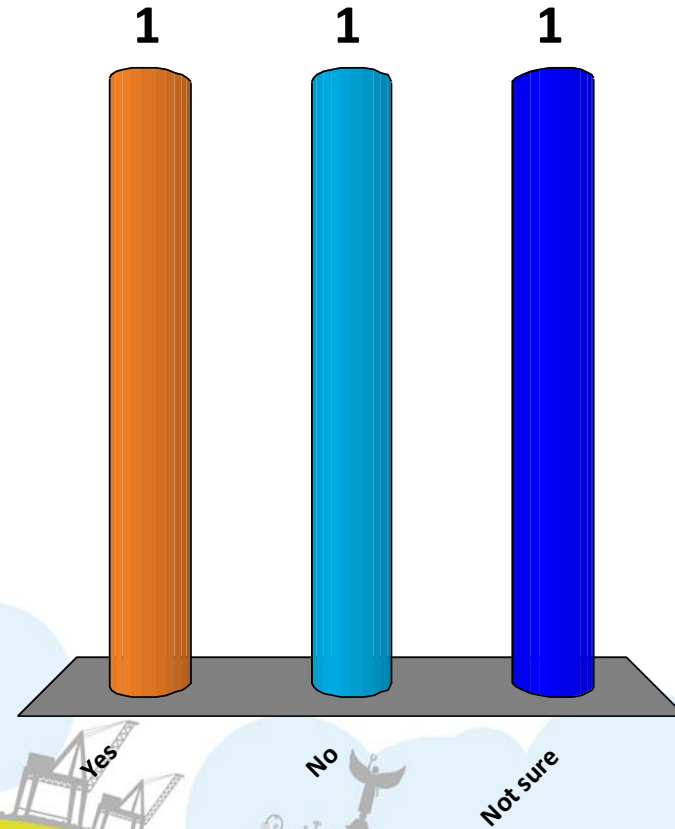
Q. After today's discussions, do you have a better understanding of the choices available to you when you are unwell?

1. Yes
2. No
3. Not sure



Q. Would you make different choices as a result of your discussion today?

1. Yes
2. No
3. Not sure



Over the counter medicines

Susanne Lynch

Head of medicines management



@NHSSSCCG #CCGBigChat

What are over the counter medicines?

- Painkillers, cough and cold remedies, indigestion products and more
- Can cost over four times more than the normal price when prescribed by a GP
- Prescribing cost includes dispensing fee, administrative fee and cost in GP appointment time



Over the counter medicines – the local picture

- We're looking at how much we spend on over the counter medicines
- The focus is on the costs of OTC medicines for one off illnesses eg; sore throat, coughs and colds



In 2015/16, we spent £14,227 on prescribed painkillers including paracetamol, which was prescribed 4589 times



Over the counter medicines – next steps

- We're thinking about stopping the prescribing of OTC medicines for minor ailments and for one off episodes of common illnesses
- This means that GPs will no longer prescribe these items and will advise you to buy these



Over the counter medicines – vulnerable groups

If this idea was to be developed further, it would not affect:

- Patients who have long term health conditions who regularly need large quantities of these medicines
- Patients who receive free prescriptions – they can get their medicines through Care at the Chemist



Buying over the counter medicines – benefits

- Patients can go to their pharmacy for advice and medicines instead of their GP
- This would free up GP appointments for those patients who have more serious health conditions
- It could also mean that patients get the medicines they need sooner



Over the counter medicines - over to you

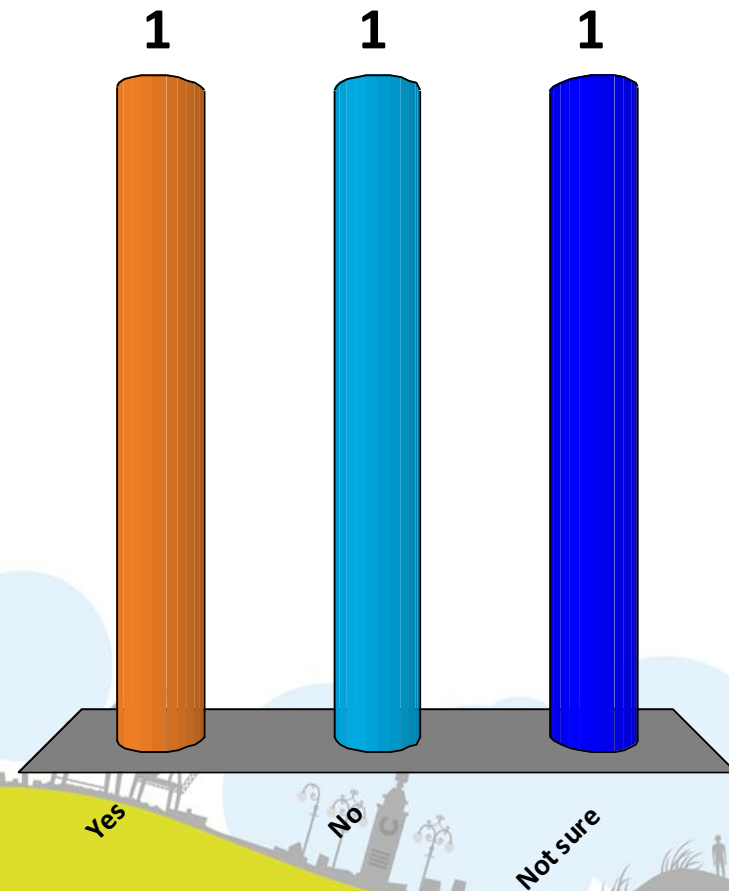
1. What do you think about the idea of stopping the prescribing of OTC medicines for one off common illnesses?
2. Do you think that people should be encouraged to visit their pharmacist for advice if they have a minor illness (self care), instead of a making an appointment with their GP?
3. Tell us about any concerns you have with either of these ideas

You have 10 minutes for this session



Q. Following today's discussions, do you support the idea of stopping the prescribing of OTC medicines for one off common illnesses?

1. Yes
2. No
3. Not sure



Prescribing – national consultation

Susanne Lynch

Head of medicines management



@NHSSSCCG #CCGBigChat

Prescribing – national consultation

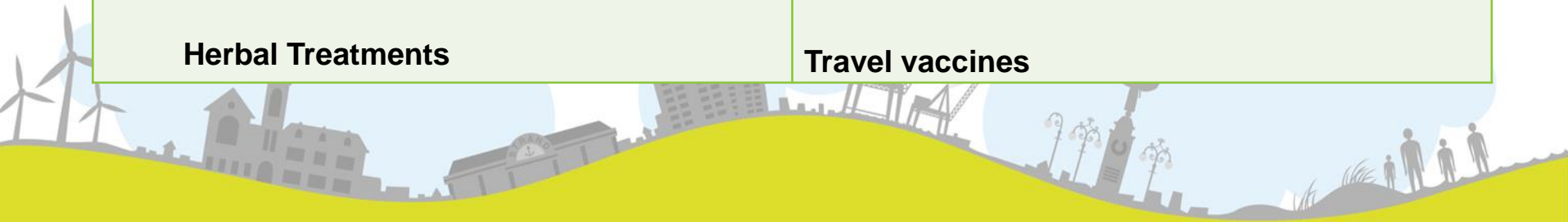
- NHS England is running a national consultation on the future prescribing of some medicines
- There are 18 medicines being reviewed
- The prescribing of these medicines is being reviewed because they fall into one of the following categories:

- **There are safety concerns or they are of limited clinical effectiveness**
- **They are clinically effective but there are more cost effective items available**
- **They are clinically effective but are a low priority for NHS funding**



What medicines does this include?

Lidocaine Plasters	Liothyronine
Co-proxamol	Trimipramine
Rubefaciants (excluding topical NSAIDs)	Once Daily Tadalafil
Omega-3 Fatty Acid Compounds	Oxycodone & Naloxone Combination Product
Dosulepin	Paracetamol & Tramadol Combination Product
Lutein & Antioxidants	Immediate Release Fentanyl
Homeopathy	Prolonged -release Doxazosin
Glucosamine & Chondroitin	Perindopril Arginine
Herbal Treatments	Travel vaccines



New guidelines

- NHS England will use the feedback from the consultation to develop guidelines for the prescribing of these medicines
- The new guidelines will be published in November
- The CCG will consider the guidelines and consult with local people and groups if needed



Have your say

- If you, or a family member, take any of these medicines you may want to take part in the consultation
- There is further information and an online survey available on the NHS England website:
www.england.nhs.uk
- Paper copies of the survey are available upon request – let us know if you would like a copy



Sefton CVS session

Jan Campbell, CVS



@NHSSSCCG #CCGBigChat

Personal Health Budgets (PHBs)

Fiona Taylor
Chief officer
NHS South Sefton CCG



@NHSSSCCG #CCGBigChat

What is a Personal Health Budget?

A personal health budget is an amount of money that can be given directly to a person receiving certain NHS care to allow them to choose and pay for their own help and support.

- Gives patient support, control and flexibility
- Support available from your health professional to apply
- Agreed by the CCG

***To make an enquiry
contact the health professional caring for you***



Patient Story

- Lady in her 40's living in a nursing home, husband and 2 teenage children.
- On a ventilator, requiring all care
- Unhappy, withdrawn, unable to communicate
- Now living in her own home
- Team of carers, community team support Mersey Care
- Engaging, communicating, going out shopping
- Now considering different tracheostomies to aid speech and communication aids



How you can find out more

- Speak to your lead personal health professional
- Visit the CCG website:
www.southseftonccg.nhs.uk/get-informed
- See the leaflet included in your pack
- Speak to a member of the CCG at the end of the event



Involving you

Fiona Taylor
Chief officer
NHS Southport and Formby CCG



@NHSSSCCG #CCGBigChat

How we involve you

- Big Chat events and other public events
- Speaking to you before making major changes to local health services
- Working with Healthwatch and Sefton CVS
- Social media and online comments
- Letters, calls and other contacts, like complaints and compliments
- Local GP practice patient groups



Involving you more

Your views are vital in helping us develop local health services, and we want to involve you even more



Co-production – what is this?

- In particular, we want local people to be more directly involved in the design and development of local health services – this is called co-production
- We do some of this already - we've involved patients in the development of local respiratory services and community based diabetes educational programmes
- How can we do this more?



Over to you – involving you more

1. How can the CCG involve you more in the ‘co-production’ of health services?
2. What are the key barriers to you getting involved in the work of the CCG?

You have 5 minutes for this session



Your views on the Big Chats



Over to you – Big Chats

- Tell us how can we improve the content and format of the big chats?

You have 5 minutes for this session



How was today's event for you?

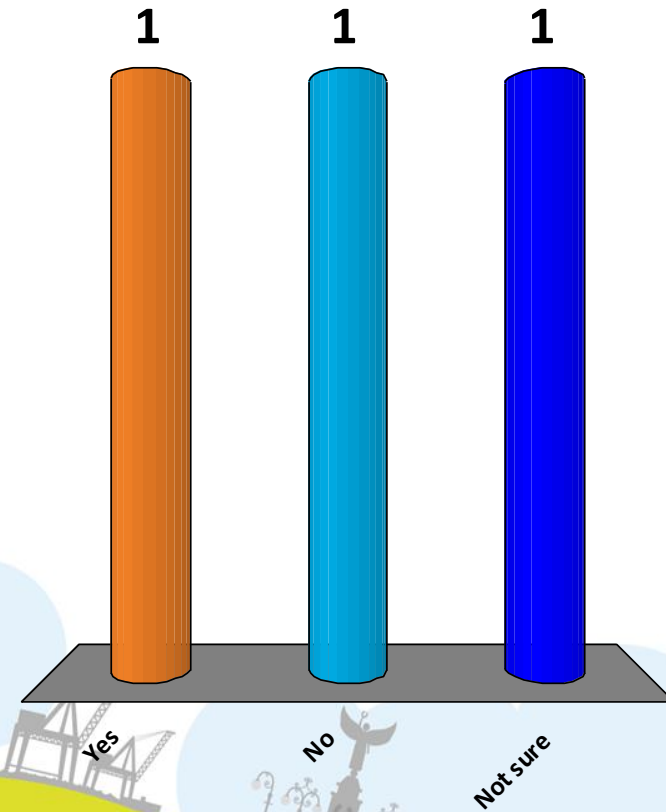
Fingers on the buttons!



@NHSSCCG #CCGBigChat

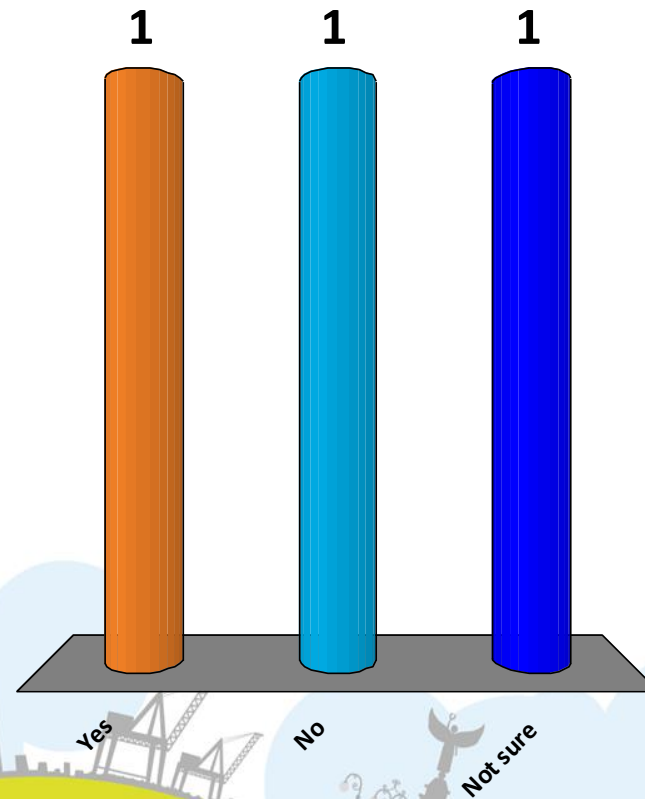
Q. Would you recommend coming along to a big chat event to a friend, colleague, or member of your family?

1. Yes
2. No
3. Not sure



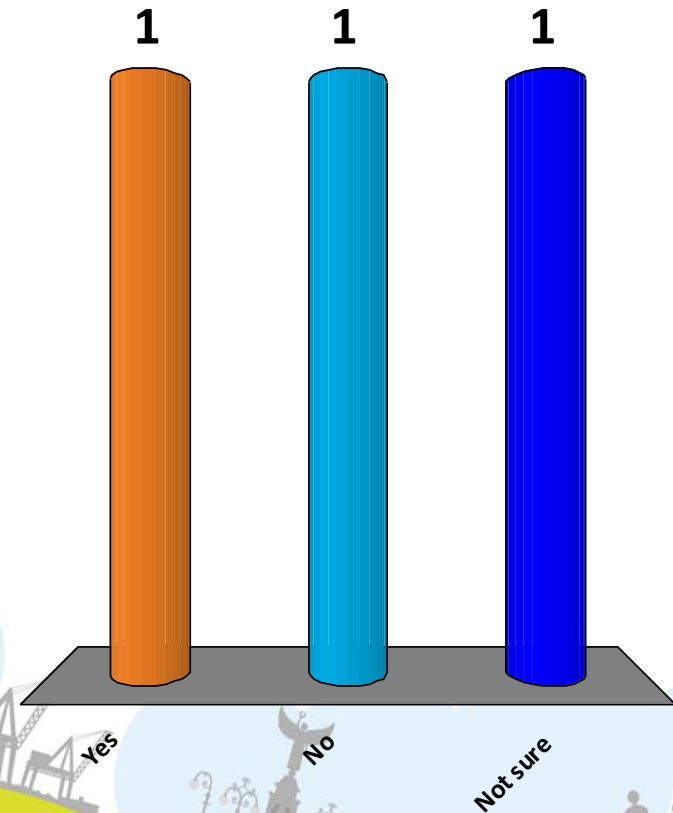
Q. During the session today, did you feel that you had the opportunity to have your views heard?

1. Yes
2. No
3. Not sure



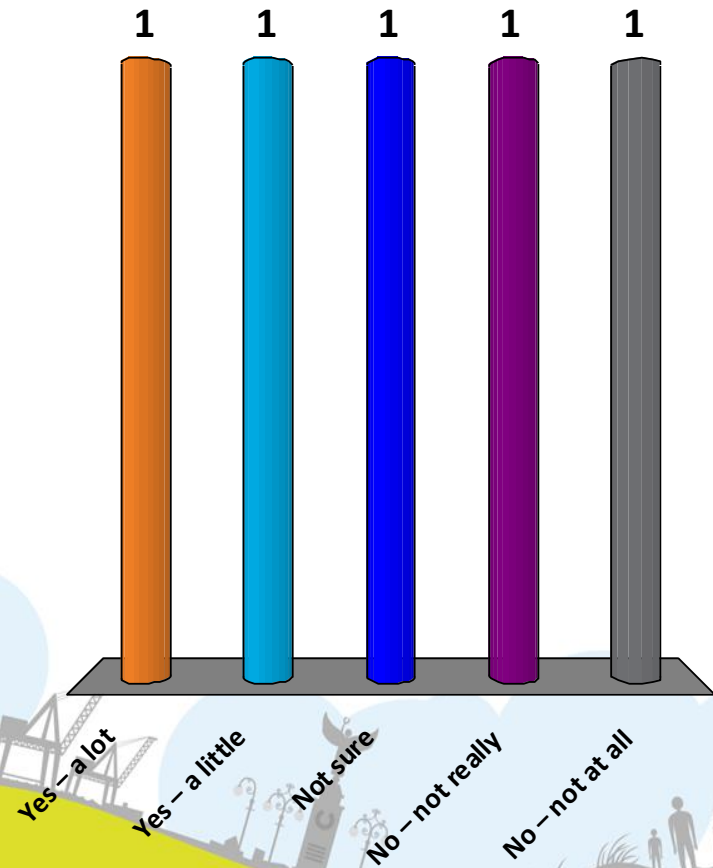
Q. After what you've heard and discussed today, will you use more self care options in the future?

1. Yes
2. No
3. Not sure



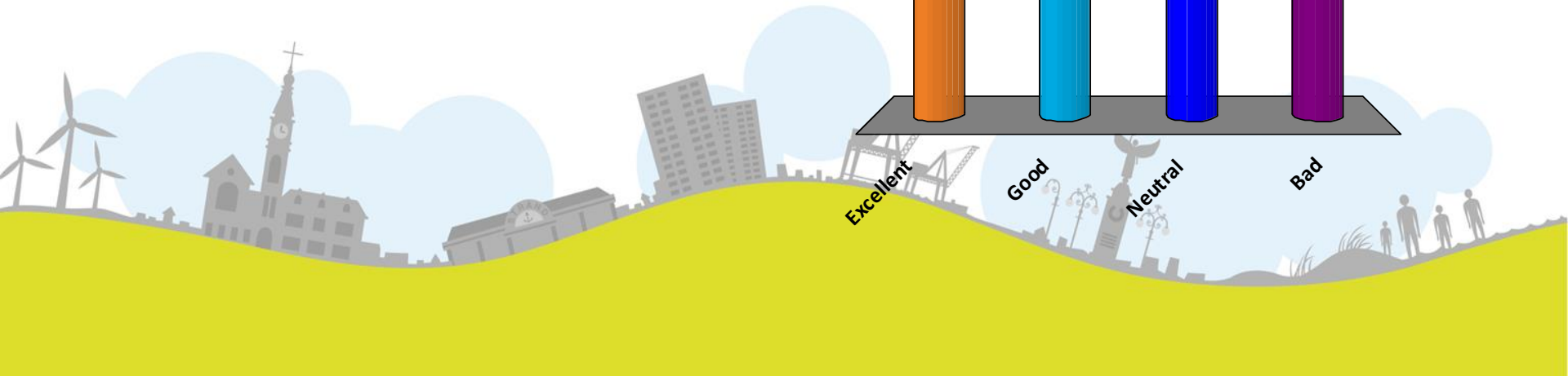
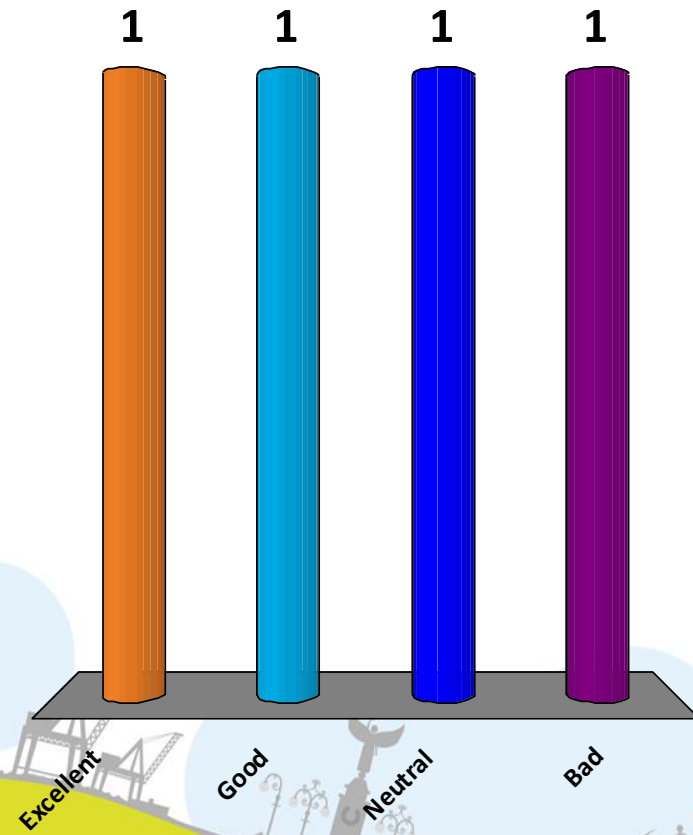
Q. Did you find the Sefton CVS session on wellbeing interesting and useful?

1. Yes – a lot
2. Yes – a little
3. Not sure
4. No – not really
5. No – not at all



Q. How would you rate the choice and location of the venue for today's event?

1. Excellent
2. Good
3. Neutral
4. Bad



Staying involved

- Fill in a 'keep in touch' form
- We will add your contact details to our database to keep you informed
- Details of this and all previous and future Big Chats also on our website:
www.southsefton.ccg@nhs.uk
- Please let us know if you require this in other formats
- Call our PALS team on 0800 218 2333



Thank you

@NHSSSCCG

#CCGBigChat

www.southseftonccg.nhs.uk

