

Staying local  
& together

**70**  
YEARS  
OF THE NHS  
1948 - 2018

**NHS**

**South Sefton**  
Clinical Commissioning Group

# Welcome to Big Chat 10 meets Annual Review

Bootle Cricket Club  
27 September 2018



@NHSSFCCG

#BigChat10

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& together

**70**  
YEARS  
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**NHS**

**South Sefton**  
Clinical Commissioning Group

# Welcome

Dr Craig Gillespie

Acting chair

NHS South Sefton CCG



@NHSSFCCG

#CCGBigChat

# What we will cover

- Transforming Health and Care
- Strengthening general practice for the future
- New 7 day GP access service
- Care navigators – example of working differently and making a difference to people's health and wellbeing
- Transforming community health services in south Sefton
- Q&A surgery



# Our year

- **Today's presentations and the market place displays cover:**
  - Highlights of our work and achievements in 2017-2018
  - 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**

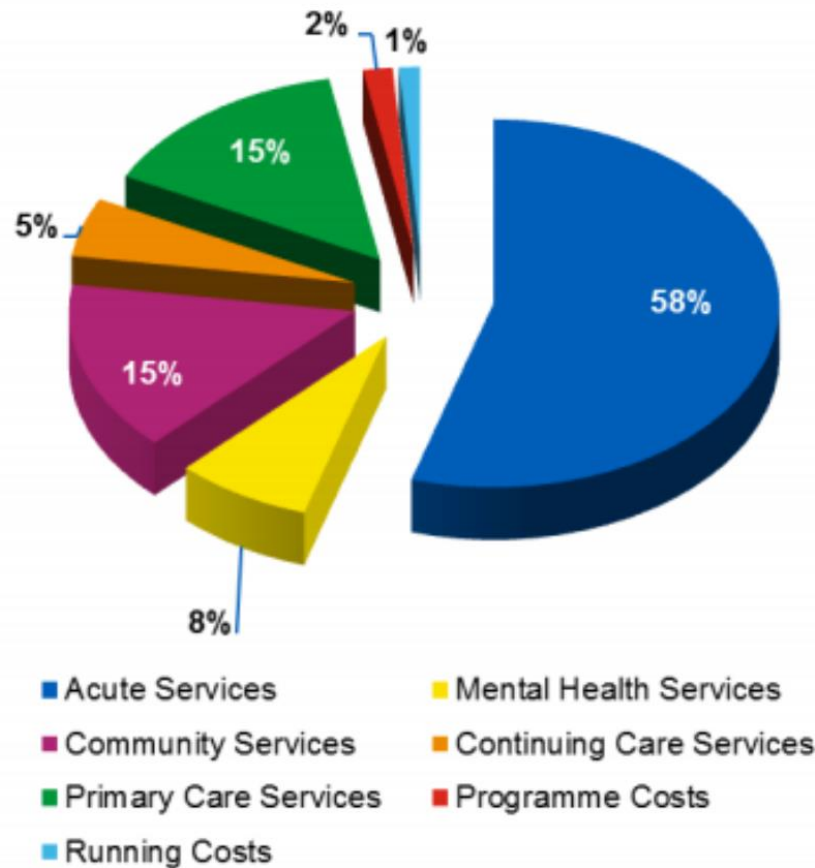


## Summary of our financial performance 2017 - 2018

- We had a budget of £245 million and spent £248 million, resulting in a £3 million deficit at the end of 2017 - 2018
- Despite the continuing financial pressures and challenges, we achieved nearly £3m quality savings against our target (over 1% of our total budget for the year)



# How we spent our money in 2017 - 2018



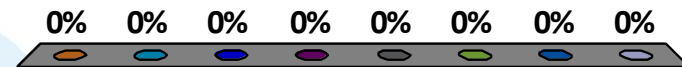
## Some of our achievements 2017-2018

- The repeat prescription ordering scheme was rolled out to all GP practices, improving patient safety and saving at least £500,000 in its first year
- Our Integrated Community Reablement and Assessment Service (ICRAS) was launched helping to avoid unnecessary hospital admissions
- We received a 'Good' rating for local diabetes care in the national performance of better health assessments (2016/17)
- Our GP practices achieved high ratings in the latest patient survey
- **For more examples of our performance and achievements, see the market place displays**



# Q. How did you hear about today's Big Chat?

1. Letter / email invite
2. Newspaper article
3. NHS South Sefton CCG website
4. Social media –Twitter
5. Radio Merseyside
6. GP practice / screens
7. Poster / flyer
8. Other



Letter / email invite  
Newspaper article  
NHS South Sefton CCG w...  
Social media –Twitter  
Radio Merseyside  
GP practice / screens  
Poster / flyer  
Other



# Transforming health and care

Fiona Taylor  
Chief officer  
NHS South Sefton CCG



@NHSSFCCG

#CCGBigChat

# Health & Wellbeing Indicators in Sefton 2016



## Key

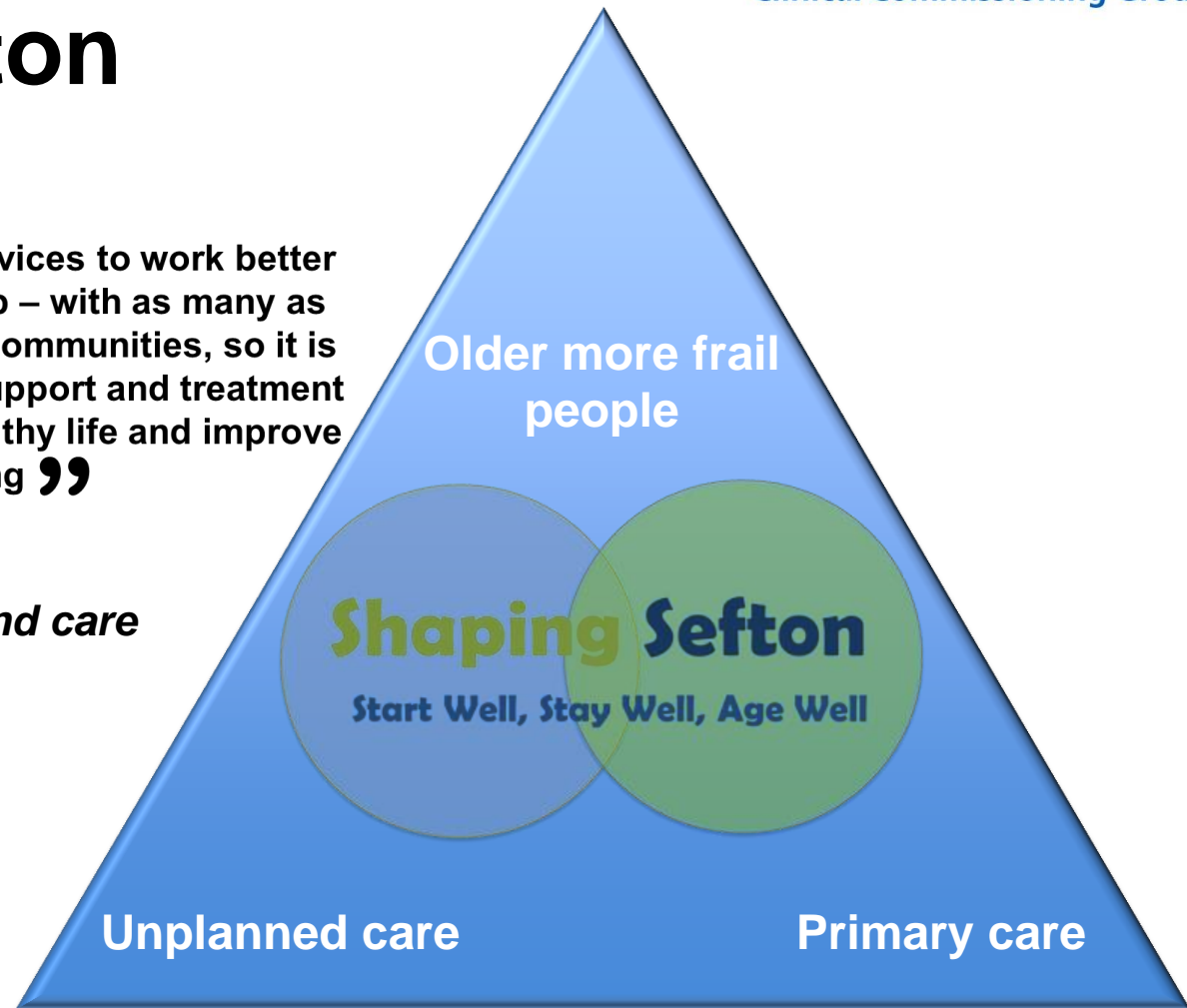
Statistical significance compared to England average:

-  Better
-  Similar
-  Worse

# 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*



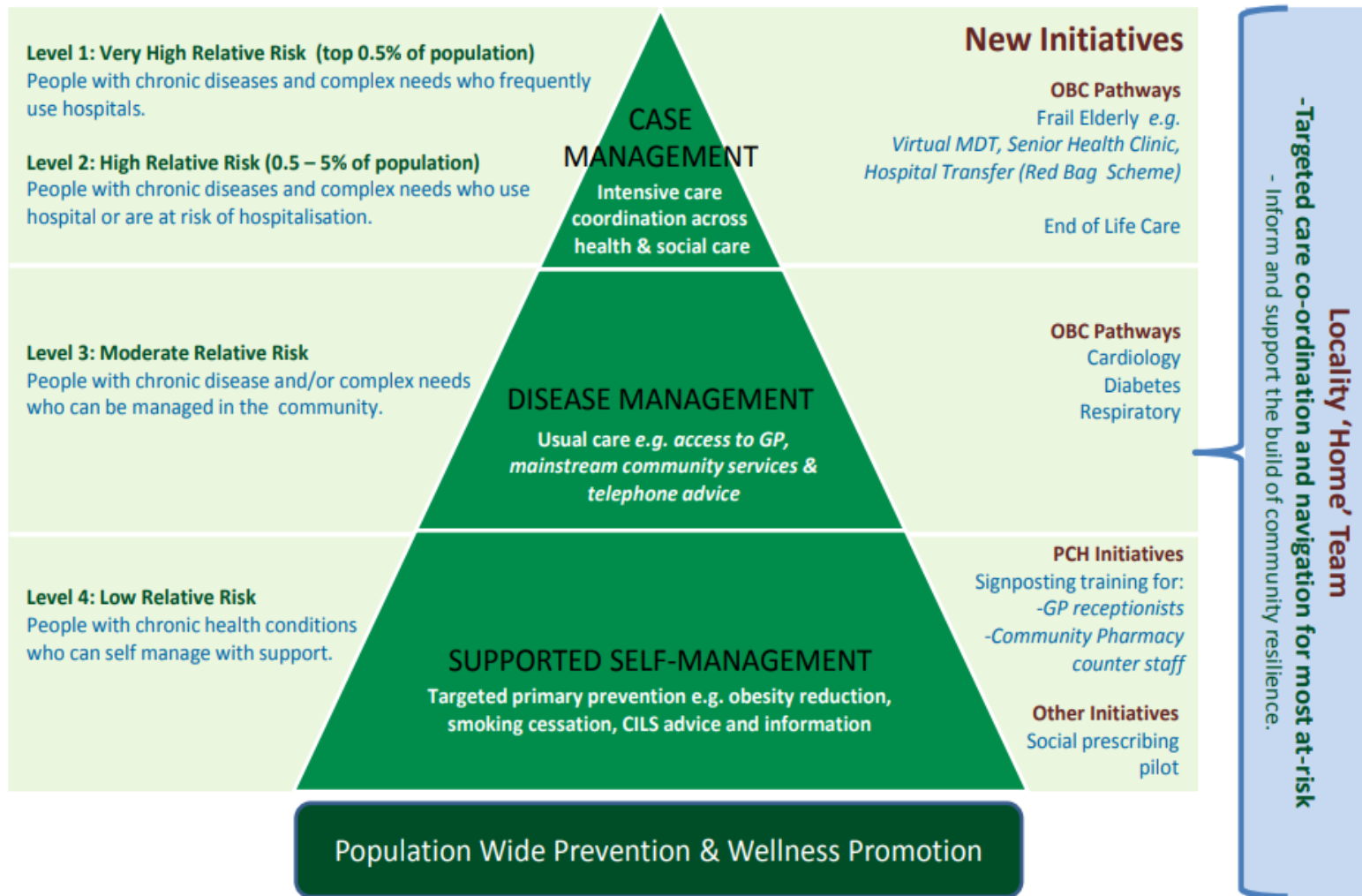
# What this looks like

Our vision  
5 year strategy

Shaping  
Sefton  
Community  
centred health  
and care



# Population wide prevention and wellness



# Transforming health and care

The following short film explains how health and care partners are working together to better meet the health and care needs of local people now and into the future

<https://bit.ly/2zOA83d>



# Strengthening general practice for the future

Jan Leonard

Director of commissioning and redesign





There are 154,758 people registered in the 30 GP practices across south Sefton





# Experience of current services

- Overall experience of GP practice 'good' - 83 % compared with national average of 84%
- 66% rated making an appointment as good which is below national average
- So there is some work to be done to improve access



# Challenges

- Health is improving BUT life expectancy lower in some communities
- Long term conditions higher than national average
- 18% of our population is over 65 compared with the England average of 16.4%
- Maghull has the highest proportion of over 65s
- Crosby and Maghull have above average number of over 85's
- Youngest population in Seaforth and Litherland



# Challenges in general practice

- 36% of the workforce is aged 55 and over
- Recruitment difficult
- Estates poor quality
- Workload increasing



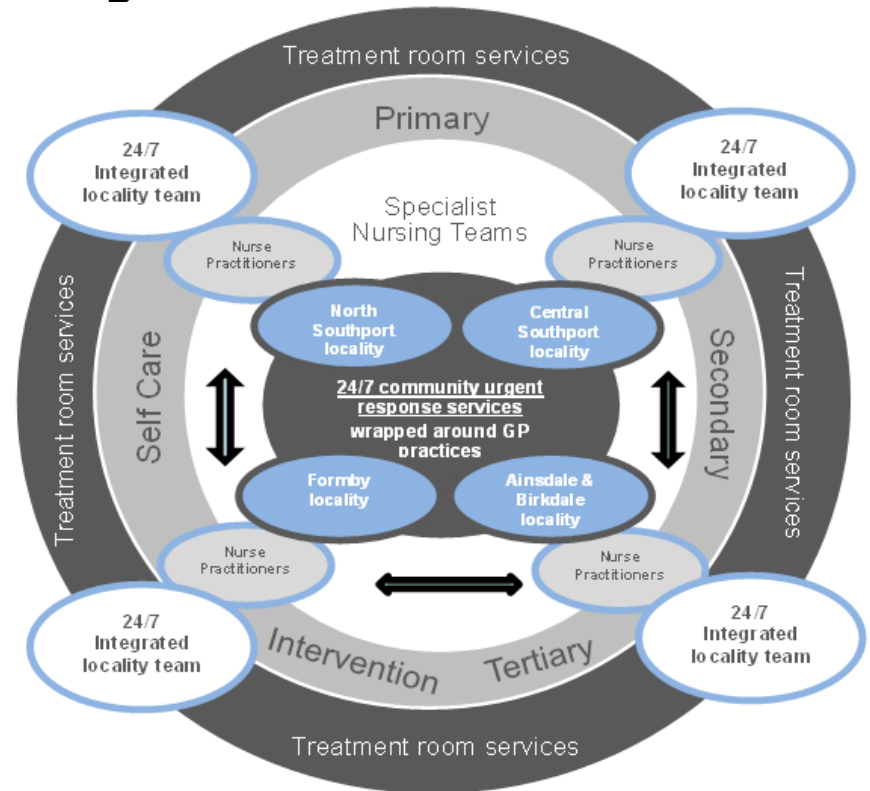
# The future of general practice

- Commissioning of general practice shifting from NHS England to CCG – ‘delegated commissioning’
- National plan for improvement - GP 5 year Forward View
- New 7 day access service
- Practice Network Development funding
- Skill mix in practice



# What this means for you

- Practices working together and with other partners to streamline your care
- Different ways of working
- Different skill mix



# Over to you

Do you think the changes you've heard about today will:

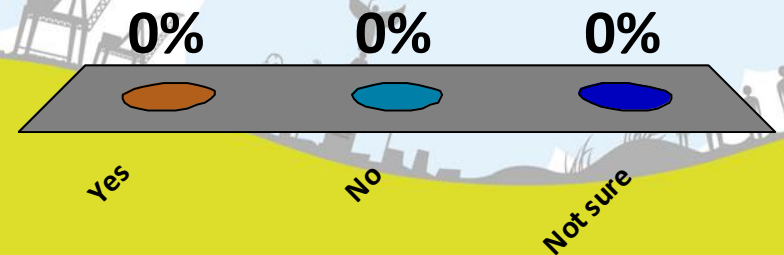
1. Improve the care you receive?
2. Improve the way your practice works?

**You have 10 minutes for this session**



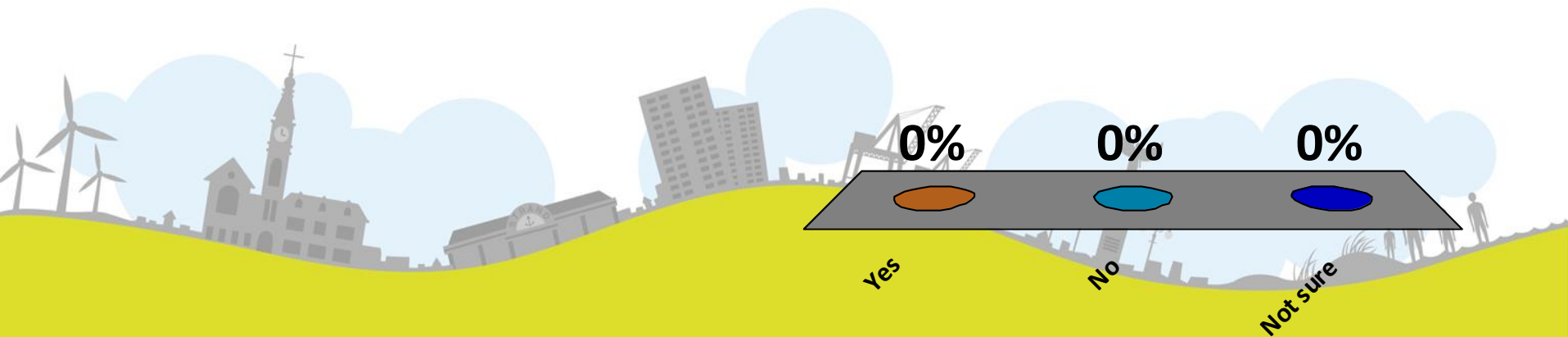
**Q. After hearing about plans to increase the mix of staff at your practice, would you be happy to see a different healthcare professional rather than a GP when it's appropriate?**

1. Yes
2. No
3. Not sure



**Q. After today's discussions, are you supportive of future plans for primary care?**

1. Yes
2. No
3. Not sure





# New NHS 7 day GP access service

Jan Leonard

Director of commissioning and redesign



## 7 day GP access service

- New extended GP access service launches for patients in south Sefton on 1 October 2018
- Designed by NHS England as part of its plan to improve primary care called 'the GP Forward View', this new service is part of a national roll out
- 'Must dos' include pre-bookable and same day non urgent appointments on weekday evenings, plus Saturdays and Sundays



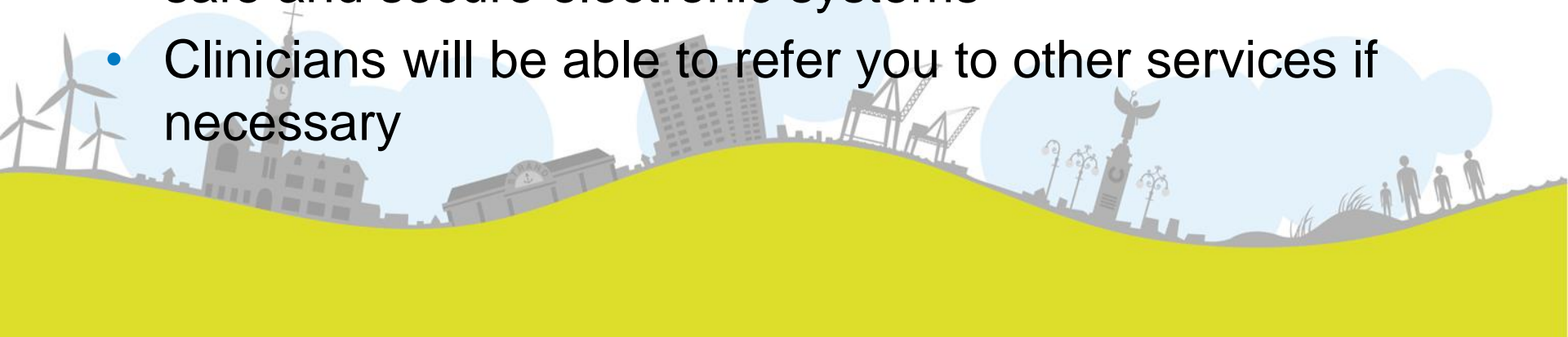
## 7 day GP access service

- Run by South Sefton Primary Care Health, made up of local doctors
- It will provide patients with options about when they can book routine, non urgent GP appointments outside normal opening times
- Pre-bookable slots also available with a range of other healthcare professionals, like practice nurses
- Monday to Friday 5pm – 8pm, and Saturday and Sunday 9 – 12pm
- All appointments at Litherland Town Hall, Hatton Hill Road, L21 9JN



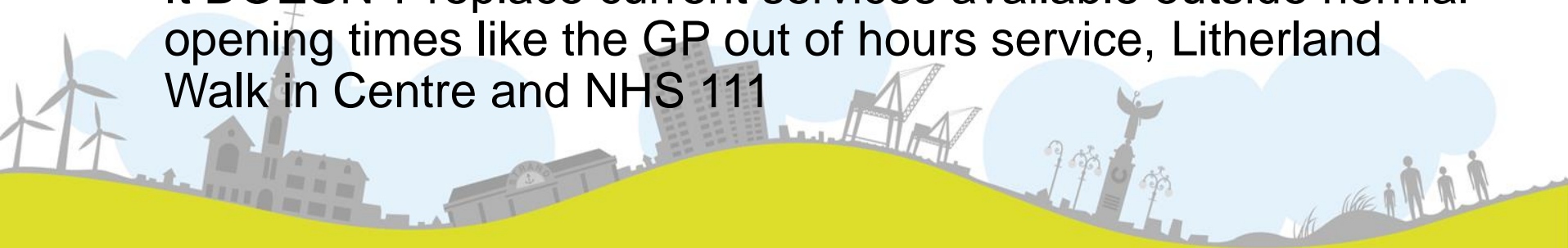
## How the service works

- If you are registered with a south Sefton GP practice, you can use the service
- Appointments can be booked through your own GP surgery, or through NHS111
- Appointments for a doctor, nurse or other healthcare professional, such as a physiotherapist will be available
- Face to face and telephone appointments available
- Clinicians will have access to your GP medical record via safe and secure electronic systems
- Clinicians will be able to refer you to other services if necessary



## What the service provides

- Importantly, the new service is not a GP practice so you will continue to be registered with your current surgery
- Nearly all of the services you would expect from a traditional GP practice will be offered, like smears, contraceptive services and access to a physiotherapist
- Amongst services that WON'T be provided are home visits, midwife or child health surveillance appointments
- You will be prescribed any medicines that you need from the service BUT your repeat prescriptions will remain the responsibility of your regular GP practice
- It DOESN'T replace current services available outside normal opening times like the GP out of hours service, Litherland Walk in Centre and NHS 111



## Shaping the service into the future

- South Sefton Primary Care Health will be engaging with patients as the service becomes operational to help shape the service into the future
- The group is keen to work with existing networks such as patient participation groups and Healthwatch Sefton as it prepares to go live on 1 October 2018
- Let us know if you would like to be involved in the development of the service by completing the 'keep in touch' form in your pack



## Over to you

We want your views about evening and weekend opening times – currently set for Monday to Friday 5pm – 8pm and Saturday and Sunday 10 – 1pm.

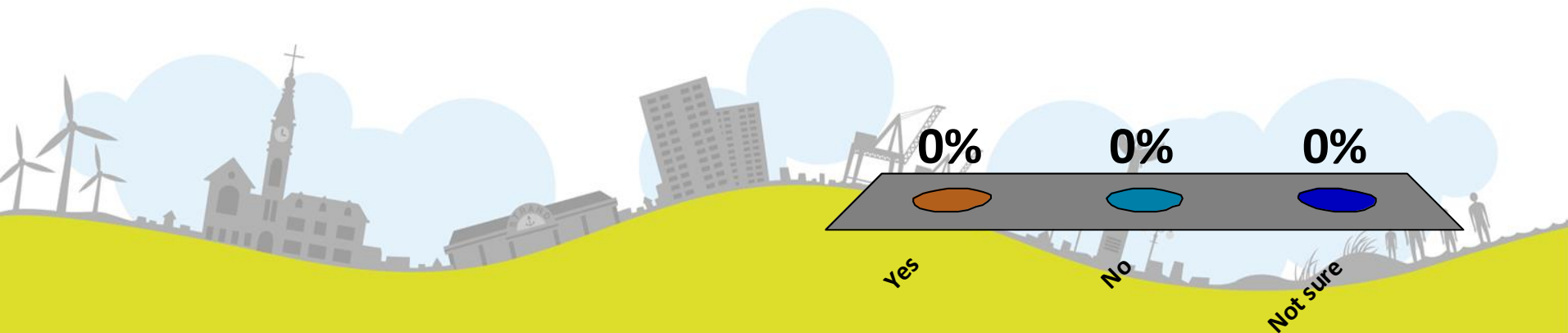
1. Are these the best weekend and evening opening times and are they convenient?
2. Do you think this service will be useful in improving access to GP services?

**You have 10 minutes for this session**



**Q. After what you've heard and discussed today, will you consider using the 7 day access GP service in the future?**

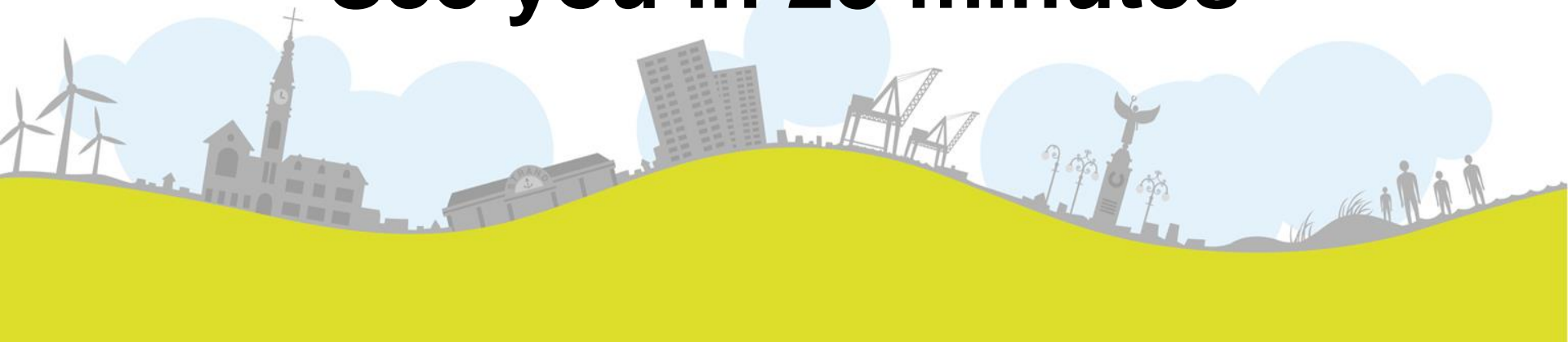
1. Yes
2. No
3. Not sure





# Enjoy a short break and visit the marketplace

## See you in 25 minutes





**Sefton CVS**  
Supporting Local Communities

*From*

**What's the matter with you?**

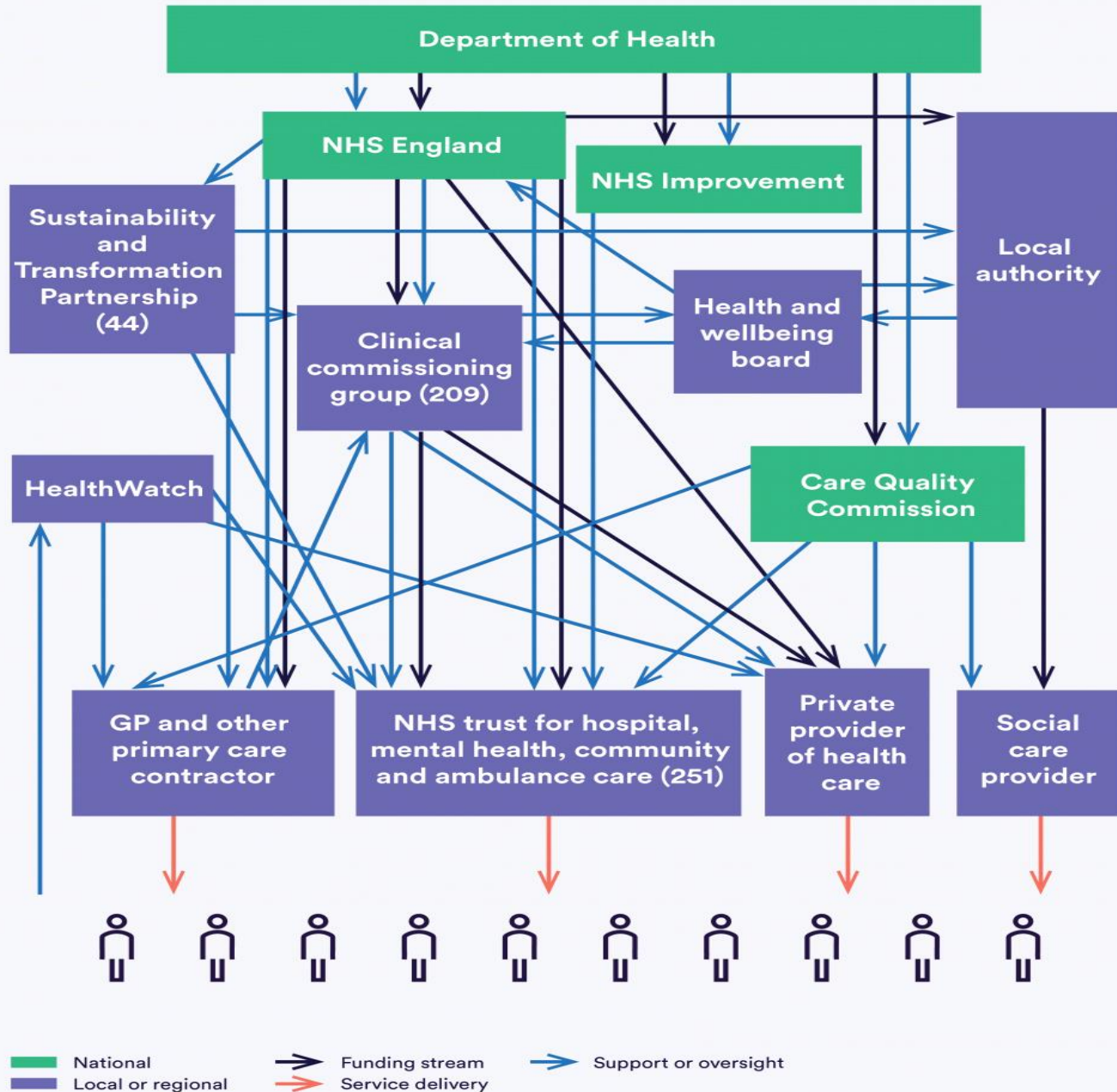
*to*

**What matters to you?**

Jan Campbell  
North area lead  
Sefton Council for Voluntary Service (CVS)

**NHS 70**

## The structure in England



## What's the matter with you?

- Primary Care
- Adult Social Care
- Self
- Community Matron
- Stroke Team
- Sefton Social Services
- Clinical Psychologist
- Falls Prevention Team
- Sefton Advocacy
- One Vision Housing
- Merseycare
- Community Focus Team
- Library Home Visit Service

## What matters to you?

- Yarnigans
- Men Behaving Brilliantly
- Gardening Club
- DIY
- Brighter Mondays
- Bootle Tool Shed
- Kindfulness Coffee
- CAB
- Walking groups
- Swimming
- Addaction
- Volunteering
- Employment

**Sefton CVS  
Reablement Service  
Health and  
Wellbeing Trainers**

**MACMILLAN  
NAVIGATOR  
SERVICE**



**Community  
Connectors**

# Living Well Sefton



Each of the cards in this directory has a question on the front and the answer to the question on the back.

There are five thematic sections, as listed on this page.

Cards  
**1-36**  
**Section 1**  
Health and Social Care

Cards  
**37-45**  
**Section 2**  
Community Safety

Cards  
**46-54**  
**Section 3**  
Home Life

Cards  
**55-63**  
**Section 4**  
Leisure and Social Activi

Cards  
**64-76**  
**Section 5**  
Finance

Connecting You To Services booklet is available online at [seftoncvb.org.uk/connectingyou](http://seftoncvb.org.uk/connectingyou)

Sefton CVS also maintain a database with details of voluntary, community and faith (VCF) sector services and organisations.

Sefton CVS Supporting Local Communities

Sefton Council

NHS South Sefton Clinical Commissioning Group

NHS Southport and Formby Clinical Commissioning Group

# Connecting You to Services in Sefton

[www.seftoncvb.org.uk](http://www.seftoncvb.org.uk)



# Contact

David Humphreys

Area Lead (South Sefton)

[david.humphreys@seftoncvcs.org.uk](mailto:david.humphreys@seftoncvcs.org.uk)

Helen Barker

Area Lead (Central Sefton)

[helen.barker@seftoncvcs.org.uk](mailto:helen.barker@seftoncvcs.org.uk)

**Tel: 0151 920 0726**

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# Transforming Community Services

**PAT McGUINNESS** | Deputy Director of Integration,  
Mersey Care NHS Foundation Trust

**TERESA CLARKE** | Head of Commissioning,  
Mersey Care NHS Foundation Trust



# Providers are coming together in Sefton to improve the way care is provided...



**South Sefton**  
Clinical Commissioning Group



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services



**Southport and Ormskirk Hospital**  
NHS Trust



**Sefton CVS**  
Supporting Local Communities



**Lancashire Care**  
NHS Foundation Trust



**Aintree University Hospital**  
NHS Foundation Trust



**Southport and Formby**  
Clinical Commissioning Group

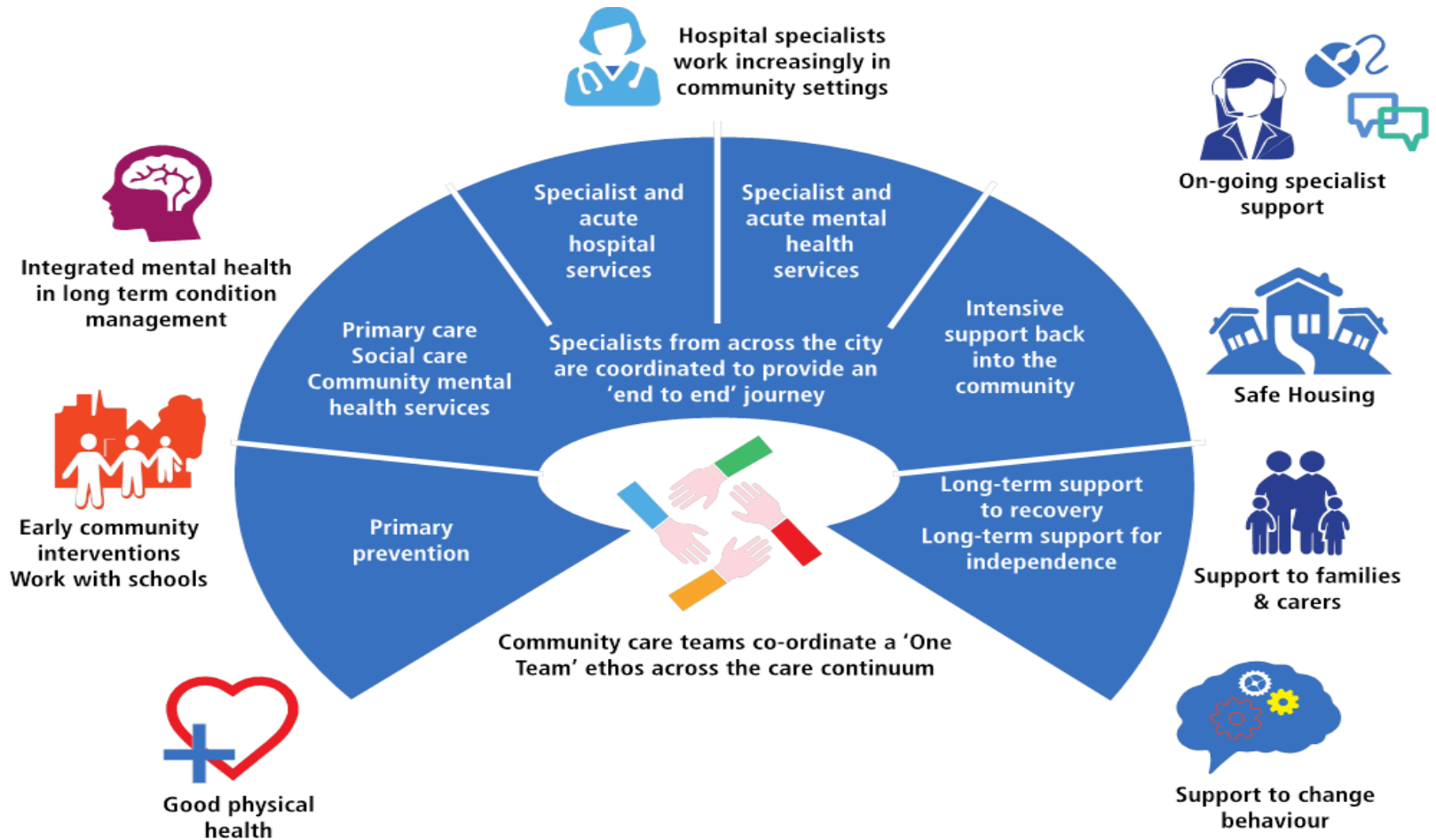
# What happens now



# What we want to happen in future...



# Future vision – working together as one team to manage all of your care





**Working together to be 'greater than the sum of our parts, rather than as separate elements'.**

# The way our services will work...

- Teams will work together to get the community services we all need
- Break down the barriers between primary, community, hospital, mental health, through proactive care with neighbourhoods
- A whole-person approach that addresses health and social care issues
- Support independence
- Make the most of what is available in communities
- Make the system simpler and more coordinated for people to understand and access





# Working together

The following film hears a local nurse talk about the benefits of health and care partners working together to improve patient care

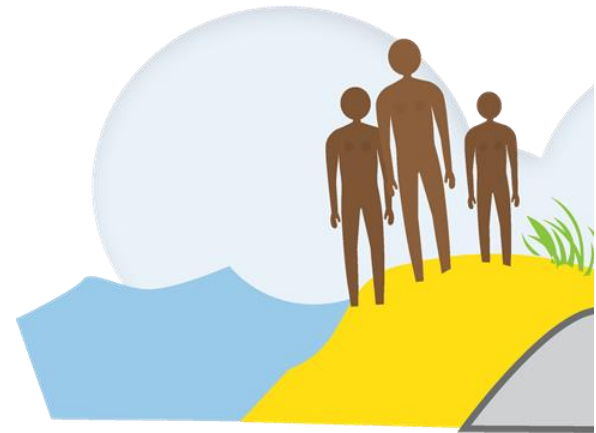
<https://bit.ly/2PcldW4>



# Testing out our thinking in two pilot sites in South Sefton



**Bootle**



**Crosby**

## **Over to you – transforming community services**

1. Having heard about the plans to transform these services, do you think there is anything we have missed or need to consider further?
2. On your table, identify one key question to ask about this work in the Q&A session

**You have 10 minutes for this session**

## **Q&A session**

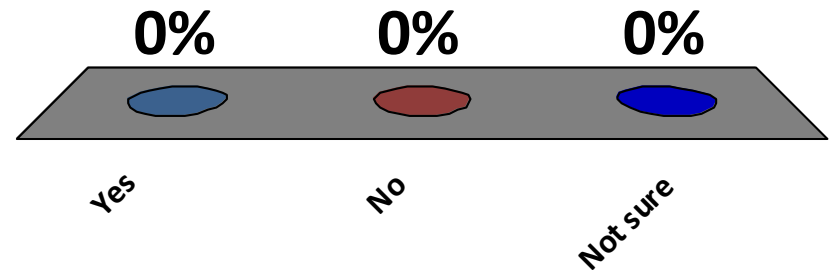
Each table now has the opportunity to ask one question about this work.

If you have any additional questions, please write these on the post it notes and display on the boards around the room (these will be answered in the event report).

**There is 10 minutes for this session**

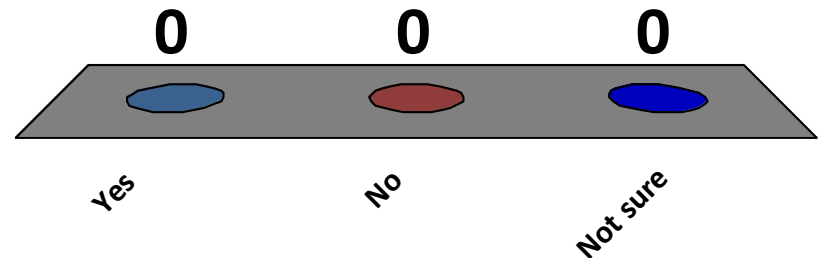
**Q. After today's discussions, are you supportive of the future plans for community services?**

1. Yes
2. No
3. Not sure



**Q. Do you think the changes to community services will make a positive difference to how you receive your treatment and care?**

1. Yes
2. No
3. Not sure



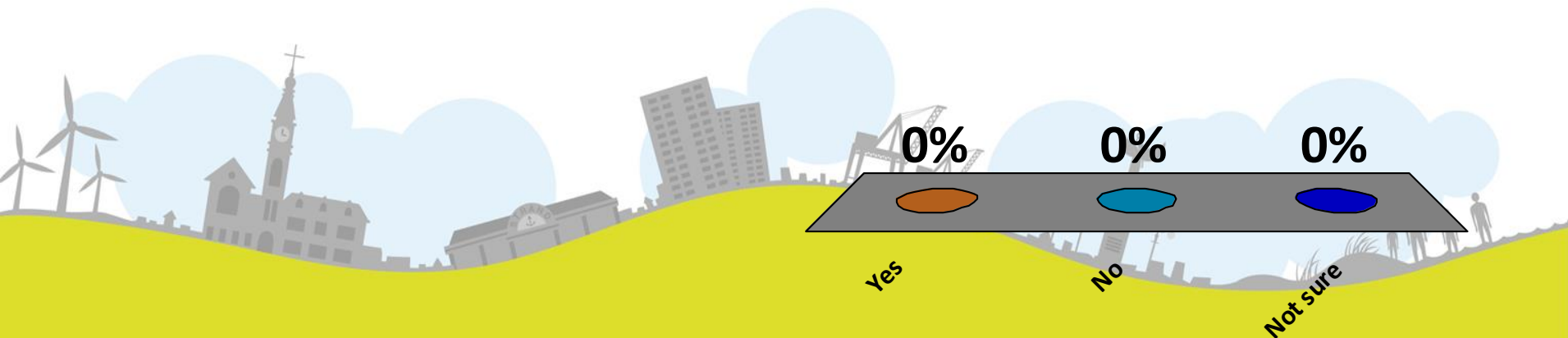
# How was today's event for you?

Fingers on the buttons



**Q. Would you recommend coming along to a Big Chat event to a friend, colleague, or member of your family?**

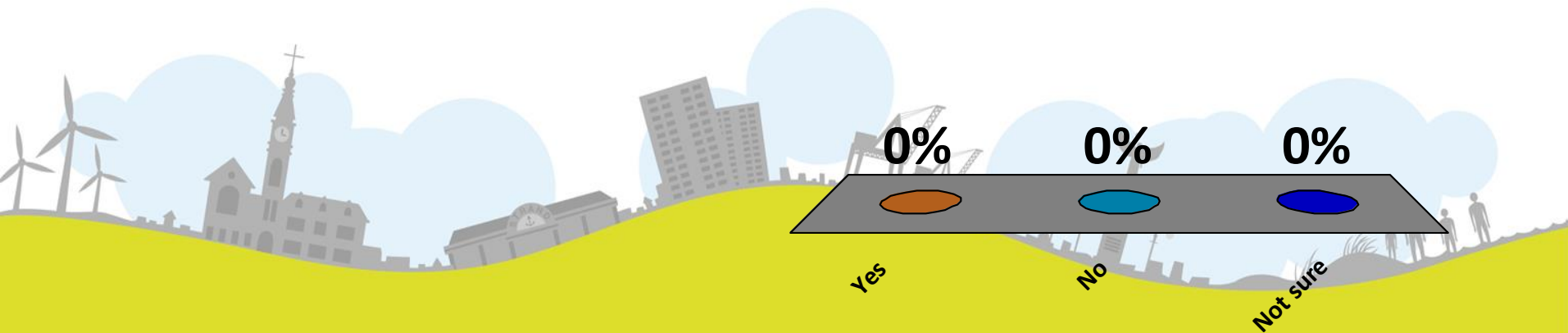
1. Yes
2. No
3. Not sure





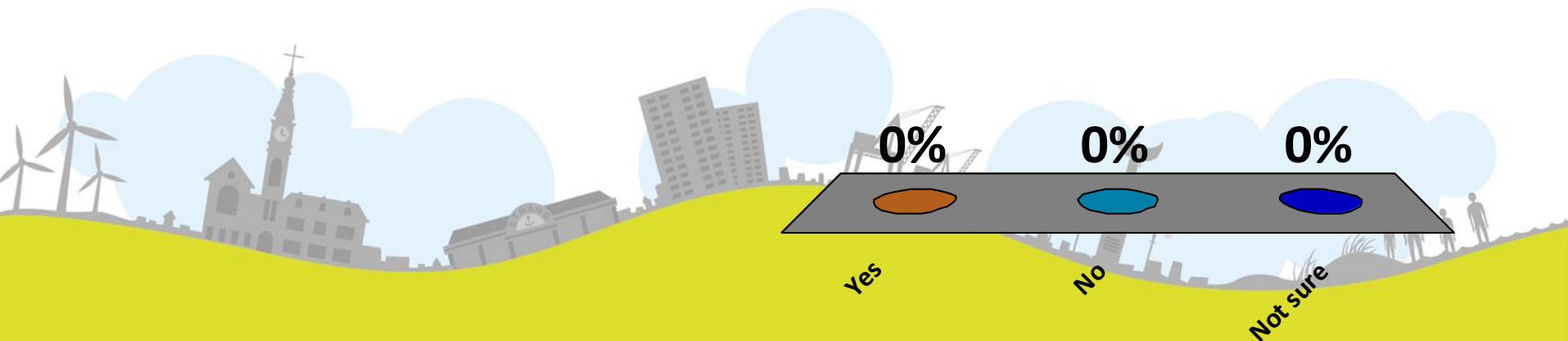
# Q. Did you find the stalls and the information available in the marketplace useful and interesting?

1. Yes
2. No
3. Not sure



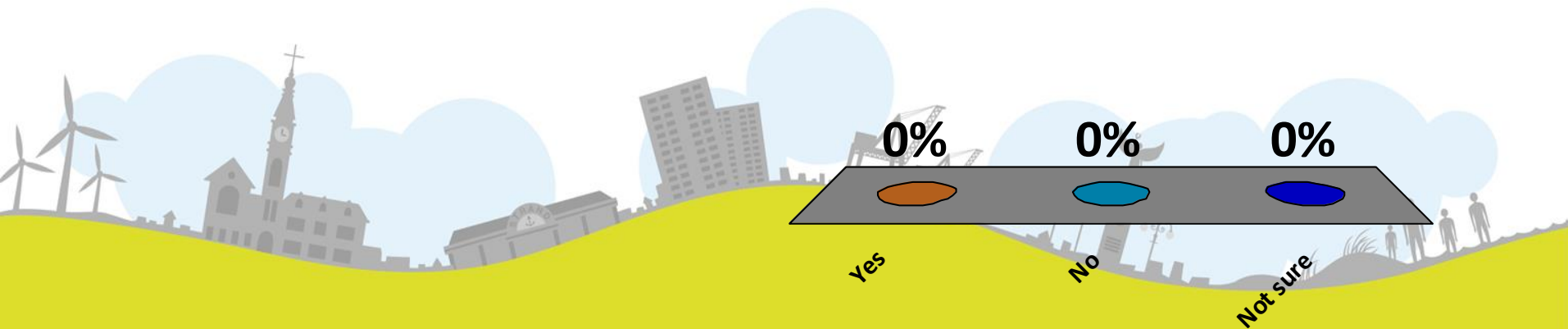
**Q. During the session today, did you feel that you had the opportunity to have your views heard?**

1. Yes
2. No
3. Not sure



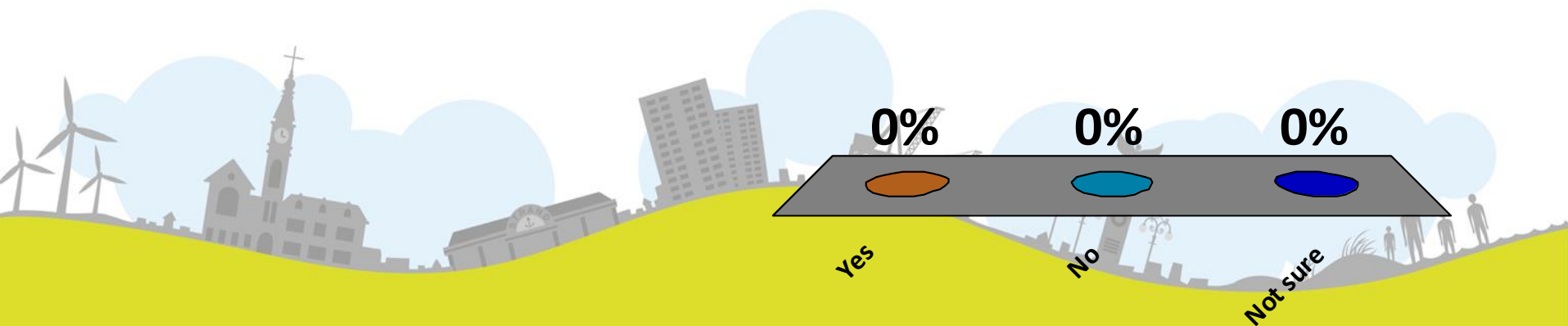
# Q. Did you find the Sefton CVS session on Care Navigators informative and helpful?

1. Yes
2. No
3. Not sure



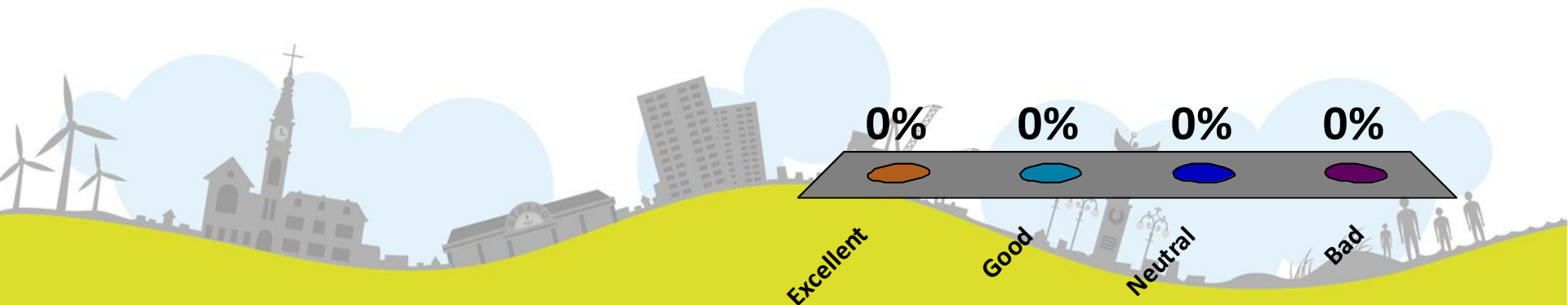
# Q. Did you find the session about community services informative and helpful?

1. Yes
2. No
3. Not sure



# 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.southseftonccg.nhs.uk](http://www.southseftonccg.nhs.uk)
- Please let us know if you require this in other formats
- Call our PALS team on 0800 218 2333



# Thank you

@NHSSSCCG

#BigChat10

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

