

## Welcome

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

*It is a pleasure to welcome you and it is certainly pleasing that there is so much positive news to report. The latest performance assessment from NHS England shows that overall WSCCG is rated 'good', one of only six CCGs in the East of England to achieve this rating. The big improvements to stroke care services have been recognised with a national award and the area's Sustainability and Transformation Partnership has been awarded additional funding. Don't forget there's a bank holiday at the end of August, so do be prepared. And please enjoy the rest of summer months by getting out and about as much as you can and enjoy all that west Suffolk has to offer.*

Stay in touch by visiting our website at [www.westsuffolkccg.nhs.uk](http://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](mailto:getinvolved@westsuffolkccg.nhs.uk) or tel: 01473 770014.



## Good performance rating for WSCCG

**In the latest annual national performance assessments of clinical commissioning groups by NHS England for 2016/17, WSCCG has been overall rated 'good'.**

In 2015/16 WSCCG was rated overall as 'requires improvement'. Dr Ed Garratt, chief officer, said: "This is an incredible result for the CCG and undoubtedly gives people confidence that their local services are performing well. "The CCG has always made it a priority to listen to the local population on how they want their NHS shaped and we work in partnership with the health and social care sector to ensure the best of care.

"Following last year's rating everyone at the CCG was determined to make the required improvements. We have successfully achieved this ambition.

"The assessment acknowledges the exemplary work happening in the development of the Sustainability and Transformation Partnership and the continued good work to engage with the public and our partners. We continue to be the best in England for early cancer diagnosis and we have committed to increasing spending to further improve mental health services.

"We are proud that health care in Suffolk is regarded as being among the best in England, although we know that more work needs to be done. The assessment highlights the speedy response by the CCG in recognising the need to implement Special Education Needs and Disabilities reforms and we are working with our partners to achieve this. We are also committed to increasing services to improve dementia identification, diagnosis and support."

## Big success for patient event

**We had a really good attendance at the WSCCG Patient Revolution conference which was held in mid-July.**

There were great conversations and discussions - we'll share more about these in the near future. Thank you to everyone who attended. If you were not able to attend you can read the verbatim notes on the Patient Revolution 2017 section of the WSCCG website [HERE](#)



## Investment in local health services

**The Sustainability and Transformation Partnership (STP) for east and west Suffolk and north east Essex has successfully secured additional Government funding worth nearly £3.8m.**

In the west Suffolk area £1.3 million will go towards the creation of a health and wellbeing hub at Newmarket Community Hospital. The plan will see the relocation of Oakfield Surgery to the hospital where primary care services will be delivered alongside community health services. Almost £1 million is earmarked for improved awareness and treatment of diabetes across the STP area. The other £1.5 million will enable a primary care hub developed in north east Essex.

STPs outline how local health and care services will evolve and become sustainable over the next five years, setting out how these organisations could work together differently and more effectively.

In March the Government announced that up to £325 million would be made available to some of the country's strongest STPs which made successful funding applications. The STP for the east and west Suffolk and north east Essex areas is acknowledged as being at an advanced stage.

Read more about STPs [HERE](#)

## Dates for your diary

### Community Engagement Group

**Thursday 24 August 1.00 - 3.00 p.m.**  
**Room GF14, West Suffolk House,**  
**Western Way, Bury St Edmunds.**

Every two months the group meets in public to discuss and hear updates on important health care matters. The group represents you - patients and public of west Suffolk. These meetings are an opportunity for you to hear the latest on health care in your area and to speak about what matters to you.

More [HERE](#)

### Meeting in public of WSCCG Governing Body

**Wednesday 27 September 9.00 a.m. - 12 noon.**

Everyone is welcome to attend. These bi-monthly meetings give you a chance to meet Governing Body members and CCG staff and learn more about the work of your CCG.

More [HERE](#)

## Recognition for exceptional stroke care

**The radical turnaround of stroke services has been recognised with a national award.**

WSCCG and our partners NHS Ipswich and East Suffolk CCG (IESCCG) scooped the Healthcare Transformation Award for *Innovation in Improving Outcomes and Reducing Variation*.

The award highlights the transformation of stroke services over the past four years, with Suffolk now having the lowest level of premature stroke mortality compared to similar areas in the country.

Over 1000 people in the area suffer a stroke each year and now every stroke patient has seven day a week access to a consultant stroke specialist and rehabilitation team within 24 hours. Care does not stop at the hospital door with patients being able to access care after they have been discharged from hospital, improving the chances of recovery and giving support to carers. These rehabilitation services include speech and language therapy, physiotherapy and clinical psychology.

Do you know the signs of a stroke?

Learn to act F.A.S.T. [HERE](#)





## Attitudes to medicine on prescription have changed

**A survey by WSCCG has revealed that 96% of people are prepared to purchase medicine for minor conditions from the pharmacy, rather than expect to get it on prescription.**

These results show how social attitudes on the role of GPs and what is expected on prescription have radically altered.

Thirty three years ago tonic wine, Evian mineral water, Flora margarine, communion wafers, Nescafe instant coffee and Max Factor face powder were some of the items that were allowed on prescription. None of these items are allowed now and the full survey results highlight that nowadays people have the confidence in their local pharmacist to seek help and advice for conditions that they would previously have seen their GP about.

Survey results include:

- 91% believe that the pharmacist is a well-trained health professional who can help with minor conditions
- 62% say that a pharmacist has helped them deal with a minor condition in the last year
- 83% of those who are entitled to free prescription medicine say they feel they should buy any medicines that are available over-the-counter at the pharmacy
- 79% feel they can easily identify which medicines they need at the pharmacy

Linda Lord, WSCCG's chief pharmacist, said: "These survey results are incredibly encouraging as they show that most people are aware of just how much help and advice is available from their local pharmacy."

Examples of medicines that can easily be purchased from a community pharmacy for minor conditions are: Hay fever tablets, indigestion remedies, pain killers, moisturisers, rubs for muscle/ joint pain, treatments for diarrhoea, eye drops for dry eyes and vitamins.

See what items were previously available on NHS prescription [HERE](#)

## Unsung commissioning heroes celebrated

**The hard work and dedication of NHS workers was recognised last month when WSCCG and IESCCG held our first ever staff awards.**

More than 100 employees attended and awards were presented for 'Working in partnership', 'Innovation', 'Calm in the eye of a storm', 'Making a difference to patients and the public', 'Living the CCGs' values' and 'Star behind the scenes'.

Dr Ed Garratt, chief officer for both CCGs, opened proceedings by reviewing the two organisations' performance in 2016/17. He said: "Front line NHS medical staff such as doctors and nurses are publicly lauded for their incredible dedication and professionalism, and quite rightly so.

"But NHS commissioning staff also play a crucial role in shaping and helping to deliver efficient health services in Suffolk and their often unheralded efforts are equally worthy of recognition."



## Setting up and running a PPG



**Philip Worsley, secretary of Hardwicke House Group Practice PPG, shares his experiences.**

Hardwicke House Group Practice, with surgeries in Sudbury, Great Cornard, Bures and Clare, is West Suffolk's largest practice with over 24,000 patients. The Practice Manager set up a Patient Partnership Group\* (PPG) several years ago. For the last four years the PPG has been chaired by a patient. The Practice Manager, along with a GP, attends the meetings and supports the group.

The main aims of the group include:

- Communicating with patients via PPG newsletters and surgery notice boards
- Raising patient awareness of services the practice provides and local support groups
- Assisting with annual patient surveys and initiatives like the recent Electronic Information Sharing project
- Lobbying on health issues that have an impact on the practice and participate in CQC inspection interviews

The group is not a channel for complaints - these are directed to more appropriate places.

Group meetings are held bi-monthly on the first Friday afternoon of the month. We have considered evening meetings to attract patients who have work, education or child care commitments. However, in changing meeting times care is needed to avoid alienating existing members or making it difficult for practice staff to support the group. Other considerations have included the use of social media and virtual membership.

Recruiting members from diverse age and social groups is difficult. We have found approaching local health interest groups, parish councils and churches to send representatives has proved successful along with handing out PPG promotional leaflets at flu clinics.

We are keen to network with other PPGs to share ideas and support.

\*PPG is also known as a Patient Participation Group.

**A second PPG workshop will be held on 13 September.** Those who came to the PPG workshop held in March decided that a PPG Network would create ongoing opportunities for members of existing and new PPGs to connect and communicate with each other. The event will take place at Moreton Hall Community Centre, Bury Edmunds.

If you are a PPG member or are interested in getting involved in supporting your local GP Practice, please send your details to [comms@suffolk.nhs.uk](mailto:comms@suffolk.nhs.uk) to receive more information.

## West Suffolk Hospital hits national A&E target

Despite soaring patient numbers and one of the busiest days that the emergency department has ever recorded, West Suffolk Hospital has exceeded the national 95% four-hour A&E standard for the first quarter of this year. Congratulations to the hospital's hard working staff.



## August bank holiday

**Be prepared for the holiday weekend. Monday 28 August is a bank holiday - GP practices and some pharmacies will be closed.**

- Have a well-stocked medicine cabinet. It's not expensive to stock up on basic items such as sticking plasters, paracetamol, anti-diarrhoea medicine and indigestion remedy. Ask your pharmacist for advice on what you medicines you should keep at home
- Pharmacies are a great source of help and advice if you are feeling unwell. See list of pharmacies open on the bank holiday Monday [HERE](#)
- If you need urgent medical help or advice that can't wait until your GP practice is open call NHS 111. You will speak to a trained advisor who will help you. The service is open 24/7 and calls are free. Or try the new NHS 111 Online service [HERE](#)