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**West Suffolk
Clinical Commissioning Group**

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Dear Colleague

'Patient Revolution' event feedback

The West Suffolk Clinical Commissioning Group (CCG) held a 'Patient Revolution' event on 18 July. At the event we used the 'Open Space' technique to allow the audience to raise the issues that matter to them. This led to around 60 discussion topics and has provided the CCG with a fund of ideas to consider now and in the future.

The purpose of this letter is to provide some headline feedback on how the CCG has listened to your issues. This feedback is not exhaustive and there are some areas that so far have received more attention than others. However, we thought it important to give you an idea of where we are in the process. This is because all too often there is never any follow up from stakeholder events. Our commitment in all our stakeholder activity is that we feedback when people make the effort to contribute their time and ideas.

I also wanted to take this opportunity to update you on the CCG's authorisation process. The CCG recently submitted a tranche of paper work to be assessed by the NHS Commissioning Board and received a day visit from an expert panel to scrutinise our work and governing body. The assessment was positive and is now in a national moderation process. We are very confident that we will be authorised to become a statutory body from April 2013.



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It was particularly encouraging in the conclusion from the visiting panel that they identified our CCG as an 'exemplar' in Patient and Public Engagement. They also said that we 'had an opportunity to do something special as an organisation'. We hope to take this opportunity in partnership with you as our stakeholders.

Yours sincerely

Dr Ed Garratt
Chief Operating Officer



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'Patient Revolution' Event Feedback

The West Suffolk CCG held a 'Patient Revolution' event on 18 July 2012 at the Apex in Bury St Edmunds. The event used the 'Open Space' technique to allow the audience to raise the issues that matter to them. This led to around 60 discussion topics and has provided the CCG with a fund of ideas to consider now and in the future.

This report provides an overview of the key actions that have taken place.

1. Strategy development

The CCG has drafted an Integrated Plan following the 'Patient Revolution' event. This plan sets out its vision for the next 3 years – and is available at <http://www.westsuffolkcommissioning.co.uk/Aboutus/Authorisation.aspx>. It also cross-references the Suffolk Health and Wellbeing Strategy, Joint Strategic Needs Assessment, NHS Constitution and NHS Outcomes Framework. The plan will be developed further to submit a final draft to the NHS Commissioning Board in April. We will work with our Community Engagement Group in early 2013 to input into the drafting of the plan.

At the centre of the plan is the clear view of our GP members and stakeholders that greater 'integrated working' is the primary vehicle to improve the quality of the local health services. The CCG therefore has the following ambition to ***deliver the highest quality health service in West Suffolk through integrated working.***



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The term integration means a number of things to a number of people. Here it is framed around finding ways to join up working, where this will lead to an improvement in service delivery. The evidence shows us, for example, that there are many opportunities to improve older people's services through better team working across NHS partners, the voluntary and community sector, the public and with local government.

The CCG has established the following priorities and associated outcomes which support our ambition to improve quality through integrated working:

Priority	How we will measure progress
Develop clinical leadership	Increased uptake of education and training related to commissioning in the West Suffolk GP community. Following a baseline year in 2013/14, there will be a year on year improvement of 25%.
Excellence in patient experience and patient engagement	Friends and family test scores for providers within top 10% of the Midlands and East region.
Improve the health and care of older people	Reduction in falls and injuries emergency non-elective admission to be within the best 10% of the Midlands and East region.
Improve access to mental health services	To be in the top 10% of the Midlands and East region for the proportion of people who have depression and/or anxiety disorders that receive primary psychological therapies against the level of population need.
Improve health and wellbeing through partnership working	Breast feeding prevalence at 6 to 8 weeks to be within the top 10% of the Midlands and East region. To achieve a 33% reduction by 2015 in the difference in mortality due to circulatory disease (including ischaemic heart disease and stroke) in people under 75 years between the 20% most deprived Lower Super Output Areas (LSOAs) in our CCG, compared to the other 80%.
Deliver financial sustainability through quality improvement	Ongoing financial balance for the health and care economy of West Suffolk with agreed investment/disinvestment plans to reflect health needs of the population from the delivery of system surpluses



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These priorities reflect the major themes that emerged from the 'Patient Revolution' event in July.

2. Communications Strategy

As a result of the 'Patient Revolution' event we have developed a communications and engagement strategy. This is available at <http://www.westsuffolkcommissioning.co.uk/Aboutus/Authorisation.aspx>.

At the heart of the strategy is our commitment to support and promote the efforts of the NHS and partners in our patch rather than focus solely on the CCG as a standalone organisation. We believe that a key driver of the quality of services in West Suffolk will be the strength of our stakeholder partnerships.

Partnership is crucial because we are a membership organisation based upon 25 West Suffolk GP practices. It is imperative that our communications and engagement enable our GP members to influence, understand and hold to account the work of the group's governing body. Further, we want to use this strategy to build the role of GPs as local NHS leaders and to build the role of locality and neighbourhood groups as the engines of the CCG.

We also commit to extend the concept of membership to take the engagement of patients and the public to new levels in West Suffolk. The Francis report into Mid Staffordshire Hospital NHS Foundation Trust underlined the appalling care that can follow from not listening to patients' feedback. We therefore want to be ambitious in our approach to patient and public engagement.

The strategy establishes the principles of our work and outlines our current thinking. It will be refreshed at least annually to reflect the changing demands and relationships of the CCG.



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3. Governance

The 'Patient Revolution' event in July emphasised that the approach of engaging people widely and in an open fashion should be part of the core business of the new CCG. We have therefore made a commitment in our Constitution (available at <http://www.westsuffolkcommissioning.co.uk/Aboutus/Authorisation.aspx>) to run regular 'Patient Revolution' events. Ideally we would like to use these events to feed into the planning cycle of the CCG.

As described above, we have set improving patient experience as a key priority for our governing body. This means that patient experience is a regular feature of our governing body papers and it is treated with the same importance as finance and other quality measures. Moreover, all our governing body papers now reference the public engagement that is required.

We have created a Community Engagement Group (CEG) as a formal sub-committee of our governing body. This means that we have a formal route for the patient voice to influence decision making at the CCG.

Our CEG is one method we are using to engage with and involve our patients and members of the public. The CEG is a group made up of no more than 20 people, with an interest in influencing healthcare commissioning in west Suffolk at a strategic level.

Members of the CEG work closely with key CCG staff to give a patient and public view on relevant healthcare topics. This helps to inform and influence commissioning processes, decision-making, planning and prioritising across a wide range of healthcare services. Representatives on the CEG include:



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- Patients and members of the public
- Healthwatch
- Suffolk Congress (of Voluntary and Community Sector organisations)
- CCG Chief Operating Officer
- CCG Lay Member for Patient and Public Involvement
- 2-3 CCG managers and officers

The CEG meets every two months, taking meetings around various locations across west Suffolk, including Bury St Edmunds, Red Lodge, Newmarket, Haverhill and Sudbury.

In December 2012, the Community Engagement Group started the process of recruiting new members. Health Forum members, voluntary and community sector organisations and local schools and colleges were approached, asking for interested individuals to contact us. This method was used in an attempt to attract new members from across West Suffolk with a diverse range of experiences and skills, and from diverse backgrounds. A specific attempt has been made to attract young people to the group by contacting schools and colleges.

A short recruitment exercise, consisting of a series of informal meetings at various towns across west Suffolk, is taking place during December 2012 and January 2013. This will help us to select the most appropriate new members for this small group to drive the CCG's work on patient and public involvement. If you are interested to get involved please email sarah.king@suffolkpct.nhs.uk or phone 01284 774794.

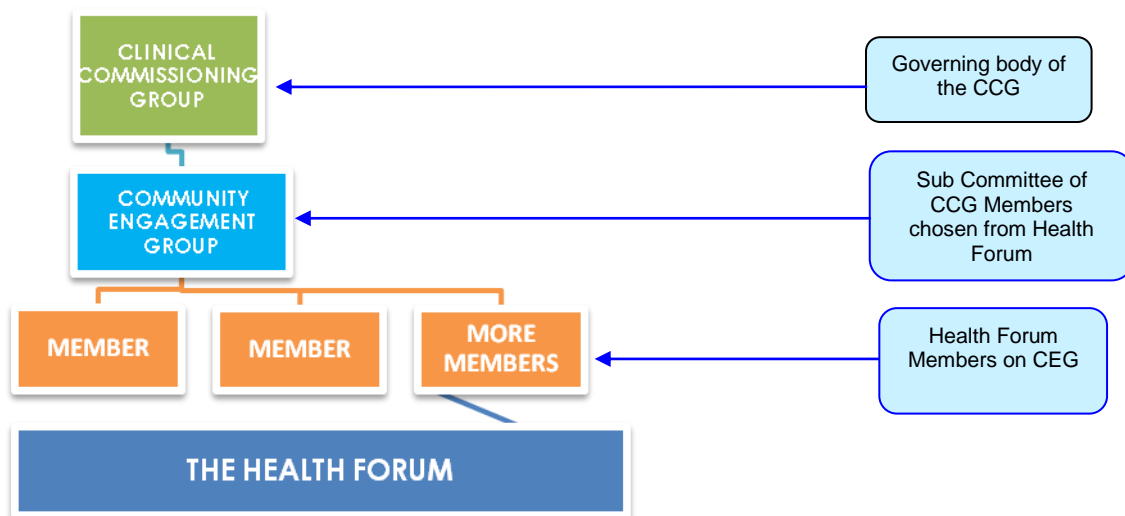


Working alongside the CEG is our Health Forum. The CCG's Health Forum is a way of keeping people from West Suffolk informed of what's happening at the CCG and giving people a voice on what's important to them. It is a wide virtual 'membership' of the Clinical Commissioning Group.

Once registered with the Health Forum we can send people information on areas of healthcare they have told us are most important to them. We can also invite people to health events, keep them up to date with our CCG newsletter and involve members in any relevant surveys and consultations.

It's a great way of keeping up to date with healthcare in West Suffolk and members can get involved and have their say as much as they want to. In order to join the Health Forum please email sarah.king@suffolkpct.nhs.uk or phone 01284 774794.

The diagram below shows the structure of the groups:





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4. Voluntary and Community Sector Engagement

Engagement with the Voluntary and Community sector was a big message that came out of our 'Patient Revolution' event. We have been really pleased to have attended regularly the Suffolk Congress of Voluntary and Community Sector groups. We have offered the Congress a seat on our Community Engagement Group so that they can directly feed into the business of the CCG.

We have also received presentations from various groups at our Executive meeting, such as Suffolk Community Transport, Havebury Housing and the Suffolk Neurology Network. These groups have helped to develop our thinking and have kept us grounded in the real issues facing our communities. In addition we worked with Age UK to run a stakeholder workshop in August on Older People's services.

A big issue that was raised at the 'Patient Revolution' event was the issue of social deprivation, particularly in Haverhill. The CCG has been keen to get involved with the challenges in Haverhill. It has worked closely with the One Haverhill community group and has accepted a seat on its Board. It has also provided additional support to the Haverhill GPs following the decision to close the Crown walk in centre made by NHS Suffolk.

The CCG is currently mapping the healthcare provision in Haverhill for the One Haverhill Board. It has also offered to run a 'joint strategic needs assessment' for the town, which will establish the health needs of the Haverhill population. We will feed the findings of this work for consideration in the future planning of the CCG.



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5. Specific Feedback

The 'Patient Revolution' event generated a considerable number of questions and discussions. Below are responses to some of the louder questions that were raised.

How do people with dementia get their voices heard?

The CCG recognises that dementia is a growing concern in West Suffolk. We are committed to ensure that people's needs as well as the needs of their family carers are clearly heard, understood and met.

We are currently developing 6 new local neighbourhood teams in West Suffolk in partnership with the Norfolk and Suffolk Mental Health Trust, social care and community services including District Nurses, Community Matrons and GPs as well as Age UK and Suffolk Family Carers. The teams will aim to bring organisations together to provide joined up services for communities to respond to local needs.

By working in partnership with local communities we aim to reach out to more people living with a long term condition such as dementia to provide them with greater opportunities for communicating their issues or concerns, becoming more involved in local communities and to also help shape local service provision. The teams will become operational over the Spring of 2013 and be supporting the local communities of:

- Bury St Edmunds town
- Bury St Edmunds rural
- Haverhill
- Mildenhall



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- Newmarket
- Sudbury

In addition, as a partner of the Norfolk and Suffolk Dementia Alliance Group, the CCG have secured additional funding to support training and education awareness of dementia in West Suffolk. The Alliance works closely with people with dementia and their carers.

How do we improve falls services for older people?

Preventing falls is a key priority for the CCG and we have already made good steps forward in improving local services aimed at preventing falls. We are currently working with Age UK and Suffolk County Council to appoint an exercise coordinator who will work with local agencies in West Suffolk to ensure there is good access to exercise for older people. Many falls happen following discharge from hospital and we have recently invited Age UK to increase their provision of their Welcome Home service so that more older people can be supported settling back safely into their own home. Our vision for 2013/14 is to ensure falls prevention becomes part of everyone's business and that health, social care and voluntary organisations are working together to provide a wider range of prevention services across the whole of West Suffolk.

How do we ensure the needs of family carers are met?

The CCG recognises the role family carers play in supporting their loved ones at home. We are pleased to be working alongside Suffolk Family Carers as a partner in implementing our local neighbourhood teams and building local solutions to improving access and delivery of services to family carers. Suffolk



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Family Carers are an active member of the West Suffolk Integrated Steering Group aimed at improving local services for local people together.

How do we engage with young people to ensure we produce an effective programme of health awareness and education?

An 'NHS voices' event was held in Suffolk in October 2012 to hear from Children and Young People their views on health services. The CCG will be responding to this feedback in due course.

West Suffolk CCG has agreed to contribute to the funding of a Children and Young people's Healthwatch 'ambassador' which is due to commence in April 2013. The role will involve the appointment of a young person to represent the views and experiences of young people to Healthwatch and the CCG. The post will work with existing good practice to build a stronger voice for children and young people. The post will be employed by Young Suffolk to ensure the role remains objective and impartial.

How can we give more power to patients?

By making user representation a standard part of our approach to redesign in 2013/14. It is our plan to ensure that our user Health Forum and Community Engagement Group is offered the opportunity to support our redesign work areas.



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We are also starting to introduce Shared Decision Making for the West Suffolk health community, initially in partnership with West Suffolk Hospital NHS Foundation Trust. We hope this will be ground breaking both locally and nationally and will support our patients to take greater control of their conditions, and fulfill the vision of 'no decision about me without me'.

How can patients have access to mental health services, traditionally available within secondary care?

Norfolk and Suffolk Foundation Trust (N&SFT) who provide mental health services are currently modernising their services for patients. West Suffolk CCG are working closely with N&SFT and West Suffolk Hospital in support of this, with particular focus on ensuring that people with mental health needs are recognised and supported in the hospital and the community where appropriate.

How can we provide a quality service for Learning Disabled patients with severe physical disabilities when they are hosted in a Mental Health Trust?

To ensure value for money and improved quality of service provision for people with Learning Disabilities and their carers, we are currently preparing to tender the Learning Disabilities service as provided by Norfolk and Suffolk Foundation Trust. As part of the development of the new service specification, we are consulting closely with user groups to ensure the patient voice is central in shaping the new service.



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6. Conclusion

We hope this report provides you with a helpful summary of how we are developing as an organisation, particularly in terms of our approach to Patient and Public engagement.

We are keen to raise the levels of engagement further, so do take the opportunity to find out more about our Health Forum and Community Engagement Group. You can do so by emailing sarah.king@suffolkpct.nhs.uk or phoning her on 01284 774794.

We wish you a Happy Christmas and a prosperous 2013 from all the staff at the West Suffolk Clinical Commissioning Group.