Welcome
from Dr Christopher Browning, Chairman, NHS West Suffolk Clinical Commissioning Group

These are undoubtedly difficult times for the NHS both locally and nationally. Increasingly stretched finances together with rising demand mean that health commissioners will need to make some very difficult decisions over the coming months and years.

Despite these difficulties it is important we highlight the good work going on in our area, including the new resources to support young people’s emotional wellbeing, our continued focus on improving end of life care and plans to develop diabetes services.

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Stay in touch by visiting our website at www.westsuffolkccg.nhs.uk and follow us on Facebook and Twitter. If you’ve got any questions simply email us at: getinvolved@westsuffolkccg.nhs.uk or telephone 01284 758 010.

Patient Revolution 2016 - have you booked your place yet?

There is still time to book your free place at the annual WSCCG Patient Revolution event taking place on Wednesday 29 June.

The event provides a great opportunity for you to raise the health issues that matter to you and make a difference to the planning of healthcare services in west Suffolk. Everyone is welcome to attend - patients of all ages and their families and carers as well as representatives of community, voluntary and charitable organisations. The conference is happening at The Athenaeum, Angel Hill, Bury St Edmunds IP33 1LU. There is an afternoon session from 2-5 p.m. and an evening session 5.30-7.30 p.m. You are welcome to attend either or both sessions.

Book your place online here:
Afternoon session Click HERE
Evening session Click HERE

For more information:
Email: getinvolved@westsuffolkccg.nhs.uk or call 01473 770014

New way of working between WSCCG and West Suffolk Hospital

A new way of working has been agreed locally between WSCCG and West Suffolk Hospital, with the aim of ensuring a sustainable financial future for the NHS in west Suffolk.

From 1st April 2016 new guaranteed income contracts were introduced with West Suffolk Hospital. These contracts will see the hospital receive a set payment from WSCCG for elective activities, independent of how many patients are treated. This new contract will replace the ‘payments by results’ system.

The introduction of guaranteed income contracts has a number of benefits. It is a well-known fact that the NHS is under financial pressure. The new contract will mean the hospital knows how much money it will have to spend over the next 12 months. This gives them the stability they need to plan their services and helps them focus on delivering the right level of care to patients.

WSCCG will benefit from knowing how much budget it has to spend on hospital services, removing some of the budget uncertainties of the old payment by results system.

The hospital’s executive director of resources Craig Black said: “We welcome this new contract, which will provide us with greater certainty around our income and allow us to plan more effectively.

“The contract will place an increasing focus on the whole system working together to make sure patients receive treatment in the most appropriate place to meet their needs, which is often within the community rather than an acute hospital.”
New appointment

Dr Ed Garratt has been announced as the new chief officer for NHS Ipswich and East Suffolk CCG and NHS West Suffolk CCG. He was previously chief operating officer for WSCCG and replaces Julian Herbert who has stepped down as the CCGs’ chief officer.

Commenting on his appointment, Dr Garratt said: “I feel privileged to have been appointed to the role. I look forward to steering both CCGs towards further improvement and change to adapt to the challenging landscape facing the NHS.”

The process to appoint a new chief operating officer for WSCCG has begun, with the successful candidate expected to be announced very soon.

Connect - West Suffolk

Connect aims to take a new approach to the delivery of local services for the west Suffolk population. Connect has been informed from the outcomes of the Suffolk Health and Care Review, which sets out an integrated health and care model.

Sudbury was chosen as an early adopter site of this new integrated model and will provide the blueprint for wider roll-out of Connect across the rest of west Suffolk, taking advantage of lessons learned.

The Connect work brings together a range of public services, both from statutory as well as voluntary sectors, in partnership with the local population and communities to support, sustain and build capacity to support individuals to live independent and healthy lives.

Connect recognises that while the vision for integrated care is common across Suffolk, the concrete changes that will deliver the vision are different in each area and as such the developments will be locally co-produced.

Working to develop Integrated Neighbourhood Teams and Community Resilience, the project aims to develop a new integrated and sustainable approach to service delivery, which:

- Ensures that services are delivered in the interests of place and local people first and foremost
- Makes more effective use of existing capacity, projects and initiatives
- Works towards changing the demand for services, investing in services which ensure local people are less dependent on costly interventions and remain independent
- Make more sense and cuts out duplication

Following on from the work in Sudbury, it is intended that the Connect approach will be implemented across the Forest Heath and Bury St Edmunds (Rural) localities in the Spring and then Haverhill and Bury St Edmunds (Central) in late Summer.

For more information contact:
Lee Taylor, WSCCG Transformation Lead
lee.a.taylor@westsuffolkccg.nhs.uk

Dates for your diary

Wednesday 29 June
Patient Revolution event
See page 1 or Read more HERE

Thursday 7 July - 1.00-3.30 p.m.
Meeting in public of WSCCG Community Engagement Group
at Sudbury Town Council, Town Hall, Old Market Place, Sudbury CO10 1TL. This group supports the work of WSCCG to actively engage with patients and the public on the work we do. These meetings enable you to discuss and hear updates on local health issues. Everyone is welcome. Read more HERE

Wednesday 27 July-from 9.00 a.m.
Meeting in public of WSCCG Governing Body at The Lecture Room, St Edmundsbury Cathedral, Bury St Edmunds. Open to all and a good opportunity to learn more about the work of the CCG as well as meet members of the Governing Body. Read more HERE

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360 degree stakeholder survey

Each year NHS England commissions IPSOS Mori to conduct a 360 degree stakeholder survey on behalf of every CCG in the country. This enables local health and care partners, including GP practices and other NHS providers, to have their say on how WSCCG engages with them.

The results of the 2016 survey show that west Suffolk stakeholders continue to highly rate how WSCCG engages with them and have confidence in the CCG’s leadership and commissioning intentions.

- 100% reported satisfaction with the way WSCCG had engaged with them
- 80% have confidence in WSCCG commissioning high quality services
- 83% feel that WSCCG priorities and plans are the right ones

Andrew Eley, WSCCG acting chief operating officer said: “It is reassuring that this year’s stakeholder survey results are so positive and show an improved performance over last year’s. Good engagement and communication is vital and will remain our priority.”

International Nurses’ Day

Earlier in May, the good work being done by nurses in the community was celebrated on International Nurses’ Day (12 May).

Suffolk Community Healthcare nurses work in teams looking after people in their own homes giving nursing care, therapy and support, and helping to prevent admission to hospital.

Amanda Keighley heads up a team of community nurses caring for patients in Bury St Edmunds and the surrounding villages. Often patients are elderly, frail or at the end of their life, and the care they receive from Amanda’s team is a lifeline.

Amanda, who has been a community nurse since 1991, says of her role, “I love the variety and the fact that when I’m with a patient it’s a one-to-one relationship and you are there for that patient and family. The patients are much more empowered in the community as you are a guest in their home and you have to build up that therapeutic relationship swiftly.”

Additional support for young people

The Children & Young Person’s Service team at Suffolk County Council recently held workshops at some schools in Suffolk.

These workshops highlighted that young people prefer to use technology and social media to access professional emotional and wellbeing support and, in response, additional online support services have been introduced:

Ask The 4YP Expert - Experienced youth workers from Suffolk charity 4YP are now offering confidential advice every Tuesday, Wednesday and Thursday from 5-7 p.m. until the end of summer. Anyone aged 12-25 years can go online and ask a 4YP expert about any issue that is affecting them. Click HERE

The Source - The Suffolk-focused website The Source has been refreshed and is an invaluable guide for young people with issues that matter to them, including anxiety, depression, self-harm and eating disorders. The site has been developed to provide clear explanations to address these concerns and signposts them to support and further help. Click HERE

These additional support services for young people form an integral part of the county’s five-year Children and Young People’s Emotional Wellbeing Plan. The plan aims to deliver joined-up, family focused emotional wellbeing services which result in earlier help and better outcomes. Read the plan HERE

For more information please contact: FWB2020@suffolk.gov.uk
Optimum diabetes services

Since the beginning of the year we’ve held workshops across west Suffolk, gathering your views and ideas on further improving diabetes services, so they fully meet patient needs.

The workshops gave positive and valuable input to the design of an optimum diabetes service. We are now in the process of developing the plans, which will support the continuation and expansion of the community diabetes service.

This service currently supports 24 GP practices which look after the 13,000 people in the area who live with diabetes. Future plans aim to improve access to education and advice for newly diagnosed and established Type 1 and Type 2 patients so they can better manage their condition.

For more information contact:
Martin Bate, WSCCG Project Manager, martin.bate@westsuffolkccg.nhs.uk

My Care Wishes - end of life care

End of life care has further improved with the introduction of the My Care Wishes (MCW) folder, which is a development of the previous My Advance Care Planning documents and ensures planning for a patient’s end of life care begins earlier than before.

End of life care planning previously supported a person in the last 12 months of their life. MCW now means conversations are started earlier to include discussions about a preferred place of care and death, as well as guidance on how an individual would like to be cared for in an emergency situation.

An integral aspect of MCW is the Personalised Shared Care & Support Plan. This plan captures all key information and is completed in partnership with the patient, is designed to better manage planned and urgent care interventions and will provide advice and support should the needs of the patient change.

Dawn Barrick Cook, WSCCG transformation lead said: “End of life care is extremely sensitive and we want to continue to improve this, including effective communication between patients, care home residents, their loved ones and the professionals looking after them.”

For more information contact:
Dawn Barrick-Cook, WSCCG Transformation Lead dawn.barrick-cook@westsuffolkccg.nhs.uk

Pain management service helps over 400 people

The Community Pain Management Service, which is commissioned by WSCCG and delivered by the Suffolk GP Federation, has helped more than 400 people since it began last year.

People who suffer from chronic pain can access this special service which enables them to manage their condition and cut down their reliance on medication and the number of visits to a GP or hospital.

It offers personal self-management plans and education to understand pain and pain management, access to physiotherapy sessions, psychological support plus a six week pain management programme. People are referred by their GP or a health care professional and the service is delivered from Drover’s House, Hillside Road, Bury St Edmunds.

If you think that the service may be able to help you, please ask your GP to refer you.

For more information contact:
Claire Jay, WSCCG Transformation Lead claire.jay@westsuffolkccg.nhs.uk

Your local pharmacy is a great source of help and advice if you are feeling unwell. Click HERE to see a list of pharmacies open on Bank Holiday Monday 30 May.