

April/May 2016

Welcome

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

The outstanding work we are doing locally to improve patient care was given national acknowledgement at the recent NHS Leadership Recognition Awards 2016. The award for NHS Outstanding Collaborative Leadership for Health and Social Care highlights the positive outcomes that can be achieved if we work together more effectively, something that we'll be doing a lot more of in the future.

The Connect Sudbury project is an excellent example of how health and social care organisations are coming together and in this issue you can read about the new Local Area Coordinators who are supporting people to live happy and healthy lives.

I would like to welcome Dave Taylor to the role of chairman of the Community Engagement Group. I know he possesses a real passion and commitment for the NHS.

As always, do please keep in touch by emailing us:

getinvolved@westsuffolkccg.nhs.uk



National award for CCG and partners

A west Suffolk project which has successfully reduced the number of avoidable hospital admissions from care homes and improved patient care has been awarded national recognition by the NHS.

The West Suffolk Care Home Model, which is commissioned by the NHS West Suffolk Clinical Commissioning Group (WSCCG), scooped the award for NHS Outstanding Collaborative Leadership for Health and Social Care at the recent NHS Leadership Recognition Awards 2016.

The award category recognises the positive impact of collaboration in the creation and development of improved health care services for local people. This project is a partnership between WSCCG, West

Suffolk Hospital, St Nicholas Hospice Care, GP practices, out-of-hours, Care UK, the ambulance service and care homes.

The model delivers better support to care home residents and their families by talking with them about planning for an emergency and discussing in detail their future care wishes. The creation of individual Personalised Care and Support Plans means everyone involved in caring for an individual knows what to do in an emergency.

For more information please contact:

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Left to right: Chris Lake, Head of Professional Development, NHS Leadership Academy; Sandie Robinson, Associate Director of Re-Design; Sue Smith, Care Homes Clinical Support Manager; Duncan Selbie, CEO, Public Health England; Tracie Jolliff, Head of Inclusion and Systems Leadership, NHS Leadership Academy.

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.

THE BEST OF HEALTH FOR WEST SUFFOLK

Best in east for one-year cancer survival

The west Suffolk area has been rated as having the best one-year cancer survival rate in the east of England for 2013, according to figures released by the Office of National Statistics.

Each year the ONS publishes an annual set of cancer survival rate figures by CCG area. For the West Suffolk CCG area up to the end of 2013, the one-year survival rate for patients of all ages diagnosed with cancer is 71.8% - higher than any other CCG in the area and higher than the national average.

Recently we are seeing year-on-year improvements to the cancer survival rate of around 0.8%, with the rate in the first year of recording, 1998, being 60.9%. This is a fantastic achievement right across the cancer pathway from primary to secondary care, of which we should all be proud and highlights the great work happening across the local health care system.

Patient Revolution - book now

The annual patient revolution conference is your chance to tell us about the health issues that matter to you the most.

This year we'll be at The Athenaeum in Bury St Edmunds on Wednesday 29 June.

You can attend either the afternoon session 2-5 pm or the evening session 5.30-7.30 pm or both if you wish.

Book a place and find out more [HERE](#).

'Connect Sudbury'

Nationally, there's a lot happening to bring together health and social care. Locally in Suffolk we are not only bringing health and social care together but lots of other partners too, from the public and voluntary sector. The project is called Connect, with Sudbury as one of the early adopter sites.

One example of the work going on is the introduction of Local Area Coordinators who act as a single point of contact, working with people of all ages with mental health conditions, physical disabilities, learning disabilities and older people. They support individuals to achieve their vision for a good life.

Late last year Imogen Sherwood and Cally Boardman started work as Local Area Coordinators, with Imogen covering the Sudbury town patch and Cally the villages around Sudbury. In their roles, they will:

- Take time to build relations and get to know people, identifying their gifts, strengths and skills
- Empower people so they are in control of their life and destiny
- Contribute to building inclusive communities by encouraging and forming connections between people
- Find practical, non-service ways of helping people towards their vision of leading a good life

Last month Imogen and Cally started accepting introductions to people with whom they can build a relationship and work together on their vision for a good life.

These introductions can come from the person themselves, their friends, family or neighbours, community organisations or statutory services.

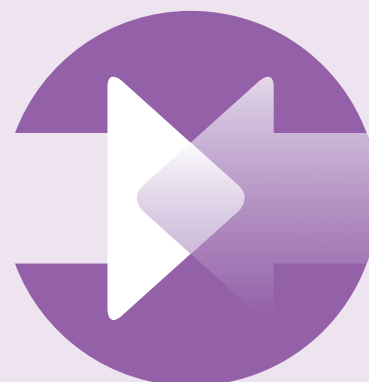
For more information please contact:



Imogen Sherwood,
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Cally Boardman,
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CONNECT
SUDBURY

Community health services - contract extended

The contract to deliver community health services in west and east Suffolk has been extended until September 2017. This means services will continue to be delivered by the West Suffolk NHS Foundation Trust, working with Ipswich Hospital NHS Trust.

The 12-month contract was originally awarded in October 2015, with an option to extend for a further 12 months. The providers deliver a range of adult community services, specialist children's services and community hospitals for over 600,000 people.

Jan Thomas, chief contracts officer for NHS West Suffolk CCG, which awarded the contract said: "Over the last six months our CCG has closely monitored how community services have been delivered. We are pleased by the performance so far and, by mutual agreement, are extending the contract for a further 12 months."

Dr Steve Dunn, chief executive of West Suffolk NHS Foundation Trust said: "We're delighted that the high quality of care we are providing has been recognised and the contract is being extended."

Child and Adolescent Mental Health Transformation

The five-year transformation plan sets out a radical new service design which will make a big difference to the lives of young people and their families in Suffolk by 2020.

The overall aim is to establish an integrated, family-focused response to the needs of young people in east and west Suffolk with emotional, behavioral and mental health needs. Through five big ideas and 10 priorities the plan will deliver a single-point of access to services which are evidence-based and determinedly seeking better outcomes for patients.

The plan has been developed by our county's health and care organisations and, importantly, with input from young people and their families.

Read more about the five big ideas and 10 priorities [HERE](#)

To get involved or find out more please contact:

EWB2020@suffolk.gov.uk



News from West Suffolk Hospital

Inspectors put WSH under the spotlight

The quality and safety of the care provided by West Suffolk Hospital came under the spotlight last month when the Care Quality Commission (CQC) visited the hospital to carry out a rigorous inspection. More than 40 inspectors spent three days looking in detail at the services, processes, teams and individuals working at the hospital sites. Their visit came during the same week as the 48-hour junior doctors' strike, during an outbreak of norovirus which closed a ward and as the hospital's emergency department managed its highest number of attendances in recent years. The results of the CQC's inspection will be publicised by the summer.

Eat Out, Eat Well

West Suffolk Hospital has been presented with a brand new award in recognition of the wide variety of healthier food choices it offers to visitors and staff. The hospital's catering team has become the first in the area to receive a gold "Eat Out, Eat Well" accolade from St Edmundsbury Borough Council for the food available from its Time Out Restaurant and Courtyard Cafe.



Welcome to:



Dave Taylor has taken up the role of chairman of the WSCCG Community Engagement Group, he says:

"When I was asked to take on the chairmanship of the WSCCG Community Engagement Group I agreed with some apprehension given I would be following in the footsteps of Anne Nicholls who has done such good work working closely with Jo Finn and other members of the CCG board.

"Hopefully my own background in social care and latterly as chief executive of a west Suffolk charity will be useful. We are lucky in west Suffolk to have a CCG so committed to achieving a way of working which has patient and community involvement at its core and the CEG is a central part of that goal. The next few years will be a considerable challenge for all health and social care systems and the active participation of patients, their families and carers in the delivery and shaping of services will be critical. We want and expect that the WSCCG Community Engagement Group can continue to play its part in that work".

Read more about the Community Engagement Group [HERE](#).

Ophthalmology event - what you told us

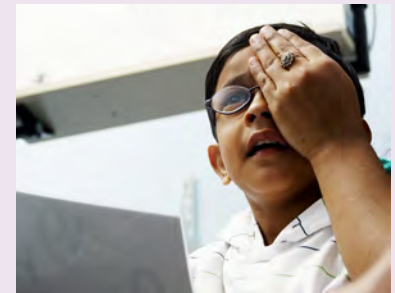
On 1 March, WSCCG held an ophthalmology stakeholder evening to hear the views from providers, patients, optometrists and other interested parties.

Some 35 people attended to discuss current services and the future pathways to manage the 26% expected increase in demand for eye services. The key theme for the evening was - how can we work together as one eye health system? The outcomes are that people agree with the triage being consultant-led, for the focus to be on education, training and information for providers and people.

There were good ideas for the glaucoma pathway. The consensus was that by working together we can keep high quality eye services as demand increases.

Ophthalmology facts

- in Suffolk it is estimated that:
- Over 33,000 people are living with age-related macular degeneration
- Over 8000 people are living with a cataract
- Over 7000 people are living with glaucoma



For more information please contact:

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Dates for your diary



Come along to the next meeting of the **WSCCG Community Engagement Group** on Thursday 28 April 10am-12.30 pm at Brandon Town Council, Old School House, Market Hill, Brandon IP27 0AA. Read more [HERE](#).

Meeting in public of the WSCCG Governing Body - the next meeting is taking place on Wednesday 25 May at The Lecture Room, St Edmundsbury Cathedral, Bury St Edmunds from 9 a.m. These meetings are a great opportunity to ask questions and get involved! See who's who on the Governing Body [HERE](#).

Bank Holidays

There will be two Bank Holidays during May - **Monday 2nd May** and **Monday 30th May**. So please remember to stock up on basic medicine cabinet essentials such as paracetamol, anti-diarrhea remedy, anti-histamines and sticking plasters - ask your pharmacist for advice on what you should stock up on.

GP practices will be closed on both these dates. If you need urgent medical help or advice you can call NHS 111 - the 111 service is open 24/7 and you'll speak to a Suffolk-based trained advisor who will help you.

And don't forget just how much help and advice your local pharmacist can offer. You can see a list of pharmacies open on the holiday Mondays [HERE](#).